

PCI Code of Conduct

Drawing on best practice in the sector, including advice from sector membership organisation BOND, all PCI team members sign up to the following code of conduct. This applies not only to any work conducted overseas for PCI but also to your conduct as PCI representatives in your home country. The code of conduct, which is firmly rooted in universal values of respect and non-discrimination, makes clear that PCI representatives must:

Religion and customs

- Respect local laws, religions and customs
- Respect those of all religions and none, and encourage open and compassionate dialogue resulting from appropriate discussion of religious beliefs as they relate to health care and lifestyle choices
- Be sensitive to the customs of other religions, such as fasting and avoiding certain foods

Bribery

- Avoid engagement in bribery, extortion or blackmail of any kind (in line with the UK Bribery Act 2010)¹
- Politely refuse gifts of material value from clients, partners or suppliers (this does not include small gifts offered as tokens of appreciation of work carried out)

Personal conduct

- Act with respect towards all team members, partners, local officials and all other people with whom you may come into contact. All team members are explicitly excluded from engaging in physical, emotional or sexual harassment, bullying or intimidation of any kind.
- Take care to treat colleagues with respect at all times and particularly when travelling together in challenging or stressful conditions.
- Under no circumstances, participate in commercial sexual activity
- Be careful about consuming alcohol, either to excess, or openly in a culture where there is limited tolerance to alcohol consumption
- Avoid use of personal social media accounts to make public posts during PCI travel to high risk locations and always avoid sensitive or political messaging in any other social media activity which relates to work with PCI.

Safeguarding

You will come into contact with a range of vulnerable people when working for PCI. Since PCI representatives may be perceived as holding a position of power within a project, this definition of vulnerable people is necessarily broad and encompasses patients and their families, local communities, partner organisation project workers (including health workers), and hospitality staff (hotel workers etc).

Physical, emotional or sexual harassment, bullying or intimidation of any kind is entirely unacceptable. In addition:

- Avoid being alone in a private room with a vulnerable person
- Do not participate in intimate or sexual relations with a vulnerable person

¹ Further reading here <https://www.gov.uk/anti-bribery-policy> and <https://www.transparency.org.uk/our-work/business-integrity/bribery-act/#.WrOPIUx2tMs>

- If you suspect abuse of a vulnerable person of any kind during your work, flag your concern to an appropriate senior member of the local team you are working with as well as to the PCI team on your return (or immediately if you perceive immediate and significant risk).

The list above is not exhaustive; under no circumstances may a PCI representative use his or her position of power to gain any personal benefits or advantages (explicitly defined or undefined) over others.

Zero Tolerance

PCI operates a policy of zero tolerance. Team members found to have contravened of this code will be subject to immediate investigation and if gross misconduct is found, the likely consequence will be immediate termination of relationship with PCI.

Whistleblowing

As representatives of PCI, you have a responsibility to disclose any failure to adhere to this code of conduct by other PCI team members that you become aware of. You may do this during your post-trip 1-2-1 debrief, or directly to the Director/CEO, (or another Director, if preferred). Your disclosure will be dealt with sensitively and confidentially whilst ensuring that no further harm or damage is created.