



Aga Khan Foundation Australia Code of Conduct

1. Introduction

The Aga Khan Foundation Australia (“AKF Australia”, “AKFA”) Code of Conduct outlines the ethical standards and behaviours expected of everyone associated with AKF Australia, irrespective of hierarchy, status or position. It is designed to foster a culture of respect, accountability, and best practices to ensure a safe and inclusive environment aligned to AKF Australia values. Everyone associated with AKF Australia is expected to demonstrate the highest standards of honesty, integrity and professionalism.

2. Scope and purpose

This Code of Conduct applies to all contracted staff, both international and local, employed by AKF Australia. Adapted Codes of Conduct are applicable to volunteers, partners, contractors and suppliers.

The purpose of this Code of Conduct is to define the expected conduct of AKF Australia’s staff while under contract with the organisation. It forms part of all employment contracts and applies both within and outside working hours. Misconduct beyond AKF Australia in the private domain may also need to be addressed if it comes to light.

Breaches of the Code of Conduct may result in disciplinary action, up to and including dismissal, depending on the severity of the breach.

While recognising local laws and cultures across regions, AKF Australia is register charity and International Non-Governmental Organisation (INGO), and this Code aligns with international and UN standards. AKF Australia’s staff must uphold local laws wherever they operate. However, where this Code of Conduct is more stringent than local law, the Code takes precedence.

AKF Australia’s work is based on the principles of international conventions and instruments:

- Convention on the Elimination of Discrimination Against Women (UNCEDAW)
- Convention on the Rights of Persons with Disabilities (UNCRPD)
- ILO Convention 190 (2019) on Eliminating Violence and Harassment in the World of Work
- United Nations Convention on the Rights of the Child (UNCRC)
- Universal Declaration of Human Rights

AKF Australia’s safeguarding policy is also in line with international standards and recommendations regarding safeguarding:

- CHS Alliance Core Humanitarian Standard
- OECD DAC Recommendations on PSEAH
- IASC Principles and Standards for PSEA



All people must be treated equally, with dignity and respect. There is zero tolerance for sexual abuse, exploitation, harassment (SEAH), neglect or other misconduct by AKF Australia staff, representatives or partners.

Mission and values

AKF Australia's committed to fostering respectful relationships among staff, Board Directors, associates, volunteers and the wider communities with whom it works. AKF Australia takes all reasonable measures to prevent harm, including any form of exploitation, abuse, bullying, harassment and abuse of power that may arise from contact with its staff, programmes or operations.

All staff are expected to consistently demonstrate high standards of personal, ethical and professional conduct and to share a collective responsibility to prevent misconduct and to safeguard children and adults.

Code of Conduct Standards

1. Uphold the Integrity and Reputation of AKF Australia

As an AKF Australia employee I will:

- Act in a manner that reflects AKF Australia values and ethical standards.
- Ensure that my conduct is consistent with the United Nations universal human rights principles and frameworks which guide the work
- Treat all people fairly, with respect and dignity.
- Contribute to a culture that empowers and protects the rights of the people and communities we work with.
- Use my authority and position responsibly, ensuring it is exercised with fairness and without abuse
- Call out racism and discrimination where I see them and I will seek to understand and address my own unconscious bias
- Observe local laws and cultural norms when working in an international context or travelling on behalf of AKF Australia.
- Avoid actions that could bring AKF Australia into disrepute or compromise my ability to perform my role.
- Not work under the influence of alcohol or use or possess illegal substances on AKF Australia premises, in AKF Australia accommodation, or when representing the organisation

2. Maintain Professional and Respectful Relationships

As an AKF Australia employee, I will:

- Maintain professional boundaries and not engage in relationships with programme participants, recognising the inherent power imbalance in such interactions.
- Not engage in sexual activity with children (under 18), recognising that mistaken belief in age is not a defence.
- Not use or provide alcohol or drugs in any context involving children or community visits.



- Give personal gifts, money, or favours to children, families, or communities outside of AKF Australia approved activities.
- Engage children in labour, tasks, or responsibilities that are exploitative, inappropriate, or interfere with their rights to education, health, or development.
- Not exchange money, employment, goods, or services for sex¹, including sexual favours or any other form of humiliating, degrading or exploitative behaviour. This includes any exchange of support that is due to programme participants.²
- Not engage in any commercially exploitative activities with children or adults at risk, including child labour or trafficking
- Not consume, purchase, sell, possess, create or distribute any form of indecent images, including those depicting child abuse.
- Not physically, emotionally or psychologically harm a child or adult at risk in any way whatsoever.
- I will Immediately report any safeguarding concerns, suspicions, or allegations through AKF's designated reporting channels.

3. Ensure the Safety, Health, and Welfare of all AKF Australia Staff and Associated Personnel (volunteers, partners, suppliers and contractors)

As an AKF Australia employee, I will:

- Adhere to all legal and organisational health and safety requirements in force at my location of work
- Follow and comply local security guidelines and proactively inform management of any necessary changes to such guidelines.
- Act responsibly to minimise any unnecessary risk to the safety, health and welfare of myself, colleagues, partner organisations and communities we work with.

4. Use AKF Australia Information, Assets, and Resources Responsibly

As an AKF Australia employee, I will:

- Use AKFA assets and resources responsibly and ensure accountability for all monies and property entrusted to me.
- Not use AKFA equipment, systems, software, e-mail or social media platforms to engage in any unethical or illegal activities, under local or international law, or to promote conduct that would constitute a criminal offence. This includes sharing, creating, or distributing any material that intimidates, harasses, or discriminates against individuals or groups based on protected characteristics, or that promotes extremism.
- Not use AKFA equipment to access, download, create, distribute or store, in any way whatsoever, inappropriate and abusive content, including but not limited to pornography or any material depicting child abuse

5. Avoid Conflicts of Interest

¹ This statement does not reflect a judgement by AKF Australia on individuals engaged in commercial sex work. Rather it prohibits AKF Australia staff from exploiting their position of power in any way.

² Any intimate relationships between AKF Australia staff and beneficiaries of assistance must be declared as a potential Conflict of Interest. For further guidance, please refer to the AKF Australia Safeguarding Policy for more information.



As an AKFA employee, I will:

- Disclose any financial, personal or familial (or close intimate relationship) interest that may impact AKFA's work.
- Not be involved in hiring, promoting, any form of contracting, or awarding benefits to individuals with whom I have financial, personal, familial (or close intimate relationship) ties.
- Seek permission from your CEO in writing before accepting any official role or nomination for political office.
- Maintain transparency and not accept significant gifts or remuneration from governments, communities with whom we work, donors, suppliers or any other persons which have been offered as a result of my employment with AKFA, or with the intention to influence my professional judgement. *For additional guidance please refer to your country financial policy.*

6. Maintain Confidentiality

As an AKF Australia employee, I will:

- Handle all matters of official business with care and discretion.
- Not disclose confidential information about colleagues, work-related matters, or sensitive data unless legally required to do so.

Complaints and Reports

All AKF Australia staff are expected to report any concerns, incidents, or behaviours that may breach this Code. If any staff member witnesses, experiences, or becomes aware of, or suspects misconduct, they are encouraged to report it promptly to ensure a safe, accountable work environment. Reporting procedures are annexed to this document. Those reporting concerns are protected from retaliation as per the AKF Australia Whistleblower Policy.

AKF Australia may be required to refer or report serious incidents to external agencies, such as law enforcement, regulatory bodies, donors, or professional organisations as appropriate.

Acknowledgement and Commitment

By signing below, and in accepting my appointment, I acknowledge my commitment to uphold the principles outlined in this Code of Conduct. I understand that my actions reflect AKF Australia values and contribute to a safe, ethical, and respectful workplace for all.

Name:

Signature:

Date:



Annex 1: Reporting

What to do if you have a safeguarding concern

If the concern relates to a child under 18, you should report the concern in confidence immediately to the relevant authorities or through one of the routes listed below.

Options for reporting

You can remain anonymous if you wish.

1. LINE MANAGER/ SAFEGUARDING FOCAL POINT

Speak to your **line manager, Safeguarding Manager/Focal Point or other designated person** (for more details on all available Speak Up channels please refer to Annex 2) as soon as possible. You do not need to have all the facts or details. This will ensure that the matter is addressed promptly before it becomes a more serious problem.

The Safeguarding Focal Point for AKF Australia is Afshin Ghassemi

Contact details: Email: afshin.ghassmi@akdn.org
Mob: +61 (0) 432 178 039

2. SENIOR MANAGER

If you are uncomfortable speaking to one of these individuals, or if you believe that the person is implicated in the concern, or you have reported the concern previously and it was not taken seriously, you have the right to raise it to any other staff member, such as a senior manager or the Global Safeguarding Lead, or a member of the HR Team.

If you wish, you may contact **AKF's Global Safeguarding Lead, AKF's Global Director of Operations**, and/or **AKDN's HR Director & AKF Human Resources Committee Board member** (see Annex 2 for details)

3. SAFECALL SPEAK UP SERVICE

You can also use the Safecall 'speaking up' hotline or web platform, which is an external, independent service provider available for AKFA staff. This service is available 24 hours a day and you can talk to someone in your own language. The call handlers will take details of your concern and then pass this on to AKF Geneva (Head Office). You can remain completely anonymous if you wish.

See more details here: <https://www.safecall.co.uk/>

24/7 Hotline number (Australia): 1 800 312 928

Web portal: <https://www.safecall.co.uk/file-a-report/>

4. LOCAL AUTHORITIES



If your concern relates to a potential breach of the law, you can also refer directly to the relevant local authorities. If the report alleges criminal activity, you may also refer the report to the relevant local authorities, if it is safe to do so. Referral must be safe for all concerned, particularly the survivor, and therefore AKF Australia may wish to undertake a risk assessment before referring to local authorities. The survivor's consent must be sought for a referral to take place, unless they are a child under the age of 18, in which case the best interests of the child takes precedence.

Refer to the AKF Australia Whistleblower policy for further details.

AKF Australia will also accept complaints/ safeguarding reports about incidents caused by the organisation or its representative from external sources such as members of the public, partners and official bodies.

What will happen?

1. AKF Australia will take all complaints that are raised seriously and will handle them in a consistent, timely and fair manner
2. AKF Australia will take appropriate steps to ensure there is no retaliation against an employee who raises a complaint/speaks up.
3. AKF Australia will deal with all complaints confidentially and all those involved will be expected to keep their involvement and all details relating to the complaint confidential.
4. Employees who wish to report cases of sexual harassment will have their case considered by male or female staff representatives at all points in the process.

Staff and volunteers in all countries have a right to access AKF's Employees Assistance Programme. Please refer to the AKF Australia Staff Handbook for details for such assistance.



Annex 2: Speak Up Contact details

AKF Global Safeguarding Lead

Ms. Kasia Bartman

Katarzyna.bartman@akdn.org

Tel. +41 229097226

Mob. +41 787152695

Global Director of Operations

Mr. Tom Austin

Tom.austin@akdn.org

Tel. +41 229097339

Mob. +41 792011484

AKDN HR Director & AKF Human Resources Committee member

Ms. Shams Jaffer

Shams.jaffer@akdn.org

Tel. +33 344584012

Mob. +33 675077437

SAFECALL

<https://www.safecall.co.uk/file-a-report/>

Tel (Australia): 1800 312928

For other numbers: <https://www.safecall.co.uk/file-a-report/telephone-numbers/>