

CODE OF CONDUCT

Options is an international development consultancy working primarily in the health sector to transform the health of women and girls in developing countries. We work in partnerships with governments, health workers, civil society and businesses to bring together knowledge, expertise and influence to ensure everyone has access to the health care they need. Our team of professionals are passionate about the work they do in:

- building strong, sustainable systems that will improve healthcare for all;
- empowering communities so that they have easy access to high quality healthcare;
- acting as a catalyst to drive social change.

This Code of Conduct describes the actions and behaviours that enable and ensure Options carries out its business in a sustainable way for the benefit of our clients and end users, and so that the employment experience is a positive one for all our staff. This Code is designed to support the values and behaviours of Options by highlighting the principles and themes that ensure Options manages its day to day activity in line with the needs of clients, staff, end users and other stakeholders. Options aims to be an inclusive organisation where diversity is valued.

Our Code

Options Organisation

- We always focus on the end user and always endeavor to provide high quality and efficient services.
- We encourage innovation in pursuit of our objectives.
- We deploy our resources exclusively in the pursuit of our goals.
- We encourage teamwork and shared accountability.
- We always behave professionally, fairly and honestly.
- We maintain a high level of integrity in any relationships with stakeholders, including clients, suppliers, end users and colleagues.
- We take responsibility for our own actions and behaviours.
- We comply with our statutory obligations in every country where we have a presence.
- We do not accept inducements or gifts in contravention of our policies, nor take part in fraud or bribery of any description; we do not give or receive facilitation payments or bribes.
- We do not misuse information or data in such a way which causes detriment to the reputation of Options, to the services Options provides or to any colleague, client or stakeholder.
- We respect confidentiality at all times and protect information appropriately.
- We only use Options funds in furtherance of our goals and objectives and never to support criminal purposes, whether directly or indirectly.

Options People

- We treat staff with respect throughout the employment lifecycle from the moment they express interest in working for Options until they leave Options for a new opportunity.
- We ensure that staff are treated fairly and equitably through the application of our agreed policies and procedures.
- We respect the rights of our staff to be represented and consulted where appropriate.
- We strive to support colleagues in their personal development and career progression.
- We never tolerate bullying, harassment or abuse of any kind towards ourselves or others.
- We respect the rights of our staff not to be discriminated against in relation to any protected characteristic*, and we provide everyone with the opportunity to raise any concerns.
- We value the work that is carried out by every one of our team members.
- We safeguard and protect the rights of children, young people and the vulnerable.
- We uphold the elimination of all forms of forced and compulsory labour for everyone and we do not tolerate the trafficking and slavery of people.

This document applies to all staff plus consultants, contractors, partners, and suppliers. Staff are those individuals who are employed by Options. Although this Code applies to the work of Options, staff are

reminded that their behaviours outside the working environment may also have the potential to harm the company, in circumstances where those behaviours breach either regulated or accepted standards.

Staff should be provided with a copy of this document during the induction process and they should sign a copy of the document to acknowledge receipt.

In the event of any apparent breach of this code by a member of staff, Options will investigate the allegations and consider the evidence, regardless of the circumstances, if there is a case to answer. If there is a case to answer, the process will be managed in line with the disciplinary procedures, and/or any other process or procedure that might apply in the circumstances. An individual who wishes to raise a concern in relation to a possible breach of this Code should raise those concerns informally in the first instance, with reference to the appropriate grievance policy. Alternatively, the concerns can be directed in confidence through our whistleblowing procedure.

Options' Partners, including contractors, consultants, suppliers, end users, and other individuals who work with Options and our clients worldwide, should also be made aware of this Code of Conduct.

This Code has been drafted to reflect the Labour Principles within the UN Global Compact, specifically the upholding of the protection of internationally proclaimed human rights, as well as Options' commitment not to be complicit in human rights abuses beyond this organisation and across the countries we operate within.

I.....(NAME) acknowledge that I have read and understand Options Code of Conduct and will comply with all its provisions.

Signed: Date.....

*A protected characteristic is one that an individual can lawfully rely on within the jurisdiction concerned to ensure equality or equal treatment in relation to their employment. Protected characteristics vary from country to country.

Appendix 1: Options Core Behaviours

Work as One

- Contribute, use, and share accurate data and information to improve understanding, insight and decision-making across Options, enabling us to maximise our ability to influence others and deliver high quality services
- Share relevant knowledge, expertise and resources to strengthen teamwork and prevent duplication of effort
- Actively work as part of a team, providing support and flexibility to colleagues, demonstrating fairness, understanding and respect for all people and cultures.

Show courage, authenticity and integrity

- Hold ourselves accountable for the decisions we make and the behaviours we demonstrate
- Are courageous in challenging others and taking appropriate managed risks.

Develop and grow

- Seek feedback to enable greater self-awareness and provide the same to others in a way which inspires them to be even more effective.
- Manage our career development including keeping our knowledge and skills up to date.

Deliver excellence, always

- Strive to consistently meet and exceed expectations, putting clients at the centre of everything, and implement smarter, more efficient ways of performing our roles
- Build and maintain effective long-term working relationships with all stakeholders, and be true Options ambassadors.

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