

Code of Ethics and Conduct for HelpAge Deutschland e.V.

At HelpAge, we aim to create a world in which every person can age with dignity, security, and freedom—including older people living today as well as future generations. We support the participation, well-being, inclusion, and rights of older and vulnerable people, their families, and communities, and we advocate for solidarity across generations to collectively overcome poverty, inequality, and discrimination.

Our goals and values guide how we work together within the organization and as a team at HelpAge Deutschland e.V. In our work, we hold ourselves to high standards of professionalism, integrity, and transparency. We are committed to complying with all legal provisions and regulations. Our Code of Ethics and Conduct provides the framework for our internal guidelines and serves as a guide for legally and ethically sound, responsible conduct.

The Code of Ethics and Conduct applies to all employees and volunteers of HelpAge, as well as to all members of the association's board and committees. Managers serve as role models and exemplify behavior characterized by integrity, honesty, and respect. They are responsible for ensuring that all employees are familiar with and adhere to the Code of Conduct.

How we work together as a team

We treat one another with appreciation, trust, and respect. Collegial advice and mutual support are second nature to us. We foster an open dialogue in which every individual's opinion counts. We communicate respectfully and promote a culture in which new ideas and constructive criticism are welcome and concerns can be openly addressed. Mistakes are human: we see them as opportunities to learn and continue to improve.

Managers see themselves as sparring partners for their teams. They listen actively, encourage employees, support them in finding solutions, and give them room to grow. They encourage them to take on responsibility.

We proactively and collaboratively resolve conflicts and issues within the team, between managers and employees, or between management and the board of directors. If we are unable to do so, we can turn to the ombudsperson.

Respectful collaboration

We do not tolerate any form of discrimination—whether based on age, gender, ethnicity, religion, nationality, or other distinguishing characteristics. Our commitment to ensuring that older adults can live with dignity and autonomy gives us a special responsibility to protect older and vulnerable people. Together, we are committed to creating an environment that prevents the abuse of entrusted power.

Sexual violence, harassment, and inappropriate behavior have no place at HelpAge. We are committed to never harming others through inappropriate physical advances or contact, inappropriate remarks of a sexual nature, or the display of pornographic material. We will never exploit a position of power to obtain sexual favors, nor will we exchange job offers, money, or goods for sexual favors. We commit to not engaging in sexual relationships with minors, beneficiaries, or people who are in a position of dependency on us.

We treat everyone as equals, respect local cultures and customs, and refrain from any behavior or actions that might offend local sensibilities. When interacting with local political, religious, or community leaders, we are committed to ensuring that our work and HelpAge's objectives in the country are not jeopardized.

HelpAge's Reputation and Property

We recognize that our conduct reflects on HelpAge, and we are committed to upholding HelpAge's reputation and good standing. Our external communications are authentic, respectful, and coordinated. We ensure that we act with care when publishing content related to HelpAge and clearly identify our personal views as such. In particular, we avoid posting anything on social media or other platforms that could harm HelpAge's reputation.

We handle the resources, work equipment, information, and financial resources made available to us in the course of our work responsibly and with care. This includes office equipment, computer technology, and the use of the internet and email. We use HelpAge property strictly for business purposes only. It is prohibited to use HelpAge computers or other devices to view, download, or create inappropriate content. Inappropriate content includes pornographic, offensive, racist, violence-glorifying, and other material that violates human dignity.

Transparency and Corruption Prevention

Supporters and donors trust that we will use the funds entrusted to us economically, frugally, transparently, and to the greatest possible benefit. We are committed to carefully planning and monitoring our own grants.

We do not tolerate corrupt behavior or conflicts of interest. We are committed to not accepting any benefit, in any form whatsoever. We refrain from soliciting, accepting, offering, giving, or arranging for bribes.

We voluntarily disclose any financial, personal, or family relationships that are relevant to our work with HelpAge or that could influence our work at HelpAge.

We always adhere to HelpAge's Anti-Corruption Code and report any form of corruption we encounter in connection with our work. The reporting procedures are outlined in the Anti-Corruption Code.

Confidentiality and Data Protection

We treat trade secrets with the utmost confidentiality. We do not use sensitive information of any kind to pursue our own interests, nor do we make it available to third parties. We are committed to ensuring the secure storage of this information at all times—whether at the workplace, on HelpAge premises, or while working remotely. We comply with applicable data protection regulations, internal data protection guidelines, and internal data security policies. Protecting the rights of data subjects is a matter of course for us. Therefore, we collect, store, or process personal data only when necessary for specified, explicit, and legally permitted purposes.

Health and Safety

All HelpAge employees should be able to work in a healthy and safe work environment. We look out for one another and actively contribute to our personal health and safety. We do not take any unnecessary risks to the health, safety, and protection of ourselves, our employees, partners, project participants, and third parties.

We will not work under the influence of drugs, including alcohol, or drug-like substances that impair our ability to perform our duties. This does not apply to necessary, medically prescribed medications.

Bringing the Code of Conduct to Life

It is our shared responsibility to put the principles of the Code of Ethics and Conduct into practice and to remind one another of them on a regular basis. Whenever we observe specific misconduct or suspect a violation of the rules, each of us is obligated to report such behavior. This is the only way to investigate reports or clarify allegations. Whistleblowers who report incidents or express concerns in good faith need not fear any personal or professional repercussions.

We have several reporting channels available to us:

- We can contact our immediate supervisor or HelpAge's management at any time.
- Alternatively, we can contact HelpAge's ombudsperson with concerns or reports. The ombudsperson also accepts anonymous reports.

All alleged violations of the Code of Ethics and Conduct or the supplementary internal regulations will be investigated thoroughly and confidentially.

Statement

I have read and understood the Code of Ethics and Conduct of HelpAge Deutschland e.V. I agree to comply with the principles set forth in the Code and the supplementary internal guidelines, and I understand that violations of this Code and the internal guidelines may result in disciplinary action and, where applicable, legal or criminal consequences for me.

Place, Date

Signature

The following guidelines supplement the Code of Ethics and Conduct:

- Anti-Corruption Code
- Guideline on Signing Authority and Order Placement
- Data Protection Policy
- Procedures for the Internal Reporting of Concerns and Complaints