

NEEDS MAP

Code of Conduct Policy Document

Needs Map

Needs Map is a social cooperative that brings together those in need with individuals, institutions and organizations that want to support them. In this context, it collects and verifies needs from individuals, institutions and civil society organizations and facilitates the matching of these needs with appropriate support through its map-based technology. At the same time, it undertakes an important mission in bringing together real needs and resources in humanitarian aid activities.

Policy Statement

Managers or relevant officers are responsible for dealing with any suspicion of breaches of the Code of Conduct when brought to their attention, whether in writing or in the form of a formal complaint. Managers or relevant officers must take all complaints or concerns seriously and ensure that any such conduct is reported immediately. They must take appropriate action to prevent retaliation or the recurrence of the prohibited conduct after a complaint is made or following any investigation.

Violations of the Code of Conduct indicate a major lack of ethical conduct in the organization, can harm those we support, damage donor relationships, and jeopardize the organization's reputation. Needs Map takes all concerns and complaints about the Code of Conduct submitted to it seriously. All employees and managers are responsible for complying with this policy and reporting any persons, incidents, or concerns they may have regarding violations of the policy. Those authorized by Needs Map to do so are required to investigate violations of the Code of Conduct and take appropriate disciplinary action.

All members, founders, board of directors, employees, representatives, consultants, interns, project partners, stakeholders, service providers and volunteers of Needs Map are obliged to report any persons or incidents that they believe violate the Code of Conduct Policy to the focal person determined by Needs Map or to the e-mail address etik@ihtiyacharitasi.org.

Managers or relevant officers are responsible for dealing promptly and fairly with any concerns regarding the Code of Conduct when brought to their attention, regardless of whether a complaint

is made in writing or formally. Managers or relevant officers must take all complaints or concerns seriously and ensure that any such conduct is reported promptly. They must take appropriate action to prevent retaliation or repetition of the prohibited conduct after a complaint is made or following any investigation.

1. Introduction

This “Code of Conduct Policy” determines the rules of conduct and mission (duty) that all members, founders, board of directors, employees, representatives, consultants, interns, project partners, stakeholders, service providers and volunteers affiliated with Needs Map must comply with. These rules aim to create an institutional culture by protecting the values of the institution. The institutional culture that Needs Map will create within the framework of these rules is intended to ensure and protect the safety of all individuals and groups that come into contact with Needs Map. All stakeholders who feel safe will work more efficiently and contribute more to the goals of the institution. This policy document is also an open statement of Needs Map to the public.

2. Purpose

The Code of Conduct Policy is a guide for all employees, volunteers and business partners of Needs Map and reflects the values of the institution. The main purpose is to create a safe and respectful working environment, to fulfill the responsibility towards society in the best way and to carry out cooperation within an ethical framework. Within this scope, Needs Map undertakes to increase awareness of the code of conduct among its employees and to operate an effective investigation and sanction mechanism in case of violations of the code of conduct.

3. Scope

Needs Map's Code of Conduct Policy is valid for all members, founders, board of directors, employees, representatives, consultants, interns, project partners, stakeholders, service providers and volunteers, during or outside working hours, in any environment and in any situation.

4. Responsible Parties

While the founders, board of directors, employees, representatives, consultants, interns, project partners, stakeholders, service providers and volunteers of Needs Map are responsible for the implementation of this policy; monitoring whether the policy is implemented or not, and the procedures to be followed or actions to be taken when it is not implemented are the responsibility of the focal persons to be appointed by Needs Map.

This policy document contains the ethical values and principles that the parties and each employee, founder, board of directors, members, volunteers, interns, and all institutions and organizations that Needs Map works with must comply with. Needs Map founders, board of directors, employees, representatives, consultants, interns, project partners, stakeholders, service providers, and volunteers accept the obligation to act in accordance with this policy document based on the principle of honesty and sense of responsibility.

5. Needs Map Values

Needs Map adopts universal humanitarian principles in its work:

- ***Non-Discrimination:*** Needs Map does not discriminate in terms of language, religion, race, ethnicity, gender, culture, age and similar characteristics in any activity, work and operation.
- ***Neutrality:*** Needs Map does not take any political, religious or ideological side and does not take sides directly or indirectly in any conflict,
- ***Non-Disinterested:*** Needs Map carries out its work for humanity without considering any direct or indirect economic, in-kind, personal interest in the services it provides to people.
- ***Transparency and Accountability:*** Needs Map conducts all of its activities, work and operations in an open, transparent and accountable manner towards the people, stakeholders, individuals and communities it serves.

Needs Map adopts the principle of creating an employee-friendly environment:

- Provides equal opportunities to employees regardless of race, religion, ethnicity, gender, cultural differences or age discrimination, etc.
- Respects different thoughts and opinions and accepts diversity as a fundamental value,
- Provides a fair, flexible and transparent working environment,
- Respects the personal honor and professional reputation of employees,
- Creates an environment where employees can express their thoughts and problems freely,

- Assigns tasks to employees that are appropriate to their competencies and provides clear job descriptions,
- Encourages the development of corporate loyalty among employees,
- Works to create an environment of mutual respect and trust,
- Supports the development and implementation of support mechanisms for employees in humanitarian aid efforts, ensuring their continuity.
- It enables the creation of multi-dimensional feedback mechanisms,

6. Needs Map Code of Conduct

Needs Map expects all employees, volunteers and stakeholders to sign the following code of conduct and commit to acting in accordance with these rules:

- To respect fundamental human rights in all activities, studies and operations planned and carried out by Needs Map and under all circumstances,
- Acting in accordance with the laws of the region/country where work is carried out,
- To respect cultural, local, traditional and religious sensitivities and socio-economic differences and to carry out all activities, actions and transactions according to these sensitivities,
- To act in accordance with all policies and procedures of Needs Map,
- Not to engage in behaviors and practices that are contrary to human rights and freedoms or restrictive or prevent equality of opportunity,
- To treat every person and child served by Needs Map with respect and in a way that preserves human dignity,
- Adhering to the principles of 'non-discrimination', 'impartiality', 'non-discrimination', 'transparency and accountability',
- To adopt the principles of the best interests of the child, protection of children's privacy and confidentiality in all activities, studies and operations planned and carried out by Needs Map and to implement Needs Map's Child Safety Policy and Protection from Sexual Exploitation, Abuse and Harassment Policy.
- Knowing that sexual exploitation, abuse and any kind of physical, emotional or economic violence and failure to report it in case of witnessing it is a serious violation and is subject to disciplinary sanctions, but the sanctions are not limited to this and legal consequences may also arise,

- Knowing that purchasing sexual services from a sex worker or engaging in sexual intercourse in exchange for money, work, goods or services is prohibited and that failure to report such acts is subject to disciplinary action, but may also result in legal consequences.
- Not to engage in any sexual activity with anyone under the age of 18, in any way whatsoever.
- Not to have sexual intercourse with any member of the community that Needs Map serves,
- To be open and transparent in the use of all kinds of in-kind and cash resources,
- Not to establish relationships for personal benefit with the persons, institutions or organizations with whom cooperation will be carried out,
- Not to engage in any exchange of gifts, loans, goods, services, etc. of material value, directly or indirectly, with real or legal persons to whom service is provided, in a way that may affect the work of the Needs Map, but may accept treats, non-alcoholic beverages, and small gifts of no monetary value in order to comply with social rules.
- Not to use discriminatory or discriminatory language regarding sexual orientation, gender, age, ethnicity, disability and religion, etc.
- To actively contribute to providing an employee-friendly working environment,
- To comply with working hours and follow the permission procedures regarding any changes/disruptions or delays,
- To stay away from actions and activities that would endanger the safety of the people served,
- To fully comply with the notifications and rules of the Needs Map regarding the procedures such as safe travel, accommodation and communication regarding the security risks specific to each activity, work and operation,
- To be present in all activities, actions and visits carried out with children and/or vulnerable groups as at least two or more people in accordance with gender distribution,
- Not to take photographs, videos or audio recordings of children in any activity, study or operation planned by Needs Map without obtaining the consent form from the children and their responsible parents,
- Not to receive service from persons under the age of 18 in any way,
- Not to participate in harmful traditional practices such as Female Circumcision, Child Marriage and Forced Marriage,
- Not to send private messages to any child or community accessed and served through the Needs Map, and not to establish personal relationships with people served outside of working hours,

- To avoid any attitude, speech, behavior, appearance and relationship that may negatively affect the reputation and representation of Needs Map,
- Not to consume alcohol or use any addictive or recreational substances during duty and active working hours, and not to offer or supply such substances to anyone in the community served,
- Avoiding any behavior that may lead to sexual exploitation or exchanging money, work, goods or services for sexual intercourse,
- Not to use the computer/systems registered on Needs Map to view, download, create or distribute pornographic materials,
- To know that all Needs Map personnel are potential humanitarian aid and disaster workers and can work actively in the region or incident where needed, and to participate in disaster preparedness/response and occupational health and safety trainings provided by IH or its stakeholders in this regard,
- To know the procedures for preparing for and responding to emergencies and disasters and to actively participate in activities so that all colleagues can work in a safe working environment,
- To act in accordance with other policies and procedures published by Needs Map,

7. Notification and Reporting Mechanisms

In the event of a violation of the Code of Conduct, Needs Map's reporting and safety procedures must be used. All members of Needs Map, its founders, board of directors, employees, representatives, consultants, interns, project partners, stakeholders, service providers and full-time and part-time volunteers are responsible for reporting concerns regarding sexual exploitation, abuse and harassment. Needs Map is committed to ensuring that reporting mechanisms are accessible, confidential and sensitive to the Code of Conduct.

All members of Needs Map, founders, board of directors, employees, representatives, consultants, interns, project partners, stakeholders, service providers and full-time and part-time volunteers can report their suspicions of sexual exploitation, abuse and harassment through a confidential reporting mechanism. A confidential reporting mechanism will be established where all stakeholders, including children, can report their suspicions.

Notifications can be made via e-mail to etik@ihtivacharitasi.org or to the focal persons determined by the Needs Map.

If a person to whom this policy applies makes a verbal complaint, the complaint must be put in writing by the focal person and the process must be followed.

In all cases, the focal person is responsible for evaluating and taking into consideration any victimization, retaliation or false accusations that may arise as a result of the notification for the individuals to whom this policy applies, and implementing the procedure regarding the situations detected.

When a violation of the code of conduct occurs by the personnel, the Disciplinary Regulation, which is prepared based on general business and moral rules, current laws, corporate values, ethical rules, institutional regulations, institutional strategies and goals, current policies and the Labor Law No. 4857, comes into play. The Disciplinary Regulation regulates the principles regarding the disciplinary provisions and penalties to be applied to personnel who act contrary to the rules.

8. Establishing Partnerships and Collaborations

In order to discuss the issues of violations of the code of conduct and to share examples of good practice, joint meetings and training sessions will be organized with organizations that have competence in these areas. These collaborations will contribute to the development of code of conduct strategies.

9. Review and Revision

The Code of Conduct will be reviewed, when necessary, in light of relevant feedback, changes in law or results achieved. In the event of any changes or updates, stakeholders will be notified accordingly.