



Code of Conduct and Ethics

Putting our values in action



Terre des hommes
Helping children worldwide.



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Terre des hommes (Tdh) is the leading Swiss child rights organisation. Since 1960, Tdh has helped build a better future for vulnerable children and their communities, making an impact with innovative and sustainable solutions. Active in more than 30 countries, Tdh works with its own teams and/or local and international partners to improve the daily lives of millions of children and their relatives through programmes on health, access to justice, migration, protection, water and sanitation and emergency relief. Our work is financed by support from private individuals and institutions, with administrative costs kept to a minimum.



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Purpose & legal enforcement

Aim

The aim of this Code of Conduct and Ethics is to establish a clear set of principles and standards that guide the behavior, actions, and decision-making of all Terre des hommes staff members as well as external stakeholders. It is designed to promote integrity, accountability, respect, and professionalism in all internal and external interactions.

This Code serves to:

- Foster a culture of ethical conduct and mutual respect.
- Ensure compliance with legal, regulatory, and organisational requirements.
- Support consistent and fair treatment of all individuals.
- Provide a framework for addressing ethical dilemmas and misconduct.
- Strengthen the organisation's reputation and stakeholder trust.

All staff members, supervisors, members of the Council of the Foundation, volunteers, partners and suppliers are expected to uphold the values outlined in this Code and to act in the best interests of the organisation and its broader community at all times and all year round.



Legal Notice

This Code of Conduct and Ethics ("The Code") sets forth the fundamental values and mandatory standards of behavior.

By continuing your professional engagement following the receipt of this Code, you acknowledge and agree to be bound by its terms in your professional relationship. Should you disagree with any provision of this Code, you must submit a written Notice of Refusal to the Human Resources Department within 10 days of receipt.

As compliance with these standards is a condition of continued engagement, Terre des hommes reserves the right to review your status in case of a refusal to adhere to this Code, which may lead to the termination of the professional engagement.

Failure to submit a written refusal within the specified timeframe shall be deemed full acceptance of this Code. Any breach of these provisions may result in disciplinary action, up to and including termination of employment or engagement for good cause.

Mission & Values

Foreword

At the heart of our organisation lies a steadfast commitment to the safety, dignity, and well-being of every child. It is about operational excellence which demands from each of us the highest standards of integrity, professionalism, and accountability.

Embedding and upholding the standards of the Code of Conduct and Ethics is critical to earn the trust of those persons we aim to assist and protect – the children, their families and communities we work with, our donors, and other stakeholders. We aim to create a culture in which everyone feels confident to raise concerns, knowing they will be handled in a reliable, fair and consistent manner.

Terre des hommes' Code of Conduct and Ethics is not merely a set of rules; it is a commitment to our shared values and a practical guide to ethical behavior in all that we do. As an international organisation dedicated to children's rights, our actions have far-reaching impacts on the lives of children, families, and communities. Every decision, every interaction, every engagement and every partnership must therefore be guided by respect, transparency, and a deep sense of responsibility.

We expect all staff members, supervisors, the members of the Council of the Foundation, volunteers, partners and service providers to embrace Terre des hommes' Code of Conduct and Ethics and act as ambassadors of its spirit. Upholding it consistently strengthens the trust placed in us by the children we serve, their families, their communities, our partners, and the wider public.

We are proud of the commitment and integrity demonstrated by our teams across all countries of operation and the Headquarters. By living these values every day, we reaffirm our collective promise: to safeguard children, promote their rights, and contribute to a world where every child can grow up free from harm and full of hope.

Together, let us continue to lead by example.



Barbara Hintermann
Director General



Juerg Schaeffler
President of
the Council of Foundation

Vision

We aspire to a world in which the rights of children, as defined in the *Convention on the Rights of the Child*, are always respected. A world in which children can grow up in a safe environment and become the agents of the change they wish to see in their lives.

Mission

In order to protect children and their future, we are committed to fostering sustainable change to protect their rights and well-being. Our mission is articulated in 3 concrete commitments.



Defending children's rights

We advocate for the rights of children worldwide and ensure their wellbeing and the effective implementation of their rights as defined in the *UN Convention on the Rights of the Child* and other human rights instruments.

Listening to and involving children

We support children in expressing their needs and interests and encourage them to participate actively in their communities to promote their empowerment.



Vital protection with our core programmes

We focus our efforts on protecting the lives of children in fragile contexts as well as in more stable environments. We are developing three flagship programmes that have a strong impact on their lives: for children's health, for migrating children and for children's access to justice.

Values

Our Socio-cultural values and Organisational values stand in an interdependence. While Socio-cultural values need to be applied primarily in our internal collaboration and the Organisational values guide us in our interaction and work with mainly external stakeholders, both sets of values must inspire and accompany us when interacting with people.

Five socio-cultural values guiding us in working together and describing how we want to interact among us, bilaterally and between teams. They express an interest in social and cultural needs of others, and they shine within the Terre des hommes community, meaning all staff members. These values are linked to diligence, discipline, loyalty, honesty, reliability, and to team spirit. While our socio-cultural values are primarily applicable for internal collaboration, they are equally important in our interaction with external stakeholders of our organisation.



1. ACTING WITH PURPOSE

- I give meaning in everything I do, and colleagues can see it.
- I feel committed, keep the direction, and motivate colleagues.
- I am aligned with the organisation's values, strategy, policies, and procedures.
- I contribute to a sound working environment.
- I have the courage to do the right thing in the interest of Terre des hommes and to question the meaning of the actions we undertake, and I come up with proposals.



2. SERVING

- I value others' ideas, proposals, reflections, and opinions/views.
- I offer and provide support to colleagues.
- I trust and believe in people's capacity.
- I am accessible and I connect with colleagues.
- I share my experience with others.



3. CARING

- I show respect towards others.
- I am sensitive about the physical and mental well-being of colleagues.
- I acknowledge the achievements of my colleagues/teams work and provide appreciation.
- I create a feeling of inclusion and have a welcoming attitude.
- I listen to and engage with colleagues.



4. INTEGRITY

- I am accountable, I offer my best.
- I act as a member of a team and on behalf of the organisation.
- I am honest with everyone.
- I live in accordance with my deepest values.
- I pass the interests of the organisation before my personal interest.



5. EQUITY

- I stand against all discrimination practices.
- I am fair and impartial towards others.
- I pay attention to differences, and I adapt my attitude and behavior accordingly.
- I try to understand and give people what they need to enjoy their work.
- I am conscious about the imbalances of power.

Five organisational values guide us in our operational and strategic choices and are the basis for every decision that we take. They are the character attributes of our organisation, create our identity, generate emotion and dock onto the needs and/or sensitivities of our external stakeholder groups such as beneficiaries, partners, donors. While organisational values are mainly dedicated for our relations with external stakeholders, they also make sense in our internal collaboration.



1. PARTICIPATION AND EMPOWERMENT

We promote and enhance participation and empowerment.

We create the space for active participation and embrace inputs from others.

We are sensitive about others' needs to influence.

We share and delegate power and responsibilities.



2. PARTNERSHIP AND COLLABORATION

We trust the capacities of our key actors as primary responders and agents of change. We build on their strengths and on their needs.

We champion co-creation and value complementarity.

We appreciate other points of view and seek collectively for pragmatic and innovative solutions.

We manifest humility, respect, fairness and see others as equal partners.



3. INNOVATION AND LEARNING

We promote a culture of innovation.

We value curiosity, welcome new initiatives, and foster creativity.

We embrace voluntary learning and are ready for trial and error.

We foster knowledge sharing, learning and strive for sustainability.



4. DIVERSITY AND INCLUSION

We celebrate Diversity and Inclusion of people.

We genuinely commit to diversity and inclusion and see it as a wealth in all our activities.

We understand the cultural contexts and value differences.

We are truly committed to an equal treatment.



5. LEADERSHIP AND EXCELLENCE

We strive to offer our best, we think ahead, and are ready and willing to go the extra mile for the well-being of children.

We provide quality programming and support. We are accountable and transparent.

We use power responsibly.

We position ourselves through our expertise and savoir-faire.

We advocate for the rights of children whenever possible and seek actively opportunities to do so.

[Read our Collaboration Charter here.](#)



International & National Laws

International

We promote and respect children's rights as set out in the United Nations Convention on the Rights of the Child (CRC). Staff working on behalf of Terre des hommes must first and foremost protect every child's right to live in safety, free of the risk of mistreatment or exploitation. They must also always act in the child's best interest. We comply with all international treaties in force, particularly the principles of International Humanitarian Law (IHL).

National

As a foundation governed by Swiss law with a presence in various countries around the globe and funding from many States, we comply with the legislation of the countries in which we operate, as well as the legislation of donor countries. We are particularly diligent with respect to complying with national and international criminal law. We do not work with individuals, groups or organisations with links to the drug trade, arms trafficking, human trafficking and/or exploitation (particularly the worst forms of labour, including prostitution), fraud and/or tax evasion or suspected of having links with any other forms of sanctioned activity.



We ensure compliance with data protection laws in force in Switzerland and in the countries in which we operate, and with confidentiality requirements on personal and/or sensitive data pertaining to beneficiaries, the members of communities in which we operate, partners, donors or any other stakeholders, insofar as a legal obligation on transparency or related to freedom of information is not already stipulated in a national or international law or in a contractual obligation.

Our Commitment to Quality and Accountability

Our work is guided by the highest international standards for quality and accountability in humanitarian action and development cooperation. We actively integrate these frameworks into our programs to ensure they are effective, ethical, and accountable to the communities we serve.

Key standards and certifications that guide our work include:

- **Core Humanitarian Standard (CHS):** Our foundational commitment to quality, accountability, and people-centered response.
- **Technical Best Practices:** We adhere to the *SPHERE Handbook* and the *Minimum Standards for Child Protection in Humanitarian Action (CPMS)* to ensure technically sound programming.
- **Cross-Cutting Principles:** Our approach is underpinned by the "Do No Harm" framework and the *IASC Guidelines on Mental Health and Psychosocial Support*.
- **Independent Certification:** We are certified by **ZEW**, Switzerland's leading label for non-profits, which guarantees the efficient and trustworthy use of donor funds.



Respecting our commitments

Protecting what we are trusted with

We are committed to protecting confidential, sensitive, and non public information. This duty of discretion is essential to maintaining trust, safeguarding our reputation, and ensuring compliance with applicable laws, regulations, and internal policies. Every individual acting on behalf of the organisation is expected to handle such information with care, integrity, and responsibility.

I will

- ✓ Treat all confidential, sensitive, or non-public information with the highest level of care and discretion.
- ✓ Use confidential information solely for legitimate business purposes and only within the scope of my professional responsibilities.
- ✓ Share confidential information strictly on a need-to-know basis and only with authorized individuals.
- ✓ Safeguard information in all formats (oral, written, digital, or electronic) against unauthorized access, loss, misuse, or disclosure.
- ✓ Continue to respect my duty of discretion even after my employment or engagement ends.



I will not

- ✗ Disclose confidential or sensitive information to unauthorized persons or out of curiosity, convenience, or pressure from others, regardless of intent.
- ✗ Discuss confidential matters in public places or through unsecured communication channels.
- ✗ Use confidential information for personal gain or for the benefit of third parties.
- ✗ Access, collect, or retain information unless it is necessary for my professional duties.
- ✗ Attempt to bypass security measures or confidentiality controls established by the organisation.

Being Open About Conflicts of Interest

At Terre des hommes, we all work towards one goal: doing what's best for the people we serve. Sometimes, our personal relationships, activities, or financial interests might seem to pull us in a different direction. What matters in such situations is being open about it. If you think there's even a chance your personal interests could affect your work decisions, speak up early. Being transparent protects your integrity, keeps trust strong, and ensures we can solve the situation together before it becomes a problem.

I will

- ✓ Disclose any potential or actual conflicts of interest.
- ✓ Avoid situations where personal interests conflict or appear to conflict with the organisation's interests.
- ✓ Seek advice if unsure whether a situation may present a conflict.
- ✓ Declare and abstain from any decision where there is a personal or financial interest.
- ✓ Refrain from offering gifts and hospitality in cash or higher than nominal value.
- ✓ Act in the best interests of the organisation at all times.

I will not

- ✗ Use my position, resources, or information for personal gain or to benefit friends or family.
- ✗ Enter into business dealings with family or friends on behalf of the organisation without disclosure and approval.
- ✗ Accept bribes, gifts in cash or higher than nominal value, or any benefit in exchange for influence.
- ✗ Participate in decision-making involving a person or entity with whom you have a close personal or financial relationship.
- ✗ Undertake outside work that affects my performance, conflicts with my role or responsibilities or harms the organisation's reputation.

[Read our Conflict of Interest Policy here.](#) 

[Click here to receive your training on the Conflict-of-Interest Policy.](#) 



Owning Our Role in Preventing Fraud and Corruption

As a values-driven organisation, we have **zero tolerance** for fraud, waste and abuse and are committed to preventing fraud in all its forms. Integrity and trust are the foundation of everything we do. We all share the responsibility to protect our values and resources from fraud and corruption.

I will

- ✓ Act with integrity and protect Terre des hommes's assets, funds, integrity and reputation.
- ✓ Use Terre des hommes's resources responsibly and only for their intended purpose.
- ✓ Keep accurate and truthful records, of all transactions and activities.
- ✓ Immediately report any suspicion of fraud, bribery, or corrupt practices.



I will not

- ✗ Accept, offer, or ask for bribes, kickbacks, or any form of improper payment or gift.
- ✗ Misuse, steal, or damage Terre des hommes's property, funds, or resources.
- ✗ Backdate documents, falsify records, reports, or financial documents for any reason.
- ✗ Ignore or cover up suspicious behavior or known misconduct.
- ✗ Use company funds or resources for personal gain or unauthorized purposes.
- ✗ Engage third parties to do something prohibited.

[Read our Anti-Fraud & Corruption Policy here.](#)



[Click here to receive your training on the Anti-Fraud & Corruption Policy.](#)



Respecting Sanctions: Our Responsibility to Comply

We are committed to operating within the law and upholding the highest ethical standards. This means we must avoid any involvement with individuals, entities, or organisations that are subject to or affiliated with international sanctions or embargoes. By carefully checking who we work with, we protect Terre des hommes's integrity and ensure that our humanitarian efforts are honest, legal, and responsible.

I will

- ✓ Verify all third parties against applicable sanctions lists before engaging in business.
- ✓ Cooperate fully with internal controls and screening procedures designed to prevent sanctioned party involvement.
- ✓ Seek guidance if unsure whether a person, entity, or country is subject to sanctions.

[Read our Policy against Engaging with sanctioned parties here.](#)



[Click here to receive your training on the Policy against engaging with sanctioned parties.](#)



I will not

- ✗ Knowingly engage with individuals, entities, or countries that are subject to sanctions.
- ✗ Circumvent sanctions laws through indirect dealings or third-party arrangements.
- ✗ Ignore red flags, such as unusual payment terms, inconsistent documentation, or reluctance to provide ownership information.



Safeguarding and Child Protection: Our Commitment to Safety

We have **zero tolerance** for Safeguarding breaches and are committed to creating and maintaining a safe, respectful environment for everyone we work with, especially children and vulnerable adults. We have a duty to uphold the highest standards of behavior to protect children and vulnerable individuals from abuse, exploitation, and harm.

I will

- ✓ Prioritize the safety and well-being of children and vulnerable individuals in all interactions.
- ✓ Create and maintain an environment which prevents sexual exploitation and abuse and support and develop systems which maintain this environment.
- ✓ Ensure appropriate supervision is in place when working with children as stipulated in the Safeguarding Policy and Manual.
- ✓ Always maintain professional boundaries.



I will not

- ✗ Engage in any form of abuse, including physical, emotional, sexual, or neglect and harassment.
- ✗ Develop relationships with children or vulnerable adults that could be seen as exploitative or inappropriate.
- ✗ Engage in any sexual activity with children (persons under the age of 18) regardless of the age of majority or age of consent locally. A mistaken belief regarding the age of a child is not a defense.
- ✗ Enter any marriage with a child, regardless of the local laws. This applies to the marriage of members of my own immediate family.
- ✗ Exchange money, employment, goods, or services for sex, including sexual favors or other forms of humiliating, degrading, or exploitative behavior.
- ✗ Engage in any sexual relationship with beneficiaries of Terre des hommes programs.
- ✗ Use my position of trust to influence, manipulate, or coerce a child or vulnerable person.
- ✗ Share personal contact details with children or communicate with them outside of approved channels.
- ✗ Ignore or cover up safeguarding concerns.

[Read our Safeguarding Policy here.](#) 

[Click here to receive your training on the Safeguarding Policy.](#) 

Social Media Guidelines: An ethical responsibility

Social media is a powerful tool for Terre des hommes to raise awareness, share expertise, and engage people around the rights and well-being of children. Every message and image we publish reflects not only our organisation but also our values and commitments. This means our communication must be consistent, respectful, and always in line with our ethical principles.

Above all, children's dignity and safety come first. We never compromise on protecting their identities or presenting them in a degrading way. Our credibility depends on the trust of our audiences, partners, and especially the communities we work with. We must ensure that our communication is professional, responsible, and truly serves the children we stand for.

I will

- ✓ Share only content that respects children's dignity, safety, and privacy.
- ✓ Use validated images and materials available on official platforms (e.g. Picture Park, Canva, Knowledge Center).
- ✓ Always follow Terre des hommes' visual identity and use approved templates to ensure consistency.
- ✓ Be respectful in all interactions: stay professional and courteous, even when responding to criticism or negative comments.
- ✓ Be transparent and accurate and only share information that is certain. I will cite sources when relevant.

I will not

- ✗ Redirect beneficiaries or their family members who may try to contact me on my personal social media accounts but rather to Terre des hommes's official communication channels (email, phone number of the office or their contact person).
- ✗ Post photos or stories of beneficiaries on my personal accounts. Instead, I can reshare content from official Terre des hommes channels.
- ✗ Publish sensitive or unverified information, especially if it could endanger children, colleagues, or communities.
- ✗ Create or share images of children generated by artificial intelligence tools.
- ✗ Use Terre des hommes' accounts to express personal opinions, political views, or content unrelated to our mission.
- ✗ Open or manage a Terre des hommes social media account without prior approval and validation.

[Read our Guidelines on digital guidelines and social media here.](#)



Conduct at the workplace:

A safe, respectful and healthy working environment

Terre des hommes is committed to establishing and guaranteeing a safe, respectful, and healthy working environment, to improving human resources management and promoting the well-being of staff members. Each of us, as staff of Terre des hommes, has an ethical responsibility to behave in the workplace in accordance with the values of the organisation, by upholding dignity, fairness, and inclusion while ensuring a safe and respectful environment for all colleagues, beneficiaries, and partners.

I will

- ✓ Treat others with respect, fairness, and dignity.
- ✓ Promote inclusion, value diversity, and acknowledge achievements.
- ✓ Support and assist colleagues, sharing knowledge and offering help.
- ✓ Communicate respectfully and constructively at all times.
- ✓ Uphold the values of **Serving, Caring, and Equity**.
- ✓ Care about the physical and mental well-being of my colleagues.
- ✓ Listen to feedback, correct my behavior if needed, and give feedback respectfully.
- ✓ Clearly express to another colleague if I feel uncomfortable, disturbed or annoyed by any behavior, word, writing or action. I will also keep an open mind and show respect when I receive such feedback and correct my behavior accordingly.
- ✓ Behave responsibly at official events, including when alcohol is permitted.
- ✓ Remain aware of power imbalances and avoid exploiting my role or authority.

[Read our Directive on staff conduct at the workplace here.](#) 

[Click here to receive your training on the Directive on staff conduct at the workplace.](#) 

I will not

- ✗ Discriminate based on race, gender, age, disability, beliefs, or personal attributes.
- ✗ Misuse authority or unfairly influence others' work or careers.
- ✗ Bully, harass, intimidate, or spread gossip about others.
- ✗ Commit or threaten physical violence.
- ✗ Use hostile or disrespectful communication, verbally or in writing.
- ✗ Use illegal substances or consume alcohol in prohibited circumstances.



Privacy: Ensuring Rights are preserved and safeguarded

Terre des hommes collects and processes personal data to fulfill its humanitarian mission, manage operations, and comply with legal obligations. This includes, but is not limited to, data from beneficiaries, donors, partners, job applicants, and website visitors. Terre des hommes ensures that personal data is collected lawfully, stored securely, and shared only when necessary and permitted. Individuals have rights over their data, including access, correction, and deletion. Terre des hommes is committed to transparency, data minimization, and safeguarding personal information in accordance with Swiss and international data protection laws.

I will

- ✓ Collect and process personal data only when necessary and for clearly defined purposes.
- ✓ Ensure that individuals are informed about how their data is used.
- ✓ Store personal data securely and restrict access to authorized personnel only.
- ✓ Respect individuals' rights to access, correct, or delete their data.
- ✓ Cooperate with the Data Protection Officer when handling personal data.

I will not

- ✗ Collect personal data without a lawful basis or clear purpose.
- ✗ Share personal data with third parties unless legally permitted or required.
- ✗ Retain personal data longer than necessary for its intended purpose.
- ✗ Ignore requests from individuals exercising their data protection rights.
- ✗ Use personal data for profiling or marketing without proper consent.
- ✗ Disregard security measures or bypass data protection procedures.

[Read our Privacy Policy here.](#)



Personal Data Protection: Transparency, Lawfulness and Fairness

Terre des hommes is committed to protecting the personal data of all individuals it interacts with staff members, beneficiaries, partners, and others by ensuring lawful, fair, and transparent processing. This includes collecting only necessary data, securing it appropriately, and respecting individuals' rights. All staff members and service providers must follow strict principles such as purpose limitation, data minimization, accuracy, and security.

I will

- ✓ Cooperate with the Data Protection Officer to ensure compliance with data protection laws.
- ✓ Process personal data only for specific, legitimate purposes.
- ✓ Ensure data is accurate, up-to-date, and relevant.
- ✓ Protect personal data using appropriate technical and organisational measures.
- ✓ Inform the Data Protection Officer before starting or changing any major data processing activity.
- ✓ Respond to data subject requests in line with legal requirements.



I will not

- ✗ Collect or keep personal data that is unnecessary or outdated.
- ✗ Share personal data without proper legal basis or safeguards.
- ✗ Ignore data protection principles or bypass internal procedures.
- ✗ Delay reporting a data breach or incident.
- ✗ Use personal data for purposes other than those explicitly defined.

[Read our Personal data protection Policy here.](#)



Use of IT Equipment: Information Security

Terre des hommes provides IT resources to staff members for professional use, with clear rules to ensure security, confidentiality, and responsible usage. All users must protect data and systems from unauthorized access, misuse, or loss, and comply with legal and internal requirements. Users are expected to follow good practices in software installation, internet use, teleworking, and data management, and to report any incidents or breaches immediately.



I will not

- ✗ Leave my workstation unlocked or unattended.
- ✗ Install unauthorized software, use pirated content, or install any peer-to-peer software.
- ✗ Use Terre des hommes IT resources to access or share illegal, offensive, or harmful material.
- ✗ Store private data on Terre des hommes systems unless clearly marked and permitted.
- ✗ Share my login credentials or allow others to access my account.
- ✗ Use Terre des hommes email or internet excessively for personal purposes during work hours.
- ✗ Ignore data protection rules when teleworking or using private devices.

[Read our IT Regulations and practices here.](#) 

I will

- ✓ Use Terre des hommes IT resources for professional purposes.
- ✓ Lock my workstation when leaving it and protect devices with passwords.
- ✓ Follow Terre des hommes rules for software installation and respect copyright laws.
- ✓ Store confidential data only on approved platforms.
- ✓ Keep my passwords secure and change them regularly.



Protecting Our Innovation: A Shared Commitment to Intellectual Property

At Terre des hommes, our ability to innovate and deliver lasting impact for children is built upon the intellectual assets we create and protect. Our Intellectual Property Rights Policy exists to safeguard these assets to ensure that our work remains effective, trustworthy, and proprietary to our mission. Upholding this policy is a shared responsibility. It requires vigilance from each of us to protect not only Terre des hommes's Intellectual Property but also to respect the rights of third parties and clearly disclose our own pre-existing work.

I will

- ✓ Acknowledge that any intellectual property I create within my scope of work, using Terre des hommes resources or funding, is the exclusive property of Terre des hommes.
- ✓ Safeguard Terre des hommes's trademarks, including its name, logo, and slogans.
- ✓ Maintain the confidentiality of all sensitive information during and after my engagement, for as long as the information remains confidential.
- ✓ Ensure I have proper authorization or a license for any third-party content, software, or materials I use in my work.
- ✓ Understand that if I use my pre-existing or personal Intellectual Property, I automatically grant Terre des hommes a non-exclusive, royalty-free, worldwide license to use it for its operations.
- ✓ Return all Intellectual Property-related materials to Terre des hommes upon the termination of my contract or employment.

[Read our Intellectual Property Rights Policy here.](#) 

[Click here to receive your training on Intellectual Property Rights Policy.](#) 



I will not

- ✗ Claim personal ownership over work created for Terre des hommes during my engagement or using organisational resources.
- ✗ Exercise my "moral rights" (where applicable by law) in a way that interferes with Terre des hommes's legitimate use of the work.
- ✗ Incorporate any third-party materials without a license to make myself personally liable for any resulting infringement.
- ✗ Develop my personal intellectual property projects using Terre des hommes's time, funding, equipment, or infrastructure.
- ✗ Present or publish any potentially patentable Intellectual Property before receiving clearance from Terre des hommes.
- ✗ Disclose any proprietary or confidential Terre des hommes information unless explicitly authorized in writing or legally compelled to do so.
- ✗ Keep any copies of Terre des hommes's intellectual property after my engagement has concluded.

Protecting Our Planet: Our Environmental Promise

The climate crisis and environmental degradation are among the most urgent challenges of our time, with particularly severe implications for children, young people, and vulnerable communities. As an organisation committed to children's rights and protection, we have a responsibility to protect the environment that sustains life, to reduce the environmental footprint of our operations, to adapt our work to strengthen community resilience in a changing climate, and to promote environmental rights and justice. By acting responsibly toward the environment, we uphold Terre des hommes' values and ensure that our actions today do not compromise the rights of future generations.

I will

- ✓ Actively seek to minimize my carbon emissions by choosing low-carbon options whenever feasible, including for my own travel choices.
- ✓ Use resources such as energy, water and materials responsibly and avoid negative impact on local ecosystems (pollution, waste, etc.).
- ✓ Ensure that environmental risks, impacts, and climate considerations are assessed and integrated in the design, planning and implementation of projects.
- ✓ Keep learning about environmental issues relevant to my work, and try to model environmentally responsible behavior to colleagues, partners and communities.
- ✓ Transparently report on environmental performance, challenges, and lessons learned in line with organisational monitoring and accountability systems.
- ✓ Speak up and suggest improvements if I see practices that are unnecessarily harmful to the environment or contrary to the goals of our environmental policy.

[Read our Environmental Policy here.](#) 

[Click here to receive your training on Environmental sustainability.](#) 

I will not

- ✗ Treat environmental responsibility as someone else's task.
- ✗ Justify environmentally harmful choices based on convenience, habits, urgency, or cost alone.
- ✗ Ignore or downplay the environmental harm caused by our operations or partners, even if it seems minor or indirect.
- ✗ Overlook or silence environmental concerns raised by colleagues, partners, children and youth and their communities.
- ✗ Engage in, enable, or tolerate misreporting, greenwashing or negligence in environmental action, nor hide or downplay environmental incidents or non-compliance.



Upholding our responsibilities

Our commitments

- We strive to make brave choices and to act with conviction and determination.
- We aim to bring about positive, significant and lasting change in the lives of children and youth, their families and communities.
- We favour an honest, responsible and open approach, based on cooperation and on promoting diversity.
- We endeavor to act with humanity and professionalism with and around children and youth and to promote fairness and equity.
- We value, respect and support our staff and volunteers who, collectively and individually, demonstrate a great commitment to children and youth, their families and communities, and are accountable to our donors.
- We acknowledge, value and support the primary role that local stakeholders, including communities, play in their own development.
- We work towards a sustainable world and commit to keeping our carbon footprint to a minimum.

Our principles of action

- We act in the best interests of the child, based on the UN Convention on the Rights of the Child and other relevant human rights instruments.
- We promote and enhance child, youth, family and community participation and empowerment.
- We foster local partners' ownership of projects and actions, reinforce local systems to support and enable various national and local stakeholders to provide expertise and best practices.
- We trust and build on the capacities of stakeholders and communities as primary responders and agents of change.
- We implement humanitarian, development and peacebuilding activities.
- We integrate constant learning, improvement, collaboration and knowledge sharing.
- We strive for innovation and sustainability in all our actions and programmes.
- We are accountable and transparent to beneficiaries, partners, donors and to ourselves.
- We partner with other organisations to advocate for the respect of children's rights.



Duty of Care: Contributing to a better work environment

Humanitarian aid staff are facing unprecedented risks in the line of duty. The contexts in which Terre des hommes operates are characterized by the presence of threats, and working in them means being exposed to these threats. Terre des hommes is therefore especially attentive to the safety and wellbeing of their staff and their eligible family members. Terre des hommes provides a thorough, transparent and predictable support system in place to mitigate and address the foreseeable risks that our staff face in their professional life.

We commit to

- ✓ Observe standard rules of precaution intended to preserve the safety, security and wellbeing of its personnel.
- ✓ Provide guidelines and policies, including relevant health, safety and security regulations to its personnel for adherence and compliance.
- ✓ Contribute to the adequate understanding of its personnel to the working environment.
- ✓ Request the informed consent of its personnel.
- ✓ Ensure reports of duty of care concerns or incidents are received and treated.

We will not

- ✗ Expose its personnel to a known threat or neglect safety risks.
- ✗ Fail to provide necessary training or equipment.
- ✗ Ignore reports of suspected breaches of the duty of care.
- ✗ Withhold support for struggling colleagues.
- ✗ Act or expect its personnel to act beyond their reasonable competence.

[Read our Duty of Care Policy here.](#) 



Living our values: Diversity, Equity and Inclusion in Action

At Terre des hommes, we value diversity, equity, and inclusion as essential strengths that enrich our collective wisdom, resilience, and capacity for innovation. Upholding these values is central to our mission of serving children and communities with dignity, respect, and fairness. All personnel are expected to embody these principles in their actions, decisions, and interactions.

We commit to

- ✓ Respect and value individuals for their competence, experience, ethics, and integrity, regardless of disabilities, ethnicity, age, gender, religion, language, national origin, or any other personal characteristic.
- ✓ Promote and contribute to a workplace that is inclusive, safe, and accessible, including adapting practices for individuals with disabilities where feasible.
- ✓ Support fair and equal opportunities in recruitment, career progression, and leadership representation, including balanced gender, geographical, and generational representation.
- ✓ Apply a human rights-based approach in our work.
- ✓ Place children and beneficiaries at the center of program and project cycles, enabling meaningful engagement, participation, and empowerment.
- ✓ Encourage collaboration and partnerships that advance diversity, equity, and inclusion goals.
- ✓ Use inclusive language and images in communication and programming to reflect respect for all individuals.
- ✓ Participate in learning, innovation, and knowledge sharing, respecting different approaches and experiences to strengthen collective outcomes.



We will not

- ✗ Engage in or tolerate discrimination, bias, or exclusion based on personal characteristics unrelated to competence or integrity.
- ✗ Make decisions on hiring, promotion, or evaluation based on personal preference, favoritism, or non-merit factors.
- ✗ Create or contribute to a workplace that is unsafe, inaccessible, or disrespectful to colleagues, children, or beneficiaries.
- ✗ Undermine the human rights, participation, or empowerment of children, beneficiaries, or staff.
- ✗ Ignore opportunities to support diversity, equity, and inclusion, including mentoring, talent development, or outreach.
- ✗ Use language, imagery, or communication that excludes or disrespects any individual or group.
- ✗ Obstruct accountability measures or fail to report non-compliance with Diversity, Equity and Inclusion principles.

[Read our Diversity, Equity and Inclusion Policy here.](#)



Speaking Up: Our Commitment to Accountability, Reporting and Whistleblower Protection

At Terre des hommes, an important value we uphold is a culture of integrity and accountability. At the heart of this culture is the principle that we will not allow misconduct to go unreported. Creating a safe environment requires both a strong Speak Up culture and serious protection measures for those who show courage. These measures apply to all levels of the organisation, and no one is above our shared values and standards.

We will

- ✓ Strictly forbid any form of retaliation, including intimidation, discrimination, or unjustified disciplinary action, against any staff member who reports a concern in good faith.
- ✓ Treat all reports with confidentiality and protect the identity of the reporter to the fullest extent possible, informing them before any disclosure is made that is necessary for the investigation or required by law.
- ✓ Assess and provide immediate, justified protective measures for reporters at risk with the reporter's consent.
- ✓ Fully uphold the presumption of innocence and the right to defense for the Subject of a Complaint, protecting their identity as much as possible throughout the process.
- ✓ Offer accessible and clear internal multiple reporting channels.
- ✓ Commit to investigating all reports of misconduct thoroughly and responsibly.



We will not

- ✗ Allow any staff member to face reprisals for reporting in good faith. Retaliation itself is considered a serious misconduct subject to disciplinary action.
- ✗ Reveal a reporter's identity only where legally required or strictly necessary for the investigation, and only after informing the reporter.
- ✗ Refuse anonymous reports, though we encourage identified reporting to enable full investigative and protective support.
- ✗ Tolerate bad faith or malicious reporting, which undermines trust and is subject to disciplinary action.
- ✗ Withhold protection based on a staff member's role, level, or contract type.

Our Whistleblower Protection Policy is in place to ensure that you are empowered and encouraged to Speak Up. Your willingness to report concerns is a key driver of trust and transparency in our organisation. Accountability goes beyond facing consequences; it is about ownership. At Terre des hommes, we ensure that concerns raised are taken seriously, investigated, and resolved.

I will

- ✓ Speak up and report any suspected misconduct, policy violations, or unethical behavior.
- ✓ Use the established reporting mechanisms to raise concerns safely and confidentially.
- ✓ Provide accurate and detailed information when reporting, to help investigations proceed effectively.
- ✓ Cooperate fully with investigations while respecting confidentiality and procedural requirements.
- ✓ Uphold accountability and integrity in all actions, taking ownership of my responsibilities.

I will not

- ✗ Remain silent in the face of misconduct or policy violations.
- ✗ Engage in retaliation, intimidation, harassment, or discriminatory treatment against someone who has reported concerns in good faith.
- ✗ Make false or malicious reports or provide intentionally misleading information.
- ✗ Obstruct investigations or fail to cooperate when required.
- ✗ Compromise the confidentiality or protection of anyone involved in a report or investigation.

[Read our Internal reporting and Whistleblower protection Policy here.](#)



Violation? *Speak up!*

Reporting channels: See it, Say it, Stop it.

It is your responsibility to report misconduct

Use any of these channels to submit a report:



Speak directly with the Human Resources team.



Share your concerns with your line manager, supervisor, or any senior manager.



Contact the Safeguarding Focal Point.



Send an email to us at: concern@tdh.org



Submit your report at: concern.tdh.org

What happens when you submit a report?



We will acknowledge receiving your report.



We will handle your report with sensitivity and confidentiality.



Counseling or support services may be available to help you during this process if needed.



We may contact you to discuss your report or arrange a meeting to fully understand the issue.



We will review your report and take appropriate action.

Safe and Confidential
concern.tdh.org



Navigating the Investigation Process



Reception

STEP 1 After receiving a concern, the reporter will usually be contacted to provide additional information.



Assessment

STEP 2 Based on the information received, the Global Ethics, Risks and Compliance Office will assess the allegation and determine what potential breaches it represents and where to transfer the allegation for review and treatment.



Investigation

STEP 3 An investigation is carried out to find out the truth of the reported facts using reliable evidence gathered through interviews, witness statements, and relevant documents.

The duration of an investigation can vary, it depends on how complex the case is and how much information needs to be collected and verified.



Investigation Report & Corrective Measures

STEP 4 After the investigation is concluded and the investigation report is shared, Management and Human Resources then take the necessary actions to address the situation, which may include disciplinary measures or other corrective steps.

Global repertoire

At Terre des hommes, the **Global Repertoire** serves as our official online library, bringing together all key organisational documents in one easily accessible space. It is designed to ensure consistency, transparency, and compliance across all our offices and teams worldwide.

Through the Global Repertoire, we aim to promote a culture of accountability and continuous learning. It allows staff members at every level to easily access, reference, and contribute to the documentation that guides our daily work.

The Global Repertoire is available to all internal stakeholders and serves the following purposes:

- **Support effective documentation:** It encourages teams to systematically record and update policies, processes, and guidelines, ensuring that institutional knowledge is preserved and easily retrievable.
- **Enhance understanding and compliance:** By providing clear and centralized access to standards, frameworks, and procedures, the platform helps everyone align with organisational requirements and good practices.
- **Promote collaboration and information sharing:** It enables staff across all regions and delegations to share experiences, resources, and innovations, fostering cross-regional learning and cohesion.

Ultimately, the Global Repertoire reflects our commitment to building an informed, compliant, and connected organisation, one where information flows freely and everyone has access to the tools they need to work effectively and responsibly.

[Access our Global Repertoire here.](#) 



Impressum

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**Every child in the world
has the right to a childhood.
It's that simple.**



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Terre des hommes
Helping children worldwide.