

# Code of Ethics for Employees Engage Now Africa (ENA)



## **Preamble**

The primary mission of the organization is to enhance human well-being and help meet basic human needs of all people, with particular attention to the needs and empowerment of people who are vulnerable, oppressed, and living in poverty.

A historic and defining feature of the organization is to focus on individual well-being in a social context and the well-being of society. Fundamental to ENA is attention to the environmental forces that create, contribute to, and address problems in living.

The organization is sensitive to cultural and ethnic diversity and strives to end discrimination, oppression, poverty, and other forms of social injustice. These activities may be in the form of direct practice, community organizing, supervision, consultation, administration, advocacy, social and action, education, and research and evaluation.

The organization seeks to enhance the capacity of people to address their own needs. The mission of the ENA profession is rooted in a set of core values. These core values, embraced by ENA workers throughout the profession's history, are the foundation of the organization's unique purpose and perspective.

1. Service
2. Social justice
3. Dignity and worth of the person
4. Importance of human relationships
5. Integrity
6. Competence

ENA Code of Ethics sets forth these values, principles, and standards to guide workers' conduct. The Code is relevant to all workers, regardless of their professional functions, the settings in which they work, or the populations they serve.

## **The ENA Code of Ethics serves five purposes:**

1. The Code identifies core values on which ENA mission is based.
2. The Code summarizes broad ethical principles that reflect the profession's core values and establishes a set of specific ethical standards that should be used to guide ENA work practice.
3. The Code is designed to help workers identify relevant considerations when professional obligations conflict or ethical uncertainties arise.

4. The Code provides ethical standards to which the general public can hold the worker profession accountable.
5. The Code articulates standards that the worker itself can use to assess whether ENA workers have engaged in unethical conduct.

The Code offers a set of values, principles, and standards to guide decision making and conduct when ethical issues arise. It does not provide a set of rules that prescribe how workers should act in all situations. Specific applications of the Code must take into account the context in which it is being considered and the possibility of conflicts among the Code's values, principles, and standards. Ethical responsibilities flow from all human relationships, from the personal and familial to the social and professional. Further, the ENA Code of Ethics does not specify which values, principles, and standards are most important and ought to outweigh others in instances when they conflict. Reasonable differences of opinion can and do exist among workers with respect to the ways in which values, ethical principles, and ethical standards should be rank ordered when they conflict. Ethical decision making in a given situation must apply the informed judgment of the individual ENA worker and should also consider how the issues would be judged in a peer review process where the ethical standards of the profession would be applied. Ethical decision making is a process. There are many instances in ENA where simple answers are not available to resolve complex ethical issues. ENA workers should take into consideration all the values, principles, and standards in this Code that are relevant to any situation in which ethical judgment is warranted. ENA workers' decisions and actions should be consistent with the spirit as well as the letter of the law contained in this Code.

Alleged violations of the Code would be subject to a peer review process. Such processes are generally separate from legal or administrative procedures and insulated from legal review or proceedings to allow the profession to counsel and discipline its own members. A code of ethics cannot guarantee ethical behavior. Moreover, a code of ethics cannot resolve all ethical issues or disputes or capture the richness and complexity involved in striving to make responsible choices within a moral community. Rather, a code of ethics sets forth values, ethical principles, and ethical standards to which professionals aspire and by which their actions can be judged. Workers' ethical behavior should result from their personal commitment to engage in ethical practice. The ENA Code of Ethics reflects the commitment of all ENA workers to uphold the profession's values and to act ethically. Principles and standards must be applied by individuals of good character who discern moral questions and, in good faith, seek to make reliable ethical judgments.

## **PRINCIPLES**

### **Value:**

#### **Integrity Ethical Principle:**

ENA workers must behave in a trustworthy manner. Workers are continually aware of the profession's mission, values, ethical principles, and ethical standards and practice in a manner consistent with them. Workers must act honestly and responsibly and promote ethical practices on the part of the organizations with which they are affiliated.

#### **Competence Ethical Principle:**

Workers practice within their areas of competence and develop and enhance their professional expertise.

### **Ethical Standards**

The following ethical standards are relevant to the professional activities of all workers. These standards concern

- A. Workers' ethical responsibilities to clients,
- B. Workers' ethical responsibilities to colleagues,

Some of the standards that follow are enforceable guidelines for professional conduct and some are aspirational.

The extent to which each standard is enforceable is a matter of professional judgment to be exercised by those responsible for reviewing alleged violations of ethical standards.

### **A. Clients**

#### **1. Conflicts of Interest**

Workers should be alert to and avoid conflicts of interest that interfere with the exercise of professional discretion and impartial judgment. ENA workers should inform clients when real or potential conflict of interest arises and take reasonable steps to resolve the issue in a manner that makes the clients' interests primary and protects clients' interests to the greatest extent possible. In some cases, protecting clients' interests may require termination of the professional relationship with proper referral of the client.

Workers should not take unfair advantage of any professional relationship or exploit others to further their personal, religious, political, or business interests.

Workers should not engage in dual or multiple relationships with clients or former clients in which there are a risk of exploitation or potential harm to the client. In instances when dual or multiple relationships are unavoidable, workers should take steps to protect clients and are responsible for setting clear, appropriate, and culturally sensitive boundaries.

## **2. Privacy and Confidentiality**

Workers should respect clients' right to privacy. Workers should not solicit private information from clients unless it is essential to providing services or conducting work evaluation or research. Once private information is shared, standards of confidentiality apply.

Workers may disclose confidential information when appropriate with valid consent from a client or a person legally authorized to consent on behalf of a client.

Workers should inform clients, to the extent possible, about the disclosure of confidential information and the potential consequences, when feasible before the disclosure is made. This applies whether workers disclose confidential information on the basis of a legal requirement or client consent.

Workers should discuss with clients and other interested parties the nature of confidentiality and limitations of clients' right to confidentiality. Workers should review with clients' circumstances where confidential information may be requested and where disclosure of confidential information may be legally required.

Worker should not disclose confidential information to third-party payers unless clients have authorized such disclosure.

## **3. Sexual Harassment**

Workers should not sexually harass clients. Sexual harassment includes sexual advances, sexual solicitation, requests for sexual favors, and other verbal or physical conduct of a sexual nature.

## **4. Derogatory Language**

Workers should not use derogatory language in their written or verbal communications to or about clients. Workers should use accurate and respectful language in all communications to and about clients.

Workers should not solicit a private fee or other remuneration for providing services to clients who are entitled to such available services through the ENA employer or agency.

## **B. ENA WORKERS ETHICAL RESPONSIBILITIES TO COLLEAGUES**

### **1. Respect**

Workers should treat colleagues with respect and should represent accurately and fairly the qualifications, views, and obligations of colleagues.

### **2. Administration**

ENA administrators should advocate within and outside their agencies for adequate resources to meet clients' needs.

Workers should advocate for resource allocation procedures that are open and fair. When not all clients' needs can be met, an allocation procedure should be developed that is nondiscriminatory and based on appropriate and consistently applied principles.

### **3. Labor-Management Disputes**

ENA Workers may engage in organized action, including the formation of and participation in labor unions, to improve services to clients and working conditions.

The actions of ENA workers who are involved in labor-management disputes, job actions, or labor strikes should be guided by the profession's values, ethical principles, and ethical standards. Reasonable differences of opinion exist among workers concerning their primary obligation as professionals during an actual or threatened labor strike or job action. Workers should carefully examine relevant issues and their possible impact on clients before deciding on a course of action.

### **4. Social and Political Action**

ENA workers should engage in social and political action that seeks to ensure that all people have equal access to the resources, employment, services, and opportunities they require to meet their basic human needs and to develop fully. ENA workers should be aware of the impact of the political arena on practice and should advocate for changes in policy and legislation to improve social conditions in order to meet basic human needs and promote social justice.

ENA workers should act to expand choice and opportunity for all people, with special regard for vulnerable, disadvantaged, oppressed, and exploited people and groups.

ENA workers should act to prevent and eliminate domination of, exploitation of, and discrimination against any person, group, or class on the basis of race, ethnicity, national origin, color, sex, sexual orientation, age, marital status, political belief, religion, or mental or physical disability.

## Summary

ENA will conduct its business honestly and ethically wherever we operate in the world. We will constantly improve the quality of our services, products and operations and will create a reputation for honesty, fairness, respect, responsibility, integrity, trust and sound business judgment. No illegal or unethical conduct on the part of officers, directors, employees or affiliates is in the company's best interest. ENA will not compromise its principles for short-term advantage. The ethical performance of this company is the sum of the ethics of the men and women who work here. Thus, we are all expected to adhere to high standards of personal integrity.

Officers, directors, and employees of the company must never permit their personal interests to conflict, or appear to conflict, with the interests of the company, its clients or affiliates. Officers, directors and employees must be particularly careful to avoid representing ENA in any transaction with others with whom there is any outside business affiliation or relationship. Officers, directors, and employees shall avoid using their company contacts to advance their private business or personal interests at the expense of the company, its clients or affiliates.

No bribes, kickbacks or other similar remuneration or consideration shall be given to any person or organization in order to attract or influence business activity. Officers, directors and employees shall avoid gifts, gratuities, fees, bonuses or excessive entertainment, in order to attract or influence business activity.

Officers, directors and employees of ENA will often come into contact with, or have possession of, proprietary, confidential or business-sensitive information and must take appropriate steps to assure that such information is strictly safeguarded. This information – whether it is on behalf of our company or any of our clients or affiliates – could include strategic business plans, operating results, marketing strategies, customer lists, personnel records, upcoming acquisitions and divestitures, new investments, and manufacturing costs, processes and methods. Proprietary, confidential and sensitive business information about this company, other companies, individuals and entities should be treated with sensitivity and discretion and only be disseminated on a need-to-know basis.

Officers, directors and employees will seek to report all information accurately and honestly, and as otherwise required by applicable reporting requirements.

Officers, directors and employees will obey all equal employment opportunity laws and act with respect and responsibility towards others in all of their dealings.

Officers, directors and employees will remain personally balanced so that their personal life will not interfere with their ability to deliver quality products or services to the company and its clients.

Officers, directors and employees agree to disclose unethical, dishonest, fraudulent and illegal behavior, or the violation of company policies and procedures, directly to management.

Violation of this Code of Ethics can result in discipline, including possible termination. The degree of discipline relates in part to whether there was a voluntary disclosure of any ethical violation and whether or not the violator cooperated in any subsequent investigation.

Remember that good ethics is good business

**EMPLOYEE**

**ENGAGE NOW AFRICA**

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Authorized Signature

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Authorized Signature

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Print Name and Title

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