



## Code of Conduct of Citizen Service Corps e.V.

### Preamble

This Code applies to all registered members of **CSC** as well as all commissioned experts and defines their manner of work. To achieve the objectives of the Association to work together in a friendly atmosphere of trust, it is imperative that the following code of conduct be respected, promoted and maintained.

### 1. Compliance with law

We adhere to both internal instructions and guidelines of **CSC** as well as to the local, regional, national and international laws, rules and regulations that apply.

### 2. Punctuality

Each member of the Association is obliged, to punctually appear to the scheduled meetings or meetings to which he is invited. It is impolite to keep the others waiting. "Late coming is not a sign of importance - Punctuality is the courtesy of kings".

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### 3. Respect, loyalty, readiness to help and honesty

An atmosphere of maximum loyalty, readiness to help, integrity, honesty and trust must prevail between all members of the association. This will be characterized by mutual respect and understanding. Whoever expects to be treated with respect, loyalty and honesty must be ready to treat others accordingly. Jealousy and competition between members of **CSC** is strictly prohibited and anyone guilty of this could be expelled from the association.

### 4. Fairness

Abuse, insults, aggression and provocations will not be tolerated within the association - Politeness is a sign of maturity.



## 5. High Integrity

High Integrity must be an inherent part of the association's principles. We do not offer bribes or other unfair methods in order to influence the public, partners, sponsors, clients and other project partners. We do not accept bribes, favors or free products and services (eg hotel accommodation) in order to achieve a positive partnership with **CSC**. We refrain from taking part in any activities that adversely affect free competition. We strictly reject all activities and projects which may have something to do with bribery. Each member or representative is compelled to protect the reputation of **CSC**.

## 6. Protection of human rights

The preservation and protection of human rights is an integral part of our club culture. No member shall be discriminated against by the Association or by another member because of their nationality, religion, age, dressing, food habits, language, tribe, ethnic origin, political affiliation, gender or sexual orientation. This is also demanded of our sustaining members and cooperation partners.

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## 7. Provision of quality and professionalism

We commit ourselves to providing first class services. We ensure that every project representative of **CSC**, possesses the knowledge and technical skills necessary for effective and efficient provision of services.

## 8. Dealing with associations, societies, political institutions and public authorities

We maintain a correct and legally impeccable relationship with all unions, associations, political institutions, authorities, administrations and governments. **CSC** is a non-political association and does not take part in any political conflicts or events. In the same way, **CSC** does not support any political parties or candidates.

## 9. Respect for diversity and fair treatment

We respect the cultural and ethnic diversity of our association, by implementing practices that provide all members the same opportunities and fair treatment on the basis of their commitment to and identification with **CSC**. Harassment or discrimination is not tolerated within **CSC**.



## 10. Transparency and avoidance of conflicts of interest

We disclose potential or actual conflicts of interest and try to resolve this as fast as possible. We avoid relationships or behaviors that could adversely affect our ability to make decisions or lead to apparent conflicts between our personal interests and our loyalty to **CSC**. We do not use our position with **CSC** to gain unjustified advantages for others or for ourselves. All members who are affected by a potential or actual conflict of interest are obliged to quickly inform the board of **CSC** to ensure a quick clarification.

## 11. Protection of assets of the association

The assets or materials of **CSC** are used for the association and not for personal or unauthorized goals. Project, financial, technical data as well as correspondence of **CSC** will be kept confidential.

## 12. Confidential Information

All information concerning internal affairs of the association as well as information from or about members, sustaining members, sponsors, cooperation partners / partners, business and clients must be kept confidential. Members should be aware of the confidentiality of information such as business-, project- and association secrets.

## 13. Privacy Policy

We are obliged to keep all data from **CSC** (project, financial and technical data, correspondence, etc.), members, supporting members, collaborative partners / partners, sponsors, companies and clients private. We will do everything to ensure that all personal data (e.g. name, address, telephone number, date of birth of members, etc.) are reliably protected against unauthorized access. Personal data can only be collected, stored, processed, transmitted and used with the consent of the person concerned, only as much information as required for the fulfillment of a clearly defined assignment.

## 14. Environment, Health and Safety

We attach great importance to protecting the occupational health and safety of our members and experts, as well as the environmental protection, which we regard as an essential part of our social responsibility.



## 15. Development

All members of **CSC** are obliged to support and promote one another – personal and social development. All members are expected to collectively take part in and support projects of **CSC**, regardless of the source.

## 16. Communication

Every form of communication with the media must be done by the speaker of the executive board or a representative with the consent of the executive board.

Members issuing any public statements or opinions for which there is no authorization must clearly indicate that they are not acting in the name of **CSC**.

The results of all work or projects of the association must be promptly and comprehensively made available to all members and sustaining members.

Rules and regulations of **CSC** must be respected by members during events, presentations and seminars.

The use of work results and publications of **CSC** for any other purpose is strictly prohibited. However this may be allowed in exceptional cases with the consent of the entire Board and must not pose any risks for the image of the association.

Members should be considerate of the interest and concerns of **CSC** when making public statements. This applies even when the position advocated in the statement /article is personal.

### 7.1. Measures against violations

Violations of the presented Code of Conduct will be dealt with as follows:

1. Verbal or written warning
2. Suspension from the association for 3 months
3. Permanent exclusion from the association



## 7.2. Declaration of concerns and misconduct

Concerns and misconduct in relation to our Code of Conduct can be made by post or email.

*Email: CSCethics@citizenservicecorps.org*

### Supplementary regulations to 7.)

To avoid conflicts of interests, the following principles must be considered:

#### 7.1 Accepting gifts / invitations and other benefits

- 1) The acceptance of gifts and other benefits as well as participation in business meetings and events must not impair the reputation of the organization.
- a) The acceptance of gifts is prohibited, unless the value of the gift is below a benchmark of 40 € in the European Union or 25,000 CFA francs in the CEMAC region
- b) Invitations to business lunches may be accepted, as long as they remain in the scope of social adequacy.
- c) Invitations to unofficial events (pure entertainment events such as concerts, theater, sports events and evening) should not be accepted.
- d) There must be a strict distinction between professional and private events. It is forbidden to take private companions to official events. Exceptions require the approval of the chairman of **CSC**.
- e) The chairman of the executive board must be immediately informed incase a gift and other benefits (value of 40 € and above) as well as invitations to entertainment events in terms of cooperation relations cannot be denied.



- f) The acceptance of direct financial benefits is prohibited.
  
- 2) Gifts and other benefits to members may be subject to income tax. Hence, the management of gifts and other benefits must be in accordance with the provisions of the Financial Management and a message must be sent to the Financial Accounting.

## 7.2 Granting of gifts and other benefits / Invitations for entertainment events

The granting of gifts and other benefits as well as invitations to entertainment events and general social events are generally not a legitimate part of the work of the association. This could lead to doubts about the professionalism of the member. Every trace of dishonesty and impropriety must be avoided. Strict conditions apply for dealings with public officials or other public service representatives (see the following paragraph. 7.2.2 )

### 7.2.1. General principles

- a) Gifts must be socially acceptable. The association is financed by contributions from its members and expenditures must be accounted for. Gifts will therefore only be used on special occasions. Intended gifts require the approval of the Chairman of **CSC**.
  
- b) Fees for technical papers, consultations, projects, publications or similar services as well as their corresponding reimbursements must be reasonable and proportional to the service rendered.
  
- c) Invitations must be kept within a reasonable and socially acceptable scope and should not seek to influence the decision of the recipient.
  
- d) Transparency: Granting of benefits must be transparent. Invitations should therefore be sent exclusively to the address of the association.



### 7.2.2. Special rules regarding invitations and donations to public officials

Officials, representatives of public institutions, civil servants and public employees as well as other members of public administration are committed to the common good of the people. Therefore, they may not, directly or indirectly, receive gifts, gratuities or invitations to events which could affect their ability to judge independently.

Hence, the following principles should be observed in dealing with public officials:

- a) Except for little courtesies below a value of 25 Euros, gifts should not be offered to public officials. Such must be reported to the board of **CSC**. Gifts to EU officials are prohibited without exception.
- b) Entertainments provided during official dealings indicate the politeness of the host. They are permitted as long as they do not go beyond the normal standards of the occasion.
- c) Lecture fees of public officials are subject to approval by the Chairman of **CSC** and must be proportional to the service rendered.
- d) Consulting contracts with public officials are prohibited. However, it can be allowed on permission by the employer and the compensation must be reasonable in relation to the service provided.
- e) Travel and accommodation costs may be covered by the association only if they comply with the accustomed standard of living of the public officer and must be approved by his supervisor. However, minor services which can facilitate the transaction (such as picking up business partner from airport with personal car) are regarded as acts of courtesy and are therefore allowed.
- f) It is not permitted to accept invitations from public officials to pure entertainment events without official character or subject terms (e.g. concert -, theater and sporting events).



- g) It is forbidden to take private companions to official events. There must be a strict distinction between professional and private events.

### 7.2.3. Tax requirements

Gifts and other benefits from the association may be subject to income tax declaration by the recipients. Therefore, the financial accounting should be consulted to ensure that their handling conforms to the local tax legislation and the rules of financial management.

### 7.3. No bribery / corruption

No member may offer, grant or even accept bribes. Bribery and corruption are criminal offenses, namely both the offer of an illegal advantage to a public official (cf. § 331 StGB) as well as in the business activities of the association (cf. § 299 StGB). Invitation from business contacts like experts, universities, research institutes, institutions, associations, clubs, companies, etc. shall not exceed the scope of the social norm. The conclusion of contracts to provide goods or service must be exclusively on the basis of the internal procurement guidelines.

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### 7.4. Contracts with customers, partners, etc.

The conclusion of contracts of any kind with customers, partners, internal / external service providers must be transparent, objectively justified and objectively comprehensible.

### 7.5. Political and charitable donations / sponsorship

- 1) Donations and sponsorships may only be accepted in accordance with the relevant state law and abiding with the provisions of these internal rules. Donations and sponsorships must be approved by the Chairman of **CSC**.
  
- 2) Charitable donations and financial contributions from political parties are strictly forbidden.