

Professional Code of Conduct of Operation Smile Sweden

1. Introduction

Operation Smile has a superior reputation as an international children's medical charity. As an employee and volunteer of this organization, dedicated to serving children, you represent Operation Smile. In your capacity as an Operation Smile representative, it is vital to understand the standards Operation Smile expects, for instance in terms of maintaining and promoting a positive image of the organization and demonstrating respect for the patients, staff and volunteers in the countries where the medical care is provided. To clarify these standards to employees and volunteers of Operation Smile Sweden, this Professional Code of Conduct has been developed.

The Professional Code of Conduct is valid in any situation where an employee, volunteer, youth-volunteer or board member represents Operation Smile Sweden, in the home-country or while traveling with Operation Smile.

All staff, volunteers, youth-volunteers and board members should sign the Professional Code of conduct. The term "team-member" in this document includes anybody who signs (or is expected to sign) this Professional Code of Conduct.

2. Loyalty

As team-members we are loyal and honest in our dealings with Operation Smile!

Operation Smile expects team-members to maintain the highest standards of honesty and integrity in their conduct while representing Operation Smile and that team-members do not pursue personal or family gain or advantage in dealings with Operation Smile.

Team-members will refrain from releasing to others any private or confidential information relating to Operation Smile unless legally required to do so.

3. Being an Operation Smile representative

All team-members are representatives of Operation Smile!

Because of the significant role you play in Operation Smile you are expected to exemplify the highest standard of conduct at all times while taking part in an Operation Smile program.

4. Cultural Sensitivity and respect

In Operation Smile, we show respect for other cultures and value systems!

Team-members are expected to respect the rights and dignity of the children, families and communities with whom we work. Sensitivity to and respect for local customs and social values is essential for all team-members. While traveling with Operation Smile team-members should refrain from behavior that is inappropriate or offensive to the host country. It is important to maintain an appropriate style of dress and to use verbal communication that is positive and non-political.

5. Illegal Behavior

We always encourage our team-members to follow the law!

Team-members must at all times observe the laws and regulations of the country where the team member represents Operation Smile. Behavior deemed illegal in the home country of the team-member, such as illicit drug use, is not permissible and will not be tolerated.

6. Bribery

In Operation Smile we take a strong stand against bribery and corrupt procedures!

Team-members may not be involved in paying bribes, kickbacks or other unlawful payments as representatives for Operation Smile.

Team-members may not accept bribes or significant gifts (except small tokens of appreciation) from governments, beneficiaries, donors, suppliers or others which have been offered as a result of the connection to Operation Smile.

7. Personal Conduct

Team-members always act in the best interest of Operation Smile!

Team-members are expected to avoid any behavior or situations which may be seen as offensive or that may reflect badly on Operation Smile.

To consume alcohol or illicit drugs while working is absolutely prohibited. Consuming alcohol during off-hours to a level that inhibits your ability to perform your duties or endangers others is also unacceptable. Socializing is encouraged; however, overindulgence and displays of unprofessional behavior are unacceptable.

It is prohibited for youth-volunteers under the age of 18 to consume alcohol or tobacco and team-members are asked not to offer it to them.

Team-members may not exchange money, employment, goods or services for sexual favors.

Operation Smile trusts team-members to ensure the proper use of Operation Smile's resources and to secure that Operation Smile's financial resources and other assets are not misused and protect them from theft, fraud or other damage.

Team-members may not use the organization's computers or other equipment to view, download, create or distribute inappropriate material, such as pornography.

While traveling for Operation Smile team-members are not permitted to have any type of personal elective surgery performed during a medical mission by any other team member or any in-country physician.

8. Professional Conduct

Operation Smile takes pride in our team-members who always keep a high professional standard in the work they do!

Team-members are expected to follow the Global Standards of Care, medical policies and procedures as defined by Operation Smile.

Medical volunteers are working under their home country licensure while participating on missions in foreign countries and are obligated to work under the same standards set forth through their licensure. Misconduct will result in disciplinary action by the Medical Advisory Council of Operation Smile and may result in a report to the home-country authorities.

Volunteers should only perform the medical procedures that they have been licensed and chosen to perform on that mission. There should not be any “teaching/learning” procedures performed by team members not licensed/trained to do the same.

Team-members should not make allusions to or promises of possible treatment in the other countries to potential World Care patients or their families. Either the Clinical Coordinator or Team Leader should make a notation of possible World Care program eligibility in the patient’s chart.

9. Child protection

Helping children is the core of Operation Smile and our team-members gives highest priority to the security and safety of children in our care.

Team-members of Operation Smile shall at all times show due respect for the rights of all children and comply with the Convention on the Rights of the Child. This includes, but is not limited to:

- a. All children have equal rights to protection from abuse and exploitation. Operation Smile does not accept any form of child abuse.
- b. All children should be encouraged to fulfil their potential, and inequality and discrimination should be challenged
- c. Children shall be assured the right to express their views freely and this will be given ‘due weight’ in accordance with their age and level of maturity. We will not discriminate against the child. The child will be treated with respect irrespective of gender, nationality or ethnic origin, religious or political beliefs, age, physical or mental health, sexual preference and gender identity, family, socio-economic and cultural background, or any history of conflict with the law.
- d. All team-members have a responsibility to support the care and protection of children.
- e. Operation Smile has a particular responsibility that children who come into contact with us do not come to harm as a result of their engagement with Operation Smile, as beneficiaries of our services or as part of Operation Smile communication and fundraising material.

10. Reporting of misconduct

Anybody with concerns regarding non-compliance of Operation Smile Sweden's Code of Conduct is encouraged to report this to the management of Operation Smile Sweden!

It is important that each team-member does not only apply this Code of Conduct individually, but also that team-members report concerns to Operation Smile Sweden's management regarding violations of the code that team-members witness or are made aware of.

The process for reporting suspicions and complaints is described on Operation Smile Sweden's webpage.

11. Acting on misconduct

All concerns raised under this policy will be dealt with promptly and will be treated seriously and sensitively. Appropriate actions will be taken in the cases where it is deemed necessary.