

CASA COUNCIL CODE OF ETHNICS

A Code of Ethics plays an important role in maintaining the integrity of a non-profit organization. This code provides guidelines to ensure that all individuals associated with the organization understand the ethical standards and principles required for operations. It is also a tool for setting expectations with volunteers, as well as helping to ensure transparency and accountability to stakeholders. The Code of Ethics includes a range of issues such as acting with integrity, abiding by organizational policies, preserving confidentiality, among others - so that members demonstrate the highest levels of professionalism and trustworthiness. In short, having an ethical framework in place helps maintain a successful nonprofit organization that operates ethically while achieving its goals.

Established as integral part of organization, CASA Council and its members act as envoys of organization, representing its values and working ethics. For that reason, it is important to define a basic set of ethical norms of conduct CASA members should abide (be guided with) in performing the tasks in behalf of organization.

1. Respect the rights and opinions of others.

It is important to respect the rights and opinions of others as it shows respect and allows for open dialogue between people. It is also important to remember that everyone is entitled to their own opinions and beliefs and that everyone should be treated with respect and kindness regardless of their beliefs. We should strive to create an environment of mutual understanding and respect, where everyone is listened to and respected for their views.

2. Be honest and trustworthy in our dealings with fellow citizens.

We should always be honest and truthful in our interactions with others. We should always strive to maintain our integrity and act in good faith. We should be mindful of our words and actions and strive to treat others with respect and kindness. We should strive to build trust in our relationships and be honest in our dealings with others.

3. Exercise fairness, justice, and impartiality in decision-making

Exercising fairness, justice, and impartiality in decision-making means approaching decisions with an open mind and without any preconceived notions or biases. It means listening to all parties involved in the decision-making process, considering all perspectives, and using

objective criteria to make the best decision possible. It also means treating everyone involved in the decision in a consistent and equitable manner, without favoritism. Finally, it means being honest and transparent in the decision-making process and explaining the rationale behind the decision.

4. Refrain from any form of discrimination.

Discrimination is damaging to individuals, families, and communities. It is important to remember to treat everyone with respect and dignity and to never judge a person based on their race, gender, age, sexual orientation, religion, or other personal characteristics. Everyone deserves to be treated fairly and with respect.

5. Maintain the highest standards of integrity and professional conduct.

Integrity and professional conduct are the foundation of any successful professional engagement. It is important to always strive to maintain the highest standards of honesty and responsibility in all aspects of work. This includes following ethical codes of conduct, adhering to laws and regulations, and exhibiting respect for colleagues and clients. Additionally, it is important to be mindful of one's own behavior, as well as the potential impact of one's decisions on others. Practicing these principles can help ensure that one's conduct is always professional and trustworthy.

6. Promote an environment of collaboration and support

This imposes the imperative to:

- Create a positive and supportive atmosphere by identifying and addressing any negative behaviors or attitudes
- Encourage team members to share ideas openly and be open to feedback
- Provide recognition and appreciation for team members who work together to achieve goals
- Lead by example by demonstrating the values of collaboration and support in your own actions
- Establish clear communication protocols and expectations for how team members should interact with one another
- Provide resources and opportunities for team members to develop their skills and knowledge in order to better support one another
- Foster a sense of team spirit by celebrating success and recognizing individual and collective achievements.

7. Respect the confidentiality of information.

Respecting the confidentiality of information requires individuals to keep information private and secure. This means being mindful of who is privy to the information, as well as not sharing it without permission. It also means protecting the information from unauthorized access and destruction, as well as ensuring that it is not altered or misused.

8. Disclose any conflicts of interest.

Conflicts of interest can arise in any engagement with an organization and its initiatives. The most common conflicts include personal interests, financial interests, and other relationships that could create a perception of bias or favoritism. It is important to disclose any potential conflicts of interest before engaging with an organization's initiatives. This will help ensure that the engagement is conducted with complete transparency and fairness.

9. Abide by the applicable laws.

When working with an organization, it is important to ensure that you are following all applicable local laws. This includes laws related to employment, taxation, health and safety, data protection, and more. Additionally, you should ensure that you are following any laws regarding the payment of wages, the handling of confidential information, and the use of any other resources. Finally, if you are working with a charitable organization, you should make sure that you are following any regulations and guidelines set by the relevant governing body.

10. Act in the best interests of the citizens.

As a representative of the citizens, it is my duty to act in their best interests. This means that I will strive to ensure their voices are heard and that their needs are met in an effective, efficient, and fair manner. I will listen to their opinions, take their concerns into consideration, and use my best judgment to make decisions that are in the best interests of the citizens I am representing. I will also keep them informed of any changes or developments that may affect their lives. I will act with integrity, professionalism, and transparency in all matters.

Breach of Code of Ethics

The penalty for breaching a Code of Ethics in an NGO will depend on the severity of the breach and the organization's own policies. Generally, the penalties can range from a warning, to suspension or dismissal from the organization. Other potential consequences can include financial penalties, such as the reimbursement of funds misused, or the organization may require the individual to attend training on ethical behavior.

The penalty for a breach of the Code of Ethics in an NGO is typically determined by the organization's governing body and/or Board of Directors. Depending on the severity of the breach and the organization's policies and procedures, the process of assessment of conduct may involve a senior management staff (in case of minor offenses) or formation of a committee that includes a member of the Board of Directors in case of severe misconduct.

In behalf of NGO CASA

Miodrag Marinković, Executive Director