

Neotree exists to eradicate preventable newborn mortality,
by putting the lifesaving power of technology
into the hands of doctors and nurses in low income countries



CODE OF CONDUCT

Opening statement

Neotree is a registered charity in England and Wales (with charity number 1186748), and a company limited by guarantee without share capital (with company number 11422323) (hereafter, the 'Charity' or 'Neotree'). It exists to eradicate preventable newborn morbidity and mortality by putting the lifesaving power of technology into the hands of doctors and nurses in low income countries.

Neotree is driven by its core values of Collaboration, Rigour, Impact, Innovation and Integrity:

Collaboration

Collaboration is at the heart of Neotree's approach. Neotree collaborates closely with healthcare professionals, families and communities, hospitals, Ministries of Health, academic partners, NGOs, and donors. Our technology is developed in partnership with local clinicians to ensure it is user-friendly and has local ownership.

Rigour

Neotree is evidence-led. We are committed to building a solid, scientific evidence base for everything we do including understanding the impact of the Neotree technology. Neotree was established by core members of University College London's Neotree research project to maximise the impact of its research on the quality of newborn care and preventable infant mortality and continues to work closely with the UCL team.

Impact

Neotree's focus is on reducing newborn mortality: specifically targeting the 500,000 neonatal deaths each year that can be prevented using simple, proven interventions.

Innovation

Neotree is innovating for immediate impact – the platform is open source and fully replicable, so countries that adopt it have complete ownership of both the technology and the resulting data.

Integrity

Neotree is committed to transparency and honesty.

1. About this Code of Conduct

The purpose of this code of conduct (Code) is to provide the framework and expectations that Neotree expects of all individuals working or volunteering for or with the Charity to abide by in accordance with Neotree's core values.

This Code applies to all individuals working or volunteering at all levels and grades, including senior managers, officers, directors, trustees employees (whether permanent, fixed-term or temporary and working full- or part-time), consultants, contractors, trainees, seconded staff, casual workers and agency staff, volunteers, interns, agents, sponsors, third party representatives, freelance consultants and contractors, business partners or any other person associated with us or our partners, wherever located. For the purposes of this Code, we will refer to the term 'staff' to include everyone noted above.

This Code is non-contractual and for guidance only. It does not form part of any contract of employment or engagement and we may amend it at any time.

The Board of Trustees has overall responsibility for the Code. Management at all levels are responsible for ensuring those reporting to them understand and comply with the Code and are given adequate and regular training on it and the issues covered by it. All staff are responsible for compliance with the Code and should ensure they report any suspected non-compliance immediately after becoming aware of the matter.

2. Workplace Environment

Respect, diversity and inclusion

Neotree aims to provide its services in low resource settings globally providing opportunities to meet individuals from different backgrounds.

All staff must respect the diversity of service users, staff and all individuals associated with Neotree and foster an environment of inclusion. Neotree strictly prohibits and does not condone any form of discrimination against service users, staff and individuals regardless of their background, ethnicity, identity and religion.

Discrimination, harassment and bullying

Harassment is any unwanted physical, verbal or non-verbal conduct that has the purpose or effect of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for them. A single incident can amount to harassment.

It also includes treating someone less favourably because they have submitted or refused to submit to such behaviour in the past.

Unlawful harassment may involve conduct of a sexual nature (sexual harassment), or it may be related to age, disability, gender reassignment, marital or civil partner status, pregnancy or maternity, race, colour, nationality, ethnic or national origin, religion or belief, sex or sexual orientation. Harassment is unacceptable even if it does not fall within any of these categories.

Harassment can take many forms such as offensive emails, unwanted physical conduct, mocking, mimicking or belittling a person's disability and unwelcome sexual advances or behaviour of that nature and can apply to individuals who are not the intended target.

Bullying is offensive, intimidating, malicious or insulting behaviour which can make a person feel vulnerable, upset, humiliated, undermined or threatened and can often involve a misuse of power, whether this is being in a position of authority or using personal strength to create fear and intimidation. Bullying can be physical, verbal or non-verbal conduct and includes physical or psychological threats, intimidating levels of supervision and inappropriate remarks about an individual's performance.

Neotree prohibits any form of harassment, bullying or discrimination based on a protected characteristic in all work-related settings and during all work-related activities directed to any individual whether they are directly or indirectly associated with Neotree.

Health and wellbeing of service users

All staff must act in the best interests of all service users by treating them with compassion and respect. Neotree expects all staff to promote people's independence by assisting service users to understand and exercise their rights and make informed decisions. All staff must ensure that their actions or omissions do not harm any individuals' health or wellbeing. No service user, staff member or other associated individuals should be harmed, exploited or abused at any time.

Fraternisation

Neotree strictly prohibits any intimate relationships being developed amongst staff and between staff and service users in any circumstances taking into account the best interests of all parties involved.

Workplace violence

Neotree is committed to maintain an aggression-free and violence-free environment where threats, intimidating behaviour, violence and bullying or harassment of any form will not be tolerated and we expect all staff to actively contribute towards this commitment.

Drugs

No one may use, sell or facilitate any activity in relation to drugs to any staff or in any Neotree work-related activities or settings.

Sexual Exploitation, Abuse and Harassment (SEAH)

All staff and service users deserve to be treated with dignity therefore Neotree is committed to ensuring that all vulnerable individuals are protected from any form of SEAH. Any complaints in relation to SEAH will be dealt with seriously and any proven incidents will be considered as gross misconduct by Neotree and will result in strict legal and disciplinary action as set out in Neotree's Safeguarding Policy.

All staff must adhere to the following principles:

- Sexual activity with children (persons under the age of 18) is prohibited regardless of the local age of maturity or age of consent. Any mistaken belief in the age of a child is not a defence.
- The exchange of money, employment, goods or services for sex including sexual favours or other forms of humiliating, degrading or exploitative behaviour is strictly prohibited. This includes the exchange of sex for assistance that service users are entitled to.
- Any sexual relationship between staff and a service user is strictly prohibited on the basis that it involves an improper use of rank or position. Such relationships undermine the credibility and integrity of the work that Neotree does.
- If a member of staff has any suspicions or concerns regarding SEAH by another member of staff, this should be reported immediately to a line manager or the Board of Trustees for investigation in line with Neotree's Safeguarding Policy.
- All staff are obliged to create and maintain an environment which prevents SEAH. Managers at all levels have a particular responsibility to support and develop frameworks to ensure a SEAH free environment is maintained at all times.

3. Business Practices

Conflicts of interest

All staff have a duty to act in the best interests of Neotree and must not place themselves in a position where they have, or may have, or create the perception, of a direct or indirect interest with their duties at and for Neotree in accordance with the Charity's Conflicts of Interest Policy.

Bribery and corruption

Bribery involves an inducement or reward offered, promised, given, accepted, solicited or provided in order to induce the recipient or any other person to act improperly in the performance of their functions, or to reward them for acting improperly, or where the recipient would act improperly by accepting the advantage to gain any commercial, contractual, regulatory or personal advantage.

Corruption involves the act of dishonestly obtaining an advantage from a third party by abusing an entrusted power or position for private gain. Bribery and corruption are not restricted to monetary or material benefit but could also include intangible benefits such as status or information.

Neotree strictly prohibits the offering or giving of a financial or other incentive with the intention of getting the receiving party to perform a function or activity or to act as a reward for an improper act.

All staff must be mindful of the countries in which Neotree operates and consider whether there is a higher risk and/or prevalence of bribery and corruption and must act in accordance with the Charity's Anti-bribery and Corruption Policy.

Gifts and hospitality

All staff should avoid giving or accepting gifts and hospitality of any kind that would be reasonably thought to have been provided or received to influence their role or work within the Charity.

Any gifts or hospitality provided or received in connection to Neotree must be for legitimate purposes such as building relationships, maintaining the Charity's image or marketing the Charity's products and services. All hospitality and gifts must be modest, appropriate and transparent and must be disclosed in Neotree's Gifts and Hospitality Register, in accordance with Neotree's Anti-bribery and Corruption Policy and its Conflicts of Interest policy.

Anti-money laundering

All staff must exercise caution when asked to make or accept a payment on Neotree's behalf and must raise queries as to the reason for payment and whether the amount requested/received is proportionate to the reason for payment. Any suspicions or concerns in relation to any payment of sums to or by

Neotree must be reported to the Board of Trustees immediately in line with Neotree's Anti-Bribery and Corruption Policy.

4. Charity Assets and Information

Intellectual property

Neotree's assets must only be used to advance its goals and objectives and must not be utilised in any personal capacity for personal gain. All staff are responsible for ensuring that all Neotree assets are taken care of and are protected, this includes assets which are not in physical form such as software, trademarks, copyrights and other proprietary information which Neotree possesses and may come into possession of in the future.

Use of information and communication systems

Neotree expects all staff to use good judgement and take a cautious approach when using communication systems particularly email. All staff must remain respectful and professional at all times and ensure that any communications reflect Neotree's Core Values and are compliant with this Code.

Social media

Names of any individuals associated with Neotree in any capacity, and information relating to Neotree's work or goals, current or future, must never be disclosed on any social media platform unless expressly authorised otherwise. No confidential information must be disclosed at any time and Neotree expects all staff to use good judgement and act cautiously when using social media platforms.

Confidential information

All documents, software and any materials provided for your use as staff, or for the use of a service user by us, and any data or documents (including copies) produced, maintained or stored on our systems or other electronic equipment, remain our property.

Any confidential information obtained must only be collected, used and retained as authorised by the law.

All staff are responsible for maintaining confidentiality of all information divulged to them through their work with or for Neotree.

5. Your Responsibilities

You must ensure that you read, understand and comply with this Code.

You must also:

- Notify your manager or main point of contact at Neotree as soon as possible if you believe or suspect that a breach of this Code has occurred or may occur in the future.
- Co-operate with any investigation that Neotree undertakes.
- Seek help or advice from your line manager or the Board of Trustees if you have questions about any aspects of the Code.
- Understand and comply with specific laws and regulations that apply to your specific role.
- Complete any mandatory associated training that is offered to you.

Breach of this Code will result in appropriate disciplinary action up to and including dismissal.