



CODE OF CONDUCT

A LITTLE GESTURE

Date of publication: 1st December 2024

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Introduction

A Little Gesture, A Great Help was founded in 2004 and is a Portuguese NGDO that operates in the province of Gaza in Mozambique. A Little Gesture promotes the improvement of the living conditions of disadvantaged children and their families. A Little Gesture believes that access to education and nutrition in a healthy and dignified environment enables Mozambican children and young people to break the cycle of poverty. The individual sponsorship programme for vulnerable children is complemented by projects in the areas of education, infrastructure, sustainability and poverty support. Through these projects, A Little Gesture promotes food security and access to education, poverty reduction, gender equality, the empowerment of local communities and economic development.

With a view to the smooth running of A Little Gesture's activities and the well-being of its stakeholders and beneficiaries, A Little Gesture has established a Code of Conduct, a set of rules, policies, preventive measures and monitoring methods defined in this document. Respecting the Child Safeguarding and Protection Policy, it is based on the organisation's mission, vision and values, as well as the United Nations Convention on the Rights of the Child (1989) and its Optional Protocols. The Code of Conduct brings together the expected behaviours and defines the responsibilities of all the members of A Little Gesture. The purpose of this document is to ensure mutual respect for all its members and for any child that A Little Gesture supports without any discrimination whatsoever, regardless of their race, colour, sex, gender, language, religion, political or other opinion, their parents or legal representatives, or their national, ethnic or social origin, fortune, disability, birth or any other situation.

A Little Gesture's **mission** is to improve the living conditions of every child in deprived communities in southern Mozambique.

A Little Gesture's **vision** is to break the **cycle of poverty** in Mozambique.

The **Values of A Little Gesture** are:

Community Empowerment - sustainable solutions emerge when communities are empowered to lead their own development.

Integrity and Transparency - honesty and clarity in all our actions, guaranteeing the trust of partners, donors and beneficiaries.

Beneficiary Focus - the people we support at the centre of everything we do, adapting our initiatives to generate the greatest positive impact.

Co-operation and Partnership - progress is achieved through close collaboration local communities and partners, working side by side for a better future.

Equality and Inclusion - equal opportunities and respect for diversity, ensuring that everyone has access to support without discrimination.

Object

The Code of Conduct brings together procedures, rules and behaviours to be exercised in the practice of A Little Gesture's activity in the areas where it operates, in order to protect the integrity of its team and its beneficiaries.

Recipients

The Code of Conduct is applicable to and must be known and complied with by the following parties that make up A Little Gesture: Mozambique - local team, such as partners, coordinators, technicians, educators, monitors and cooks, volunteers; Portugal - the head office team, board members, interns, assistants and volunteers; United Kingdom - the team, service providers.

The document is also intended for anyone exercising any function directly or indirectly related to A Little Gesture that is not provided for here.

Context and framework

A Little Gesture is a Non-Governmental Development Organisation (NGDO) based in Portugal, which carries out its work and partnership relations in Gaza province, namely in the rural areas of Xai-Xai and Chowké. In order for the work of ALG and its partners to be carried out effectively, promoting the well-being and overall positive impact of the organisation and its members, it is essential to respect a Code of Conduct, to be taken into consideration by all.

Concepts

Direct Beneficiary - Individual who benefits or has benefited from some kind of support;

Indirect Beneficiary - An individual who benefits or has benefited from some kind of support in an indirect and secondary way;

Child - A child is defined as any human being under the age of eighteen, unless national law confers the age of majority earlier;

Individual with a disability - An individual who has long-term physical, mental, intellectual or sensory impairments which, in interaction with various barriers, may prevent their full and effective participation in society on an equal basis with others.

Abuse - Acts, physical or psychological expressions, blackmail and/or emotional, social, financial and sexual threats through coercive, controlling and/or violent means;

Exploitation - Attempting to take advantage of a situation of an economic, financial, racial, social, political, sexual or labour nature;

Violence- The intentional use of physical, emotional, sexual and/or psychological force, through threats and/or actions, against oneself, another person, a group or community, that results in or is highly likely to result in injury, death, psychological suffering, maldevelopment and/or deprivation of fundamental rights;

Gender-based violence - Violence carried out on the basis of the conception of roles, behaviours and activities that a given society considers to be appropriate for each gender;

Harassment - Behaviours expressed verbally, in writing and/or physically which are frequent and intentional, and which may harm physical and/or psychological integrity. These behaviours can be of a sexual, moral, collective, racial, workplace or institutional nature;

Sexual assault - The use of physical force, violence, threats, abuse of authority or placing the victim in a state of incapacity to resist involving different sexual acts such as penetration and anal, vaginal or oral practice;

Intimidation - The act or effect of threatening and/or pressurising, inspiring fear or dread;

Negligence - Lack of care and diligence, which implies a risk against oneself, another person, a group or a community;

Bullying - Aggressive physical and/or psychological actions with the intention of hurting another person, a group or community in a school context. *Bullying* can be verbal, physical, sexual or racial in nature;

Torture/cruel treatment - Intentional physical and/or psychological acts that cause pain and suffering, with a specific purpose, such as to obtain information, a confession, to punish, intimidate or threaten;

Fraud - The practice of deceptive, dishonest and/or illegal activities carried out with the aim of obtaining financial gain, personal advantage and/or causing damage to third parties. Fraudulent activities can be: falsification of official documents, lies, deliberate omissions, illegal economic schemes, identity theft, among other methods;

Extortion - Taking action through threats, coercion or intimidation in order to obtain money, goods and/or services;

1. Prevention measures

1.1 Preventive behaviour

The A Little Gesture team has defined various measures and activities that are carried out regularly in order to guarantee the well-being and development in the lives of the children it supports. The measures and activities are:

- Focusing on work and developing team activities, such as shopping and home visits to the families of sponsored children;
- Regular training sessions;
- Accompaniment, by the local team, of individuals who do not collaborate permanently with A Little Gesture, but who are in its areas activity;
- Obtaining the express consent of children and family members for the collection of photographic and videographic media;
- Monthly control of purchase receipts;
- Carrying out a periodic review of the Code of Conduct.

1.2 Recruitment and selection policy

The recruitment and selection processes will take into account the policies and principles stipulated in the Code of Conduct, especially with employees whose roles promote direct and continuous contact with the beneficiaries that A Little Gesture supports. The interview processes will therefore be phased and rigorous, based not only on technical ability, but also on socio-cultural profile, potential integration into A Little Gesture's culture and respect for the Code of Conduct. The candidate will also be required to present a criminal record and will be asked for at least two professional and/or community references.

2. Behavioural measures

2.1 Expected Behaviours

The A Little Gesture team is expected to practice the following behaviours towards:

A Little Gesture and its Team:

- Make responsible use of the material and computerised goods provided by ALG, with no misuse, destruction and/or theft permitted;
- Maintain the confidentiality of the information, data and materials of ALG, its beneficiaries and donors, and use them exclusively for professional purposes;
- Complying with legal and organisational duties in terms of health and education;
- Take the necessary measures, as set out in "Internal Monitoring", in the event of non-compliance with this document by another member of the A Little Gesture team;
- Respect any integral part of the ALG without granting any act of discrimination on other grounds such as race, colour, sex, gender, language, religion, political opinion, national, ethnic or social origin, fortune, disability, birth or any other situation;
- Safeguard language and behaviour appropriate to the working environment;
- Adapt the conditions necessary for the well-being of a colleague with a mental or motor disability. A disabled person has the right to special care, adequate education and training to enable them to lead a full and decent life in conditions of dignity, so as to achieve the greatest possible degree of autonomy and social and economic integration.

The beneficiaries of A Little Gesture:

- Respect any integral part of the ALG without granting any act of discrimination on other grounds such as race, colour, sex, gender, language, religion, political opinion, national, ethnic or social origin, fortune, disability, birth or any other situation;
- Safeguard language and behaviour appropriate to the working environment;
- Developing relationships of trust and well-being in the places where ALG and its partners operate;
- Adapt the conditions necessary for the well-being of a child or young person with mental or motor disability. A disabled person has the right to special care, education and training to enable them to lead a full and decent life in conditions of dignity, so as to achieve the greatest possible degree of autonomy and social and economic integration;

Partners, the surrounding community and outsiders:

- Respect all ALG members without any discrimination on any other grounds, such as race, colour, sex, gender, language or religion,

political opinion, national, ethnic or social origin, fortune, disability, birth or any other situation;

- Safeguard language and behaviour appropriate to the working environment;
- Developing relationships of trust and well-being in the places where ALG and its partners operate;
- Respect and enforce this document, as well as the Child Safeguarding and Protection Policy and other related practices.

2.2 Inappropriate behaviour

It is expected that A Little Gesture staff will not practice the following behaviours towards: A

Little Gesture and its Team:

- Working with, consuming or transporting harmful substances such as alcohol, drugs and/or other illegal substances;
- Misusing the information and data of the ALG and its beneficiaries;
- Committing acts of fraud.
- Establishing any kind of inappropriate physical contact or violence with co-workers and any other persons who establish any kind of direct or indirect relationship with ALG;
- Engaging in any kind of bullying, extortion and/or abuse of work colleagues and any other persons who have any kind of direct or indirect relationship with ALG;
- Intimidating and/or neglecting work colleagues, and any other persons who establish any kind of direct or indirect relationship with ALG;
- Exploiting co-workers and any other persons who establish any kind of direct or indirect relationship with ALG, through illegal actions such as labour exploitation, child labour exploitation, economic exploitation, acts of torture, integration into illegal businesses and/or against one's will and any other illegal practices;
- Practising torture or other cruel treatment towards co-workers and any other persons who have any kind of direct or indirect relationship with ALG;
- Selling, kidnapping and/or trafficking co-workers and any other persons who have any kind of direct or indirect relationship with ALG.

The beneficiaries of A Little Gesture:

- Establishing any type of inappropriate physical contact or violence with beneficiaries and any other persons who establish any type of direct or indirect relationship with UPG;
- Exercise any kind of bullying, extortion and/or abuse towards beneficiaries, and any other persons who establish any kind of direct or indirect relationship with ALG;
- Intimidating and/or neglecting beneficiaries, and any other persons who establish some kind of direct or indirect relationship with ALG;
- Exploiting beneficiaries, and any other persons who establish some kind of direct or indirect relationship with ALG, through illegal actions such as labour exploitation, child labour exploitation, economic exploitation, acts of torture, integration into illegal businesses and/or against one's will and any other illegal practices;
- Practising torture or other cruel treatment towards beneficiaries and any other persons who have any kind of direct or indirect relationship with ALG;
- Selling, kidnapping and/or trafficking beneficiaries, and any other persons who establish any kind of direct or indirect relationship with ALG

Partners, the surrounding community and outsiders:

- Establishing any type of inappropriate physical contact or violence with members of the surrounding community and any other persons who establish any type of direct or indirect relationship with the ALG;
- Exercise any type of bullying, extortion and/or abuse towards members of the surrounding community, and any other persons who establish any type of direct or indirect relationship with ALG;
- Intimidating and/or neglecting members of the surrounding community, and any other persons who establish some kind of direct or indirect relationship with ALG;
- Exploiting members of the surrounding community, and any other persons who establish some kind of direct or indirect relationship with UPG, through illegal actions such as labour exploitation, child labour exploitation, economic exploitation, acts of torture, integration into illegal businesses and/or against one's will and any other illegal practices;
- Practising acts of torture or other cruel treatment towards members of the surrounding community, and any other persons who establish some kind of direct or indirect relationship with ALG;
- Selling, kidnapping and/or trafficking members of the surrounding community, and any other persons who establish some kind of direct or indirect relationship with the ALG.

- Practising torture or other cruel treatment towards beneficiaries, co-workers, partners and any other persons who establish any kind of direct or indirect relationship with UPG;
- Selling, kidnapping and/or trafficking beneficiaries, co-workers, partners and any other persons who establish any kind of direct or indirect relationship with ALG.

3. Non-compliance and Whistleblowing

3.1 Internal Monitoring

A Little Gesture undertakes to define different methods of monitoring regular compliance with the Code of Conduct in order to understand whether it is taken into account by UPG staff members. They must declare in writing that they have received it and that they undertake to comply with it. Every year, A Little Gesture will organise workshops, training courses and lectures on the topics set out in the Code of Conduct, in order to prevent and raise awareness of the good practices that should be taken into . In addition, follow-up questionnaires will be carried out, allowing suggestions to be collected and adjustments to be corrected.

In addition to this training component, data is also collected and analysed in monthly reports on the behaviour and activities that take place in the children and young people's day-to-day school life, and weekly meetings are held with the local team.

A suggestion and/or complaint box is available for **beneficiaries** at the schools where they study.

The Safeguarding and Child Protection Policy is available for **families** to consult and write a complaint about any kind of inappropriate action.

The Code of Conduct, the Child Safeguarding and Protection Policy and the Non-Compliance and Whistleblowing Policy are available to the A Little Gesture **team**.

3.2 Non-compliance and Whistleblowing Policy

When non-compliance with any of the behaviours set out in this document is detected, any member of staff, beneficiaries and guardians of beneficiaries have the right to initiate the complaint process by filling in the form contained in this Policy (attached). A Little Gesture guarantees

confidentiality of those who report misconduct, and does not encourage anonymous reporting. A Little Gesture prohibits any form of retaliation against whistleblowers in good faith.

The complaint and respective form should be sent to upgconduta@umpequenogesto.org and will then be analysed by an independent committee created for this purpose - the "Committee for Good Conduct", made up of [Patricia Acquaviva, Joana Lima, Sister Flora Chagaça].

Based on an analysis of the facts underlying the complaint, offences may result in educational and training measures, a review of procedures, corrective action or disciplinary action depending on the seriousness of the situation.

The whistleblower will be informed by the aforementioned committee of the progress and results of the analysis, safeguarding confidentiality and privacy.

4. Review

A Little Gesture believes that a regular review of the Code of Conduct is necessary in order to ensure the well-being and improvement of the workspace in which it operates. A Little Gesture also recognises that it is necessary to remain in compliance with the laws established in Portugal and Mozambique.

The Code of Conduct will be reviewed at least every 3 years, and in any situation that may be necessary to ensure that it always complies with established laws and with the interests of A Little Gesture, its beneficiaries, its partners and other stakeholders.