



# CARE USA CODE OF CONDUCT

Our Code of Conduct describes who we are, what we do, and how we do it. The Code reflects our **CORE VALUES** of **RESPECT, INTEGRITY, COMMITMENT, AND EXCELLENCE (RICE)**, which have served as CARE's foundation throughout our remarkable history. The Code establishes our expectations for our staff, board, volunteers, interns, contractors, and partners around the world.

## RESPECT

**We respect each other, our donors, our partners, and especially the people we serve.**

- We seek out, embrace, and are sensitive to diversity of peoples, cultures, religions, values, and perspectives.
- We promote gender equity and fight for the human rights of everyone.
- We do not tolerate, and strive to end, all forms of oppression, exploitation, discrimination, harassment, retaliation, intimidation, and abuse.
- We build positive relationships by effectively and timely communicating with each other, donors, beneficiaries, governments, and civil societies.
- We are committed to creating a friendly, safe, and supportive work environment where employees have the opportunity to reach their fullest potential.

## INTEGRITY

**We are open, honest, and trustworthy, and we exercise good judgment at all times.**

- We communicate and interact in ways that reflect our strong moral character and increase others' trust in us.
- We are accountable for and transparent in our dealings with each other, donors, partners, and the people we serve.
- We comply with applicable laws, regulations, and standards, as well as CARE's policies and procedures.
- We are responsible stewards of the funds entrusted to CARE's use.
- We maintain accurate financial information and other records, consistent with applicable standards.
- We neither engage in nor tolerate dishonesty, theft, fraud, corruption, nepotism, or bribery.
- We avoid and report conflicts of interest and any situation that may create the appearance of a conflict.

## COMMITMENT

**We are highly-skilled, compassionate professionals dedicated to alleviating global poverty and protecting the world's most vulnerable people.**

- We promote empowerment of poor and marginalized people by supporting their efforts to take control of their own lives and fulfill their rights, responsibilities, and aspirations.
- We design effective and efficient programs to respond to beneficiary needs, including emergency relief, protection of human rights, development, and advocacy.
- We value passion, determination, perseverance, and a sense of urgency.
- We are efficient and strive to eliminate any unnecessary expense so that all possible resources are directed to the people we serve.
- We vigorously protect and defend CARE's intellectual property, confidential information, equipment, brand, and reputation, and do not engage in conduct that would jeopardize those valuable assets.
- We stand with the CARE International Confederation and adhere to the CI Code and its Codes of Ethics and Conduct.

## EXCELLENCE

**We constantly challenge ourselves to reach the highest levels of learning and performance to achieve greater impact.**

- We seek sustainable results by developing and using innovative approaches that ensure our programs result in lasting and fundamental improvements in the lives of the people we serve.
- We believe that operational excellence requires constantly looking for areas of improvement and embracing change.
- We help each other unlock unrealized potential by encouraging the pursuit of professional and personal growth.
- We demand excellence from our contractors and partners with whom we work to maximize our impact.
- We recognize that CARE's excellence derives from the excellence of our talented employees whose individual contributions form the cornerstone of our work and impact around the world.

If you believe that any CARE employee, volunteer, intern, contractor, or partner has acted in a manner that is inconsistent with the Code of Conduct, please notify a supervisor or notify our confidential whistleblower hotline located at [care.ethicspoint.com](http://care.ethicspoint.com) or (855) 227-3563 in the U.S. CARE prohibits harassment of or retaliation against any person who reports or participates in an investigation of a possible violation of our Code. A report made in bad faith or failure to report conduct that is inconsistent with the Code of Conduct may result in disciplinary action. **January 2016**