

CODE OF ETHICS



GROUP

ABD



abd.org

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ABD, vehicle of social commitment to the people in social fragility

This code defines the values, principles and general guidelines of conduct that must guide and direct professional behaviour of the ABD Group staff in the framework of their activities and their work and professional obligations.

The recipients of this Code of Ethics are all the staff of the ABD Group, who must know and accept its content, as well as are obliged to comply with it at the time of joining the entity. Suppliers, subcontractors, customers and any third party that maintains legal relations will be protected by the principles of this Code of Ethics.

ABD Welfare and Development Association is a non-governmental and non-profit organization declared of public utility from which we defend the rights of people in a situation of social fragility. For almost 40 years, we have accompanied them at different times in their lives, preventing situations of social vulnerability and meeting their needs, as well as those of their immediate environment, focusing on a framework of social transformation and also acting in the community of which they are a part. At ABD we incorporate Innovation and creativity as a result of listening to the society needs.

01 Purpose

At ABD we promote an ethical culture of the organization based on the values and principles we share, as it is essential to act in accordance with values that guarantee a responsible behaviour and with absolute respect for the current legality.

This Code of Ethics goes beyond what is required by law in all relations of the entity, with its staff, with its customers, with its suppliers, with its members and with the society in general.

The values and principles contained herein are based on:

- The United Nations Universal Declaration of Human Rights
- The International Labour Organization Declaration on Fundamental Principles and Labour Rights
- The Rio Declaration on Environment and Development
- The United Nations Convention against Corruption
- The United Nations Convention on the Rights of Persons with Disabilities (December 2006)

02 Our fundamental values and ethical principles

Ethics and transparency, professionalism, creativity and innovation, respect and coexistence, social commitment and the defense of human rights are the values that guide us, as well as the enjoyment of objectivity and accreditation.

2.1. ETHICAL PRINCIPLES

Ethical values and principles are inherent in our entity strategy. We start from the premise of justice and respect for the autonomy and dignity of people, always acting for the benefit of these in conditions of equity and equality, following principles such as honesty and freedom, in addition to those that are detailed below:

- **Autonomy.**

It is the ability of people to deliberate on their personal purposes, as well as to act under their own decisions, without pressure. Furthermore, everyone must be treated as autonomous individuals and people with reduced autonomy are entitled to protection. This principle is imperative and must be respected as a rule, except when situations arise in which people cannot be autonomous.

- **No- maleficence.**

Do no harm and prevent it. It includes not killing, or causing pain or suffering, as well as not producing disabilities. It's basically not hurting. In addition, this principle is public and its non-compliance is punishable by law.

- **Beneficence.**

L'obligació moral d'actuar en benefici dels altres o el que ve a ser "fer el bé". Aquest principi també engloba guarir el mal i promoure el bé o benestar. És d'àmbit privat i el seu incompliment no està penat legalment.

The moral obligation to act for the benefit of others or "doing good." This principle also encompasses to remedy damage and promote good or well-being. It is private and its non-compliance is not legally punishable.

- **Justice**

It is equality in the distribution of burdens and benefits. In fact, the criteria used to know whether or not an action is ethical, from the point of view of this principle, is to assess whether it is equitable. In addition, it includes the rejection to discrimination and is also a principle of a public and legislative nature.

(Tom Beauchamp and James Franklin Childress)

2.2. ETHICAL VALUES OF THE ORGANIZATION. ETHICAL WEALTH

Ethics and transparency. "Led by an ethical and transparent leadership"

ABD's board of directors is committed to the efficient, transparent and honest management of its financial statements, which stands up for equal opportunities. An equality associated with criteria of responsibility in the contractual conditions. For this reason, ABD maintains the social, economic and environmental criteria when selecting all its collaborating people or entities.

Respecte and coexistence. "Our respect for the people"

Respect is one of the foundations of ethical behavior in any field, which is why we believe in respect for the people and the law. At ABD, each of the actions developed and relationships established with people using the services, customers, suppliers, collaborators, Third Sector entities and administrations, are marked by an attitude of coexistence and respect for the person and work teams, placing people at the center, guaranteeing their rights regardless their situation.

This value is evidenced in the direct human contact that the board maintains with each one of the parts that are related to the organization, generating an atmosphere of mutual trust, solidarity, security and fidelity.

Respect for the environment. "For the world we want"

Respect for the environment is a growing part of our responsibility. We carry out actions focused on sustainability and efficiency, involving ourselves in the fulfillment of the UN Sustainable Development Goals, also in relation to climate change and care for the environment.

Social commitment and protection of human rights. "Our challenge and motivation"

ABD, as a vehicle of social commitment, fuels the management of processes focused on people and communities in order to promote and strengthen their autonomy and coexistence with proven efficiency, ethics, quality and sustainability. Our motivation is to achieve a model of supportive coexistence and strengthen the autonomy of people in a vulnerable situation from the perspective of social justice.

Professionalism. "Specialization and human quality of our professional team"

To guarantee the standard of quality, ABD has a team of qualified professionals, who are provided with training in accordance with the requirements of the task performed, to optimize their abilities and skills. Professionals with a high social commitment are part of our DNA, showing their involvement, professionalism and competence.

Served and accompanied people. "Person-centered management"

Our mission puts the person at the center, guaranteeing its rights with a management of processes focused on the people and the communities to promote and strengthen their autonomy and coexistence with proven effectiveness, ethics, quality and sustainability.

The aim is to guarantee the personalized attention of the people who use the services we provide and manage, putting them at the core, accompanying them so that they exercise full freedom of autonomy that allows them to make decisions freely.

In recent years we have worked to build trust, to weave a support network with citizens, organizations and institutions that helps us to promote care for people in their life trajectories, to prevent situations of social fragility and to address their needs and those of their immediate environment, constructing a model of care focused on the person and based on ethical rights and principles.

03 Identification of *stakeholders*

For ABD, it is essential that all the agents involved in our processes align with our values. We establish and maintain an honest relationship with all our stakeholders. We set up clear requirements for the provision of services or the purchase of a product and we guarantee and demand the veracity of the information. We maintain our commitment to transparency, cooperation and coordination with the rest of the Third Social Sector entities.

04 Commitment to the people who make part of the organization

- Ensure respect among workers to avoid situations of conflict or unfair treatment. Training and raising awareness among people to work as a team.
- Guarantee equal opportunities and diversity in recruitment through the application of the diversity management agreement and the equality plan. Selecting people under strict criteria of professionalism, without taking into account other types of variables such as sex, degree of disability, nationality of origin, and so on. We have mechanisms in place to prevent or remedy possible cases of discrimination or harassment.
- Facilitate the conciliation of work and family life through the application of the Diversity Management Agreement and the Equality Plan.
- Inform staff through the Reception Manual of all information that is of interest about the entity's labor relations system.
- Adopt the necessary measures to take care of the health of the human team and ensure their well-being. We continuously study the possible risks, both physical and mental, and take the appropriate measures to minimize them as much as possible. We train and inform the human team on prevention and health issues.
- Establish effective channels to ensure communication and dissemination of information between all levels of the organization.

- Facilitate the professional development of the team members by training them continuously for the proper development of their work duties. We have a competency assessment procedure.
- Ensure respect for privacy and confidentiality towards personal information of staff. The right to privacy of the professional team will be respected, especially with regard to personal, medical and socio-economic data.
- Prohibit offering, paying, soliciting or receiving a bribe, understood as any type of loan, fee, gratuity or any other type of benefit, to/ or from any person as an incentive that involves a breach of trust.
- Adopt the necessary measures to avoid favorable deals with public administrations, having anti-corruption protocols.

05 Commitment to the people we serve and accompany

- Offer personalized attention to users of our services and their environment. Put them in the center of attention, accompanying them so that they exercise full freedom of autonomy and so that they can make decisions freely.
- Guarantee the respect and dignity of people.
- Protect the right to privacy, confidentiality and intimacy of the person, which is recognized and protected by law. Guarantee the confidentiality of all the information and data gathered as a result of our intervention.
- Promote their participation in decision-making, regardless their decision-making capacity.
- Ensuring the principle of equity, guaranteeing equal opportunities for all.

06 Commitment to suppliers and subcontractors

ABD expects its suppliers to promote and respect the protection of internationally proclaimed Human Rights and ensure that they are not complicit in abuses against them. For that:

6.1. **We are strict in the compliance of the conditions established in the contractual relations.**

6.2. **The selection of suppliers and subcontractors will be made with criteria of transparency, objectivity and free competition,** so as to guarantee the quality of the good purchased or the service provided and the best economic conditions, valuing in particular the technical, financial solvency supplier and subcontractor, as well as that they do not rely on work done under duress and that it does not involve child labor.

6.3. **We look after confidentiality.** The knowledge of protected information to which the ABD Group has access, as a result of its relationship with internal and external customers, suppliers and subcontractors, will have the guarantees provided in the Data Protection Act.

07 Commitment to our partners

Partners and volunteers have their own rights, opinions, values and beliefs that must be respected and not discriminated against.

The members of the highest governance body will inform the organization of the possible existence of a conflict of interest, committing themselves to resolving these situations.

08 Commitment to the society

8.1. Contribute to the development of Corporate Social Responsibility CSR in the society by managing public resources in an efficient and transparent way.

8.2. Be an integrative organization that promotes equal opportunities for all.

8.3. Commit to the progress of the society with innovative proposals in all our areas of action. We believe in constant improvement and progress based on innovative proposals and services that we share with the society.

8.4. Carry out responsible and efficient management in compliance with the current regulations and establishing internal control and monitoring mechanisms that help us to this end.

8.5. Communicate with the Public Administration with transparency and fluency, providing all the documentation requested and keeping a constant dialogue.

09 Global pact and sustainable development goals

ABD is a signatory to the United Nations Global Pact, which commits us to the ten principles based on the promotion and respect of human rights, as well as labor, environmental and anti-corruption rights. At ABD, we are firmly committed to the SDG Sustainable Development Goals, with which we link our projects.

10 Our responsibility to comply with the code of ethics

ABD is committed to publicizing the Code of Ethics. ABD's policies, values and code of ethics will be made public and transmitted by the organization and its staff to all its stakeholders.

For the correct management, implementation, monitoring and verification of the Code of Ethics, ABD maintains a Social Intervention Ethics Committee (CEISA), which is a channel and space for dialogue and information, to resolve conflicts or doubts that may arise from the application, interpretation, understanding or violation of this code. The Committee has an open channel for anonymous complaints, as well as is responsible for ensuring compliance with the code of ethics and the resolution of complaints, grievances and/ or suggestions related to it.

11 Approval and validity of the code of ethics

This code of ethics has been approved by the board of directors in Barcelona, in March 2021.

This code will be reviewed and updated every two years from the date of its approval and subsequent ratification from the ABD board of directors team.

*For the world
we want!*



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