



ETHICAL MANAGEMENT AND SOCIAL RESPONSIBILITY POLICY

ACTION AGAINST HUNGER

INTRODUCTION

Action Against Hunger is a global humanitarian organisation that fights against the causes and effects of hunger. We save the lives of malnourished children. We guarantee access to safe water and sanitation, food, livelihood resources, training, and basic healthcare, as well as strengthening skills, making it possible for children, women, and men to free themselves of the threat of hunger.

Our identity as an organisation is shaped by our Mission (raison d'être) and Vision (how we see ourselves the future) and revolves around organisational culture (Principles and Values).

The Ethical Management and Social Responsibility Policy is in response to Action Against Hunger's Mission, Vision, Principles and Values:

VISION

Our vision is a world without hunger. Therefore, at Action Against Hunger we mobilise all our resources to ensure that children and adults have access to enough food and safe water, and to ensure they can obtain them with dignity. We also deal with social issues for individuals who are in situations or at risk of social exclusion, with a view to their social and labour market integration.

MISSION

Our mission is to save lives by ending hunger through the prevention, detection, and treatment of malnutrition. Our goal is also to provide support, consultancy and technical assistance to foundations and organisations that primarily work in social action, and to help dealing with social issues for individuals.

PRINCIPLES AND VALUES

We have a solid framework of Principles and Values in place, which is the foundation of all our actions, including:

- Our Charter of Principles (neutrality, independence, non-discrimination, free and direct access to victims, professionalism, and transparency).
- Our Intervention Policy in operations (Policy Paper), comprising our 10 operational principles in the field: principles of humanitarian responsibility, protection of victims, advocacy, collaboration with the stakeholders, a commitment to improve training and capacity building, prioritising the most vulnerable groups, maximum participation of the beneficiaries, respect for the environment, integrated actions, and recovery of autonomy.
- Our Code of Conduct, which describes the basic rules of conduct, ethics and the essential principles for all workers and members of the Action Against Hunger team that must be taken into consideration.
- Our values: the values of Action Against Hunger exist to give our organisation cohesion and are perceived every single day in the performance of our tasks, reflecting both our personal conduct and our management. Our distinguishing values are:
 - I. Innovation: We create solutions to the problems we face
 - We do not understand innovation only in terms of technology,

but as a continuous review of what we do, in order to achieve the best way of doing things.

- Innovation is also in the way we work, think, and do things. It affects our policies, tools, management, the way we manage...
- We don't mind changing. We are always questioning ourselves in order to learn and improve.
- Innovation consists precisely in introducing novelties in the way things have traditionally been done.

II. Rigour: We continually strive for excellence.

- Rigour is about attention to detail, data, sources, the way we do things and adherence to our own policies and procedures.
- A rigorous person is reliable. As an organization, being rigorous in front of a donor gives you peace of mind and solvency.
- We have many processes that allow us to achieve this degree of excellence and compliance. Rigour is the value that allows us to monitor, review and improve our processes.

III. Agility: We work dynamically, constantly evolving and adapting to change.

- Just as innovation is not just about technology, agility is not just about speed. Being agile is much more than having an emergency team capable of acting fast anywhere in the world and in less than 24 hours.
- We understand agility as flexibility in the face of change and adapting processes when necessary. It is also about being pragmatic and dynamic.
- We try to be agile as a team because it is a chain of work. Decisions have to be made, data has to be collected and communicated in a timely manner.

IV. Empathy: We listen to and empathise with all people to move forward, together, in building a sustainable future.

- We are people who listen and work hand in hand with people, to understand their needs and move forward together.
- We understand empathy as putting oneself in the other person's shoes in order to understand their needs.

We always seek the convergence between principles and values.

The integration of this Policy is transversal across the entirety of the organisation's interventions. This management model is underpinned in the commitment of the organisation and its members to manage ethically and be socially responsible, as well as its integration in the strategy, processes, and development of the organisation's activities as a whole.

Such aspects stem from the very nature of the organisation and are expressly stipulated, among others and first and foremost, in our Charter of Principles and Code of Conduct.

We declare our voluntary commitment to integrate into our operations, strategy, and management all social, occupational, ethical, environmental, and good governance aspects which go beyond the demands of legislation, and the commitment to encompass all those related to the social commitment undertaken to maximise the positive impact on our groups of interest.

REQUIREMENTS AND PRINCIPLES

The integration of social, labour, ethical, environmental, and good governance aspects which go beyond the demands of legislation are carried out internally and externally:

- At Action Against Hunger, we ensure the comprehensive fulfilment of the legislation in force, applying it to all our operations, and guarantee institutional agreements and commitments entered into with other organisations, public authorities, public and private institutions, and social organisations are respected.
- As set out in our Charter of Principles regarding transparency, at Action Against Hunger we are committed, in relation to our beneficiaries, partners and donors, to respecting transparency and informing of the uses and management of the funding we receive, as well as providing every guarantee to verify it is managed properly.
- Furthermore, and complying with our principles of professionalism and non-discrimination, at Action Against Hunger we advocate the suitable management, recognition, training, and development of our staff, and oppose, in our action, any form of discrimination for reasons of sex, race, ethnicity, religion, nationality, ideology or social class, thereby fostering a safe working environment. We have a gender equality policy in place, in addition to a safeguarding policy, and protocols to prevent any form of harassment, including sexual harassment.
- At Action Against Hunger, we are committed to bearing our responsibility to respect human rights. Our starting point is respecting the principles of humanitarian law and conventions and international frameworks (the Universal Declaration of Human Rights and frameworks in labour law established by the International Labour Organisation). Among other aspects, we demonstrate this commitment concerning the rights of childhood and youth (including the elimination of child exploitation and forced labour) the right of association (most notably the freedom of association and the right to collective negotiation) and the right to equal and satisfactory working conditions.
- At Action Against Hunger, we are committed to quality, and to the quality principles of the cooperation and humanitarian aid sector. In order to promote quality in our

interventions, management model and procedures, we respect the following regulatory frameworks in relation to the quality and ethical basis of aid:

- We comply with the Code of Conduct related to the International Red Cross in Disaster Relief, the Code of Conduct of Spain's Coordination Body of Cooperation for Development Organisations (CONGDE) and the ethical codes and best practices of the Spanish Association of Fundraising.
 - We are certified and/or accredited in the following standards and quality seals: in the SGE 21 Standard of Ethical and Socially Responsible Management System, from Forética, and in the Transparency and Good Governance tool from Spain's Coordination Body of Cooperation for Development Organisations (CONGDE).
 - We are accredited partners of the European Union and Spanish Cooperation for the implementation of projects under their financing.
 - We foster a work culture aligned with the principles of the Core Humanitarian Standards (CHS).
- We ensure practices are developed consistently with the respect and care for the environment and minimizing the negative impact of our operations.
 - At Action Against Hunger, we recognise the need to have in place valid, reliable, and relevant mechanisms of planning, monitoring, and evaluation to ensure the fulfilment of our Ethical Management and Social Responsibility Policy, inside the framework of all our operations. For any dilemmas that may occur we will also take into consideration the decisions of our Ethics Committee.



REVIEW MECHANISMS

The organisation is committed to reviewing this policy periodically and, if required, to adapting it to any new organisational demands that may arise.

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