

Code of Conduct

Business and ethics

Real Relief recognizes that the markets in which it operates are to a large extent funded by donations by governments, organizations and individuals. These donations are to mitigate the hardship caused by diseases for the individual and to improve the livelihood and outlook for households, communities and countries on levels of health, society and economy.

Bribery and other improper conduct of business profoundly impede the development of societies at every level. Real Relief recognizes that improper conduct of business may jeopardize the societal benefit intended and expressed in donations from countries, organizations and individuals, monetary and otherwise, which are fundamental to achieving the MDG 2015.



Real Relief is working with suppliers, agents, distributors and customers in most regions of the world. We have a global perspective on matters such as human rights, working conditions, environmental matters, laws and regulations, and we comply with the same standards as would be the case if we were operating solely in Europe.

Real Relief believes that everyone has the right to a decent life – and that this vision can only be fulfilled if all stakeholders to the mission carry out their activities and obligations decently.

Real Relief seeks adherence to international standards of ethical conduct relevant to the different areas of its activities; the UN Global Compact, ILO Labor Standards, The FAO International Code.

Good product

Quality

Real Relief will seek to ensure that its products comply with all relevant standards, performance and safety and that the products meet relevant specifications.

Real Relief will conduct ongoing assessments of its products beyond the call of relevant standards to ensure they serve their purpose optimally and that all features and characteristics can be known to users and persons facilitating their use.

Safety

Real Relief will seek to reduce risk to user, laborers and the environment by choice of optimal materials, processes and formulations and seek to ensure proper labelling, instructions and technical assistance for the correct use of its products.

Information

Real Relief will seek to ensure that information accompanying or preceding its products is both sufficient and accurate and that the



information is consistent with regulatory dictate or when the information is in the form of a claim that it is based on sound scientific evidence.

Sustainability

Real Relief encourage the adoption and use of environmentally sound and fully sustainable technologies, while requiring from our suppliers both voluntary approaches and a regulatory framework that nurtures innovation and economic, social and environmental accountability, all of which provide them with the necessary know-how, goods and services, equipment and organizational and managerial procedures.

Good conduct

Confidentially

Real Relief requires confidentiality for corporate information regarding Real Relief, its partners and affiliates. Most of the information accessed or developed in the context of business activities is proprietary. It may be company property and thus a business asset, or that of a partner in which case confidentiality shall be preserved to ensure no breach of contract and the reputation of the company. Proprietary information may never be used for personal gain during or after employment with Real Relief.

Corruption

Real Relief shall pursue to compete on fair grounds relating to price, product and service and shall not seek to obtain advantage in violation with local or international law.

Real Relief will not engage in any form of bribery, corruption or extortion, or otherwise seek to unjustly influence public officials or members of non-governmental organizations to obtain undue or improper advantages.

Hospitality and entertainment gifts of reasonable value are accepted as long as the above principles are observed. If any doubt in this regard a director must be consulted.

Third parties must not be used to circumvent any of these principles.

Real Relief will when contracting agents, consultants or other third parties to act on its behalf require full transparency and documentation in regards to contracts and fees for services, deliverables and payments, and accounting, documentation and deviations.

Good context

Environment

Real Relief shall at all times act in accordance with local regulation and law. Real Relief shall apply a precautionary approach to the environmental impact of present and future activities by assessing their potential hazard, sustainability and risk.

Real Relief shall continuously seek to improve its methods of production and product from an environmental point of view.

Work place

Real Relief shall at all times, as a minimum, act in accordance with local regulations regarding basic wage levels, daily working hours and all other relevant regulations and laws of the individual countries where we operate.

Real Relief will not accept the use of child labour. We will specifically and continuously address this issue with all new and existing collaborators. Child labour is defined as employment of children under the age of 18 according to the main principles of the ILO's Convention concerning the minimum age of admission to employment and work.

We will demand from our collaborators that no child under the age of 18 will do any hazardous work, which is likely to jeopardize children's physical, mental or moral health or hinder their education.

Real Relief respects the freedom of association and the effective recognition of the right to collective bargaining.

Good behavior

Respect	Real Relief observes and respects the UN Universal Declaration of Human Rights Act and will seek to promote its principles with partners within our sphere of influence. Real Relief considers any form of encouragement or assistance in the violation of these rights or knowingly ignoring such incidences as constituting a violation. Real Relief will always conduct its activities in respect of local culture and religion.
Conflict	Conflict of interest exists where one or both parties in a relationship receive or give unfair advantage or preferential treatment because of their interpersonal relationship. If a Real Relief employee is unsure if the relationship with another organization or person conflicts with job performance or Real Relief's interests, the circumstances must be discussed with the relevant director.
Fair competition	Real Relief will adhere to local and international antitrust regulation and only participate in the market place in a fair manner and in the spirit of free competition.

Reporting

Obligation	Real Relief encourages open discussion between management and employees regarding ethical and compliance matters. It is the duty of every employee to report if a violation of Code of the Ethics is believed to have occurred.
Impunity	Real Relief guarantees that no person reporting a violation of its Code or international or local law will meet in subsequent disciplinary or retaliatory action towards the reporting party. Methods of reporting of violation may be made in person or in writing to any of the directors in Real Relief.

Compliance and audit

Company	Real Relief is committed to educating its staff on the principles of its Code of Ethics as well as training them in the compliance to the Code in their operational context.
Directors	A director receiving a report of a violation must take appropriate action to remedy the offense and its cause and register the incident and its context.
Board	Real Relief's board shall annually review reports of violations of its Code and establish a course of action to correct any systemic designs leading to faulty decision making Improvement Real Relief will establish a system of ethical benchmarking to ensure measured and ongoing improvement on issues related to all dimensions of its Code of Ethics and progress towards full adherence to the provisions of the Global Compact.