



Integrated Services for Displaced Population (ISDP) Somalia Code of Conduct

Introduction

As a humanitarian organization committed to serving displaced and vulnerable populations across Somalia, ISDP Somalia upholds the highest standards of ethical, humanitarian, and professional conduct in all its interventions. This Code of Conduct serves as a guiding framework for all ISDP staff, volunteers, partners, contractors, and associates in their work and interactions with communities, authorities, and other stakeholders.

Grounded in internationally recognized humanitarian principles, the Code reflects ISDP's core values of transparency, accountability, integrity, honesty, equality, non-discrimination, humanity, solidarity with the poor and marginalized, and our identity as a learning organization. It is aligned with the Principles of Conduct for The International Red Cross and Red Crescent Movement and NGOs in Disaster Response Programmes, reinforcing our commitment to principled, independent, and impartial humanitarian action. The Code is intended to promote responsible behavior, prevent harm and abuse, and ensure that the people we serve are treated with dignity, fairness, and compassion at all times.

1. Humanitarian Imperative

ISDP affirms that the right to receive and offer humanitarian assistance is a fundamental humanitarian principle. Our interventions are motivated solely by the need to alleviate suffering and save lives, without discrimination. We seek unimpeded access to affected populations and prioritize timely, needs-based response.

2. Impartiality and Non-Discrimination

ISDP delivers assistance impartially, based on assessed needs alone and without discrimination based on ethnicity, clan, religion, gender, disability, age, or political affiliation. Aid priorities are informed by rigorous needs assessments and vulnerability analysis. We acknowledge the central role of women and other marginalized groups in affected communities.

3. Neutrality and Independence

ISDP maintains strict neutrality and independence in all operations. While individuals may hold personal beliefs, these must never influence our humanitarian work. ISDP does not promote any political, religious, or ideological agenda. We avoid being used—intentionally or unintentionally—to serve political or military interests. To preserve our independence, we strive to diversify our funding base and maintain operational autonomy.

4. Community Engagement and Respect for Local Culture

ISDP believes that effective and sustainable humanitarian response must be rooted in community ownership and cultural sensitivity. We ensure inclusive participation of affected communities in the design, implementation, and evaluation of our programs, fostering local leadership, accountability, and long-term sustainability. At the same time, we recognize and respect the cultural values, social structures, and traditions of the communities we serve. We engage with humility and cultural awareness, aligning our interventions with local norms while upholding human rights principles and international standards.

5. Strengthening Local Capacities and Building Resilience

ISDP is committed to empowering communities and fostering long-term sustainability. We prioritize hiring local staff, sourcing materials and services locally where feasible, and supporting local institutions and partners to promote ownership and reduce dependency. In parallel, our programs go beyond immediate relief by integrating disaster risk reduction, climate adaptation, environmental sustainability, and development strategies that enhance community resilience and reduce future vulnerability.

6. Accountability and Transparency

ISDP is accountable to both the communities we serve and our partners and donors. We are committed to transparency, sound financial management, regular monitoring, and continuous learning. We welcome feedback and adapt our work to respond to community concerns and emerging needs.

7. Upholding Dignity in Communication

In all communication and public representation, ISDP portrays affected people with dignity, strength, and agency. We avoid sensationalism or images that exploit suffering, and ensure informed consent is obtained when sharing personal stories or photographs.

8. Prevention of Sexual Exploitation, Abuse, and Harassment (PSEAH)

ISDP maintains a strict zero-tolerance policy toward all forms of sexual exploitation, abuse, and harassment. Sexual activity with anyone under the age of 18 is strictly prohibited, regardless of the local age of consent. Engaging in or soliciting sexual favors in exchange for humanitarian assistance, employment opportunities, or services is wholly unacceptable. Any unwelcome sexual behavior—whether verbal, physical, or visual—is strictly forbidden. All ISDP personnel have an obligation to report any actual or suspected incidents of SEAH promptly through the appropriate reporting channels, in line with the organization's safeguarding and accountability procedures.

9. Child Safeguarding

Children must be protected from all forms of abuse, neglect, exploitation, and violence. ISDP staff must:

- Treat children with care and respect.
- Never use language or behavior that is harmful, intimidating, or inappropriate.
- Follow ISDP's Child Safeguarding Policy and always act in the best interest of the child.

10. Professional Conduct, Integrity, and Disciplinary Measures

This Code of Conduct is informed by the Principles of Conduct for The International Red Cross and Red Crescent Movement and NGOs in Disaster Response Programmes.

All ISDP personnel are expected to uphold the highest standards of professional behavior at all times. This includes maintaining honesty, integrity, impartiality, and respect in all actions and interactions. Staff must:

- Avoid all forms of fraud, corruption, theft, and misuse of resources.
- Refrain from harassment, discrimination, exploitation, or abuse of power.
- Respect and protect confidential and sensitive information.
- Treat all individuals—especially children, women, and persons with disabilities—with dignity, fairness, and compassion.

Any breach of this Code of Conduct will be addressed through appropriate disciplinary action, which may include a verbal or written warning, suspension from duties, termination of employment or engagement, or referral to relevant authorities in cases involving criminal behavior. All reports of misconduct will be investigated in accordance with ISDP's internal procedures, ensuring due process and the rights of all parties are respected. All staff and community members are encouraged and empowered to report any suspected breaches of this Code of Conduct confidentially and without fear of retaliation.

Reporting Channels:

- **Safeguarding Focal Point:** In each field location
- **Anonymous Complaints Boxes:** Located at ISDP offices
- **Email:** Info@isdpsom.org
- **Confidential Hotline:** 311

Whistleblower Protection:

ISDP strictly prohibits any form of retaliation against those who report misconduct in good faith. All reports are handled confidentially, and investigations are conducted with fairness and integrity.

11. Declaration of Commitment

I, the undersigned, have read, understood, and agree to abide by this **ISDP Somalia Code of Conduct**. I understand that failure to comply with any part of this Code may result in disciplinary action, including termination of my engagement with ISDP Somalia.

Name: _____

Position: _____

Signature: _____

Date: _____