



Code of Conduct

Purpose

This Code describes the values, principles and expected behaviours in its staff, contractors and volunteers that IFEM considers significant and fundamental to achieving its vision of a world where all people, in all countries, have access to high quality emergency medical care.

IFEM values its staff, contractors and volunteers and recognises that they are the organisation's most important resource. All staff, contractors and volunteers are responsible for building a positive workplace culture and ensuring that their behaviour reflects the standard of conduct in the Code.

Ethics are the moral principles which guide our relationships between people and our consequent actions.

The Code of Conduct serves as a framework for ethical decision making within the organisation and provides a tool that informs internal and external stakeholders about what is valued by IFEM while maintaining its reputation and the trust and confidence of those with whom we deal.

All staff, contractors and volunteers are required to comply with IFEM's Code of Conduct. The Code can only provide general guidance. When faced with a specific issue, you can use the following questions to help reach an ethical decision:

- Would I be happy to have what I am saying or doing appear in full public view (eg social or traditional media)?
- Does what I am saying or doing serve a purpose that is essentially based on self-interest?
- Would I like to be spoken to or treated in this way?

The Code of Conduct is a benchmark against which both individual and organisational performance will be measured and provides the basis for disciplinary action for those who fail to meet their obligations.

Equity Principles

IFEM is committed to creating and maintaining an organisation free from discrimination and harassment. Staff, contractors and volunteers must not discriminate against, harass (including sexually harass), bully, insult, intimidate or mistreat fellow employees, members, volunteers or members of the public. Directors, chairpersons and managers are expected to provide leadership by their own behaviour and in rapidly highlighting or eliminating bullying and other aggressive or coercive behaviours in any forum. IFEM is committed to ensuring that the principles of equal opportunity and equity are integral to all management processes, working conditions and aspects of service delivery and IFEM activities in general.

IFEM's mission, goals and principles should underpin everything the organisation and its staff, contractors and volunteers do and say:

IFEM's Mission

- To advance the growth of high quality emergency medical care through education and standards.
- To lead the collaboration and networking necessary to establish universal equality in service and care.
- To promote the creation and growth of the specialty of emergency medicine in every country.

Goals of the IFEM, as outlined in its charter, are to:

- Exchange information on topics of international interest.
- Provide a mechanism for international collaborative research.
- Provide a mechanism for international elective opportunities for trainees in emergency medicine programs.
- Provide an avenue for international sabbatical and exchange opportunities for practitioners of emergency medicine.
- Act as a forum for common problems and approaches to solving problems specific to emergency medicine.

- Offer advice and guidance to emergency medicine practitioners worldwide in the formation of national associations and training and certification programs.
- Provide a network system of centers to facilitate international cooperation in the event of national or man-made disasters.
- Organize an international conference on topics of interest in emergency medicine.
- Act as a resource in the development of emergency medical services.

IFEM supports the following principles:

- All countries should provide unrestricted access to emergency healthcare.
- Emergency medicine encompasses a unique and specified body of knowledge and should be recognized as a distinct independent medical specialty in all countries.

Related guidelines and policies

Staff, contractors and volunteers are required to read and understand the policies applicable to their role that govern employment, governance arrangements, communication and other processes within IFEM. Guidance specifically related to communication discussed in this document includes:

- IFEM Social Media Policy
- IFEM Social Media Guideline
- IFEM Style Guide
- IFEM Privacy Policy

IFEM's Expectations of behaviour

Professionalism and Responsibility

- Displaying commitment to behave professionally and with compassion and respect at all times.
- Acknowledging and taking responsibility for behaving in accordance with this Code of Conduct and all other IFEM Policies and Guidelines.
- Recognising that failure to adhere to this Code of Conduct may result in disciplinary action.
- Acting in a way that enhances the reputation of the organisation.
- Participating in relevant training and meetings.
- Conducting oneself honestly, reliably and being punctual.
- Not misusing or manipulating one's position for personal gain.
- Dressing in an appropriate professional manner when undertaking work-related activities.

- Accepting direction and guidance and undertaking tasks in a timely manner as requested by their Chair, the Executive Officer and Board of Directors.
- Taking 'ownership' of own workload and output, and being accountable for actions and decisions.
- Being open about reporting mistakes, delays or other difficulties
- Being aware of and complying with the extent of your delegated authority for making decisions and authorising expenditure. If in doubt, check before taking any action.

Collaboration

- Working together to achieve common goals in a harmonious work environment.
- Working collaboratively with others to achieve IFEM objectives.
- Actively supporting, encouraging, and promoting diversity.
- Proactively creating a culture where there is genuine care for each individual's physical and emotional wellbeing.
- Ensuring relationships between employees and volunteers maintain appropriate boundaries and avoid behaviors that will adversely affect individuals, the team and the work being undertaken.

Respect

- Respecting individual differences, diversity, privacy and personal space.
- Proactively creating a culture where there is genuine care for each individual's physical and emotional wellbeing.
- At all times refraining from all forms of disrespectful or unlawful behaviour including discrimination of any kind, harassment, bullying and victimisation.
- Valuing and acknowledging the opinions and contributions of others. Being honest, courteous and constructive in interactions, respecting and not dismissing the views held by others which may be different from one's own view. This is particularly important in a global organisation where there are differences in culture, communication style and language

Confidentiality

- Openly sharing information and knowledge across the organisation. Information and knowledge is not "owned" by individuals. We learn from colleagues, should respond to requests to access the information required to do tasks, and be able to trust colleagues to maintain confidential information within the organisation.

- Protecting and respecting the privacy and confidentiality of IFEM, its members, staff, contractors and volunteers. This includes personal information. If unsure (eg sharing an email address) check first with the individual whose information is being shared..
- Maintaining confidentiality after leaving IFEM. Staff, contractors and volunteers must ensure that the privacy of personal information and member confidentiality is maintained during employment and after cessation of employment, or in the course of or following contribution to any IFEM activity.

Responsiveness

- Providing a flexible and responsive service to all members and volunteers, other staff and contractors and the general community, providing all necessary and appropriate assistance. Staff and contractors must provide information and assistance promptly and in a manner appropriate to the needs and situation of the person.
- Understanding that members who sit on IFEM committees do so in a voluntary capacity. It is important for staff, contractors and other volunteers to keep this in mind, to ensure that unrealistic demands are not made of members and that their time and input into IFEM is respected. Very short deadlines for correspondence, meeting attendance or project timelines should be avoided.

General health and safety at work

- Looking after your own health and welfare in the workplace, as well as that of colleagues and IFEM members.
- Notifying an Executive member if you are aware of any matter that impacts the capacity for yourself or others to fulfil the role needed of them. IFEM does not have the right to know specific medical information but will need to understand a broad reason why someone's fitness to work may be affected.

Public Comment

As a general rule, any IFEM matter should not be commented upon to external media, prior to discussion with the President and Communications Manager. See the associated Social Media policy and guideline.

IFEM supports and promotes contributions to social and public forums through involvement in external committees, networks and conferences, including via social networks.

Take care to make it clear whether an opinion expressed is a private opinion and the views are not necessarily those of IFEM. The comments should also not lead to a breach of confidentiality.

Any statement that might bring IFEM or colleagues into disrepute should be avoided.

Acceptance of Gifts and Rewards

Staff, contractors and volunteers must not ask for gifts or benefits from IFEM members or external parties in return for performing their duties. Gifts must be declared and may be kept where:

- the gift has token value (e.g. less than \$100);
- it would be impolite to refuse it; and
- acceptance of the gift would not raise any concern that favours were expected in return.

Questions should be referred to the Governance Committee Chair who will determine the appropriate action to be taken, which may include a raffle or use as a prize in an IFEM activity.

Never seek or accept a bribe or other improper inducement, nor use a position to gain advantage or to improperly influence others in the performance of their duties.

Copyright

Be aware of copyright restrictions placed on documents, publications, audio-visual materials and computer software in use throughout IFEM.

Seek permission from the President before entering into any arrangements regarding the publication or disclosure of any articles or materials produced as part of IFEM's work. Such publications, if developed during the course of IFEM duties, will be copyrighted in IFEM's name.

Intellectual Property

Any original work, invention or product you contributed to in association with your work with IFEM remains the property of IFEM. IFEM retains the rights to intellectual property now and into the future without any further payment (including royalties) to you. If you want to use or reproduce any work in any form, now or in the future, for use outside of IFEM, you will need to apply in writing to IFEM for approval.

Managing IFEM Resources

IFEM resources include property, equipment, information systems, computing resources, goods, products and valuables. All resources must be used economically and efficiently and treated with care and given adequate protection to avoid misuse or theft.

Please avoid waste and extravagance in the use of resources, ensuring that resources are used for legitimate activities of IFEM only.

While private use of equipment and resources may be authorised by management, the needs of members and the organisation always take precedence.

Email and Internet Use

Any email sent using IFEM's network should not be defamatory or intended to annoy, harass or intimidate another person. Any email, whether personal or professional, sent and received on IFEM's network may be monitored and opened by IFEM.

Conflicts of interest

A conflict of interest exists where an individual contributing to an IFEM event has an interest in a commercial organisation which may undermine the individual's duty to act independently.

Conflicts of interest arise where staff, contractors and volunteers feel there is a conflict between duty to IFEM and a personal interest or belief. Staff, contractors and volunteers must disclose any conflicts of interest (real or perceived) or matters that may affect their capacity to act with impartiality.

Breach of the Code of Conduct

IFEM treats breaches of the Code of Conduct seriously as breaches may potentially harm Members, employees, volunteers and the reputation of the organisation. Failure to comply will be subject to an investigation and may include a variety of actions including formal warnings, performance management or termination of employment or volunteering.

Reporting a breach

If you believe that a breach has occurred, please inform the President, Treasurer, a Director, or the Chair of the IFEM Governance Committee, as appropriate.

Generally, IFEM will manage breaches of the Code by investigating each alleged breach. In determining the action to be taken, the nature and seriousness of the breach will be considered. Some possible consequences of a breach include:

- Referral to an Employee Assistance Program

- Application of a disciplinary procedure (up to and including termination of employment or volunteering)
- Referral to the police (in cases of suspected criminal activity).

For information about any of IFEM's policies, or contact details for people, please email admin@ifem.cc

IFEM will do its best to advise promptly, and to take seriously any potential breaches of the IFEM code of conduct and investigate thoroughly and promptly.

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V1 Approved by IFEM Board December 2020

V2 Approved by IFEM Board September 2021