
MSI's Code of Conduct

Global Policy Statement

MSI is a global organisation committed to advancing access to safe abortion, post abortion care and contraception. We are courageous and push boundaries to achieve this goal, working within the maximum interpretation of local legal frameworks to expand access to sexual and reproductive healthcare products and services.

The Board of Trustees and Executive Leadership set our vision, mission, organisational values, behaviours, and principles. They make global policy statements. MSI uses intercompany communication to disseminate and raise awareness of these global policy statements. Executive Team Members, Country Directors and Senior Managers have a responsibility to ensure the standards are understood, and all alleged breaches are reviewed and investigated in accordance with local disciplinary procedures. Line managers are accountable for ensuring team members comply with the standards outlined within this Code of Conduct. All team members are individually responsible for upholding these standards. The Executive Team reserves the right to update and evolve these global policy statements as required.

MSI's mission, *children by choice not by chance*, is guided by our vision of a world in which every birth is wanted. The vision and mission inform our organisational values and behaviours, and all are appended to this document.

MSI's Standards of Conduct

Organisational standards:

- MSI respects the rights of clients to safe, efficient, confidential, and inclusive high-quality services. MSI believes that clients are experts in their own experience and should be active partners in making decisions about their health.
- MSI conducts its work with honesty and professional ethics, maintaining a high level of integrity and openness and with respect for the interests of our key stakeholders including clients, the communities in which we work, anyone who benefits from the work MSI does, employees, partners, national governments, donors, and suppliers.
- MSI safeguards and protects the rights of children and vulnerable adults with whom we interact in the course of our operations. This includes a commitment to preventing sexual abuse and/or exploitation of clients or other stakeholders. MSI operates a “zero tolerance” approach to Safeguarding violations. Zero-tolerance means all reports relating to safeguarding will be reviewed and responded to in line with global policy and local legislation.
- MSI upholds the elimination of all forms of forced, compulsory, and child labour and will not tolerate the trafficking and slavery of people within our organisation and by any supplier with whom we do business.
- MSI operates with a “zero tolerance” approach to fraud and bribery. All reports relating to fraud and bribery will be reviewed and responded to in line with global policy and local legislation.
- MSI respects confidentiality and protects information in accordance with relevant legislation and internal policy. MSI does not misuse information or data in such a way as to cause detriment to the reputation of the organisation, the services that MSI provides, or to any client, colleague, or stakeholder.
- MSI is committed to building and supporting an inclusive working environment that promotes diversity, equity, and equality of opportunity, where there is respect for human rights and no discrimination based on age, disability, socio-economic status, religion, race, caste, ethnic group, gender identity or expression, sex as assigned at birth, sexual orientation, or any other protected characteristics.
- MSI promotes a high-performance culture, focused on results. To do this MSI aims to recruit, employ, reward and promote team members based on their talent and ability to drive long-term impact,

as well as their ability to work effectively across diverse cultures and backgrounds embodying MSI's organisational values and core behaviours at all times.

- MSI is committed to building a more inclusive organisational culture and is committed to treating team members with respect and dignity throughout the employment lifecycle.
- MSI provides all team members with a total remuneration package based on an objective evaluation of their role against an established local salary framework and which meets or exceeds the legal minimum standards or appropriate prevailing industry standard.
- MSI develops systems and training to support team members to develop personal skills and capabilities, to understand their duties and responsibilities to enable them to achieve their fullest potential.
- MSI is committed to a safe and healthy working environment inclusive of work-life balance, free from discrimination, bullying, harassment or abuse of any kind.
- MSI respects the rights of individuals to raise legitimate concerns without fear of reprisal, through transparent, fair and confidential procedures.

Team members commitments:

- Team members must be sensitive to power imbalances and must not misuse the power they hold for exploitation or abuse, or to seek gain for themselves or others.
- MSI's team members must share the organisations commitments to diversity and inclusion and safeguarding children and vulnerable adults. Team members must treat colleagues, clients, and all stakeholders with fairness, dignity and respect.
- MSI team members must not take part in any form of discrimination, harassment, or abuse (physical, sexual or verbal). No team member should participate in a relationship of a sexual nature with any recipient of MSI's services or support.
- MSI team members must not accept inducement or gifts in contravention of our policies or take part in fraud or bribery of any description, including the receipt or payment of facilitation payments.
- MSI team members must avoid personal activities and financial interests which could conflict with their responsibilities toward the organisation and seek to ensure that all possible conflicts of interest are declared
- MSI team members must declare any personal or other close relationships (e.g. family) as a conflict of interest so any actual, potential or perceived bias can be managed in line with global policy.
- MSI team members have a responsibility to ensure data integrity and that all information produced by MSI is truthful. When handling electronic or data on paper forms, team members must apply data protection standards to protect it from misuse.
- MSI's team members are expected to report all suspected or known incidents of discrimination, abuse, misconduct, or any other breach of this code of conduct. Concerns can be raised by speaking with:
 - A line manager;
 - The Country Director (in the case of County Programmes) or the team Director (in the case of support offices); or
 - Safecall, the external confidential speaking up service, independent of MSI.

MSI's Vision, Mission, Values and Behaviours

Vision and Mission

Our vision: A world where every birth is wanted

Our mission: Children by choice, not chance

Values

Mission driven: With unwavering commitment, we exist to empower women and men to have children by choice not chance.

Client centred: We are dedicated to our clients and work tirelessly to deliver high-quality, high impact services that meet their individual needs.

Accountable: We are accountable for our actions and focus on results, ensuring long term sustainability and increasing the impact of the Partnership.

Courageous: We recruit and nurture talented, passionate and brave people who have the courage to push boundaries, make tough decisions and challenge others in line with our mission.

Core Behaviours

Work as One MSI

- You contribute, share, and utilise accurate data and evidence to improve understanding, insight and decision-making.
- You share relevant knowledge, coordinating expertise and resources to strengthen teamwork and prevent duplication of effort.
- You actively work as part of a team, providing support and flexibility to colleagues, demonstrating fairness, understanding and respect for all people and cultures.

Show courage, authenticity, and integrity

- You hold yourself accountable for the decisions you make and the behaviours you demonstrate.
- You are courageous in challenging others and taking appropriate managed risks. The culture that we want to live is defined by our mission, vision, values and behaviours.

Develop and grow

- You seek feedback to enable greater self-awareness and provide the same to others in a way which inspires them to be even more effective.
- You manage your career development including keeping your knowledge and skills up to date.

Deliver excellence, always

- You strive to consistently meet and exceed expectations, putting clients at the centre of everything.
- You implement smarter, more efficient ways of performing your role.
- You build and maintain long-term working relationships with stakeholders and serve as a true ambassador for MSI.