



CODE OF ETHICS AND CONDUCT

Approved by the Members' Assembly on the 29th of July 2019

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INTRODUCTION

Amici del Mondo – World Friends – Onlus hence forth being referred to as “World Friends”, is a non - profit, democratic, non-denominational and impartial organization, which is inspired by the principles of human solidarity in pursuing its vision and that follows the principals of human solidarity to realise its own mission.

In order to guarantee and maintain high standards of integrity, consistency, transparency and accountability in relation to the purposes and methods of its work, World Friends has decided to produce this Code of Ethics and Conduct and has finally approved the adoption of the current version.

The addressees of this document are:

- i. World Friends operators, without distinctions or exceptions. Operator means any person who collaborates with World Friends at any organizational level, for a short or long period of time, regardless of remuneration, the type of contract or any gratuity of their work.
- ii. All those - be they natural or legal persons, public bodies or private individuals - who for any reason collaborate or have relations with World Friends, without any exception and regardless of the nature of the relationship and its economic content.
- iii. Donors, funders and anyone who voluntarily contributes to the support and development of the organization.

1. VISION

“We have a dream: that everyone, really everyone, in the near future, can win their hunger and can eat, work and love”.

2. MISSION

The mission of World Friends is to work for the integral promotion of mankind in every part of the world, helping to realize the principles enshrined in the Universal Declaration of Human Rights, giving priority to the fundamental ones.

3. GENERAL RECALLS

3.1 THE REFERENCES THAT GUIDE THE ACTIONS OF WORLD FRIENDS

In order to achieve the intended purpose and in order to act in favour of the whole community, the Association proposes to carry out activities in the following sectors: social and health assistance,

combating poverty, training, promotion and protection of civil rights, scientific research of particular social interest, respecting and enhancing local natural and environmental resources.

Only for health assistance and training, the aims of solidarity are correlated to the conditions of objective disadvantage of the recipients (Article 2.B. of the Statute).

The Constitutive Act and the World Friends Statute further qualify the interventions of the Association as follows:

1. World Friends interventions must strictly represent a response to a request presented or ascertained, directly or indirectly, in a situation of need.
2. The interventions are decided on the basis of intervention urgencies, together with effective potential for success and not based on likelihood of obtaining funding.
3. Interventions must be aimed not only at responding to the contingent need, but above all to promoting local development and autonomy. In this perspective, priority is given to integrated, self-sustainable projects in the medium and long term, which use and enhance the resources available in the areas of intervention.
4. The interventions must be elaborated through an in-depth study of the local realities from the historical, social, economic and cultural point of view, and must guarantee the respect of the traditional local values.
5. Within the framework of World Friends' interventions, it is proposed to promote the exchange, collaboration and coordination between bodies, associations and persons who pursue similar goals, in order to rationalize the interventions.
6. The local population remains the irreplaceable subject of the development that the cooperation interventions propose to support. The role of the collaborators of World Friends must be that of immersing themselves into the social environment, supporting the forces that in local society promote the awareness of the problems of the population and support initiatives to overcome them. The interventions must therefore be developed jointly with the local counterparts, favouring a joint collaboration.
7. In order to allow developing countries of intervention to gradually become autonomous and independent from external input, the project interventions will ensure the transfer of the necessary knowledge and technologies and the adequate preparation of the local entities.
8. Whenever possible and relevant, World Friends undertakes to evaluate the impact of its own interventions by resorting to effective, recognized and participatory methodologies, in order to ensure high standards of accountability of its work. What learned from these assessments must adequately inform the development of future interventions.

3.2 THE APPLICATION OF THE CODE OF ETHICS AND CONDUCT

The compiled Code of Ethics and Conduct is based on the values expressed and referred to in the Charter of Values, and to the principles established in international conventions such as the following:

- Universal Declaration of Human Rights of the United Nations;
- UN Convention on the Rights of the Child - CRC;
- UN Convention for Elimination of Discrimination against Women;
- UN Convention on the Rights of Persons with Disabilities;

World Friends assigns oversight to the Executive Committee with respect to the Code of Ethics and Conduct, entrusting this body with the task of verifying the adequacy of the preventive tools availed with regards to the ethical code, of formulating and implementing any interventions to overcome critical /or potentially critical situations, to receive reports on possible or actual violations of the code of ethics and to intervene in situations and events to be evaluated and possibly sanctioned.

In order to be able to receive reports on possible or actual violations of the Code of Ethics and Conduct and by protecting the privacy of the reporting parties, the Executive Committee uses a dedicated e-mail address (vigilanza@world-friends.org). This mailing address is accessible only by the President and a second member of the Executive Committee, provided that both do not perform any operational role within the organization or present any link indicated in Article 4.2.6.a.ii of this code with World Friends' members or operators.

The President forwards promptly the reports received to the members of the Executive Committee, ensuring however the exclusion of those members who, at any personal or work level, are considered to potentially or actually have some role in the reported circumstances. World Friends guarantees that all reports received are treated with the utmost confidentiality.

4. VALUES, PRINCIPLES AND RULES OF CONDUCT

The work of World Friends - as an organization as well as in the person of its members, employees and collaborators - is inspired by the principles of human solidarity and is characterized by the respect and active promotion of the principles enshrined in the Universal Declaration of Human Rights.

4.1 THE INDISPENSABLE VALUES, OR "CHARTER OF VALUES" OF WORLD FRIENDS

The indispensable values that inspire and inform every action of the Association, including its own interventions, are the following:

1. **Solidarity:** defined as "*a relationship of brotherhood and mutual support that connects the individual members of a community in the feeling of belonging to a [global] society, in the awareness of common interests and common goals.*" Each human being is part of this community, and as such possesses equal rights and dignity. Moved by feelings of friendship and brotherhood towards those members of the human community who see their rights violated or not adequately supported.
2. **Cooperation:** in the sense of working together, resorting to a collaboration that is genuine and equal between the parties. The Association recognizes, respects and values the aspirations, skills, competences, identity and autonomy of its local counterparts. This value is realized, in an exemplary manner, in maintaining the Association's "head in the south" - a characteristic that distinguishes *World Friends*. The structure of the Association, in fact, is *foreseen* in a decentralized form, with the presence in each area of intervention of a seat of responsibility whose role will be both to identify the needs and demands of the local communities, and to seek the most appropriate answers, formulating proposals, drawing up

projects, and, once the projects have been approved, taking care of their execution in compliance with the guiding principles, in agreement with the governing bodies and in full collaboration with local counterparts.

3. **Essentialness:** intended as a criteria to define both the object and the modalities of the work of *World Friends*. The Association directs its action towards the response to essential needs and in support of the fundamental rights of the populations in whose favour it intervenes. Furthermore, as regards the methods of this action, it uses a streamlined structure, aimed at carrying out the essential function of a tool at the service of project implementation. In this sense, great care is taken to ensure it is indispensable, helping to devote as many resources as possible to the realization of projects.
4. **Transparency:** *World Friends* undertakes to manage the resources entrusted to it by all its supporters in an efficient and transparent manner, without distinction determined by the different nature of the latter.
5. **Participation and Democracy:** *World Friends* takes into serious and due consideration the valuable contributions that institutions, communities, local organizations and its members, employees and collaborators offer to the Association, first of all as regards the analysis of problems and needs as well as the possible solutions that inform the definition of their interventions.
6. **Neutrality and Independency:** *World Friends* operates in total independence and autonomy with respect to private, political, partisan or religious interests, determining its own action on the basis of objective needs.
7. **Sustainability and transfer of knowledge, skills and technologies:** the Association carries out its initiatives by enhancing local resources and skills, with the aim of promoting a development that does not prove to be dependent in the medium and long term on resources, technologies, knowledge and external competences with respect to the intervention context.
8. **Responsibility and accountability:** *World Friends* considers important to regularly evaluate the effectiveness and efficiency of its own interventions, verifying the quality of implementation and the positive/negative impact generated for all the stakeholders.
The Association is responsible for the effective management of the resources it manages and the achievement of the development results that it aims to achieve through its own interventions; for this reason it works to ensure - whenever possible - its own action is monitored, evaluated, documented and communicated, as well as used as a learning opportunity to improve efficiency and effectiveness of future actions.²
9. **Equality, rejection of all sorts of negative discrimination and enhancement of diversity:** *World Friends* operates on the belief that every member of the human community has equal dignity and that the diversities that characterize every human being – be they cultural, historical, social, economic, physical, psychological – they represent a source of richness and development. The Association therefore rejects any kind of negative discrimination based on gender, social extraction, economic status, physical or psychological condition, religious faith, political affiliation or personal condition, nationality or origin. Aware of the existing inequalities and with the aim of promoting greater equity wherever it operates, *World Friends*

considers appropriate to adopt, when necessary, instruments of "positive discrimination" favouring subjects (employees, collaborators, beneficiaries, etc.) who are deemed disadvantaged.

4.2 ETHICAL PRINCIPLES AND BEHAVIORAL RULES

In regard to the values listed above, every member, employee and collaborator of *World Friends* adheres and is required to comply with the following **ethical principles and behavioural rules**, both in the workplace and in their private life.

1. **Respect and promotion of human rights as well as fundamental freedoms, first and foremost** the safeguarding of the right to life, with particular attention paid to the most vulnerable individuals: minors, people with disabilities, women, minorities of various kinds.
It follows a clear refusal and a firm condemnation of any act that can be qualified as forced labour, slavery or servitude, child labour, gender violence, physical or psychological violence, practices that harm people's health and dignity, trafficking in human beings, exploitation sexual. Specifically, the following are prohibited:
 - a. sexual activities with minors (persons under the age of 18), regardless of which age is considered at local level. Incorrect knowledge about the age of a child cannot constitute a legitimate defence on the part of the operator;
 - b. any form of exchange of money, work, goods, services or other benefits for sexual services, as well as favours of a sexual nature or other humiliating and degrading forms of treatment. This includes the exchange of assistance that is due to the beneficiaries;
 - c. sexual relations between operators and beneficiaries, since they are undoubtedly based on intrinsically unequal power dynamics. These relations in fact undermine the credibility and integrity of the work of *World Friends*;
 - d. corporal and / or psychological punishment of minor beneficiaries, as well as emotional abuses of any kind;
 - e. the adoption of behaviours that, voluntarily or involuntarily, discredit, diminish, degrade minors;
 - f. the use of inappropriate language or the use of harassing, offensive, sexually provocative or degrading behaviour in the presence of minors;
2. **Non-Discrimination** on the basis of gender, sexual orientation, social status, economic status, physical or psychological condition, religious faith, political affiliation or personal condition, nationality or origin, or any characteristic identity of the person.
3. **Solidarity** with others.
4. **Loyalty and mutual respect** between all *World Friends* operators, of any grade and at any level.

5 Professionalism, or rather the ability and commitment to carry out its activity with competence and efficiency.

- a. In order to operate at the best of its abilities and efficiently, it is absolutely forbidden to work under the influence of drugs, alcohol, psychotropic substances and, more generally, substances prohibited in the country of intervention, and it is also forbidden to hold these substances in the environments managed by the Association.

6 Integrity and honesty: any person representing or in collaboration with *World Friends* is characterized by correct, upright conduct that complies with both Italian and local laws where the organization is present. Specifically, the following behaviours are prohibited:

a. Conflict of interest

- i. *World Friends* operates in total independence and autonomy with respect to private political and partisan or religious interests – and to any other type of private interest likely to influence the impartial and objective exercise of the activities, which are determined on the basis of needs and necessities objectively ascertained.
- ii. Members and operators of *World Friends* abstain from making decisions or carrying out activities pertaining to their own interests, to their spouse, partners, relatives and the like within the second degree.
- iii. *World Friends* undertakes to ensure that there is no member or operator of the organization who, in relation to any decision-making process, simultaneously covers the role of controlled and controller. Where this risk is run and it is not reasonably possible to avoid the aforementioned overlapping of roles, *World Friends* makes use of mechanisms and rules designed to minimize and regulate the said conflict of interests and to ensure the greatest possible transparency with respect to the decision adopted.

b. Corruption and extortion:

- i. it is forbidden to offer, demand or receive money or any other benefit to obtain or secure illicit advantages or preferential treatment in participation in tenders, projects or procedures;
- ii. it is forbidden to make unverifiable payments in all the activities carried out by *World Friends*;
- iii. it is forbidden to offer or even promise money, gifts or compensation that could reasonably be interpreted as exceeding normal courtesy practices;
- iv. it is forbidden to exercise unlawful pressures;
- v. it is forbidden to promise any object, service or favour to public officials, public service representatives, managers, officials or employees of public

administrations, or to their relatives or similar, both Italian and from other countries;

- vi. if gifts are received, appropriately of modest value, these must not compromise the independence of judgment, operational correctness, integrity and reputation of *World Friends* and its operators, and in any case must be such as not to be interpreted, by an impartial observer, as aimed at acquiring advantages improperly.

c. Fraud and evasion:

- i. *World Friends* condemns any fraudulent conduct, prohibiting the production of false documents attesting to the existence of essential conditions to participate in a call for tenders and, in general, any conduct aimed at altering the reality with regard to situations whose existence, in the terms falsely represented, is essential to obtain benefits, disbursements, subsidies, awards.

d. Terrorism and Subversion:

- i. *World Friends* expressly condemns any act of violence for the purpose of subversion and terrorism, undertaking to avoid in any way that the funds managed and used in the realization of their projects, as well as the goods donated by them, may be used in some way for such purposes.

e. Receiving, recycling and forgery:

- i. *World Friends* complies with all existing prohibitions concerning money laundering and counterfeiting and requiring traceability and documentation of any cash transaction;
- ii. Furthermore undertakes to obtain sufficient information about possible donors and partners, in order to ensure that they are engaged only in legitimate activities and that their funds come from legal resources.

4.3 RESPECT AND VIOLATION OF THE CODE OF ETHICS AND CONDUCT

Ensuring full integrity also requires that every individual operating with or within *World Friends* has the duty to promptly report any alleged or actual violation of the Code of Ethics and Conduct committed by any person, through the dedicated mechanisms provided.

World Friends requires compliance with the aforementioned ethical principles and the adoption of the aforementioned behavioural rules also by:

- i. Its own operators in any form;

- ii. subjects that in any way collaborate with or maintain relations with *World Friends*, without any exception and regardless of the nature of the relationship and its economic content;
- iii. donors, financiers and any other person contributes voluntarily to the support of World Friends.

In no way the conviction of acting for the benefit or in the interest of *World Friends* can justify, not even in part, the adoption or implementation of behaviour in contrast or violation of the values, the ethical principles and the rules of behaviour indicated in this document.

The Association undertakes to consider and possibly evaluate positively and adopt provisions or documents concerning ethical principles and behavioural rules promoted by the networks to which it belongs - e.g. LINK 2007 - in the event that these guarantee greater transparency, integrity, and consistency with the values that inspire its action.

5. GUIDELINES IN THE RELATIONS WITH EMPLOYEES, COLLABORATORS AND CONSULTANTS

5.1 GUIDE REFERENCES

Human resources - be they employees, collaborators, consultants, volunteers - represent a fundamental component of the identity and work of *World Friends*. The dedication and professionalism of the operators are crucial elements and conditions for achieving the aims and objectives of the Association.

World Friends is therefore committed to enhancing and developing the skills of people who in various capacities collaborate with the Association. To this end it offers all operators the same opportunities for professional growth, determining the latter only on the basis of criteria of merit, availability and necessity.

With regard to the selection of operators and their subsequent professional development, the Association ensures fair treatment, based on merit criteria, without any discrimination based on gender, social extraction, economic status, physical or psychological condition, of religious faith, political affiliation or personal condition, nationality or origin.

Wishing to favour the employment of local personnel and promote democratic growth while respecting the dignity of workers in the countries in which it operates, *World Friends* reserves the right to sign more favourable agreements than those existing in the area of intervention, in order to guarantee a remuneration that allows to meet the basic needs of the worker and his/her family. However, referring to the idea of an economy of equality, it is proposed not to deviate too much, by excess, from the average wages practiced in the area of intervention in order not to alter the local economy (Article 2.A, paragraph 11, of the Statute).

World Friends undertakes to comply with Italian legislation on human resources and with the legislation of the host country.

Regarding working conditions, the organization promotes and works to create an environment that can offer:

- a. An adequate and conducive environment for work to be performed;
- b. A collaborative and communicative context, as serene and healthy as possible;
- c. An attention to listening to concerns and prevention of the same – or, if it arises, the balanced management of each conflicting instance;
- d. Conditions as healthy and safe as possible, considering the objective and complex critical situations that some intervention contexts may present, whereby the organization also relies on the constant commitment of its operators to contribute to risk prevention, environmental protection and safety of themselves and third parties.
- e. An environment as appropriate as possible, providing its operators with tangible and intangible assets deemed necessary to be able to perform their tasks in the best possible way, according to the availability of resources, principles and strategies adopted by *World Friends*. In return, the operators undertake to safeguard these assets, guaranteeing a functional and exclusive use for the performance of the organization's activities and for the purposes authorized by the specific functions.

5.2 COMMITMENTS IN EMPLOYMENT

At the onset of (if not prior to) the collaboration, regardless of its economic content, the operator has the right to receive:

- a. detailed information on the function and tasks he/she is required to perform;
- b. information on the regulatory and remuneration elements applicable to the type of collaboration opted for;
- c. information on the procedures and rules to be adopted in order to allow the activity to be carried out in accordance with the Code of Ethics and Conduct, with the policies internal to the organization, in the maximum possible security;
- d. copy of the *World Friends* Code of Ethics and Conduct, or clear indication on where to find it;
- e. copy of the Manual concerning operating and administrative procedures, if relevant.

Although it is *World Friends'* first responsibility to adequately inform its operators about the Code of Ethics and Conduct, every operator must:

- a. duly read the Code and know all its provisions;
- b. refrain from conduct contrary to the principles and rules contained in the said Code;

- c. carefully instruct, as far as his/her authority permits, his/her collaborators and constantly direct them to full compliance with the said Code.
- d. request his/her counterparties (suppliers, partners, donors, etc.) to act in compliance with the said Code;
- e. promptly report findings or news about possible cases of violation of said Code;
- f. collaborate fully with the people involved in the investigation of the aforementioned cases;
- g. promptly take corrective measures when required and prevent any type of retaliation towards those reporting.

As a precautionary measure, expatriate operators are prohibited from taking part in the political life of the foreign country in which they operate.

6. RELATIONSHIP WITH THIRD PARTIES (BENEFICIARIES, DONORS, PARTNERS, SUPPLIERS, MEDIA, PERSONS RESPONSIBLE FOR THE CONTROL AND AUDIT AND WITH THE JUDICIAL AUTHORITY)

6.1 RELATIONS WITH BENEFICIARIES

World Friends undertakes to share its *Vision* and its *Mission*, the values and principles that inspire this Code, with all the subjects - whether individuals, organizations or institutions - who are interested in any way by the initiatives promoted by the Association.

World Friends operates by involving all the different people involved in its activities in each phase of the realization of its initiatives - from the definition of the actions, to the implementation of the activities up to the evaluation of its own interventions. The beneficiaries are therefore duly informed about the objectives pursued, the activities carried out and the results achieved by the Association.

6.2 RELATIONS WITH DONORS

In order to carry out its activities in Italy and abroad, the Association makes use of funding from public and private donors.

Relations with donors are based on the greatest fairness and transparency possible. In the use of public and private donations the will of the donors is fully respected: in case of impossibility due to *force majeure* that cannot be overcome, a different use will have to be agreed with the donors themselves.

Transfers of donor contributions must be made to accounts held by the organization. Donor payments to accounts in the name of individuals are not permitted.

In the relationship with donors it is ensured full compliance with the clauses indicated under the Article 4.2.6 of this Code of Ethics and Conduct.

World Friends refuses donations, both material and financial, deriving from proceeds resulting from the arms trade, the sale of pornographic material and anything else destined for the degradation of the human person and the environment.

6.3 RELATIONS WITH PARTNERS

As part of its interventions, *World Friends* promotes and encourages active involvement and collaboration with local and / or international partners.

The choice of partners, both public and private, is subject to the following criteria:

- a. relevance to the objectives of the intervention to be carried out;
- b. independence from political parties;
- c. sharing the same ethical principles as *World Friends*.

World Friends does not allow relationships of dependence on subjects with a profit-making purpose and maintains full autonomy with respect to this type of interest.

World Friends promotes the enhancement of local skills and competences and therefore favours *capacity building* actions, where relevant, within the framework of collaborations with local partners.

6.4 RELATIONS WITH SUPPLIERS

In the acquisition of goods and services for its own activities, the organization prefers local suppliers, where the quality of the product and quality maintenance is guaranteed.

The selection of the suppliers and the purchase of goods and services are carried out while complying with clear and transparent procedures, based on objective and verifiable criteria that also consider the price/quality ratio.

The interested suppliers collaborating with *World Friends* have to withhold the above-mentioned procedures and guarantee the respect of the principles and norms set forth within this ethical code of conduct.

6.5 MEDIA RELATIONS AND INTERACTION ON SOCIAL MEDIA PLATFORMS

World Friends operates and interacts on media channels of various kinds to represent and make known its work. This leads to frequent relationships with journalists and other media representatives, as well as interactions with people and other subjects on social media platforms.

The Association addresses the press and mass communication bodies through the designated persons, who must operate with the utmost correctness, availability, prudence and transparency.

External communications must be truthful, complete and verifiable, non-aggressive to the rights and, in particular, not detrimental to the dignity of people - in particular the dignity of minors.

The presence on social media platforms is aimed at informing and communicating the activities carried out by the Association and at drawing attention to issues and initiatives of social and ethical relevance. Another primary purpose is to achieve a direct and more immediate interaction with both donors and public opinion, always with a view to providing correct information and respecting privacy.

In the event that operators who are not normally involved in external relations find themselves representing *World Friends*, publish, issue statements and provide points of view on behalf of the organization, they must obtain authorization from their supervisor and agree on the contents with the competent subjects.

The communication actions undertaken by *World Friends*, regardless of the channel used, are carried out in compliance with the principles and guidelines promoted by the Institute of Advertising Self-Regulation (IAP),⁴ to which *World Friends* adheres through the LINK 2007 platform.

6.6 RELATIONS WITH SUBJECTS IN CHARGE OF CONTROL AND AUDITING ACTIVITIES AND RELATIONS WITH THE JUDICIAL AUTHORITY

Members, employees and collaborators of *World Friends* are required to lend maximum and sincere cooperation to the subjects in charge of carrying out control, audit, review, monitoring and evaluation activities, as well as in the field of checks and verifications by judicial authorities.

7. GUIDELINES FOR ACCOUNTING AND ADMINISTRATIVE ACTIVITIES

In carrying out its accounting and administrative activities, *World Friends* adheres to ethically correct conducts and to the highest standards relevant to this area. To this end, the organization uses, among other instruments, a special internal manual concerning the most important operational, administrative and accounting procedures.

For maximum transparency, *World Friends* is required to prepare clear and truthful financial statements that correctly and comprehensively represent the economic, equity and financial situation of the organization. In doing so, it complies with the provisions of the law and the prescriptions of the commonly observed professional orders.

Every operation and transaction must be correctly recorded, authorized, verifiable, legitimate, consistent and congruous, in compliance with the laws and regulations in force.

The following rules regarding accounting and administrative activities are considered fundamental:

- a. To accurately preserve the documentation relating to all transactions;
- b. To periodically review accounting records and related processes;
- c. To safeguard the assets of the organization;

- d. To accurately record all transactions, to facilitate the preparation of financial statements, in accordance with generally accepted accounting principles or with any other rule in force;
- e. To accurately prepare the financial documentation, based on real and verifiable data;
- f. To maintain and update processes and control procedures for accounting, administrative and financial activities;
- g. To ensure that all transactions are executed in accordance with the relevant authorization.

8. DATA PROCESSING

World Friends undertakes to protect the information relating to its employees and collaborators, as well as those of third parties acquired in the course of its activity, and to avoid any improper or prohibited use.

World friends intends to ensure that the processing of personal data carried out within its own facilities takes place in compliance with the fundamental rights and freedoms, as well as the dignity of the persons concerned, as required by the applicable Italian, European and country laws in the countries where the organization works.

The processing of personal data must take place in a lawful and correct manner. Only data required for specific, explicit and legitimate purposes are collected and recorded. Data retention is limited to the time necessary for the purposes of data collection. *World Friends* also undertakes to adopt appropriate and preventive security measures for all the databases in which personal data are collected and stored, in order to avoid risks of unsanctioned destruction and loss or unauthorized access or unauthorized processing.

In case of sharing of sensitive data with third parties, for example in the framework of the implementation of activities involving partners or donors, this must take place in compliance with the regulations in force and, where relevant, according to the guarantee terms established through an agreement specific between *World Friends* and the third party.

Employees and collaborators, in charge of data processing, in compliance with the legislation on the protection of personal data must also:

- a. acquire and process only the necessary and appropriate data for the purposes in direct connection with the functions and responsibilities covered;
- b. acquires and process the data only within specific procedures and keep and store the data in such a way that cannot be acquired by unauthorized people;
- c. represents and order the data in such a way that any authorized person can easily draw a picture that is as precise, exhaustive and truthful as possible.

9. FINAL PROVISIONS

World Friends adopts a zero-tolerance policy against violations of its Code of Ethics and Conduct.

As indicated above, it is the responsibility of each *World Friends'* operator to know and promote knowledge of the Code of Ethics and Conduct, as well as ensuring its compliance in every instance and circumstance.

Particular responsibility is assigned to those who hold managerial roles within the Association, in relation to the knowledge, adoption and dissemination of the *World Friends'* Code of Ethics and Conduct.

The Code of Ethics and Conduct must be made available to anyone who is interested, through appropriate channels - for example, by publishing the document on the organization's website.

In order to ensure the widest comprehension and adoption of the aforementioned Code, *World Friends* provides for the translation and publication of the same in at least one official language of each foreign country in which it operates.