

## 1. LET THE CHILDREN HEAR (LTCH)

LTCH is a UK registered charity and a registered NGO in Uganda. It has been established to provide a hearing health care programme for underprivileged children under the age of 16 years in Uganda through:

- **Prevention** – Working with The Government, NGO'S, Maternity units, and Health care facilities to help drive better care for prevention of hearing loss using the WHO guidelines.
- **Early Intervention** – To provide Ear Clinics to treat ear problems. To provide hearing screening and audiological assessment for early detection and management of hearing loss.

## 2. LTCH'S CORE VALUES

LTCH is committed to:

- Providing international standards of care and support to its beneficiaries.
- Operating in a spirit of cooperation with its partners.
- Recognising the value, contribution and importance of its staff and volunteers.
- Operating in an honest and transparent way with its community of supporters and donors.

## 3. CODE OF CONDUCT PURPOSE

This Code of Conduct is intended to provide a guide as to the way in which LTCH will interact with its staff, volunteers and beneficiaries as well as the expected standards of behaviour that staff and volunteers will be expected to adopt in all dealings with colleagues, partners, beneficiaries and members of the public.

## 4. REGULATORY ENVIRONMENT

LTCH will operate within:

- Uganda Laws and Regulations, especially those pertaining to vulnerable children e.g. The Children's Act.
- Internationally recognised professional standards associated with medical care, nursing, and finance.
- A set of internal policies and procedures aimed at supporting the delivery of LTCH's core values.

## 5. LTCH'S COMMITMENT

LTCH will commit to the following in respect of its conduct towards staff, volunteers, and beneficiaries:

- To provide a safe working environment.
- To maintain a work environment that is free from discrimination, harassment, and retaliation.
- To provide opportunities for the professional and personal development of both staff and volunteers.
- To respect the rights and beliefs of staff, volunteers, partners, and beneficiaries.
- To act upon all grievances in a fair and equitable manner.
- To respect and protect the privacy of staff, volunteers, and beneficiaries.

## 6. GUIDING PRINCIPLES FOR STAFF AND VOLUNTEERS

All staff and volunteers must:

- Adhere to the LTCH Child Protection Policy in all their dealings with vulnerable babies, children, and their caretakers.
- Treat all colleagues, management, partners and beneficiaries with respect, fairness, and courtesy.
- Act in a professional, non-judgemental, and caring manner towards all beneficiaries.
- Attend work as and when agreed unless prior notification has been supplied.
- Follow all reasonable directions given by management.
- Accomplish the activities required of them with efficiency and without causing disruption or interference with the activities of fellow staff or volunteers.
- Support other staff and volunteers in the spirit of working together as a team to achieve a common goal.
- Avoid unethical or inappropriate behaviour such as being rude, using abusive or obscene language or using sexually suggestive gestures.
- Not subject others to conduct of a sexual nature, which is unwelcome or offensive to the recipient.
- Dress appropriately and always appear decent and respectable.
- Not participate in any activities that are, or could be perceived as being, in conflict with the goals, objectives and standards of LTCH.
- Keep all information gained as private and confidential.
- Adopt a cost-conscious attitude. As a charitable organisation LTCH is committed to using the maximum proportion of donated funds for the support of their beneficiaries.

All staff and volunteers are required to operate in a manner that supports this commitment.

- Not communicate with the media without prior management approval.
- Not to attend work under the influence of drugs or alcohol.
- Respect LTCH's policy of no smoking in all their facilities and vehicles.
- Report all breaches of LTCH's Code of Conduct and / or management policies.
- Not solicit, accept, offer, promise, or pay bribes.

## 7. NON-COMPLIANCE

All instances of non-compliance of this Code of Conduct will be investigated by the Administrator/Project Director/Trustees (as appropriate) and remedial action will be taken. Sanctions may include verbal or written warnings that are recorded on the personnel records of the individual, making good any loss, dismissal, or removal from the project.

## Approval and review

Approved by	Geoff Robins, LTCH Chair
Policy Officer	Liz Choudhury, LTCH Project Manager
Date	July 2025
Review date	July 2027