



RUSSIAN
RED CROSS

The Activities of the Ethics Commission of the Russian Red Cross in the context of the adoption of the new Code of Ethics and Standard Operating Procedures

The documents regulating the activities of the RRC Ethics Commission

- STATUTES of All-Russian Non-Governmental Organization “Russian Red Cross”
 - STANDARD OPERATING PROCEDURES of the RRC Ethics Commission
 - THE CODE OF ETHICS of the All-Russian Non-Governmental Organization “Russian Red Cross”
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The Code of Ethics

- Summarizes the ethical standards
- Establishes the rules of conduct for the participants

- Defines violation of ethical norms, rules of conduct, misconduct that caused reputational losses or reputational risks as unethical behavior.

- Determines the severity of the ethical misconduct and the procedure of the Ethics Commission.

The objectives of the Code and the tasks of the Ethics Commission

1.

Prevention of violations of ethical standards and rules of conduct in the RRC

2.

Protection of human dignity of all persons involved in the RRC activities

3.

Protection of children from violence, abuse and exploitation

4.

Contribution to the strengthening of the RRC organizational reputation

5.

Establishment of honest and fair treatment of the RRC members, volunteers, staff and partners

The Code of Ethics

The Code of Ethics is valid for the RRC members, volunteers and staff, the persons hired under the civil law contracts, and for any other persons whose actions may be perceived by beneficiaries, partners, the government and society as the RRC actions.

Ways to submit a complaint

A complaint of violation of the Code of Ethics may be submitted in the following way:

- 1** E-mail

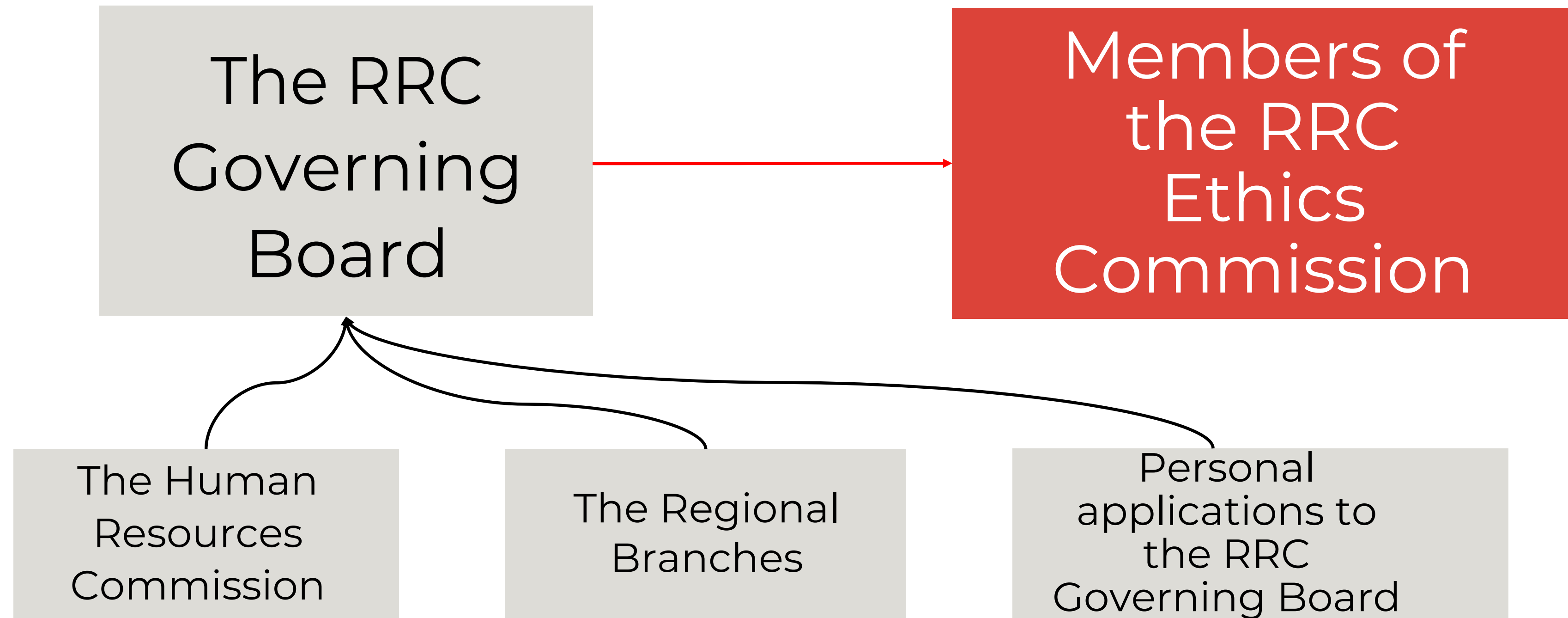
- 2** Hotline

- 3** Mail

- 4** In-person

- 5** Any way available to the complainant

The election of the members to the Ethics Commission



The Members of the Ethics Commission



01

The RRC
Governing
Board members

02

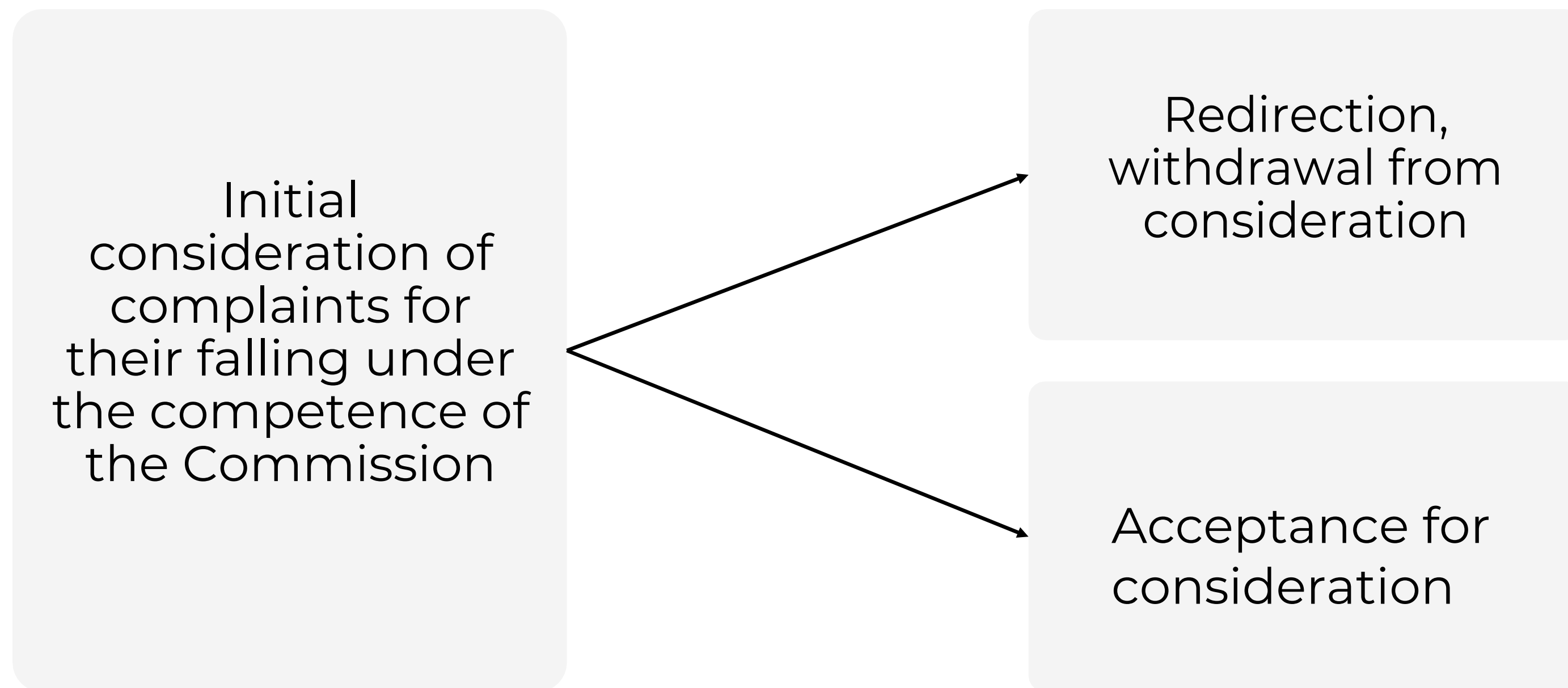
The RRC
members

03

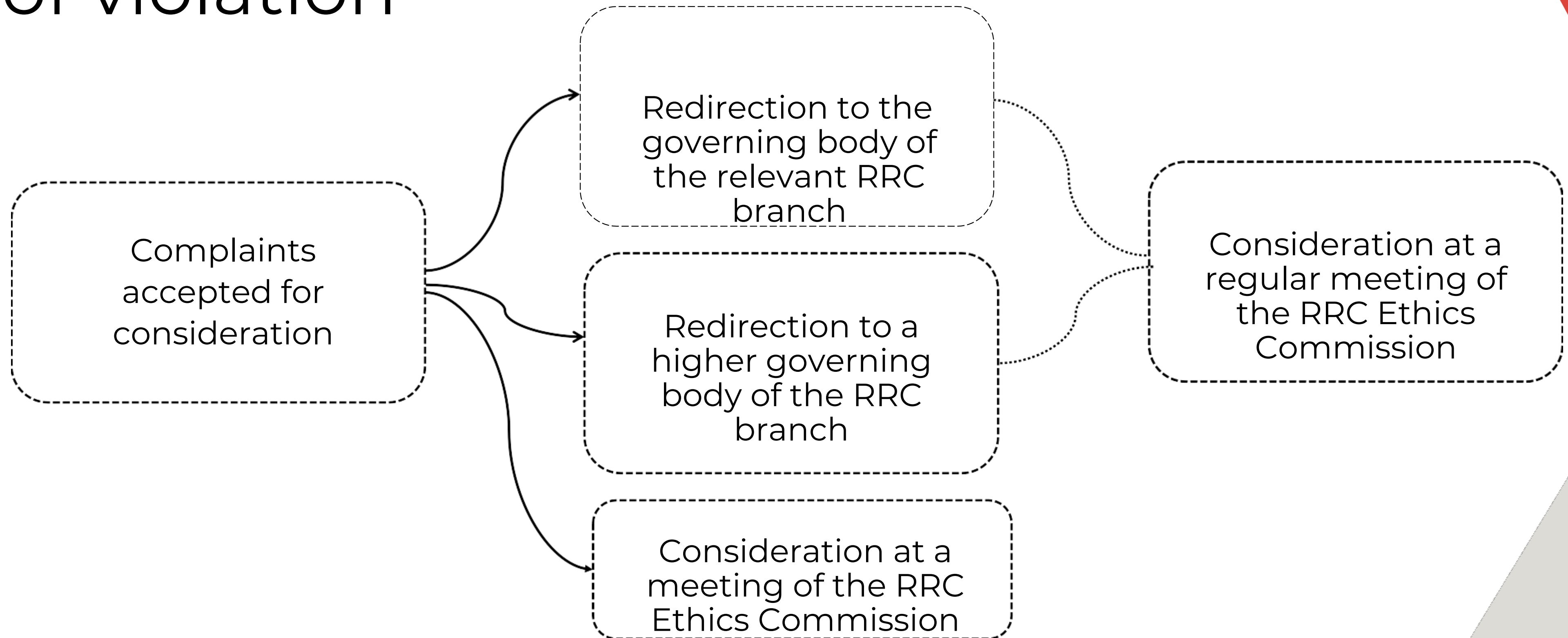
The external
experts involved

Both as permanent members and
temporary members for the
consideration of specific cases

The Algorithms used by the Ethics Commission to deal with the complaints of violation



The Algorithms used by the Ethics Commission to deal with the complaints of violation



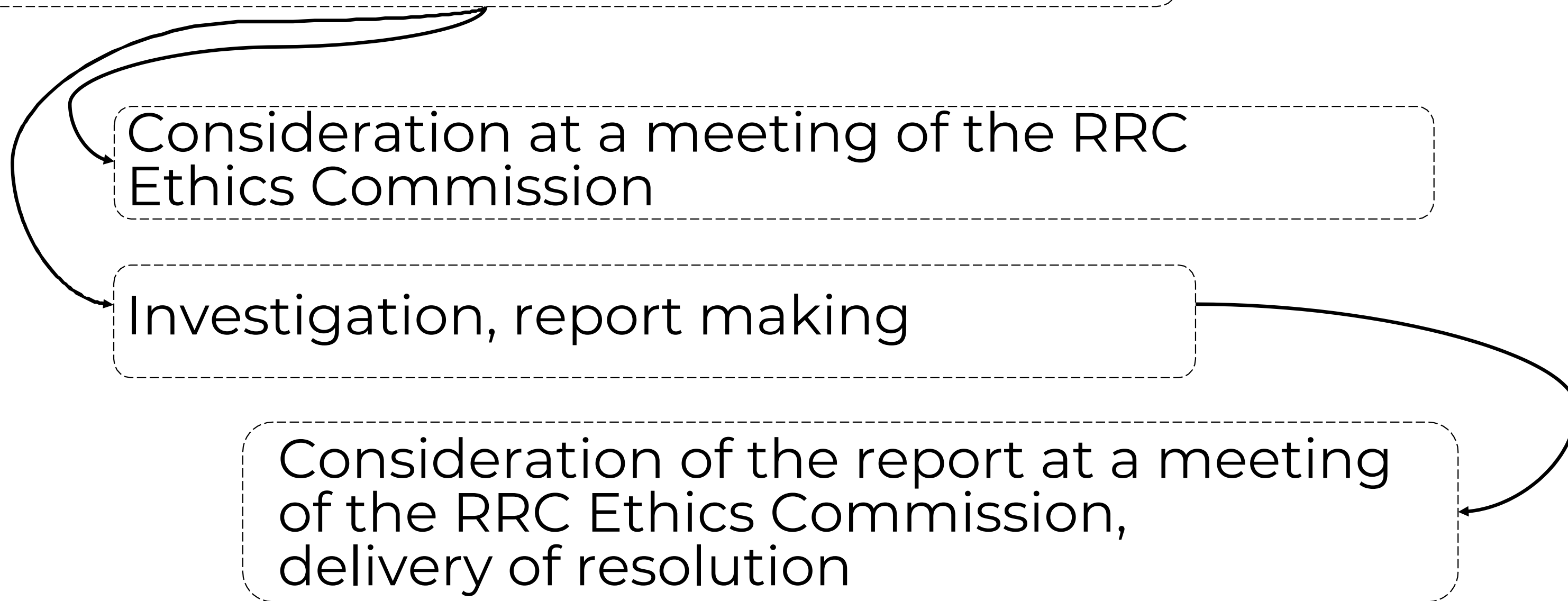
The Algorithms used by the Ethics Commission to deal with the complaints of violation

Complaints accepted for consideration

Consideration at a meeting of the RRC Ethics Commission

Investigation, report making

Consideration of the report at a meeting of the RRC Ethics Commission, delivery of resolution



The areas assigned within the RRC Ethics Commission

- Children's protection issues
 - Fraud, corruption, Abuse of power
 - Harassment, violation of sexual nature
 - Violation of Fundamental Principles of the International Red Cross and Red Crescent Movement

Protection of process participants

- Confidentiality
- A procedure for personal data processing
- A possibility to submit a complaint through e-mail or via the RRC hotline
- Psychologists' support
- Protection from persecution
- Objective case investigation
- Preventive awareness raising
- Informing the process participants about their rights
- The consideration of culture-related factors

The Investigation procedure

An Order by the Chairperson of the RRC
Ethics Commission



A working group of at least 2 people

- Interaction, interview of the complainant
- Collection of Evidence
- Interview of witnesses
- Request of documents and analysis of evidence, documenting
- Interview of the persons under investigation
- An Opinion on protection measures
- Preparation of the investigation report

A Review of the report, the decision-taking
by the RRC Ethics Commission



Notification of the participants of
the process

On the classification of violations

The RRC Ethics Commission considers the following violations as severe violations:

- fraud;
- harassment;
- corruption;
- violations of the RRC Code of Ethics and the RRC Statutes resulting in reputational risks and consequences;
- abuse of power;
- physical and psychological abuse;
- criminal negligence;
- financial abuse;
- sexual abuse and sexual exploitation;
- crimes against minors and children;
- repeated violations committed intentionally and having reputational consequences;
- violations of the Fundamental Principles of the International Red Cross and Red Crescent Movement.

The relations between the members of the RRC activities

- Respect
- Avoidance of conflicting behavior
- Subordination to the requirements of the immediate supervisors and governing bodies of the RRC
- A possibility of mutually applicable mentoring
- Equality in expression opinions
- Unacceptance of discrimination, violence, abuse of power, harassment

Protection of children

The Code of Ethics includes the dedicated 4th paragraph regulating the protection of childhood, definition of special attention to ensuring the safety of children, inclusive of when working with personal data.

Violations against children are considered severe violations of the Code of Ethics.

Political activities

The persons participating in the RRC activities shall refrain from publicly expressing their opinions on the events with political overtones or participating in political activities that could compromise the principles of impartiality, neutrality or independence.

Regulation of public statements

The Code of Ethics defines in a dedicated paragraph the procedure and possible violations when making public statements, including on the Internet and social media, related to the RRC activities.

Interaction with partners

The RRC partnership framework is defined by the Good Partnership Policy. Responsibility for violations in the field of partnership is enshrined in a dedicated paragraph in the Code of Ethics.

Prevention of discrimination

Paragraph 5 treats any form of discrimination against people as a violation and defines the responsibility of the RRC governing bodies to act as guarantors of compliance with the Code of Ethics.

Standard Operating Procedures

Based on the recommendations developed in accordance with the results of the GBOG activities, SOP (Standard Operating Procedures) of the Ethics Commission have been developed.

- Defines the practice of complaint consideration;
- Classifies violations that are considered severe;
- Defines the competence of the Ethics Commission when reviewing the received complaints;
- Reduces the Ethics Commission's workload by separating complaints outside the Ethics Commission's competence at the initial processing stage;

Case 1

Complainant's name: Ali Hassan

Citizenship: Syria

Status in the host country: Refugee (has an appropriate residence permit and is awaiting a decision on an asylum application).

Host country: One of the countries of the European Union (for example, Germany).

Date of complaint: 15 October 2023.

Organization to which the initial application was submitted: local branch of the National Society of Red Cross.

Chronology of events (main aspects of the complaint as presented by the migrant):

10 September 2023: Ali Hassan, being in a difficult financial and psychological situation, turned to the local office of the Red Cross for help. He needed food aid, counseling on access to medical services, and possible psychological support due to the trauma he had experienced (his house was destroyed as a result of hostilities).

12 September 2023: A volunteer of the Red Cross (let's call him Mr. M.) visited Ali Hassan at his place of temporary residence (a hostel for refugees) to assess housing conditions and specific needs. During the visit, Mr. M. asked questions about Ali's background, his family, and the circumstances under which he left Syria. Ali, trusting the representative of the organization, answered all the questions in detail, including information that his brother remains in the conflict zone and may be involved in one of the armed groups. Ali emphasizes that he provided this information in the context of explaining the reasons for his fear and psychological stress.

20 September – 5 October 2023: Ali began noticing that the other residents of the hostel were suspicious of him, avoiding him. On several occasions, he heard insulting comments about his ethnicity and alleged "connection to terrorists."

10 October 2023: One of Ali's roommates, with whom he had a relatively trusting relationship, bluntly told him that "everyone knows about his militant brother" from the Red Cross volunteer who "warned the hostel administration about the potential threat."

Case 2

Complainant's name: Marina Ivanovna Kovalchuk

Citizenship: Ukraine

Status in the host country: Temporary asylum/displaced person.

Host country: the Russian Federation (for example, Rostov-on-the-Don).

Date of complaint: 20 November 2023.

Organization to which the initial application was submitted: Local regional branch of the Russian Red Cross (RRC)

15 October 2023: Marina Kovalchuk, who arrived from Kharkiv with her minor son (8 years old), turned to the humanitarian aid distribution center organized by the regional branch of the Russian Red Cross. She needed food aid, warm clothes for the child and medications (her son suffers from a chronic disease requiring constant medical support).

15 October – 5 November 2023: Marina repeatedly visited the RRC branch. During each visit, the volunteers and staff of the RRC branch persistently offered her and other refugees to apply for the issuance of documents related to "confirmation of status" and "integration." She did not fully understand the essence of those documents, but she felt a lot of pressure. It was hinted to her that receiving full-fledged humanitarian aid, especially expensive medicines for her son, is possible only after performing these procedures. One of the employees stated: "We want to help you, but we need to understand which side you're on and whether you're ready to become a part of our society."

10 November 2023: At the time of the next visit for medications for her son, Marina was refused. The head of the distribution center (Mr. P.) informed her that "the funds are limited and, first of all, we help those who are legally registered and loyal." He was aware of her child's disease, but it did not affect the decision. On the same day, she saw how similar kits with medicines and additional aid (for example, new electronic devices) were received by people who, according to her, "actively participated in public events held by the RRC branch and gave interviews to local media about their "gratitude."

Complainant's name: Anna Sergeyevna Petrova

Status: Recipient of assistance (internally displaced person) / Peer volunteer (one of the options to be indicated)

Region: city of [name of city], the Russian Federation

Date of complaint: 25 November 2023.

Organization to which the initial application was submitted: Chairmen of the regional branch of the Russian Red Cross (an oral appeal that was ignored or did not lead to the expected result).

Chronology of events (main aspects of the complaint):

October 2023: Anna Petrova, being in a difficult life situation (internally displaced person from the conflict-affected zone), began regularly visiting the RRC humanitarian aid distribution center. A volunteer of the local branch (Ivan D., a man ~40 years old) repeatedly helped her, showing friendliness and empathy at first.

Early November 2023: The behavior of volunteer Ivan D. began to go beyond the professional level.

He started to:

- Persistently ask for Anna's personal phone number with the excuse of a need to "promptly inform her about new assistance available."
- Send her private messages in messengers (Telegram / WhatsApp) not only on business, but also with personal questions ("how was your day", "you are very beautiful", "missing you").
- Make undue compliments about her appearance while handing out aid in the presence of other people, which embarrassed Anna.

From: Volunteer of the RRC regional branch, Anastasia I. (name changed)

To: Chairman of the RRC Ethics Commission

Date: 1 December 2023.

Region: [city/oblast]

Re: Complaint on the facts of systematic harassment and psychological pressure from the volunteer coordinator

Case 4

Chronology of events and main aspects of the complaint):

September 2023: I, Anastasia I., joined the volunteer work at the regional branch of the Russian Red Cross. Volunteer coordinator Alexander K. (name changed) was appointed my immediate supervisor. Initially, working communication was professional.

October 2023: Actions beyond professional standards began on the part of Alexander K.:

- Undue comments: Constant compliments about my appearance in a personal way ("You're so beautiful today that you're distracting me from my work"), questions about my personal life and relationships.
- Imposition of personal communication: Insistent requests to stay after the shift "to drink coffee", offers to meet after work hours under the pretext of "discussing projects." He reacted resentfully and passively aggressively to the refusal.
- Psychological pressure: He hinted that my continued participation in "interesting and important projects" depended on our mutual understanding. He said: "I can make your work here very interesting or very uncomfortable."
- November 2023: The situation has escalated:
- Physical contact: While working together in the warehouse, he began making "accidental" touches (touching my arm, back), which were clearly intentional and inappropriate.
- Blackmailing: After I once again clearly refused to communicate with him for personal affairs, he started assigning me to the hardest and most unpleasant work, ignoring my requests for help, and publicly finding faults with my small mistakes.
- Threats: 25 November in a private conversation, he bluntly stated: "If you're not more amenable, I'll not only get you fired from volunteering, but I'll also make sure your reputation is ruined. Everyone will know that you are an unreliable and problematic volunteer."

From: Svetlana Mikhailovna I. (junior program coordinator)

Case 5

To: Chairman of the RRC Ethics Commission

Date: 15 December 2023.

Regional branch: [specify city/region]

Re: Complaint on systematic harassment and psychological pressure from the senior supervisor

Complaint statement

I, Svetlana Mikhailovna I., have been working at the RRC regional branch as a junior program coordinator since March 2022. My immediate supervisor is the head of the Program Department, Peter Vasilyevich K. Since October 2023, I have been subjected to systematic psychological pressure and harassment from him:

1. Undue comments and hints:

- Regular comments about my appearance in a humiliating context ("You look tired today, age is taking its toll")
- Intrusive questions about my personal life and relationship with my husband
- "Accidental" touches to my shoulder, arm and back during conversations

2. Psychological pressure:

- Threats of worsening my working conditions in case of refusal of "informal communication"
- Hints of classifying me as professionally inadequate in case of rejecting his personal offers
- Creating conditions for constant stress and emotional discomfort

3. Discrediting my professional reputation:

- Public criticism without objective reasons
- Unmotivated denial of access to necessary resources
- Blocking career growth

20 November 2023, the situation reached a critical point when, after a corporate event, Peter Vasilyevich invited me to "discuss career development issues" in a non-working environment, to which I refused. Since that time, open harassment began.

From: Elena Viktorovna S. C. (citizen of Ukraine, temporary asylum in the Russian Federation)

To: Chairman of the RRC Ethics Commission

Date: 20 December 2023.

Region: [city/oblast]

Re: A complaint about harassment of my minor daughter by the RRC volunteer

Complaint statement

I, Elena Viktorovna S., together with my minor daughter Maria (16 years old), have a temporary asylum status since August 2022. We regularly receive assistance from the Russian Red Cross humanitarian aid distribution center.

Since November 2023, a volunteer of your organization (introduces himself as Dmitry, a man 35-40 years old) began to show increased attention to my daughter:

1. Inappropriate behavior:

- Persistent attempts to communicate with my daughter without my presence
- "Accidental" touching my daughter's hair and shoulder when handing out humanitarian aid
- Compliments about my daughter's appearance in the presence of other people

2. Psychological pressure:

- Offer of "special assistance" on condition of personal meetings
- Threats of ending humanitarian assistance if my daughter refuses to communicate with him
- Imposition of personal contacts through social media

3. Incident of 15 December 2023:

- An attempt to give my daughter a personal note with a phone number
- An proposal to "go for a walk together" after handing out humanitarian aid
- An open hint about the possibility of "special attitude" if his conditions are fulfilled

My daughter is in a state of severe stress, she is afraid of visiting the aid distribution center. As a mother, I request you to take urgent measures to protect my child.

From: Anna Petrovna Kovalenko (citizen of Ukraine, temporary asylum in the Russian Federation)

To: Chairman of the RRC Ethics Commission

Date: 20 January 2024.

Region: Belgorod, the Russian Federation

Re: Complaint on the discriminatory distribution of humanitarian aid

Complaint statement

I, Anna Petrovna Kovalenko, together with my two minor children (8 and 12 years old) have the status of temporary asylum since July 2022. Since December 2023, I have been regularly requesting assistance from the Russian Red Cross humanitarian aid distribution center.

Over the past month, I have faced systematic discrimination based on ethnicity:

1. Unequal distribution of humanitarian aid:

- 15 December 2023: when winter clothes were distributed, we were denied warm jackets for children, while Russian families were given complete kits
- 3 January 2024: when food packages were distributed, our family received a set of 30% less volume than the Russian recipients

2. Humiliating statements:

- Constant comments from volunteers: "You should return to your homeland," "We help our own people first of all."
- Requests to show additional documents not required by the rules
- Public remarks about our "ingratitude" when we tried to explain our situation

3. Facts of access restrictions:

- Creation of separate queues for Ukrainian refugees
- Rescheduling the time of humanitarian aid distribution for Ukrainian families to a less convenient time
- • Refusal to provide certain types of humanitarian aid (medication, hygiene products)

The last incident occurred on 15 January 2024, when, baby food was distributed, I was openly told that "priority is given to local people."

From: [name of a minor girl], 16 years (citizen of Ukraine, temporary asylum in the Russian Federation)
Through legal representative: Maria Ivanovna S. (mother)
To: Chairman of the RRC Ethics Commission
Date: 25 January 2024.
Region: [city/oblast]
Re: Complaint on marriage proposal from the RRC volunteer in exchange for special conditions of humanitarian assistance

Complaint statement

I, [name of minor girl], 16 years old, together with my mother have a status of temporary asylum since May 2022. We regularly receive assistance from the Russian Red Cross humanitarian aid distribution center.

Since December 2023, a volunteer of your organization (he introduces himself as Alexander, a man of about 35 years old) began showing special attention to me:

1. Undue offers:

- 15 December 2023: he offered me “special humanitarian assistance” on condition of personal communication
- 3 January 2024: he promised to provide our family with additional humanitarian aid if I “would treat him nice”.
- 20 January 2024: he bluntly proposed to marry him in exchange for:
 - Constant financial support
 - Separate shelter
 - Legalization of Russian citizenship

2. Psychological pressure:

- He hinted that we would not survive without his help
- He said that I “must be grateful” for such proposal
- He threatened to terminate humanitarian assistance if I would refuse

3. Special circumstances:

- I am underage and in a vulnerable position
- Our family depends on humanitarian aid
- The volunteer uses his position for pressure

From: Ekaterina Sergeyevna Ivanovna
Position: Program Coordinator
Regional branch: [city/region]
To: Chairman of the RRC Ethics Commission
Date: 20 January 2024
Re: Complaint on systematic harassment and abuse of office by the head of the department

Complaint statement

I, Ekaterina Sergeyevna Ivanova, have been working at the RRC regional branch since 2021. Since June 2023, Alexey Vladimirovich Petrov, Head of the Humanitarian Programs Department, has been my immediate supervisor.

Since September 2023, I have been subjected to systematic harassment and psychological pressure:

Chronology of incidents:

1. 15 September 2023:
 - Inappropriate comments about appearance during a work meeting
 - Offer to "discuss career development" in an informal setting
2. 10 October 2023:
 - Persistent dinner invitations after work
 - Hints of "special attitude" if I had a personal meeting with him
3. 25 November 2023:
 - Physical contacts (touches of my hand, shoulder) without my consent
 - Explicit offers of an intimate nature
4. 15 December 2023 — 15 December 2024:
 - Systematic pressure after my refusal
 - Artificial creation of problems at work
 - Threats of dismissal if I would not agree to "cooperate"

From: Sergey Alexandrovich Petrov

Status: resident of [city name], regular donor to the RRC

To: Chairman of the RRC Ethics Commission

Date: 15 January 2024

Re: Complaint on the misuse of funds from the regional branch for a New Year's corporate party

Complaint statement

I, Sergey Alexandrovich Petrov, have been a regular donor to the Russian Red Cross since 2018. On 28 December 2023, I learned from an employee of the regional branch that 450,000 rubles from the branch's funds had been spent for the New Year's corporate party.

The basis for the complaint:

1. The scale of expenses:

- Banquet hall rental in the Prestige restaurant — 150,000 rubles.
- Catering and alcoholic beverages — 200,000 rubles.
- Entertainment program and master of ceremonies — 100,000 rubles.

2. Source of funds:

- The funds were allocated from the general budget of the RRC regional branch.



Thank you
for your attention!