



ARMS WIDE OPEN

CODE OF CONDUCT



I. Introduction

The Code of Conduct defines the fundamental principles and standards of behavior that members, employees, volunteers and partners of "Arms Wide Open" Association follow in their work and relationships. It aims to ensure integrity, transparency and mutual respect, creating a sustainable culture of trust, support and collaboration.



II. Mission and Values

*"Arms Wide Open" Association works to build an **inclusive, supportive and inspiring environment** for children, youth and adults through education, culture and social initiatives.* ”

Our values are:

Responsibility

We fulfill our commitments with care, consistency and awareness.

Professionalism

We maintain high work standards and continuously improve our skills.

Preparation & Precision

We approach every task in an organized manner, with attention to detail and timely execution.

Proactivity

We act with initiative and seek solutions, instead of waiting for problems to deepen.

Collegiality & Respect

We support and value the efforts of every team member.

Positivity

We believe in constructive dialogue and the power of good relationships.

Kind Speech

We express ourselves with respect, openness and care, avoiding language of hostility or division.



III. Fundamental Principles of Conduct

- ✓ All members of the association adhere to the principles of honesty, integrity and equality.
- ✓ Decisions are made transparently and in the interest of the organization and its target groups.
- ✓ Every action must correspond to the mission and values of the association.
- ✓ Members treat differences with respect – cultural, ethnic, linguistic, religious or personal.
- ✓ Discrimination, violence, abuse or harassment in any form is not tolerated.



IV. Team and Partner Relations

- ✓ We communicate with respect and kindness, encourage dialogue and seek common understanding.
- ✓ We support our colleagues, especially in situations of high workload or stress.
- ✓ We fulfill our commitments on time and notify in advance of any changes.
- ✓ We maintain high personal and professional ethics in interactions with partners, children and parents.
- ✓ We protect the confidentiality of information entrusted to us.



V. Work with Children and Vulnerable Groups

*We unconditionally protect the **rights, dignity and safety** of every child.*



- ✓ We create a safe and supportive environment based on trust and respect.
- ✓ We avoid all forms of humiliation, punishment or favoritism.
- ✓ In case of suspected risk to a child or vulnerable person, the responsible person in the organization is immediately notified.



VI. Conflict Prevention and Management

Conflict Prevention

Every team member bears responsibility to maintain an atmosphere of respect, openness and mutual understanding. Conflicts are prevented through timely communication, clear distribution of responsibilities and willingness to cooperate.

Dialogue and Resolution

When tension arises, participants are encouraged to first seek open conversation based on kindness and respect. When this is not possible, mediation is sought from the team leader or another neutral person appointed by the Board of Directors.

Supportive Environment

The association encourages a culture of sharing and constructive resolution of differences. Every member has the right to be heard and treated with respect.

Zero Tolerance

Aggression, slander, humiliation or hostility is not tolerated. Violations are reviewed by the Board of Directors with a view to taking appropriate measures.



VII. Final Provisions

This Code of Conduct is adopted by the Board of Directors of "Arms Wide Open" Association and is subject to review as necessary, but not less than once every three years. Every new member, employee or volunteer becomes familiar with the code upon joining and confirms in writing their agreement to comply with it.

*This Code of Conduct was adopted by the Board of "Arms Wide Open" Association
on date 28.08.2025*


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