

Code of Conduct (CoC) for PMU and Health Facility Staff

World Bank–Assisted Khyber Pakhtunkhwa Human Capital Investment Project (KPHCIP)

The purpose of this Code of Conduct is to ensure that all staff engaged in the Khyber Pakhtunkhwa Human Capital Investment Project (KPHCIP)—including those in the Project Management Unit (PMU), health facilities, contractors, and consultants—uphold the highest standards of professionalism, ethics, integrity, and accountability.

This Code is aligned with the World Bank Environmental and Social Standards (ESS2 and ESS4) and the KPHCIP SEA/SH Action Plan.

All staff must sign this Code and comply with its provisions throughout their assignment.

1. Non-Discrimination and Equal Treatment

- Provide services to all patients and community members without discrimination based on race, color, ethnicity, gender, age, language, religion, disability, political affiliation, sexual orientation, or socio-economic status.
- Respect cultural diversity and uphold dignity and fairness in all interactions.

2. Upholding Patient Rights and Confidentiality

- Respect the rights, privacy, and confidentiality of patients at all times.
- Deliver care and services with compassion, integrity, and professionalism.

3. Zero Tolerance for Sexual Exploitation, Abuse, and Harassment (SEA/SH)

- **Strictly prohibited:** engaging in any form of sexual exploitation, abuse, or harassment against patients, clients, colleagues, or community members.
- Sexual activity with patients, beneficiaries, or community members in exchange for money, employment, goods, or services is **forbidden**.
- Any violation will result in **immediate disciplinary measures**, including termination and referral to legal authorities.

4. Safeguarding Patients and Vulnerable Groups

- Ensure no act—physical, psychological, or verbal—that harms patients or community members, especially women, children, persons with disabilities, and other vulnerable groups.
- Actively safeguard the dignity and rights of all patients.

5. Reporting Misconduct and Whistleblower Protection

- Immediately report any suspected or actual case of SEA/SH, abuse, exploitation, corruption, or other misconduct through the official **Grievance Redress Mechanism (GRM)** or designated reporting channels.
- Whistleblowers who report misconduct in good faith are protected from retaliation.

6. Prohibition of Substance Abuse and Misuse of Resources

- The use of alcohol, narcotics, or intoxicants on project or health facility premises is prohibited.
- Theft, misuse of medical supplies, destruction of property, or falsification of records will result in disciplinary action.

7. Professional Conduct and Workplace Ethics

- Maintain respectful and ethical behavior towards colleagues and patients.
- Avoid favoritism, grouping, or behaviors that undermine teamwork.
- Foster a culture of **peace, tolerance, inclusion, and mutual respect**.

8. Service Quality, Accountability, and Monitoring

- Maintain high standards in planning, monitoring, reporting, and service delivery.
- Ensure accountability, transparency, and continuous improvement in health services.

9. Community Engagement and Trust-Building

- Build positive, trust-based relationships with patients, families, volunteers, and community stakeholders.
- Ensure patient-centered and community-inclusive service delivery.

10. Equity and Social Justice

- Promote equitable access to health services for all, especially marginalized groups.
- Uphold the principles of **social justice, human rights, and inclusivity** in every action.

Implementation and Enforcement

1. Mandatory Induction Training

- All staff shall undergo training on this CoC, the SEA/SH Action Plan, workplace ethics, and grievance mechanisms prior to deployment.

2. Ongoing Awareness

- Refresher training sessions and awareness campaigns will reinforce compliance with this CoC.

3. Sanctions for Violations

- Disciplinary measures for violations include:
 - Verbal/written warnings
 - Suspension
 - Termination of employment/contract
 - Referral to law enforcement for criminal investigation

4. Supervisory Accountability

- Managers and supervisors are responsible for monitoring, compliance and reporting breaches.

Acknowledgment and Commitment

I, the undersigned, have read and understood the **Code of Conduct (CoC)** for the **Khyber Pakhtunkhwa Human Capital Investment Project (KPHCIP)**. I commit to upholding this Code and understand that any breach may result in disciplinary and/or legal action.

Signature: _____

Name: _____

Designation: _____

Date: _____