



CODE OF CONDUCT  
AND SPECIAL PROTECTION MEASURES AGAINST  
SEXUAL EXPLOITATION AND ABUSE

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## MESSAGE FROM NUKUNEM'S EXECUTIVE TEAM

At Nukunem, we believe that service, integrity, dignity, and human connection are the foundation of social transformation.

Nukunem in Kaqchikel means “to be programmers.” Therefore, our mission is for each beneficiary to be the programmer of their own story. Every action we take reflects Nukunem's responsibility and commitment to life and dignity of the children, adolescents, adults, and communities we work with.

Our work is guided by the conviction that every individual—child, adolescent, or adult—has the right to mental and emotional wellbeing, to safety, and to the opportunity to grow with dignity and purpose.

We exist to generate a positive and measurable impact on the mental and emotional health of our communities. Through our programs, we provide access to scientific and human knowledge that bridges the gap between mental health and everyday life.

Nukunem create new paths, helping communities recognize that personal and collective wellbeing are not privileges, but rights that sustain social progress.

This Code of Conduct is not merely a document of rules — it's a living commitment to dignity, transparency, and hope. It calls each member of Nukunem—staff, volunteers, and partners—to act with empathy, transparency, and accountability in every interaction. We are not only service providers; we are role models of compassion and professionalism.

By upholding these principles, we strengthen trust, collaboration, accountability, and the collective mission of building emotionally intelligent and resilient communities across the region.

On behalf of the Nukunem Executive Team

Nukunem.org | [hola@nukunem.com](mailto:hola@nukunem.com)

## INTRODUCTION

Nukunem is an organization dedicated to the emotional, educational, and social development of children, adolescents, and their families.

We work to promote emotional intelligence, resilience, and mental wellbeing through innovative educational and psychosocial programs such as EQ Lab (emotional intelligence), Humanity (human rights), Programming, Robotics, Design Thinking, and Entrepreneurship. These programs are designed to provide not only knowledge, but also emotional tools to empower children, adolescents, and families to face challenges with self-awareness, critical thinking, a growth mindset, and creativity.

Together, these programs form an integrated ecosystem for holistic well-being. They foster self-knowledge through emotional literacy, strengthen cognitive and creative abilities through problem-solving, and cultivate social responsibility by linking technology, empathy, and purpose. Thus, they support individuals to recognize their own agency and the importance of contributing to their communities—transforming education into a pathway toward mental and emotional health and civic participation.

Therefore, the ability of Nukunem to generate a positive impact on the emotional, social, and cognitive development of children, adolescents, and their families depends on the integrity, professionalism, and empathy of every person who represents the organization.

Nukunem operates through diverse modalities of collaboration, including programs fully funded by Nukunem for vulnerable populations and corporate co-responsibility programs in which companies voluntarily contribute to emotional education and wellbeing initiatives for their collaborators and/or their children. These contributions are managed through transparent, institutional mechanisms and never involve direct payment or informal exchanges between staff and beneficiaries. Regardless of the modality, all Nukunem programs are conducted by the same ethical, safeguarding, and protection standards.

Staff, volunteers, facilitators, and partners share the responsibility of maintaining the highest ethical and professional standards, ensuring that every program and interaction with the beneficiaries reflect Nukunem's commitment to human dignity, safety, and emotional and mental wellbeing.

Our leaders and supervisors carry a particular duty to uphold these standards, to serve as role models, and to create environments of trust and empowerment for those under their guidance.

Nukunem recognizes that our work often places us in positions of influence and responsibility toward the children, adolescents, families we work with. This relationship must never be used for personal advantage or to cause harm. Each member of Nukunem's team— staff, volunteers, facilitators, and partners have an obligation not to abuse that power of influence. Rather, it is an opportunity to model integrity, compassion, and respect, ensuring that every action contributes to the well-being and growth of others.

This Code of Conduct therefore serves as a living guide—a moral and professional compass that supports ethical decision-making in both our professional and, at times, our personal lives.

While it is not a legal instrument, it is a declaration of shared values based on international human-rights standards and regional frameworks on child protection.

This Code applies to all members of the Nukunem team, including staff, volunteers, consultants, and partner institutions. All individuals collaborating with Nukunem are expected to read, understand, and uphold the principles outlined herein.

Partner organizations—both public or private—and educational institutions are equally encouraged to adopt and communicate these standards to their own personnel and participants, ensuring coherence and mutual accountability across every joint initiative.

All members of Nukunem have the obligation to apply, promote, and monitor the principles contained in this Code of Conduct. This includes fostering awareness among colleagues, modeling ethical behavior, and ensuring that the Code is implemented, evaluated, and improved over time.

## CORE VALUES AND GUIDING PRINCIPLES

Our ethics are inspired by the humanistic conviction that every person has inherent dignity and liberty. At Nukunem, we understand liberty as self-determination toward the good.

True freedom is not the absence of limits, but the conscious choice to act in ways that bring out the best version of ourselves and contribute to the well-being of others.

The “good” is both the path we walk and the purpose that guides our actions—it is everything that helps us grow, perfect ourselves, and serve the community around us.

These convictions define the spirit of Nukunem and inspire every interaction, decision, and program we undertake. From this foundation, the following values guide our daily work and collective mission:

- **Service:** giving is at the heart of who we are. We act with generosity, empathy, and commitment to the well-being of others, understanding that service is a privilege and a responsibility
- **Optimism:** we perceive every challenge as an opportunity to cultivate hope. We choose language and actions that promote confidence in growth and transformation.
- **Liberty:** we act freely and consciously, aware that freedom is expressed through responsibility and ethical decision-making for the individual and collective good.
- **Visibility:** we are transparent about our actions, communicate openly, and take accountability and responsibility for our decisions and their consequences.
- **Introspection:** we practice self-awareness, reflection, and emotional regulation to improve the quality of our relationships and professional performance.
- **Dedication:** we seek excellence through preparation, discipline, and continuous learning, recognizing that every effort contributes to individual and collective progress.
- **Associates of Innovation and Talent:** we value creativity and collaboration. We use innovation as a tool to strengthen education, inclusion, and psychosocial impact.

Nukunem ensures that every action reflects the universal principles of human rights, social justice, and human dignity. Our conduct is guided by respect, equality, integrity, and compassion, values that inspire us to create spaces where all individuals, regardless of age, sex, culture, or circumstance, can flourish and participate actively in decisions that affect their lives.

We promote participation, dialogue, and co-creation in every program we deliver as we recognize that emotional health and education are inseparable from human agency and inclusion. Thus, children, adolescents, and caregivers are active collaborators whose perspectives enrich our collective work.

We are committed to forming relationships based on empathy, discretion, and mutual respect. Our teams and partners safeguard confidentiality in all interactions. We strive to build environments that encourage learning, accountability, and psychological safety—places where differences are respected.

Nukunem is committed to treat all individuals equitably and without discrimination. No individuals shall ever be treated differently based on the sex, ethnicity, language, religion, nationality, disability, socioeconomic condition, political opinion, or any other identity factor. We value cultures, customs, and traditions of the communities we work with. Therefore, Nukunem approaches every context with humility and respect, recognizing that local wisdom is a key component of collective wellbeing. Yet, when a practice or norm conflicts with international human right standards—especially those concerning the safety or dignity of a person—we are guided by those universal principles that protect life, integrity, and equality.

## **IMPLEMENTATION AND ACCOUNTABILITY**

The Nukunem Code of Conduct exists to ensure that every individual involved in our programs acts consistently with our values of service, optimism, liberty, visibility, introspection, dedication, and association with innovation and talents and to ensure that these values are conducted with respect, empathy and integrity.

It is a guidance for ethical decision-making in complex situations and protects both our beneficiaries and our collaborators from harm and misconduct. In Nukunem we work with children, adolescents, families, and communities, thus, ethical consistency is not optional, but it is essential to maintain safety, trust, and credibility.

Nukunem's work frequently takes place in emotionally sensitive, multicultural, and interdisciplinary environments. This Code serves as a unifying framework that helps ensure that all our actions—whether educational, psychosocial, or operational—reflect the same standards of dignity and professionalism. Moreover, it contributes to transparency and accountability toward our collaborators, partners, donors, and the communities we work with.

The Code of Conduct also strengthens internal culture by defining shared expectations and reinforcing a sense of belonging and responsibility across all levels of the organization.

Nukunem's Code of Conduct applies to all individuals representing or collaborating with Nukunem in any capacity. Consequently, it applies to full-time and part-time staff, volunteers, consultants, facilitators, interns, and members of partner organizations who collaborate in the organization projects or represent the organization in public, private, or digital spaces. Furthermore, partner organizations, such as but not limited to institutions, NGOs, companies, or local public institutions, are also expected to socialize and promote the ethical principles of Nukunem's Code of Conduct with their personnel when collaborating with the organization.

All the above mentioned are expected to familiarize themselves with the Nukunem's Code of Conduct, participate in orientation or training sessions, and apply its principles in their daily activities.

The Code of Conduct is not a legal document, rather a moral and professional commitment. As a result, it does not replace the laws and labor regulations that apply within each country or institution. Nukunem's Code of Conduct complements the latter by promoting the highest standards of behavior.

**Failure** to follow Nukunem's Code of Conduct may, however, constitute **misconduct or a breach** of organization policy and may result in disciplinary actions such as but not limited to termination of contracts or withdrawal of partnership agreements.

All Nukunem collaborators are therefore required to read, understand, and sign Nukunem's Code of Conduct as a condition for beginning or continuing their involvement with the organization. By signing, individual acknowledge their awareness of the ethical obligations that accompany their role and their shared responsibility in promoting a culture of respect, safety, and transparency.

#### **A. Implementation**

- Nukunem's Code of Conduct implementation is a shared responsibility across the organization. As a result, every Nukunem staff members, volunteer, and partner must actively foster, share, and apply the code in their daily work.

- Supervisors or program coordinators have a specific duty to integrate its principles into planning, decision-making, and team management. Therefore, they must ensure that the code is known, discussed, and accessible in all contexts, including staff orientations, training, and partner collaborations.

- The Code of Conduct will be review periodically to ensure it remains relevant and consistent with evolving ethical standards, legal frameworks, and community needs. Nukunem commits to continuous learning and improvement by integrating lessons learned from practice, feedback and evaluation.

#### **B. Monitoring and Enforcement**

- Nukunem's leadership team oversees the implementations of the Code of Conduct. However, Nukunem is also working on the establishment of a team of experts who will form Nukunem's Ethics and Protection Committee, to whom the responsibility of looking after the implementation of the code will be transferred.

- The Executive Team ensures that reports of misconduct are handled fairly, promptly, and confidentially. The organization guarantees protection from retaliation for anyone who reports misconduct in good faith.
- All staff, volunteers, and partners are required to cooperate fully in any internal review or investigation related to Nukunem's Code of Conduct.
- Nukunem's leadership team will summarize annual reports in which adherence, training outcomes, and recommendations for strengthening ethical practices will be detailed.

Each member of the Nukunem community plays a role in sustaining a culture of ethics and protection. By applying, promoting, and monitoring Nukunem's Code of Conduct, we ensure that Nukunem's mission is achieved with integrity and transparency that our beneficiaries, collaborators, and partners deserve.

## **PRINCIPLES OF CONDUCT**

### **Principle 1 – Respect and Dignity for All**

1. At Nukunem, respect and dignity are the foundation of all human interaction. Each participant—whether a child, adolescent, caregiver, or colleague—deserves to be treated as a person of inherent worth, capable of growth, voice, and self-determination.
2. All individuals representing or collaborating with Nukunem must always protect the integrity and emotional safety of others, avoiding words or behaviors that humiliate, manipulate, or silence.
3. Nukunem's staff and partners must ensure that the environment we create—workshops, classrooms, events, or online spaces—are emotionally safe, nurturing, and respectful. The principle of “do no harm” applies to every interaction, no matter how small as in Nukunem we recognize that working with children, adolescents, and families places us in a position of influence and trust. Likewise, we recognize that many individuals and families we accompany may have experienced vulnerability, discrimination, or trauma.
4. The awareness mentioned above demands from Nukunem's staff, volunteers, and partners particular sensitivity and ethical vigilance in our daily work. As a result, we are committed to treating all beneficiaries fairly and to avoid taking sides or being seen as favoring an individual or a community.

5. Nukunem is aware that our beneficiaries, including children, adolescents, and their families, have the right to express their opinions and to participate in decisions that affect them. Therefore, Nukunem's collaborators and partners should respect their stories, ideas, and/or emotions, by listening actively and involving the beneficiaries in shaping their own learning and wellbeing.
6. Cultural respect is a key aspect of dignity. Nukunem staff, volunteers, and partners must value the traditions, languages, and worldviews of the communities we work with. However, if a cultural practice conflicts with the universal human rights principals—such as those that discriminate or endanger others—we will guide ourselves by the international ethical standards that protect dignity, life and freedom.
7. Every interaction with the beneficiaries must be perceived as an opportunity to strengthen resilience, confidence, and agency. All collaborator and partners should protect the humanity of others and model the behavior we hope to inspire in the next generation; thus, it is first and most essential to demonstrate emotional intelligence and leadership.

### **Principle 2 – Integrity and Ethical Conduct**

1. In Nukunem integrity means consistency between what we believe, what we say and what we do. Our reputation as an organization depends on the honesty, transparency, and professional responsibility of every person who carries Nukunem's name.
2. Nukunem staff, volunteers, partners, and beneficiaries must not manipulate information, exaggerate results, or hide mistakes. Integrity guides our decision-making, therefore, all collaborators should report honestly and communicate clearly with families, institution, donors, partners, among others, as trust is the foundation of sustainable impact.
3. All collaborators of Nukunem must acknowledge their own limits and seek support or supervision when face with uncertainty or emotional strain.
4. Every member and/or partner in Nukunem represents the organization beyond their role. Our conduct in professional and personal spaces, including digital environments, should reflect the respect and responsibility that define Nukunem's identity. This includes avoiding actions that could endangered the credibility of our work or compromise our impartiality such as but not limited to gossip, disrespectful online communication, or public criticism of colleagues and partners.

5. Supervisors, leaders, and coordinators carry special responsibility for modeling integrity. They must ensure their authority is exercised with humility and fairness, promoting an atmosphere of openness and trust as integrity is not only about rules, but also about character.
6. Nukunem firmly believes that integrity and professionalism are inseparable. Therefore, every member and/or partner must protect the communities we work with, the credibility of our mission, and the moral coherence of our work across emotional intelligence, innovation, and education, among others.
7. Staff, volunteers, partners are expected to demonstrate discretion, humility, and respect both in public and private life, recognizing that our credibility as professionals begins with the coherence between our values and our actions. No information, image, or statement should damage the privacy, safety, or confidence of beneficiaries, colleagues, or the organization itself.
8. Nukunem recognizes and respects each individual's right to personal life, yet, the use of the organization's visibility implies an institutional association. Therefore, Nukunem's staff, volunteers, partners or any other collaborator are representatives of Nukunem when they wear, display, or use materials that carry Nukunem's name, logo, or symbols. This includes but is not limited to t-shirts, jackets, lanyards, identification badges, digital backgrounds, event signage, printed materials, and any other branded merchandise.
9. When visibly representing Nukunem all collaborators must ensure that their conduct both in persona and online remains consistent with Nukunem's values, tone, and ethical standards set forth in this Code of Conduct.
10. Branded materials should be used solely for institutional, programmatic, and authorized outreach purposes and should never be used for personal promotion, private business, political campaigns, or activities unrelated to Nukunem's mission. Any behavior whether online or offline that occurs while wearing or displaying Nukunem's logo must uphold professionalism, respect, neutrality.
11. Use of Nukunem's image on social media, photographs, or public communications must respect confidentiality, safeguarding, and the ethical standards of Nukunem. Any promotional or visual content representing Nukunem must be reviewed or authorized by the Executive Team.

12. All collaborators and beneficiaries of Nukunem should refrain from involvement in events, partnerships, or online content that promote discrimination, misinformation, exploitation, or any practice inconsistent with human dignity and child protection.
13. When any formal relationship with the organization ends, whether through contract completion, resignation, or termination, staff, volunteers, or partners are expected to return all visible and institutional materials—such as but not limited to ID cards, clothing, printed materials, digital files, or branded equipment—as all items displaying Nukunem’s name, logo, or visual identity are considered institutional property.
14. Unauthorized continued use, reproduction, or public display of Nukunem’s image or materials after the conclusion of the relationship is prohibited and may be subject to legal or disciplinary measures.

### **Principle 3 – Avoid Conflict of Interest**

1. Conflicts of interest emerge when personal, financial or emotional factors could compromise or appear to compromise the impartiality of our decisions. Nukunem’s collaborators must ensure that their actions are always guided by the best interest of the beneficiaries and the integrity of the organization, not by private or external interests.
2. No staff member, volunteer, or partner may use their position at Nukunem for personal gain or advantage. This includes but is not limited to accepting gifts, favors, or privileges from beneficiaries, suppliers, or partners that could influence professional judgment. Likewise, avoiding conflicts of interest is an act of respect toward colleagues, the organization, and the people who place their trust in Nukunem.
3. When in doubt, transparency is required: all potential conflicts must be disclosed to a direct supervisor or Nukunem’s Executive Team.
4. Nukunem staff and volunteers must ensure that any collaboration with partners, procurement, or program designs are aligned with Nukunem’s mission, does not

endangered the beneficiaries, and upholds human-rights and child-protection principles.

5. Nepotism, favoritism, or preferential treatment—whether in recruitment, selection of beneficiaries, or allocation of opportunities—undermines fairness and weakens institutional credibility. Thus, is not accepted.
6. Staff who manages information, budgets, or access to services have an additional responsibility of care as they are expected to handle all resources transparently and ensure that participants and partners perceive Nukunem as a fair and trustworthy organization.
7. As representatives of a child and community centered organization, Nukunem's collaborators must abstain from any situation that could give the impressions of bias, self-interest, or manipulation of influence.
8. All Nukunem staff, volunteers, and partners must avoid using their role, position, or access to organizational resources for personal or commercial purposes. Using Nukunem facilities, materials, participant data, or institutional time to promote personal projects or private business constitutes unethical behavior.
9. Any external activity such as but not limited to professional consulting, academic collaborations, or partnerships must be compatible with Nukunem's mission and values. Likewise, these activities should not interfere with one's official responsibilities. Before engaging in external work that may overlap with Nukunem's activities or audiences, staff must inform their supervisor to ensure transparency and prevent any conflicts of interest.
10. Since Nukunem can work with private organizations, NGOs, public schools, among others, impartiality is expected from all Nukunem's collaborators. Team members should refrain from using Nukunem's name, visibility, or network to advance personal, political, or ideological agendas.
11. Civic participation and community engagement must always remain consistent with Nukunem's principles of neutrality and respect with human dignity.

#### **Principle 4 – Confidentiality and Responsible Use of Information**

1. Confidentiality is an ethical cornerstone of Nukunem's work. Every information entrusted to the organization, including verbal, written, visual, or digital, carries

human meaning and emotional sensitivity. Therefore, staff, volunteers, and partners must treat such information with discretion, ensuring that the privacy and dignity of the beneficiaries, partners, and colleagues are always protected.

2. Information gathered through interviews, workshops, evaluation, counseling, or any other activities belongs to the beneficiaries, not the facilitator or the organization. Data may be used only for its intended educational or psychosocial purpose and within the limits of informed consent.
3. Sharing identifiable information, photographs, or testimonies outside authorized contexts—especially on social media or promotional materials—is strictly prohibited unless explicit, written permission has been granted by the beneficiaries' legal guardian in case of children and adolescents and by the beneficiary in case of adults and reviewed by Nukunem's coordination team.
4. Digital data must be stored securely and destroyed responsibly. Nukunem's collaborators are responsible for safeguarding passwords, personal files, and participant records, ensuring that electronic data are stored in secure systems with restricted access. Physical material such as attendance sheets or any other tools used in workshops must be protected from unauthorized use.
5. Breaking confidentiality may expose beneficiaries to harm, stigmatization, or re-traumatization; thus, any disclosure must be carefully justified and limited to situations in which there is legal or ethical obligation to protect a person from imminent danger. In such cases, the collaborators must immediately inform their supervisor or Nukunem's Executive Team to ensure that the response follows appropriate safeguarding procedures.
6. Responsible use of information and communicating with respect are inseparable. Therefore, it is expected that Nukunem's staff, volunteers, and partners speak to beneficiaries in ways that preserve their dignity, avoid labels, and emphasize strengths over deficits. Every story shared within Nukunem should be safeguarded and must never be used to exploit.
7. In alignment with Nukunem's commitment to innovation, the use of digital technologies and artificial intelligence (AI) within our programs must always respect the principles of confidentiality, consent, and human dignity. AI-based tools, data-analysis platforms, or automated applications may only be used for educational or administrative purposes that are clearly defined, ethically sound, and authorized by Nukunem's Executive team.
8. AI and technology should serve as instruments of empowerment, not surveillance or control. All Nukunem's collaborators should use technology to foster creativity,

inclusion, and learning, and not to replace human judgment, empathy, or professional responsibility.

9. Any staff member using or developing AI-based resources within Nukunem must do so in compliance with international standards on digital ethics and child protection in online environments.

#### **Principle 5 – Prevention of Exploitation, Abuse, and Neglect**

1. Nukunem maintains a zero-tolerance policy towards all forms of exploitation, abuse, and neglect, including physical, emotional, sexual and/or economic. Exploitation means any abuse of power, position, or trust for personal gain or advantage, whether financial, physical, sexual, emotional, or social. Abuse refers to any act or omission that causes physical, emotional, or psychological harm. Neglect means when an individual responsible for care fails to provide the necessary attention or protection to ensure safety and development of another. All three are incompatible with Nukunem's principles of service, liberty, and integrity.

2. As Nukunem works with children, adolescents, and families who face vulnerability, every member of the organization holds an active responsibility to prevent and detect harm and act immediately when risk is detected.
3. Abuse of power in any form—such as but not limited to requesting favors, showing preferential treatment, manipulating emotional dependence, or engaging in inappropriate relationships—is unacceptable.
4. No staff members, volunteers, or partners may exchange services, gifts, or opportunities for personal advantage or for obtaining sexual or emotional favor with the beneficiaries or between the collaborators themselves. Such behavior constitutes exploitation and is considered serious misconduct. Likewise. No Nukunem staff member, volunteer, or partner may request or accept money, services, gifts, or personal favors from beneficiaries, their families, or communities in exchange for access to programs, opportunities, or assistance.
5. Sexual relationships with minors (persons under 18 years old) are strictly prohibited under all circumstances, regardless of the local age of consent. Power imbalances in Nukunem’s work make it impossible for such relationships to be considered truly voluntary or ethical.
6. Inappropriate communication whether verbal, digital, or visual that sexualizes, humiliates, or intimidates another person is also a violation of this principle.
7. In Nukunem exploitation is not limited to direct acts but can also occur through language, imagery, or behavior that objectifies or humiliates. Thus, all collaborators and beneficiaries should avoid jokes, comments, or gestures that create discomfort or undermine professional boundaries.
8. All staff, volunteers, and partners are responsible for ensuring that activities, games, or creative exercises used in workshops, or any other activities related to Nukunem are developmentally appropriate and conducted with respect and consent. Likewise, it is expected that before any project or field activity, teams should review safeguarding risks and establish clear referral mechanism for beneficiaries who may need protection or support.
9. If a staff member or volunteer witnesses or suspects exploitation, abuse, or neglect—including physical, emotional, sexual and/or economic—whether by a colleague, partner, or community member, they must report it immediately to their supervisor and/or the Executive Director. Reports are confidential, and Nukunem guarantees protection against retaliation for anyone who acts in good faith.

Failure to take corrective action when risks or incidents are identified constitutes negligence and may result in disciplinary consequences.

10. If an investigation finds credible evidence of criminal behavior, Nukunem will seek legal support and refer the case to the competent national authorities in accordance with the law and the best interest of the affected individuals.
11. Survivors will be treated with respect, confidentiality, and access appropriate support services, prioritizing their safety and emotional recovery.
12. Nukunem commits to provide continuous education for all personnel and partners on child safeguarding, sexual-abuse prevention, and gender-based violence awareness. Through awareness, education, and empathy, we ensure that every Nukunem space remains one of safety, learning and trust.
13. Supervisors, coordinators, and project leaders have a specific obligation to create and maintain environments that prevent exploitation and abuse. They must ensure that all team members and volunteers understand the Code of Conduct, complete safeguarding training, and received clear guidance on reporting procedures.
14. All schools, companies, NGOs, or any other partners working in cooperation with Nukunem have to commit in writing to the same safeguarding principles. Any fail to take appropriate preventive or corrective measures after an incident of exploitation or abuse from all external partners, will lead to the immediate suspension or termination of the collaboration with Nukunem
15. Nukunem's collaborators must understand that prevention is not merely a policy rather a daily practice of vigilance, compassion, and responsibility.

### **Principle 6 - Safe, Inclusive, and Positive Work Culture**

1. Nukunem's mission is built on human connection, and the quality of that connection begins within our teams. Consequently, a safe and inclusive work environment is not only a moral obligation but also a condition for psychological wellbeing and effectiveness.
2. All collaborators have the right to work free from discrimination, intimidation, or harassment of any kind. Therefore, staff, volunteers, and partners must refrain

from any verbal abuse, bullying, sexual harassment, exclusion, or any behavior that diminishes another individual's dignity as it will not be tolerated.

3. Respect and assertive communication, active listening, and empathy are expected behaviors on all team members and will be measure as part of their professionalism.
4. Supervisors and coordinators hold a particular duty to create work environments where staff and volunteers can share ideas, express concerns, or seek support without fear of judgment or reprisal. Nukunem's leaders are expected to use their leadership to empower and not to control their team members. Likewise, when providing feedback, all collaborators should be constructive, transparent, and oriented toward growth.
5. Discrimination in recruitment, tasks assignment, or promotion contradicts Nukunem's educational mission and constitutes unethical behavior.
6. All Nukunem's collaborators must follow safety protocols during fieldwork, transportation, and events, among other activities. Thus, hazards should be immediately reported.
7. Working with vulnerable populations can pose a high emotional burden. Consequently, we encourage mutual care, rest, and professional supervision. Team members who are experiencing stress or burnout should be supported by colleagues and supervisors.
8. Nukunem's positive work culture will be sustained through collaboration, gratitude, and shared purpose between all collaborators. By treating one another with empathy and integrity, we embody the emotional intelligence we seek to cultivate in our beneficiaries.
9. Staff, volunteers, and partners must communicate with honesty and remembers that wellbeing is both a personal right and a collective responsibility.

### **Principle 7 - Health, Safety, and Wellbeing**

1. Nukunem is aware that the physical and emotional wellbeing of the team members are essential for them to deliver quality programs and safeguarding the beneficiaries. Thus, every staff member, volunteer, and partner shares responsibility for maintaining conditions that protect life, promote safety, and sustain mental balance in all work environments.

2. Nukunem will create safe spaces—physical, emotional, and digital—for its collaborators and beneficiaries. This includes clear safety protocols for workshops, field visits, transportation, and other activities; ensuring first-aid measures and emergency contacts are accessible; and supporting the use of protective measures when working with children and adolescents and/or in high-stress contexts.
3. Supervisors, coordinators, and project leaders must model calm, preparedness, and accountability as well as encourage preventive rather than reactive approaches to risk management.
4. All Nukunem's collaborators should follow safety procedures established by their leaders and immediately report any condition or situation that may endanger themselves or others. Staff, volunteers, and partners have the obligation to act prudently when traveling, using equipment, handling sensitive material, or working in unfamiliar environments. If a task poses unreasonable risk, collaborators have the responsibility to consult their supervisors before proceeding.
5. Staff, volunteers and partners are encouraged to practice self-care, take schedule rest periods, and seek psychological or peer support when needed.
6. Supervisors, coordinators, and project leaders should promote a healthy work-life balance, ensuring that workloads and expectations allow time for reflections, rest and personal wellbeing. Likewise, they have a special duty to cultivate spaces where individuals feel safe to express concerns, seek support, and admit mistakes without fear of retaliation or shame. They have also a special responsibility to intervene when signs of stress, burnout, or interpersonal conflict arise.
7. The misuse of alcohol, drugs, or medication during work hours or in any context that affects performance or endangers others are strictly forbidden. Nukunem's collaborators must refrain from behavior that could impair judgment, compromise safety, or harm the organization's image.
8. The standards of safety and wellbeing outlined in this principle apply equally to all Nukunem initiatives, including corporate and free of charge programs. When companies collaborate financially to offer Nukunem's programs to their collaborators' children, participation will always be voluntary, and ethical safeguards will remain identical to those of Nukunem's free of charge programs.

9. Nukunem values everyone not only for their productivity but for their humanity. By protecting our own health and safety, we ensure sustainability of Nukunem's mission in creating new paths toward emotional wellbeing and community resilience.

**Principle 8 - Integrity, Respect, and Collaboration with Communities**

1. Nukunem respects laws, customs, and human-rights principles where it operates. Staff, volunteers, and partners have an obligation to act with integrity, fairness, and cultural sensitivity, warranting that Nukunem's programs uphold both local and international ethical standards.
2. All collaborators and partners must obey local laws as well as internal policies and agreements that govern Nukunem's operations. Compliance includes respect for labor laws, data-protection rules, child-safeguarding protocols, and intellectual-property rights.
3. No individual may use their role within Nukunem to justify or conceal unlawful or unethical behavior.
4. Collaborators should seek guidance from their supervisors or Nukunem's Executive team when in doubt.
5. The conduct of staff, volunteers, and partners must always reflect the principles of justice, equality, and respect for human dignity. All forms of discrimination, intimidation or harassment based on ethnicity, religion, sex, disability, socioeconomic background, or any other identity factor, are rejected by Nukunem.
6. Dignity is understood by Nukunem as not only the absence of harm but also the presence of empathy and respect in every interaction. This applies for beneficiaries, colleagues, and partners alike.
7. All Nukunem's collaborators and partners must approach each community with humility and commitment to listening, learning, and co-creating. We are all expected to honor cultural traditions. Yet non Nukunem collaborator or partner will support or participate in any practice that violates human rights, undermines safety, or causes physical or emotional harm, particularly but not exclusively to children, adolescents or any other vulnerable groups. Rather, Nukunem's team is responsible to engage respectfully in dialogue, guided by universal principals of protection and care.
8. Nukunem expects all partners such as schools, NGOs, businesses, and any other institutions to adhere to the same ethical standards that guides our internal work. When a partner fails to meet these standards or refuses to take corrective actions following a safeguarding concern, Nukunem may suspend or end the collaboration as we are aware that sustainable impact requires collaboration built on trust, transparency, and mutual accountability.

9. Nukunem may establish partnerships with private companies that share its vision of emotional education and social responsibility. These partnerships operate under strict ethical and financial transparency standards. Contributions or fees from corporate programs are managed exclusively through official institutional channels. Therefore it is expected that no staff, volunteer or facilitator will handle any payment directly.
10. Nukunem does not provide cash or direct financial assistance to the beneficiaries under any circumstances. All Nukunem programs are based on educational, psychosocial, and community development methodologies that provide knowledge, tools, and/or emotional support. However, no monetary aid is provided.
11. All staff, volunteers, or partners are expected to report any person or entity claiming to represent Nukunem and requesting or offering money, gifts, or other financial benefits in exchange for participation, services and/or opportunities as it is considered a fraudulent behavior. The report must be issued immediately through Nukunem's official reporting channels.
12. While every individual has the right to individual opinion, those should never interfere with professional duties, beneficiaries' relationships, or the neutrality required in Nukunem's educational and psychosocial work. The organization's credibility depends on its ability to remain a trusted and nonpartisan presence in diverse communities.
13. By respecting law, human dignity, and collaboration, the organization strengthens its role as a bridge between science and compassion, innovation and ethics; creating environments where every person can learn, heal, and thrive.

### **Principle 9 - Collaboration with Families and Communities**

1. Nukunem is fully aware that physical, cognitive, emotional, social and spiritual development of children and adolescents depends on the environments in which they develop and grow. Thus, families, caregivers, companies, and communities are essential partners in Nukunem's mission to build resilient, emotionally intelligent, and empathic generations.
2. All Nukunem's collaborators should approach each partnership not as external experts but as collaborators walking alongside individuals who already hold wisdom, strength, and lived experience.
3. All families and community members should be active participants in promoting mental and emotional health and education. Nukunem's facilitators must foster respectful and transparent communication with parents, caregivers, and community members, ensuring they understand the goals, methodologies, and ethical safeguards of every program.
4. Families have the right to be informed and a duty to participate constructively in the growth and protection of their children and adolescents.
5. Nukunem staff, volunteers, and partners must seek to build local capacities, traditions, and resources, adapting to each cultural context while maintaining universal standards of safety and dignity.
6. All Nukunem's collaborators should prioritize participatory methodologies that invite children, adolescents, families, and community members to share their perspectives, identify needs, and co-create solutions. Nukunem's programs are not only learning spaces but catalysts for collective transformation.
7. Schools, NGOs, private organizations, and any other partners should be guided by transparency, mutual accountability, and alignment with Nukunem's values. All partners must adhere to the principles of this Code of Conduct, especially those concerning the protection of minors, data confidentiality, and non-discrimination. Any practice that compromises the safety, integrity, or ethical standards of Nukunem will result in the review or termination of the collaboration.
8. Within Nukunem's corporate co-responsibility program, companies may voluntarily contribute financially to provide Nukunem's programs to the collaborators and/or the children of their collaborators. Participation in these initiatives is always voluntary and must never be imposed as a work requirement or condition of employment.

9. Staff, volunteers, and partners are expected to practice the continuous exchange of feedback to ensure that Nukunem's work remains relevant, ethical, and rooted in the collective pursuit of wellbeing.

**Principle 10 – Accountability and Reporting**

1. Accountability is a shared commitment to transparency, justice, and protection of the individuals we work with. Moreover, is not a mechanism of punishment but of integrity as it ensures that our principles are reflected in daily practice.
2. At Nukunem integrity is not only limited to having ethical behavior but also the courage to confront misconduct when it occurs. Therefore, every individual of the organization such as staff, volunteers, and partners, has both the right and obligation to report behavior that violates this Code of Conduct or endangers beneficiaries, colleagues, or Nukunem's reputation.
3. Nukunem's collaborators are responsible for upholding and modeling the organization's values. Supervisors, coordinators, and project leaders have a special duty in setting the tone by demonstrating openness to feedback, acknowledging mistakes, and acting swiftly when ethical concerns arise.
4. Any suspicion, disclosure, or evidence of misconduct—including abuse, harassment, exploitation, fraud, or breach of confidentiality—must be reported immediately to Nukunem's Executive Director. This includes any instance of informal or unauthorized financial handling, such as direct collection of fees, personal transfers, or unrecorded contributions within corporate and free of charge programs. For corporate program all financial transactions must occur exclusively through Nukunem's official administrative and accounting systems to guarantee transparency and prevent fraud.
5. Reports can be made anonymously or through secure written communication. All reports are treated confidentially and investigated promptly, with respect for due process and fairness for all parties involved.
6. Nukunem guarantees that no individual who reports a concern in good faith will face retaliation, intimidation, or negative consequences. Protection of whistleblowers is a fundamental component of ethical governance.
7. If an investigation confirms a breach of this Code, corrective measures will be applied according to the gravity of the misconduct. These may include retraining, formal warning, suspension, termination of contract, or referral to legal authorities when required by law. When partner organizations are involved, failure to cooperate with investigations or to take corrective actions may result in termination of the collaboration.

8. Nukunem commits to regularly review and update its ethical standards, learning from experience, and strengthening prevention systems. Nukunem's leadership team will present annual recommendations to improve compliance, training, and safeguarding mechanism which ensures that accountability is not static but evolves with the needs of the organization and the communities Nukunem works with.

## **REPORTING PROCEDURES**

Staff, volunteers, interns, and partners must follow the procedures below when reporting suspected or known violations of this Code of Conduct:

### **1. Step 1 - Awareness of the Concern**

- a. Any behavior that appears inconsistent with Nukunem's Code of Conduct (such as discrimination, exploitation, abuse, fraud, bribery, corruption, breach of confidentiality, conflicts of interests, etc.) must be taken seriously.
- b. All Nukunem's collaborators who believed that have been subject of misconduct or a witness, should document facts—dates, individuals involved, description of incident, or any other related data—as soon as feasible.
- c. If the matter involved imminent risk—serious harm to a child, threat to safety, etc—the individual must act without delay and proceed to step 3.

### **2. Step 2 – Report to Direct Supervisor**

- a. If the direct supervisor is not implicated in the concern, the first reporting channel is the immediate supervisor.
- b. Individuals reporting should provide written or verbal accounts, including the documented facts and any evidence or witnesses.
- c. The supervisor must acknowledge receipt and forwards to the Executive Director within 24 hours and no later than one month after the incident occurred, ensuring confidentiality and non-retaliation.
- d. If the supervisor is the individual involved in the concern or Nukunem's collaborator feels uncomfortable reporting to the latter, proceed to step 3.

### **3. Step 3 – Report to the Executive Director**

- a. If the supervisor is involved in the concern or unavailable, or the nature of the incident required independent review, the individual should submit the report directly to the Executive Director in writing or in person.
- b. Report can be conducted anonymously through email: [compliance@nukunem.com](mailto:compliance@nukunem.com), however providing contact details may facilitate investigation. Confidentiality is maintained to the greatest extent possible.

- c. Nukunem forbidden any retaliation, intimidation, or negative consequences against anyone who reports in good faith or cooperations with an investigation.

#### **4. Step 4 - Acknowledgement and Investigation Initiation**

- a. Upon receiving the report, the Executive Director will confirm receipt within 48 hours and inform the individual of the expected timeline and procedural steps, unless doing so risks confidentiality or safety.
- b. The Executive Director will assign an investigator or team, ensuring no potential conflict of interest in the investigation and offering interim protective measures if needed.

#### **5. Step 5 - Investigation and Outcome**

- a. The investigation may include interviews, review of the documents, and consultations with legal or safeguarding advisors.
- b. The individual(s) under investigation will be informed of the allegations, given opportunity to respond, and treated with fairness and respect.
- c. If during the process, the individual(s) that issue the report or are cooperating in the investigation believed retaliation is occurring, they may report this as a separate concern under the same procedures.
- d. If misconduct is confirmed, the Executive Director will recommend corrective or disciplinary actions (for further details, refer to principle 10).

#### **6. Step 6 – Communication of the Decision and Follow-up**

- a. The individual that reported (if identifiable) will be informed of the outcome in a summary form, respecting privacy and confidentiality of others involved.
- b. Follow-up may include monitoring of corrective measures, support for the affected beneficiary or staff, and updates to relevant policies or training programs.

## ACKNOWLEDGEMENT OF COMMITMENT

I confirm that I have read, understood, and agree to uphold Nukunem's Code of Conduct

**Full Name:** \_\_\_\_\_

**Role/Position:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**"We form, we impact, we create paths—because well-being begins when knowledge meets empathy."**