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## Global Policy Statement – Principles guiding MSI’s Code of Conduct

MSI is a global organisation committed to advancing access to safe abortion, post abortion care and contraception. We are courageous and push boundaries to achieve this goal, working within the maximum interpretation of local legal frameworks to expand access to sexual and reproductive healthcare products and services.

The Board of Trustees and Executive Leadership set our vision, mission, organisational values, behaviours, and principles, and make global policy statements. MSI uses intercompany communication to inform team members of these global policy statements. Our Country Directors are responsible for making sure that these global policy statements are understood by team members in their country. The Executive Team reserves the right to update and evolve these global policy statements as required.

Our mission, *children by choice not by chance*, is guided by our vision of a world in which every birth is wanted. The vision and mission inform our organisational values and behaviours and all are appended to this document.

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## Our principles

The following principles guide our conduct.

MSI respects the rights of clients to safe, efficient, and confidential high-quality services.

MSI conducts its work with honesty and professional ethics, maintaining a high level of integrity and openness and with respect for the interests of our key stakeholders including clients, the beneficiaries of aid, employees, host governments, donors, and suppliers.

MSI is committed to a working environment that promotes diversity and equality of opportunity, where there is respect for human rights and no discrimination based on sex, gender, sexual orientation, age, socio-economic status, religion, race, caste or ethnic group. MSI team members treat each other and all stakeholders with fairness, understanding and respect.

MSI is committed to a safe and healthy working environment, free from bullying, harassment or abuse of any kind.

MSI safeguards and protects the rights of children and vulnerable adults with whom we interact in the course of our operations.

MSI upholds the elimination of all forms of forced, compulsory, and child labour and will not tolerate the trafficking and slavery of people within our organization and by any supplier with whom we do business.

MSI promotes a high-performance culture, focused on results rather than effort expended. MSI aims to recruit, employ, reward and promote team members based on their talent and ability to drive long-term impact, as well as their ability to work effectively with others across diverse cultures and backgrounds.

MSI develops systems and training to support team members to build skills and understand their duties.

MSI is committed to treating team members with respect throughout the employment lifecycle, and to supporting team members in the development of their personal skills and capabilities to allow them to achieve their fullest potential.

MSI provides all team members with a total remuneration package that meets or exceeds the legal minimum standards or appropriate prevailing industry standard.

MSI has a “zero tolerance” of fraud and bribery. MSI team members do not accept inducement or gifts in contravention of our policies, or take part in fraud or bribery of any description, including the receipt or payment of facilitation payments.

MSI respects confidentiality and protects information appropriately. MSI does not misuse information or data in such a way as to cause detriment to the reputation of the organisation, the services that MSI provides, or to any colleague, client, or stakeholder.

All information/data provided by MSI team members will be truthful and MSI will do all to protect the integrity of the data we produce.

MSI team members avoid personal activities and financial interests which could conflict with their responsibilities toward the organisation and seek to ensure that all possible conflicts of interest are declared.

MSI team members must not seek gain for themselves or others through the misuse of their position.

MSI respects the rights of individuals to raise legitimate concerns without fear of reprisal, through transparent, fair and confidential procedures and, expects MSI team members to report incidents where any discriminatory behaviour or malpractice is observed.

## **Compliance with these principles is an essential part of our business**

In the event of any apparent breach by a team member, MSI will investigate the allegations and consider evidence, regardless of the circumstances. If there is a case to answer, the process will be managed in line with the country's disciplinary procedures, and/or any other process or procedure that might apply in the circumstances. Consequent disciplinary action will be taken, up to and including dismissal from the organisation.

Although this code applies to the work of MSI, MSI team members understand that their behaviour outside the working environment may also have potential impact on the organisation. In circumstances where those behaviours breach either regulated or accepted standards, MSI may pursue investigation and disciplinary action.

As a team member of MSI, I understand that it is my responsibility to ensure that my conduct reflects these principles. My failure to do so, can and will result in disciplinary action up to and including the termination of my employment contract. I understand that it is my responsibility to ensure these principles are embedded in the behaviour of my direct reports and teams.

I also understand that it is my responsibility to report any concerns in relation to a breach of this code and I should do so through management structures with reference to the local HR legislation and policies. Alternatively, any concern can be directed in confidence, via email to [speakingup@safecall.co.uk](mailto:speakingup@safecall.co.uk) or through the Safe-call telephone number assigned for my country.

Upholding these principles supports the realisation our mission "Children by choice not chance"

**I..... (NAME) acknowledge that I have read and understand MSI's Code of Conduct and will comply with all its provisions.**

Signature: .....

Date: .....

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# Vision, mission, values and behaviours

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## Vision and mission

**Our vision:** A world where every birth is wanted

**Our mission:** Children by choice, not chance

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## Values

**Mission driven:** With unwavering commitment, we exist to empower women and men to have children by choice not chance.

**Client centred:** We are dedicated to our clients and work tirelessly to deliver high-quality, high impact services that meet their individual needs.

**Accountable:** We are accountable for our actions and focus on results, ensuring long term sustainability and increasing the impact of the Partnership.

**Courageous:** We recruit and nurture talented, passionate and brave people who have the courage to push boundaries, make tough decisions and challenge others in line with our mission.

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## Core behaviours

### Work as One MSI

- You contribute, share, and utilise accurate data and evidence to improve understanding, insight and decision-making.
- You share relevant knowledge, coordinating expertise and resources to strengthen teamwork and prevent duplication of effort.
- You actively work as part of a team, providing support and flexibility to colleagues, demonstrating fairness, understanding and respect for all people and cultures.

### Show courage, authenticity and integrity

- You hold yourself accountable for the decisions you make and the behaviours you demonstrate.
- You are courageous in challenging others and taking appropriate managed risks. The culture that we want to live is defined by our mission, vision, values and behaviours.

### Develop and grow

- You seek feedback to enable greater self-awareness and provide the same to others in a way which inspires them to be even more effective.
- You manage your career development including keeping your knowledge and skills up to date.

### Deliver excellence, always

- You strive to consistently meet and exceed expectations, putting clients at the centre of everything.
- You implement smarter, more efficient ways of performing your role.
- You build and maintain long-term working relationships with stakeholders, and serve as a true ambassador for MSI.