

Transform Health Code of Conduct

Introduction and scope

Transform Health is committed to fostering a positive, inclusive, respectful, and collaborative work environment. This Code of Conduct serves as a foundation to guide behaviour and interactions across the coalition, including the Enabling Function, national coalitions, Board, circles, working groups, contractors/consultants, grantees, and coalition partners.

By adhering to this Code of Conduct, all members of Transform Health contribute to creating such an environment, which is instrumental towards achieving our shared goal of health for all in the digital age.

Mission, vision, and core values

Our **mission** is that Universal Health Coverage (UHC) will be achieved by 2030 by harnessing digital technology and the use of data.

Our **vision** is to build a global movement that brings together organisations and institutions across sectors who are committed to achieving UHC by 2030 by expanding the use of digital technology and increasing access to data.

Our core **values** are:

- **Equity** - everyone should have access to equitable, affordable, and high-quality healthcare.
- **Inclusion** - everyone should be included in the design, use and governance of digital approaches that may affect their health and well-being.
- **Rights** - everyone should be aware of and able to exercise their rights in relation to digital technologies and their own data.
- **Empowerment** - everyone should be able to make better decisions about their personal health using real-time health information and their own, protected health data.
- **Partnerships** - individuals and organisations should work together to ensure people are able to control their own data and achieve better health outcomes for themselves and their communities.

Principles and guidelines

To achieve our mission and goals, and uphold our values, we expect all members of staff, our Board, national coalitions, circles, working groups, contractors/consultants, grantees, coalition partners, and other partners we collaborate with to adhere to the following principles and guidelines:

1. Respect

- **Respect for all:** treat all members with dignity, kindness, and professionalism, regardless of race, ethnicity, gender, sexual orientation, gender identity, age, disability, or background.
- **Respectful communication:** listen actively, engage in thoughtful discussions, and be mindful of tone and language. Avoid dismissing or speaking over others.
- **Respect for opinions:** recognise that everyone brings valuable perspectives. disagree constructively and seek common ground rather than division.
- **Respect personal boundaries:** respect an individual's personal space, communication preferences, and boundaries—always seek consent before discussing personal matters or engaging in physical contact.
- **Respect different time zones:** be aware of and respect time zones when scheduling meetings, while also being flexible to accommodate when partners and team members are available.

2. Diversity, equity and inclusion

- **Embracing differences:** value diverse perspectives, experiences, and ideas. Foster an environment where all feel welcomed, heard, and provided space to contribute equitably.
- **Equitable participation:** ensure all voices are given equal space in discussions and decision-making, avoiding any sense of hierarchy or superiority.
- **Promote meaningful participation of young people:** actively promote and facilitate the meaningful participation of young people in the coalition's work.
- **Cultural sensitivity:** foster an inclusive work environment by respecting diverse cultural backgrounds, avoiding stereotypes, and being open to different perspectives, traditions, and communication styles.

3. Open communication

- **Open communication:** share ideas, concerns, and feedback constructively. Engage in honest, respectful dialogue that prioritises collective progress over individual gain.
- **Value both speaking and listening:** ensure that all voices—including quieter ones—are recognised and respected.
- **Resolving miscommunications:** address misunderstandings professionally by actively listening, clarifying intentions, and seeking resolution through open and respectful dialogue.
- **Transparency:** ensure all team members and coalition partners have access to relevant information, promoting fairness and shared decision-making.

4. Integrity and accountability

- **Ethical standards:** act with honesty, fairness, and professionalism. Avoid conflicts of interest and disclose any potential concerns promptly.
- **Accountability:** take responsibility for your actions, words, and contributions. Acknowledge mistakes, seek solutions, and continuously improve.
- **See something, say something:** commit to speaking up when something is wrong; to the welfare of others; to standing up to injustice.
- **Dedication:** approach all tasks with dedication, persistence, and a willingness to contribute fully to the coalition's mission.
- **Follow through on commitments:** honour responsibilities and deadlines. Respect the collective effort by following through on assigned tasks and agreements.
- **Professionalism:** demonstrate integrity, respect, and accountability in all interactions by maintaining a positive attitude, fulfilling responsibilities, and upholding workplace standards.

5. Health equity and justice

- **Promoting equity:** advocate for policies and actions that advance equitable access to healthcare and address systemic disparities.
- **Justice for all:** prioritise the needs of vulnerable and marginalised communities in all coalition efforts.

6. Collaboration and participation

- **Teamwork:** foster a cooperative environment where collaboration is prioritised over individual or organisational competition.
- **Shared commitment:** no task is beneath or above anyone—everyone contributes through hard work and dedication to our shared goals.
- **Encourage inclusive engagement:** ensure that all members, regardless of experience or background, feel empowered to contribute meaningfully.
- **Mutual respect and support:** offer constructive feedback, celebrate shared achievements, and uplift others rather than seeking personal recognition.
- **Show up and contribute:** commit time, effort, and energy to the coalition's work. Be present, engaged, and proactive in discussions and initiatives.
- **Commitment to finding solutions:** approach challenges with a proactive mindset by focusing on solutions, collaborating with others, and staying adaptable to achieve positive outcomes.

7. Confidentiality and trust

- **Safeguarding privacy:** protect confidential information shared within the coalition and respect members' privacy.
- **Data security and privacy:** protect sensitive information by following security protocols, safeguarding data and information from unauthorised access, and handling personal and organisational data responsibly.
- **Building trust:** trust is the foundation of our work. Maintain transparency, reliability, and ethical decision-making.

8. Non-discrimination and non-harassment

- **Zero tolerance:** discrimination, harassment, bullying, or any form of disrespectful behaviour will not be tolerated in any setting—verbal, physical, or digital.
- **Creating a safe space:** ensure all members feel valued, safe, and supported. Report and address any concerns promptly.
- **Safeguarding of young people:** prioritise the safety and well-being of young people by maintaining appropriate boundaries, reporting concerns, and creating a secure and supportive environment.

9. Commitment to learning and growth

- **Continuous learning:** stay open to new ideas, perspectives, and best practices. Seek opportunities to expand knowledge and skills that contribute to both personal and collective success.
- **Growth mindset:** approach challenges with resilience, adaptability, and a willingness to learn. View setbacks as opportunities for improvement rather than obstacles.
- **Knowledge/skills sharing:** encourage mentorship, collaboration, capacity building and the exchange of expertise within the coalition. Support the growth and development of others and each other's learning journeys.
- **Constructive feedback:** give and receive feedback in a way that promotes growth and positive change. Engage in discussions that challenge assumptions while remaining respectful.

10. Sustainability

- **Responsible use of resources:** ensure time, funding, and efforts are used efficiently and ethically for long-term impact.
- **Environmental responsibility:** consider the sustainability of coalition activities and minimise negative environmental impact.

Reporting and Whistleblowing

Reporting: Transform Health encourages team members and coalition partners to report any behaviour in violation of the Code of Conduct, whether they are directly impacted or have witnessed such behaviour, without fear of retaliation. Team members are encouraged to report any misconduct to their lead, HR focal point, the Executive Director or another member of senior management. If you feel you cannot raise your concerns via these channels, then you may submit your grievance to the whistleblowing committee through the following email: whistleblowing@transformhealthcoalition.org.

Whistleblowing: Retaliation against whistleblowers is strictly prohibited and may result in disciplinary action, including termination of contracts. All reports will be handled confidentially and investigated promptly. False reports made in bad faith may lead to disciplinary action, but good-faith reports—even if unproven—will not result in consequences.

Feedback: Our organisation is committed to fostering a culture of integrity and accountability. Whistleblowers will receive timely feedback on their reports, along with appropriate updates on the progress of any investigation. While respecting confidentiality and legal obligations, we will share the outcome of the matter to the extent possible. We strictly prohibit retaliation and are dedicated to providing support and protection for those who speak up. By documenting follow-ups, we aim to ensure transparency and reinforce our collective commitment to ethical practices and standards.

Acknowledgment of the Code of Conduct

By working for and/or collaborating with Transform Health, you are committing to adhere to the principles and guidelines outlined in this Code of Conduct in your engagement with the coalition and with coalition partners.

In doing so, you commit to having read and fully understand your responsibilities outlined in the Code. This includes your commitment to report any violations of the Code to Transform Health Management and to cooperate in any investigations related to violations of the Code.

This Code of Conduct will be reviewed on an annual basis to ensure it remains relevant, effective, and aligned with both organisational goals and legal requirements. Each year, we will work closely with the Enabling Function to assess compliance and identify opportunities for improvement. Additionally, we will gather feedback on adherence to the Code through questions in the Coalition Partners Satisfaction Survey. These collaborative efforts are designed to support ongoing commitment to the Code and contribute to the continuous improvement of our organizational standards and objectives.