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# CODE OF ETHICS





## LETTER OF THE PRESIDENT

The Respiralia Foundation has been characterized since its inception by commitment, altruism, and involvement as a participatory member of this society. Not losing the essence of our ethical principles is basic, since they are the engine of the work we do every day.

For all these reasons, we believe it is important to define and disseminate the Entity's Code of Ethics to serve as a guide for everything our Entity represents. In this way, we express our philosophy, necessarily linked to our mission, vision and values, acquiring a responsibility towards it and everything it represents. Any person or entity that collaborates, participates, or works, directly or indirectly with our Entity, must know, respect, and identify with said code of ethics.

Below, I present our Code of Ethics to make all members and stakeholders of the Entity and society participate in this commitment. We invite all members of the Entity to take responsibility for this code of ethics to collaborate with the development and consolidation of our organization, thus providing a quality service.

Palma, June 19, 2019

Mª Teresa Lull Martí  
President



This Code of Ethics is aligned with the Mission, Vision, Values and Quality Policy of the Respiralia Foundation, as well as with its Bylaws, with the Internal Regulations and with the Equality Plan.

## 1. MILESTONES

The Respiralia Foundation's Code of Ethics has the following milestones:

- To reflect that the Respiralia Foundation is a committed, dynamic, and values-driven organization.
- To serve as guidance and conduct guide for all the people who make it up and collaborate with it.
- To transmit the philosophy of action of the Respiralia Foundation in a coherent way to all stakeholders.

## 2. OUR IDENTITY

The Code of Ethics sets the principles that must govern the activity of the Respiralia Foundation. These principles are part of the entity's mission, vision, values and quality policy.

**Mission:** To work to improve the quality of life of people with Cystic Fibrosis and make people aware about this disease.

**Vision:** To be a national and international reference for families with Cystic Fibrosis and for entities related to this disease.

**Values:**

- Transparency in management.
- Innovation and search for excellence in the services offered to people with Cystic Fibrosis.
- Continuous training for our professionals.
- Social integration for all people with Cystic Fibrosis.

**Quality policy:** The management of the Respiralia Foundation sets a quality policy that provides a frame of reference to establish and review the quality objectives, which must be known and understood by all the members of the entity and which commits the entity as a whole and all its members to comply with the requirements of the system implemented and to continuously improve its effectiveness, always within the framework of the general mission of the organization.

The Respiralia Foundation sets its commitments under the premise of compliance with **Excellence in management and social commitment**, with the recognition of Bureau Veritas, and the legal and regulatory requirements to which it is subject.



Thus, considering the Mission of the Respiralia Foundation to "improve the quality of life of people with Cystic Fibrosis and to make people aware about this disease," its quality policy is based on the following commitments:

- To carry out constant monitoring of the needs of users and their families to adjust their intervention to all of them, as well as their demands in relation to services and achieve their satisfaction.
- To work professionally based on the continuous training of its staff and the improvement of facilities and equipment.
- To promote the participation of volunteers in the different activities that are organized, providing the necessary information and tools so that they can develop their role in a pleasant work environment.
- To offer information to collaborating and sponsoring natural and legal persons, as well as the rest of society, so that the destination of the funds received can be verified and thus show an image of seriousness, professionalism, and transparency.
- To maintain a close relationship with the different media, regularly offering information on all the activities carried out.

### **3. SCOPE AND RECIPIENTS:**

The Respiralia Foundation's Code of Ethics will be binding on all its stakeholders:

- Board of trustees.
- Salaried staff and professionals with a service lease.
- Volunteers.
- Collaborators and sponsors.

### **4. GENERAL ACTION GUIDELINES OF THE RESPIRALIA FOUNDATION**

The Respiralia Foundation will be governed by the following rules of action:

- It will base its actions on respect for physical, psychological, and moral integrity, providing excellent humane treatment.
- It will direct its activity according to the global interests of the Cystic Fibrosis group of the Balearic Islands and, in no case, to individual interests.
- It will set the strategy of action freely, without attending to political, economic or other positions, nor submitting to any control or dependence of political formations, pressure groups, social agents or any other public or private entities, always following and respecting the Foundation's Vision, Mission and Values, as well as its current strategic lines at all times.
- It will have a commitment to collaborating individuals, associations, entities and / or companies to do everything possible to meet their expectations.



- It will provide clear, understandable, and truthful information, while guaranteeing the confidentiality of the information.
- It will promote the exchange of experiences and consensus as an applicable practice in decision-making and the active participation of all representatives, guaranteeing a democratic functioning, as well as respect and freedom of opinion.
- It will promote the continuous improvement of processes and services, to carry them out in the most efficient way and with the highest quality, supporting actions aimed at the person with CF leading a normalized life and participation in the community.
- It will promote the participation of the person with CF in the elaboration and development of their personal project, as well as in the governing bodies and promotion of the sense of belonging to the group.
- It will promote responsible management of the environment, with criteria of environmental sustainability and efficient management of the entity's resources.
- It will have the commitment to actively disseminate the rights of people with CF, organizing training and information activities and disseminating them in the media.
- It will defend the equal rights of people, especially the rights of women, for which it will provide support at the individual level and will promote awareness-raising and defense of rights of a general nature, also promoting the dissemination of these actions in the media.
- It will carry out an efficient management of its own, public and third-party resources and will guarantee transparency in all areas, in addition to preparing follow-up reports and supporting final reports of the projects that will be available to funders.
- It will promote the respect of all stakeholders towards the entity's lines of action and the people who represent it.
- It will apply equality towards working women in all areas.

## 5. SPECIFIC GUIDELINES OF CONDUCT

### A. Paid professionals

- They will act in a coherent way with the strategic objectives of the Foundation and will respect the lines of action, as well as the hierarchies.
- They will promote cooperation in the collective.
- They will promote adequate care for people with CF and their families, facilitating dignified and respectful treatment of users throughout the process, guaranteeing professional secrecy and confidentiality of information and avoiding treatment distinctions unrelated to those derived from technician and professional criteria.



- They will have the right to have their functions, skills and technical decisions respected, as well as they will have the commitment to give the necessary explanations in the performance of their functions, skills, and technical decisions.
- They will have the right to be heard and to make the improvement proposals they deem appropriate, and they will undertake to listen to the improvement proposals that may be made to them.
- They will assume the commitment to report any situation that violates the rights of people with CF and their families.
- There will be a predisposition to involvement with the group and its activities.

#### B. Volunteers

- They must respect the principles of non-discrimination, solidarity, pluralism and all those that inspire a democratic coexistence.
- They will respect the channels of action, without individually interfering in any aspect that could harm the group.
- They will have the right to have their opinions heard and respected, as well as the duty to listen to and respect the opinions of others.
- They will have the right to demand motivated explanations from those responsible and / or directors of the Foundation about actions that affect their interests, as well as they will comply with the commitment to give reasoned explanations of behaviors that require it.
- They will have the right to be recognized and credited for the benefit that their work entails as a social value for the foundation and the commitment to carry out their work freely and altruistically without hiding other interests through volunteering.
- They will have the right to propose the improvements that they consider appropriate, and they will have the commitment to comply with the established quality and continuous improvement procedures.

#### C. Other stakeholders: associations, collaborators, allies, funders, etc.

- The Respiralia Foundation will cement the relationship and synergies with its collaborators, allies and networks in mutual respect and cooperation for the good of society.
- The collaborating entities and people will respect and assume as their own the mission, vision and values of the Respiralia Foundation when carrying out collaborative work, whatever these may be.
- The objectives and scope of any collaboration will be transparent and clearly recognized. In no case will the independence of the Foundation be compromised and transparency in the mutual flow of information, ideas and experiences will be allowed.



- Excellence will be sought in the work of people who carry out any professional work for the Foundation. Their proposals will be contrasted and prepared with the utmost rigor.
- Generally, a written agreement will be signed that clearly establishes the nature and scope of the collaboration. The agreement will specify that its signature implies the recognition of the Code of Ethics, as well as the commitment not to take any action that goes against it.
- The Respiralia Foundation will refuse any donation that is made from the Pharmaceutical Industry which objective is to speed up or promote access or implementation of a specific treatment from the organization.
- The Respiralia Foundation will refuse any donation and / or collaboration that comes from illegal activities or that puts at risk the image and good name of the entity.
- The Respiralia Foundation will ensure that it fulfills its mission and under no circumstances will it act as a platform or channel for the sale of a specific treatment, therefore it will refuse the specific promotion of specific drugs.

## 6. ABOUT THE PERMANENT OBSERVATORY OF GOOD PRACTICES

A permanent observatory of good practices will be created within two months from the approval of this code.

Its main functions will be:

- To ensure compliance with this code.
- To study the complaints and ask the violator to correct them. If it fails, it will raise the problem with a resolution proposal to the Board of Trustees.
- To evaluate the impact of this Code once a year, considering the technical criteria initially established.

Composition of the observatory:

This observatory should include 6 people. It will be chaired by the Vice President of the Foundation, 2 members, 1 adult person with CF, 1 worker and the Managing Director.

Its agreements will be taken by qualified majority.

All these members must be volunteers and accepted by the Board.

The members will present their candidacy to the Manager Director and it will be voted and approved by an absolute majority in a meeting of the Board of Trustees.

This observatory will renew 50% of its members every 4 years.

Members may unsubscribe in writing to the Board when they so decide.



## **7. ABOUT THE COMPLIANCE AND VALIDITY OF THE CODE OF ETHICS**

The Respiralia Foundation will communicate and disseminate the Code of Ethics to the different recipients. Each recipient will sign the Acceptance Commitment Annex of this document confirming that:

1. He/She has received a copy of the Code of Ethics.
2. He/She has read and understand this Code.
3. He/She commits to its fulfillment.

Periodically, at most every 2 years, the Managing Director will review the application of this Code of Ethics, proposing improvements to it, if necessary. The modifications will give rise every 4 years to a new Code of Ethics that will be approved by the Board of Trustees.





## ANNEX. COMMITMENT TO ACCEPT THE CODE OF ETHICS

Name and surname:

ID:

As (relationship with the Respiralia Foundation):

- Member of the governing body (Board of Trustees)
- Member of the professional team
- Volunteer
- Collaborating and / or financing member or representative of collaborating and / or financing entity

The undersigned declares that:

1. I have received a copy of the Code of Ethics from the Respiralia Foundation.
2. I have read and understand this Code.
3. I'm committed to its fulfillment.

Date:

Signature of the declarant