

ICARE CODE OF CONDUCT

ICARE's CODE OF CONDUCT is intended to help foster and maintain trust and confidence in our integrity and professionalism by ensuring that all staff and volunteers adhere to appropriate standards of conduct. Our Code of Conduct outlines appropriate behaviors towards our patients, government hosts and each other, in order to maintain and enhance the reputation of ICARE and to assure that our projects and activities reflect ICARE'S CORE VALUES.

A breach of this Code of Conduct may result in disciplinary action against those concerned including potential dismissal or termination of involvement in the project and/or team, or any other action as may be available and appropriate under the circumstances.

ICARE'S CORE VALUES (for medical teams)

Patient-Oriented. We act in the best interest of our patients. We endeavor to provide high quality medical services and products wherever reasonably possible, with attentiveness to the patient's overall long-term health and social condition.

Caring. We try to ensure that our patients and their families sense our love, compassion and their personal value, and that they will have a positive and productive connection with us.

Respect. We embrace each other's unique talents and treat each other and our patients with honor, dignity and respect. We respect our local government and clinic hosts and we co-operate together with them to achieve mutual priorities on behalf of the patients.

Teamwork. We recognize that we are stronger and more effective as a team than as individuals. We encourage each other to give our best and serve faithfully in a relaxed and supportive environment.

Efficient and Effective. We act as good stewards of the resources available to us as we aim for continuous improvement and promote innovation. We act with courage to find new ways to be effective and to grow our outreach programs and each other.

ICARE'S COMPLIANCE REQUIREMENTS

Compliance with Laws and Direction. All team members must comply with China policy, including applicable health, safety and environmental laws, and must comply with general and specific directions of ICARE staff.

Treat Each Other With Respect. All team members should respect their colleagues and maintain an environment free of discrimination and harassment. Actions, words, jokes, or comments based on an individual's sex, race, ethnicity, age, religion, or any other personal characteristic are not tolerated.

Protection of ICARE Property. All team members should treat our ICARE property with respect and care, and should not misuse any supplies or equipment or use them frivolously.

Posting of Photos, Social Media and Publication. Due to the personal and sensitive nature of ICARE's projects, team members must not publishing or post any photos or written material about ICARE or this project on social media – during or after the trip (including WeChat, Instagram, Email, facebook or similar app's). Team members must not represent that they are a spokesperson for ICARE without the prior request or permission from ICARE Staff.

Confidentiality. Team members must maintain ICARE company information and all patient information as confidential. If you have any questions about what may be confidential, assume that it is, and seek guidance from an ICARE staff member. Team members must not keep any patient-identifying or patient-identifiable information after the medical project concludes, unless approved in advance by ICARE staff.

Alcohol and Illegal Drugs. ICARE has a “no-alcohol” policy for its medical projects. This means that team members shall not bring or consume alcohol in the hotel or project worksites, or at any other place or time during the medical project. Intoxication (i.e., being drunk) shall not be tolerated and will be considered a violation of this CODE OF CONDUCT. In addition, the possession, use, sale, or purchase of an illegal substance during the medical project is prohibited.

Personal Appearance. All team members must be respectful in daily dress at the worksite, taking into consideration the sensitivities of fellow team members and the local villagers, including their cultural and religious convictions about appropriate dress and personal appearance. Team members must not wear “revealing” clothing including shorts, tight clothing, strap-less shirts, or shirts with military, national or religious insignia or wording.

Gifts and Personal Favors. We discourage team members from offering, soliciting or accepting gifts and/or personal favors from patients, patient families, team members or officials, unless they are a matter of common, simple courtesy or of nominal value unrelated to a favor or benefit. We prohibit bribes for the benefit of any party.

Non-Solicitation of Support. During the trip, team members must not solicit donations, gifts or other financial assistance from each other for their personal support and/or trip costs.

Collaboration. Team members should be friendly and collaborative with all persons. They should not disrupt the clinic or project processes.

Attendance and Punctuality. Team members are expected to be regular and punctual in attendance of all team meetings, and shall assure that they are ready for departure to and from the project sites as directed. Absenteeism and tardiness burdens other volunteers and our patients.

Violence. ICARE is committed to maintaining a safe and secure project environment. Acts or threats of physical violence, intimidation, harassment or coercion, stalking, sabotage, and similar activities are not tolerated.

Physical Security. All team members should watch out for each other's personal safety and property. Team members should inform another person when leaving the project site for any reason. Always secure your laptop, important equipment, and your personal belongings at all time. You are responsible for your own personal property and for ICARE property while it is under your use and care. Watch people who “tailgate” behind you (including children).

Compliance with Logistics. Team members should understand that the logistics for a medical project are complicated and important, and each team member must follow the

ICARE Staff's hotel accommodation and rooming plan, transportation plan and team project location plan, as assigned by ICARE staff. This includes not changing hotel rooms, roommate assignments or transport plans unless pre-approved (in advance) by an ICARE staff member. Unmarried couples of the opposite sex are not permitted to room together during the team.