



Code of Ethics - ZDRAV ŽIVOT KINEZIS

1. GENERAL PROVISIONS

This Code of Ethics provides orientation and helps to respect ethical principles with regard to the realization of the basic statutory program goals and activities of the Association „Zdrav život – KINEZIS“, as well as respect or execution of their rights, obligations, responsibilities and duties arising from the law. Ignorance or misunderstanding of ethical standards does not justify unethical behavior. All members of the Association are obliged to protect the reputation and dignity of the Association as a whole, and to behave responsibly and ethically towards other members of the Association.

2. BASIC PRINCIPLES

2.1. Tolerance and respect

Mutual tolerance and respect help create a culture of trust and integrity. We undertake to protect the dignity and personal privacy of each person. We fight against discrimination, whether due to race, ethnicity, nationality, religion, age, gender, sexual orientation, disability or political opinion. All types of intimidation, bullying and threats are unacceptable.

2.2. Integrity

Integrity requires objective and independent decision-making processes. In order to avoid any inappropriate influence, as well as any impression of impermissible influence on the decisions made on behalf of the Association.

2.3. Team work and professional communication

The members of the association are obliged to develop a culture of teamwork and continuously communicate with each other. Communication should be based on mutual respect and professional relationship.

2.4. Organizational obligations, expectations and behavioral norms

When performing their duties, the members of the association must respect the prescribed deadlines and strive to ensure that everyone is on time perform tasks and jobs without unnecessary delay. In an effort to improve the efficiency and quality of work, they should achieve a high level of professionalism and expertise through constant training.

Members of the association are particularly responsible for ensuring that the property entrusted to them is not damaged, abused or wasted.

Members of the association are obliged to protect the interests of service users in every way, and treat them accordingly kind, helpful and patient, refraining from any form of discrimination.

2.5. Confidentiality of personal data and business information

Personal data of association members, as well as data and information about service users and other business partners, obtained directly or indirectly, are confidential and protected in accordance with applicable legal regulations.

3. INAPPROPRIATE BEHAVIOR

Inappropriate behavior is considered to be any behavior contrary to the previously mentioned principles and standards of behavior. All members of the Association are obliged to adhere to the principles of this Code of Ethics in their work. Service users can express their dissatisfaction with the service provided. In case of dissatisfaction with the service provided, the service user expresses dissatisfaction by filing a complaint during which the provisions in accordance with the Law and acts of the Association are applied.

4. APPLICATION

This Code of Ethics comes into force on the day of its adoption by the Board of Directors, and published on the Association's official website.

In Mostar, May 10, 2022.

President of the association
Franjo Lovrić

