



Proud Lebanon

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(+961) 76 - 608205

Beneficiary Code of Conduct

1. Purpose

The purpose of this Beneficiary Code of Conduct is to establish clear expectations and standards of behavior for all individuals and organizations who receive services, support, or participate in programs provided by Proud Lebanon (hereinafter referred to as "Beneficiaries").

This code of conduct has been co-produced with Beneficiaries and sets out the expected standards of behaviour of all Beneficiaries whilst engaging with Proud Lebanon. It aims to ensure a safe, respectful, and inclusive environment for all Beneficiaries and Proud Lebanon staff, volunteers, and representatives.

2. Scope of Application

This Code of Conduct applies to all Beneficiaries of Proud Lebanon's services, programs, and activities. By accessing or participating in Proud Lebanon's services or programs, Beneficiaries agree to abide by this Code of Conduct.

3. Standards of Conduct

Beneficiaries are expected to:

A. Treat all Proud Lebanon staff, volunteers, representatives, and fellow beneficiaries with respect, dignity, and courtesy, regardless of their race, color, gender, religion, age, sexual orientation, national or ethnic origin, disability, or any other status.

B. Refrain from engaging in any form of discrimination, harassment, violence, or abuse, whether verbal, physical, or psychological. This includes refraining from threats, stalking, or any form of intimidating behavior.

C. Respect the privacy and confidentiality of other Beneficiaries and Proud Lebanon staff. This includes:

a. Not disclosing any personal information without explicit consent.



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b. Not disclosing the presence or identity of other Beneficiaries seen at Proud Lebanon facilities or events.

D. Use Proud Lebanon's facilities, resources, and equipment responsibly and for their intended purposes, following any guidelines or instructions provided by staff.

E. Actively participate in the programs and services for which they are enrolled, and provide honest and constructive feedback to help improve Proud Lebanon's offerings.

F. Comply with all applicable laws and regulations, as well as any additional rules or requirements set by Proud Lebanon for specific programs or activities.

G. Report any concerns, incidents, or potential violations of this Code of Conduct to Proud Lebanon staff or through designated reporting channels.

H. Respect the substance-free environment of Proud Lebanon facilities and events by refraining from using or being under the influence of alcohol or illegal drugs while participating in Proud Lebanon's programs or on its premises.

4. Prohibited Conduct

Beneficiaries must not engage in any of the following:

A. Any form of fraud, deception, or misrepresentation in order to access or continue receiving Proud Lebanon's services or benefits.

B. Theft, damage, or misuse of Proud Lebanon's property, resources, or intellectual property.



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- C. Possession, use, or distribution of illegal drugs or weapons while participating in Proud Lebanon's programs or on its premises.
- D. Any form of sexual abuse, exploitation, or inappropriate behavior towards other Beneficiaries, staff, or volunteers.
- E. Threats, stalking, harassment, or any form of intimidating behavior towards other Beneficiaries, staff, or volunteers.
- F. Retaliation against anyone who reports a violation of this Code of Conduct or participates in an investigation related to such a report.
- G. Disclosure of another Beneficiary's presence at Proud Lebanon facilities or events without their explicit consent.
- H. Carrying or possession of any form of weapon, knife, or spray at Proud Lebanon's facilities and offices. This includes, but is not limited to, firearms, bladed weapons, pepper spray, and any other items that could be used to cause harm or intimidation.

5. Safety and Security Measures

- A. For the safety of all Beneficiaries, staff, and volunteers, Proud Lebanon reserves the right to conduct security searches upon entry to its facilities and offices.
- B. All Beneficiaries will be subject to a standard search procedure when they arrive at Proud Lebanon's premises. This may include bag checks and the use of metal detectors.



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- C. Refusal to comply with the search procedure may result in denied entry to Proud Lebanon's facilities and potential suspension from services.
- D. Any prohibited items found during the search will be confiscated. Depending on the nature of the item, it may be returned upon departure or handed over to the appropriate authorities.
- E. Proud Lebanon will ensure that all searches are conducted respectfully, maintaining the dignity and privacy of Beneficiaries to the greatest extent possible.

6. Consequences of Violation

Beneficiaries who violate this Code of Conduct may be subject to disciplinary action, including but not limited to:

- a. Verbal or written warning.
- b. Temporary or permanent suspension from Proud Lebanon's programs or services.
- c. Referral to appropriate authorities for criminal prosecution, if applicable.

The severity of the disciplinary action will depend on the nature and circumstances of the violation.

7. Reporting and Enforcement

Beneficiaries are encouraged to report any suspected violations of this Code of Conduct to Proud Lebanon staff or through designated reporting channels.

All reports will be treated with confidentiality and investigated promptly and thoroughly. Proud Lebanon is committed to enforcing this Code of Conduct consistently and fairly, and to taking appropriate action to prevent and address any violations.



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8. Privacy and Confidentiality

Proud Lebanon is committed to maintaining the privacy and confidentiality of all Beneficiaries.

To support this commitment:

- a. Beneficiaries must respect the confidentiality of others they may encounter at Proud Lebanon facilities or events.
- b. Beneficiaries are attending as part of a couple, each individual's information and services will be treated separately and confidentially.
- c. Beneficiaries are prohibited from disclosing the presence or identity of other Beneficiaries they may see at Proud Lebanon facilities or events.
- d. Any breach of confidentiality may result in disciplinary action as outlined in Section 5.

9. Acknowledgement

By participating in Proud Lebanon's programs or accessing its services, Beneficiaries acknowledge that they have read, understood, and agree to abide by this Code of Conduct. Proud Lebanon reserves the right to amend or update this Code of Conduct at any time, and will inform Beneficiaries of any changes.

By signing below, I acknowledge that I have read, understood, and agree to the terms outlined in this beneficiary code of conduct.

Name of Beneficiary:

Signature of Beneficiary:

Date:



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