

## CODE OF CONDUCT FOR THINK PARTNERS AND CONSULTANTS

This Code of Conduct is adapted by Think Global from the UNEG Code of Conduct and Ethical Guidelines for Evaluation. Think Partners and consultants (Think staff) are required to comply with the following obligations when undertaking *any intellectual work* such as research, studies, analysis and evaluations for or on behalf of Think Global:

### **Independence**

Any assignment undertaken for or on behalf of Think Global shall be demonstrably free of bias. Think staff shall ensure that they are not unduly influenced by the views or statements of any party, that independence of judgment is maintained, and findings and recommendations are consistent, verified and independently presented.

### **Impartiality**

Think staff shall operate in an impartial and unbiased manner at all stages of the assignment and give a comprehensive and balanced presentation of strengths and weaknesses of the activity or organizational unit being analysed, taking due account of the views of a diverse cross-section of stakeholders. Think staff shall guard against distortion in their reporting caused by their personal views and feelings.

### **Credibility**

Think Staff shall prepare their reports based on reliable data and observations and ensure that reports show evidence of consistency and dependability in data, findings, judgments and lessons learned; appropriately reflecting the quality of the methodology, procedures and analysis used to collect and interpret data. They shall endeavour to ensure that each analysis presented in the Name of Think Global is accurate, relevant, and timely and provides a clear, concise and balanced presentation of the evidence, findings, issues, conclusions and recommendations.

### **Conflicts of Interest**

Think Staff shall avoid any conflict of interest in their work for or on behalf of Think so that the credibility of Think's work processes and products shall not be undermined. Conflicts of interest shall be disclosed and dealt with openly and honestly. Think staff are required to disclose in writing any past experience, of themselves, their immediate family, close friends or associates, which may give rise to a potential conflict of interest and to deal honestly in resolving any conflict of interest which may arise. Think staff undertaking reviews and evaluations shall not have had any responsibility for the design, implementation or supervision of any of the activities that they are evaluating.

### **Honesty and Integrity**

Think staff shall:

- a. Accurately represent their level of skills and knowledge and work only within the limits of their professional training and abilities in the work undertaken for or on behalf of Think, declining assignments for which they do not have the skills and experience to successfully complete.
- b. Negotiate honestly the costs, tasks to be undertaken, limitations of methodology, scope of results likely to be obtained, and uses of data resulting from the assignment.
- c. Accurately present their procedures, data and findings, including ensuring that their findings are not biased to make it more likely that Think staff receives further commissions from the Client.



### **Accountability**

Think staff are accountable for the completion of the assignment as agreed with the Client in the ToRs.

### **Obligations to participants**

Think staff shall:

- a. Respect people's right to provide information in confidence and make participants aware of the scope and limits of confidentiality. Think staff must ensure that sensitive information cannot be traced to its source so that the relevant individuals are protected from reprisals.
- b. Respect differences in culture, local customs, religious beliefs and practices, personal interaction, gender roles, disability, age and ethnicity, and be mindful of the potential implications of these differences in the planning, the implementation and reporting phases of the assignment, while using research and evaluation instruments appropriate to the cultural setting.
- c. Keep disruption to a minimum while needed information is obtained, providing the maximum notice to individuals or institutions they wish to engage in the evaluation, optimizing demands on their time, and respecting people's right to privacy.

### **Rights**

In including individuals or groups in the assignment, Think staff shall ensure:

- a. *Right to Self-Determination.* Prospective participants shall be treated as autonomous agents and must be given the time and information to decide whether or not they wish to participate and be able to make an independent decision without any pressure or fear of penalty for not participating.
- b. *Fair Representation.* Think staff shall select participants fairly in relation to the aims of the assignment, not simply because of their availability, or because it is relatively easy to secure their participation. Care shall be taken to ensure that relatively powerless, 'hidden', or otherwise excluded groups are represented.
- c. *Compliance with codes for vulnerable groups.* Where the assignment involves the participation of members of vulnerable groups, Think staff must be aware of and comply with legal codes (whether international or national) governing, for example, interviewing children and young people.
- d. *Redress.* Stakeholders receive sufficient information to know a) how to seek redress for any perceived disadvantage suffered from the evaluation or any projects it covers, and b) how to register a complaint concerning the conduct of an Implementing or Executing Agency.

### **Confidentiality**

Think staff shall respect people's right to provide information in confidence and make participants aware of the scope and limits of confidentiality. Think staff must ensure that sensitive information cannot be traced to its source so that the relevant individuals are protected from reprisals.

### **Avoidance of Harm**

Think staff shall seek to minimize risks to, and burdens on, those participating in the assignment; and seek to maximize the benefits and reduce any unnecessary harm that might occur from negative or critical assessment, without compromising the integrity of Think's work.

**Accuracy, Completeness and Reliability**

Think staff have an obligation to ensure that analysis and presentations are accurate, complete and reliable. In the assignment process and in the production of reports and other dissemination products, Think staff shall:

- a. Carry out thorough inquiries, systematically employing appropriate methods and techniques to the highest technical standards, validating information using multiple measures and sources to guard against bias, and ensuring errors are corrected.
- b. Describe the purposes and content of object of the research, study, analysis or evaluation, clearly and accurately.
- c. Present openly the values, assumptions, theories, methods, results, and analyses that significantly affect the results of the assignment, from its initial conceptualization to the eventual use of findings.
- d. Examine the context in enough detail, so its likely influences can be identified (for example geographic location, timing, political and social climate, economic conditions).
- e. Describe the methodology, procedures and information sources of the assignment in enough detail, so they can be identified and assessed.
- f. Make a complete and fair assessment of the object of the assignment, recording of strengths and weaknesses so that strengths can be built upon and problem areas addressed.
- g. Provide an estimate of the reliability of information gathered and the replicability of results (i.e. how likely is it that the assignment repeated in the same way would yield the same result?).
- h. Explicitly justify judgments, findings and conclusions and show their underlying rationale so that stakeholders can assess them.
- i. Ensure all recommendations are based on the evaluation findings only, not on their or other parties' biases.

**Transparency**

Think staff shall:

- a. Clearly communicate to stakeholders the purpose of the assignment, the criteria applied and the intended use of findings.
- b. Ensure that stakeholders have a say in shaping the assignment.
- c. Ensure that all documents are readily available to an understood by stakeholders.