

## **Responding to concerns raised**

TRAFFIC International is registered as a company limited by guarantee and a registered charity in England and Wales and is subject to laws, regulations and guidance for the operation of charitable companies. The registered office of TRAFFIC International is located in Cambridge, UK. TRAFFIC's local engagement is managed through Programme Offices with staff based in a hub office and at other strategic locations where necessary.

TRAFFIC International is committed to the highest standards of performance, conduct and openness. TRAFFIC staff have the obligation to protect and promote the organisation's interests, avoiding or declaring conflicts of interest should they arise, and acting with due respect for other people. This obligation includes refraining from infringing the physical and mental health, safety, privacy and human rights of others; refraining from any kind of coercion or harassment; and adopting practices that enhance human value and development in the workplace.

While TRAFFIC hopes that issues leading to complaints or 'whistle-blowing' action will not arise, the organisation is committed to resolving any that do occur as soon as they are identified through an internal or, if necessary, external process.