

## IICD Code of Conduct

### Our mission and values

#### Mission

IICD's mission is to help 10 million people with a low income in Africa and Latin America to create opportunities in education, health and livelihoods so that they can shape their own future and society through access to and use of information and communication technologies.

#### Beliefs

We believe in a world where health, wealth and knowledge are equally available to all people. We are convinced that by having free access to knowledge and information, people all over the world can create their own future and lead a healthy and prosperous life.

#### Co-operation

We co-operate with partner organisations in the South that share these values. We work alongside them in order to bring about the change we need to realise in this world and reach out to the most disadvantaged communities. In all the programmes supported by IICD we work on the basis of mutual respect and therefore value the inputs of all the partners involved.

### Aim and target group of this Code of Conduct

The aim of this Code of Conduct is: to ensure that individual basic human rights, welfare and physical security are recognised, safeguarded and protected in accordance with international standards.

This Code of Conduct is intended to guide and protect staff members who are working for IICD in different situations, all of which are critical to our work. We strive to create awareness for these situations and to anticipate the consequences of our staff members' behaviour on others.

The Code of Conduct applies to all staff members working for IICD. The Code of Conduct is part of the *IICD Personnel Manual*, a copy of which is given to every staff member when they join IICD. Each staff member is individually responsible for familiarising themselves with the Code of Conduct. All staff members ensure that they and their colleagues fully understand both the Code of Conduct as well as the rationale behind it, and apply it in practice.

The Code of Conduct applies to all staff members during regular working hours. When travelling on behalf of IICD, this applies 24 hours per day.

Partner organisations are aware of the existence of the IICD Code of Conduct. It is made available on the IICD website.

### Basic principles

Diversity is the optimal utilisation of all the diverse talents of individual employees within IICD for the benefit of relations with IICD partners and achieving the mission and goals of the organisation.

IICD is an organisation in which a great diversity of people works, and where this diversity is dealt with in a respectful way.

All staff work closely with one another and communicate openly, taking care not to exclude anyone through language or otherwise; the contributions and ideas of *all* staff members are considered to be *equally* valuable.

The diversity of IICD is an asset which helps the organisation to co-operate with its partners around the globe in the best possible way, both face-to-face as well as in a virtual environment. IICD offers equal opportunities to all its staff members to enable them to develop themselves professionally and to reach their goals.

All staff members working for IICD are interested in each other, both personally as well as in relation to their work. They cooperate with each other in an atmosphere of harmony and trust.

IICD is an organisation that cares for its staff members so that they can express their commitment in results and have room for fun and relaxation.

IICD is an organisation in which no room exists for aggression, sexual harassment, intimidation or discrimination based on race, age, ideology, religion, political conviction, gender, sexual orientation, marital status or handicap. IICD will do everything in its power to prevent this. Staff members are expected to talk about IICD, and its partners, with respect at all times.

Any form of discrimination or harassment, including sexual harassment or discrimination, as well as physical or verbal abuse at the workplace or in connection with work, is prohibited. Harassment consists of any improper or unwelcome conduct that has caused, or that might reasonably be expected or be perceived to cause, offence or humiliation to another.

Sexual Harassment is understood as any unwelcome sexual advance, request for a sexual favour, verbal or physical conduct or gesture of a sexual nature, or any other behaviour of a sexual nature (including pornography, sexually-tinted remarks) that has caused offence or that might reasonably be expected or be perceived to cause offence or humiliation, to another person.

## **Specific behaviour subject to disciplinary measures**

### *Abuse of Power*

Working in development is a delicate business; IICD wishes to be respected by its Southern partners and intends to guarantee this by applying strong criteria.

- It is prohibited for staff members to abuse the power which is inherent to their position for their own advantage or for the advantage of their friends or relatives.
- No staff member of IICD will offer, or seek, accept or get promised from other parties, for him or herself, or from any other party a remuneration, compensation or benefit of whatever type, that could possibly be interpreted as an illegal or corrupt practice. Should any of these practices occur, this will be a reason for summary dismissal.
- Staff members are not allowed to accept any personal gifts from beneficiaries or partner organisations and their employees, in the form of money, goods or services that exceed the value of 25 Euros.
- Where contracts for services are realised with the input of staff members, they should be fair, in writing and in the standard IICD format, and signed by all parties involved.

### *Conflicts of interest*

Cases may occur where personal and professional (IICD) interests are in conflict with each other, especially when this is about service delivery and professional contracts:

- Staff members working for IICD are not allowed to negotiate and maintain professional relationships between their relatives and IICD.
- Staff members with their own business or financial interests in certain companies are not allowed to sign between IICD and these companies under any circumstances.
- As soon as a staff member suspects that a possible conflict of interest may occur, this should be discussed with the supervisor. IICD will, while striving for fairness and impartiality, do everything in its power to prevent staff members from becoming (financially) harmed.
- Staff members are not allowed to maintain a conflict of interest.

### *Use of IICD knowledge*

- IICD's staff members are not allowed to make use of institutional knowledge for their own personal or commercial goals.

### *Relationships with other staff members*

IICD encourages all its staff members to deal with each other in an open and professional manner and to respect cultural, religious and political differences. In order to make our co-operation within the organisation fruitful and prevent frustrations:

- Always make sure that colleagues and partners are informed about where you are and how you can be reached. Use your agenda, out-of-office assistant, and leave contact details,

etc. Always make sure that someone is able to back you up regarding pending dossiers when travelling or out of the office.

- Always be punctual, inside or outside the office. Make sure partners and colleagues are informed if you will not be able to attend a meeting, meet a deadline, or fulfil an appointment.
- Help team members and partner organisations or others who are seeking advice as much as your work allows. Be constructive and honest and try to provide them with alternative solutions to get the job done. Be careful about managing expectations, especially towards our partners. Do not make promises you may not be able to keep. Informing colleagues about the process leading to decisions may prove to be an efficient tool. Always keep a promise. To the outside world and to your colleagues in the office: yes means yes!
- IICD is an organisation that values and nurtures its diversity. We work on the basis of mutual trust. However, be aware that cultural differences can easily lead to misunderstandings. Discuss these issues with colleagues. If you are not entirely certain about certain implications of, especially oral, agreements: make enquiries and test your assumptions.
- Seek the advice of peers and partners when setting up activities or processes to ensure high quality, commitment and the inclusion of all actors who need to be involved.
- Although it can be expected that close bonds of friendship might develop amongst staff members, these friendships should never hinder the realisation of the programme objectives.
- Managers and supervisors are not allowed to enter into a love affair or similar affairs with the staff members they supervise.
- If the hierarchical relationship cannot be changed in the event of the above, then one of the parties will be required to terminate the employment relationship.

#### *Weapons*

- IICD forbids its staff members from carrying, using or possessing weapons or having weapons present in the vehicles that transport IICD staff members.

#### *Alcohol and illegal drugs*

- Staff members are under no circumstances allowed to execute their work while under the influence of alcohol or drugs, whether legal or illegal, that diminish their capacity to execute their work as might be expected. For this reason working under the influence of alcohol or drugs is prohibited.
- Alcohol and drugs are not allowed to be carried by staff members, nor should they be found in their vehicles, offices or accommodation.
- In all places where the possession and/or consumption of alcohol and drugs is forbidden, staff members are not allowed to use, keep or safeguard them.

#### *Sexual behaviour*

IICD expects its staff members to observe a high standard of decorum and decency when it comes to sexual relationships.

- Despite local regulations, IICD forbids any sexual contact or sexual relationship with persons younger than 18 years of age. A wrongly made estimation of age is no acceptable excuse.
- Sexual relationships with beneficiaries of IICD programmes or persons employed by organisations or companies with which IICD has a working relationship, are not permitted.
- IICD strives for the eradication of inequalities in power and wealth. In this respect, staff members working for IICD are not allowed to obtain sexual services for money or by any other means.

## **Fulfilment of this Code of Conduct**

IICD ensures that the staff members working in the IICD programmes know about and adhere to this Code of Conduct. Anyone who does not comply with this code will be subjected to disciplinary measures, to be decided upon by the Managing Director. Ultimately, this could lead to the dismissal of the staff member in question.

In the event of a staff member working for IICD witnessing a colleague breach the rules of this Code of Conduct, the staff member concerned should discuss the issue with his/her colleague.

In the event of a staff member working for IICD breaching (or being suspected of breaching) the national rules and regulations of a country, he/she may be subjected to a criminal or civil prosecution. In this case, the supervisor will call in legal support from the Netherlands. The costs accruing to this legal support will initially be borne by IICD. However, when it is proven that the staff member has intentionally breached the national rules and regulations of a country, through his/her own personal actions, the staff member will have to bear the financial consequences. Costs made will be invoiced to the staff member concerned.

In the event of someone unintentionally breaching the Code of Conduct, and then mentioning this to his or her supervisor as soon as they recognize this as being a potential breach, this will be taken into account during the process of deciding which measures should be taken.