

# CODE OF CONDUCT

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Mondiaal 



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# 1. INTRODUCTION

**Mondiaal is characterised by an open culture, where we raise matters with each other where needed. Moreover, we respect and accept each other the way we are, and we consider it quite normal to be held accountable.**

Mondiaal FNV seeks to pursue a transparent policy relating to conduct, ethical behaviour, and integrity. Our vision is: to ensure that staff are able to perform optimally and enjoy working. Based on its social responsibility, Mondiaal FNV wishes to protect everyone involved in and with the organisation against undesirable behaviour, and provide an environment where everybody feels safe and secure. Furthermore, under Dutch legislation we are also obliged to develop and implement policy governing undesirable behaviour.

Consequently, Mondiaal FNV expects its entire staff to behave as good employees, who comply with laws and regulations, generally applicable standards and values, and with policy governing ethical behaviour, integrity, as well as the Code of Conduct.

Staff who do not comply with these will be called to account. Depending on the nature and severity of the violation, sanctions may be imposed (see sanction policy - currently only available in Dutch).

The Code of Conduct applies to all employees of Mondiaal FNV, as well to everybody who works for us, other than in employment. These include self-employed workers without employees, temporary staff trainees, and Board members.

How do we ensure that the Code of Conduct is also respected in practice? After all, it should be more than a set of rules in writing. We achieve this by:

- assuming our responsibilities;
- discussing and continuing to discuss the topic of conduct in the workplace, which includes integrity and ethical behaviour;
- making visible how integrity and ethical behaviour are to be dealt with.

Openness is key in this respect, which renders the topics set out in this Code of Conduct subject of discussion.

The responsibility for this lies with all of us: the Board, Management, and staff.

Integrity and ethical behaviour should be subject of discussion during department and team meetings at least four times a year, but you can also put forward topics yourself. Our objective is to put ethical conduct and getting on well with each other into practice. The Code of Conduct serves as a benchmark and a point of reference. However, standards and values, how we interact with each other, are subject to change.

Mondiaal FNV's employees are accountable for their acts and omissions, and Management and the Board may call them to account if needed. Of course, the same applies vice versa: staff may call Management and the Board to account where needed.

*The Management and Board of Mondiaal FNV*

# 2. WHAT MONDIAAL FNV EXPECTS

## 2.1 WHAT IS EXPECTED OF YOU?

You are expected to demonstrate good conduct, to be friendly and act decently towards your colleagues and our members, and to be service-minded and supportive.

Let us be open and clear about what we expect from each other. Furthermore, respect is also an important part of how you communicate in your daily work, like in personal contacts, on the telephone, in letters or emails. For example, yelling at a receptionist because you are not allowed to park your car in the garage goes against all conventions.

Reliability is a matter of trust. Every working day, the entire staff of Mondiaal FNV are committed to co-workers and external partners. Ethical behaviour and good manners are things you also need to work on together.

## 2.2 WHAT IS OUR OBJECTIVE?

We are committed to positive, result-oriented cooperation, which is only possible when we act with integrity and interact well with each other.

## 2.3 WHAT ARE THE LIMITS TO WHAT IS AND WHAT IS NOT PERMITTED?

Sometimes you instinctively know what is right or wrong, but it is the grey areas - where dilemmas mainly occur - that require your attention. Therefore, Mondiaal FNV sets great store by jointly identifying any dilemmas. Discussing them openly with each other.

There is no point in specifying what is and what is not allowed. That would be an endless task. The Dutch Working Conditions Act [Arbeidsomstandighedenwet, abbreviated to Arboret] is clear where it concerns ethical behaviour: the subjectivity of the perception is what counts. In other words, you set your own boundaries, which others will have to respect. Where integrity is concerned: would I dare to be mentioned by name in the paper, at the risk that my partner, family or friends read what I have done? If you can answer this question positively, things are usually right. Of course, we are referring to common morality in this respect, but if you are the kind of person who does not care, even if it concerns violation of integrity, you will not be a good judge of your own behaviour.

## 2.4 WHO IS RESPONSIBLE FOR AN ETHICAL ORGANISATION?

You and us together. We all have our own responsibilities in this respect, and providing for an ethical organisation is therefore the joint responsibility of management, your colleagues and you. This way we - you and us together - can keep the level of integrity and ethical behaviour within our organisation high.

Integrity and ethical behaviour start with self-reflection: in all honesty, where can I hold myself accountable? This applies to everyone alike. If I see a colleague (a staff member, a supervisor, a Board member, third parties) behave in a way that I consider not entirely appropriate, it will be my responsibility to make this behaviour discussable. In addition, supervisors have specific responsibilities.

## 2.5 SPECIFIC RESPONSIBILITIES OF SUPERVISORS

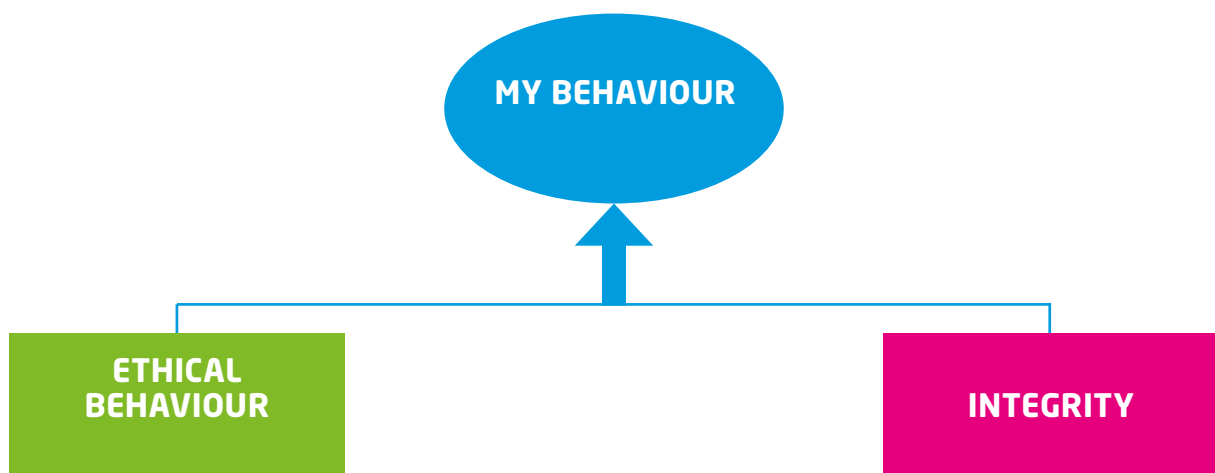
Integrity and ethical behaviour of the organisation concern Mondiaal FNV as a whole. Mondiaal FNV expects supervisors to fulfil an exemplary role for the staff, to also feel responsible for the welfare of the employees and the organisation as a whole, and to act as such. Supervisors serve as an example for the staff, which means that they:

- Develop a culture in which integrity and ethical behaviour are taken seriously;
- Put these topics onto the agenda for team meetings four times a year;
- Create an environment in which openness is promoted, thereby reducing 'tricks' and other undesirable behaviour;
- Demonstrate good exemplary behaviour, and are transparent in their decisions;
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- Appreciate good staff behaviour, and call them to account for non-compliance with the Code of Conduct;
- Actively respond to signals from staff relating to undesirable behaviour and integrity, and raise the matter with staff or make the topic discussable, so that arrangements can be made in this respect;
- Act responsibly in clarifying staff expectations in their capacity as supervisor with regard to managing integrity and ethical behaviour, as well as resolving issues and dilemmas.
- In their behaviour, they:
  - Are aware of their own exemplary position, the appropriate behaviour, the impact that has on staff, and also demonstrate this behaviour;
  - Are open to learning from each other's experiences, and that they encourage staff to learn to cope with awkward situations where possible;
  - Also notice things that do go well or have improved, and actively communicate this.

## WHAT THIS REQUIRES OF YOU AS A STAFF MEMBER

### WHAT WAS THE TOPIC OF DISCUSSION AGAIN?



That you are aware of and also assume responsibility for your own behaviour. That you avoid undesirable behaviour (undesired conventions and violations of integrity), make your behaviour and that of others discussable, and, if you find this difficult, call on your supervisor or the confidential counsellor for help.

And realise that you can only be responsible if your colleagues also take this responsibility seriously.

# 3. SENSITIVE TOPICS

In this chapter, we will be identifying a number of sensitive topics about which we will have ongoing discussions with each other within the organisation. It is difficult to lay down all situations, so in this chapter we will address a number of topics in combination with very concrete, clear boundaries. These are firm, generally applicable agreements within Mondiaal FNV. In addition, we will specify a number of considerations per topic in order to help assess whether something is desirable or not. Finally, there remains a grey area of important topics for discussion that are difficult to define.

The guidelines and agreements specified in this Code of Conduct apply to the entire workforce of Mondiaal FNV, both supervisors and employees, staff with temporary or permanent employment contracts, but also to external staff and trainees.

## IT RELATES TO THE FOLLOWING TOPICS:

- 3.1 Promotional gifts, gifts, and invitations;
- 3.2 Sideline activities and personal interests;
- 3.3 Personal behaviour;
- 3.4 Private use of working time and organisational resources;
- 3.5 Social media;
- 3.6 Confidential and privacy-sensitive information;
- 3.7 Diversity and inclusion;
- 3.8 Travelling abroad;
- 3.9 Relationships in the workplace.

The list of topics forms the core of the ongoing discussions we will have with each other within our organisation. However, this does not mean that other topics are not equally important. On the contrary; this Code of Conduct is not a conclusive, definite document, but is consistent with staff's wishes and needs. It means that you do not regard it as a set rule, but know how to deal with it. If there are any existing and/or new topics or situations you would like to discuss with your colleagues or supervisors, you should make this known within your department or team.

This is the only way that other departments and colleagues can learn from this, and together we can determine how we want to deal with such matters.

### DO IT!

Implement integrity and ethical behaviour in a positive manner. This basically involves what you - or rather we - should actually do! In this respect, we describe what the responsibility involves, based on the core values of the Mondiaal FNV staff member.

### BEWARE!

Temptations or risks may be lurking. Consultation is required in this respect. This often concerns topics in the grey area.

### STOP!

This is something we do not do. It is the lower boundary of what is desired or permitted.

## 3.1 PROMOTIONAL GIFTS, GIFTS, AND INVITATIONS

Mondiaal FNV operates as a commissioning party within the market. In dealing with third parties, it may happen that you are offered a gift or get an invitation. To Mondiaal FNV it is important that you handle such situations in a correct, ethical manner.

Granted, flying over your city or town in a hot air balloon, paid for by a business relation, or enjoying a five-course meal, or staying in a hotel with your partner for a few days can be very tempting. However, everybody will agree that this is not done. Accepting a gift may lead to influencing or abuse, and this - and any semblance of this - should be avoided at all costs.

Any present should be rejected as far and politely as possible, and the giver kindly thanked. However, if you really cannot decline, you may accept a gift worth less than 50 euros, but you need to check why you are being given something. If it is meant to influence your independent position, you must decline. You cannot keep a promotional gift to yourself and need to notify your supervisor to discuss what should be done with it.

Only accept invitations that are essentially relevant to your work activities, whereby any semblance of a conflict of interest is avoided.

Always consider how it may be perceived by the outside world.

### 3.2 SIDELINE ACTIVITIES AND PERSONAL INTERESTS

The employment contracts of Mondiaal FNV staff includes that you need your employer's written permission to carry out sideline activities. It may happen that you fill a secondary position in addition to your principal one at Mondiaal FNV. Management appreciates it if you fill an administrative position or carry out any other form of voluntary work for a community organisation or institution. However, you are not allowed to fill a secondary position that results - or may appear to result - in an improper conflict of interests. You may therefore not carry out sideline activities that violate Mondiaal FNV's standards and values.

#### Examples from practice:

- Marjolein who works at the Policy and Advice department wants to carry out sideline activities by selling board games and puzzles through a webshop. She informs the employer and is given permission because there is no conflict of interests, or any appearance of a conflict of interests with her principal position.
- Clearly specify the difference between paid work and unpaid work within your organisation. If in doubt, consult Management.
- Participating in forbidden demonstrations.
- Being a member of a forbidden political party and/or organisation.

A conflict of interests could arise, for example, if you were to establish your own consultancy organisation that runs counter to Mondiaal FNV's field of activity. However, when does it involve personal interests? This might involve reporting your financial interests or those of your partner: for example, owning a company or being a partner, having a corporate share in a company, and so on.

### 3.3. PERSONAL BEHAVIOUR

At Mondiaal FNV, people interact professionally, amicably and respectfully. It is your responsibility to create an open culture, in which you actually discuss with each other the best way to handle matters. In doing so, people accept that you may have a different opinion or view, but it is important to share this with each other.

#### IN PRACTICE THIS MEANS:

##### STOP!

- Discriminating based on colour, gender, and other matters specified in Article 1 of the Dutch Constitution;
- Bullying, such as constantly complaining and talking negatively about the organisation and others. Gossiping and speaking ill of others, or excluding someone from a Group App;
- Sexual intimidation in language, text and gestures, or sexually-explicit photos and videos via an App, by telephone, email, and so on;
- Aggressive behaviour, such as cursing and insulting, banging a fist on the table, hitting or punching your colleague, etc.



### **BEWARE!**

- Of not taking action if you are unsure of someone's actions;
- Of leaving undesirable manners or non-ethical behaviour undiscussed;
- Of not taking action if a colleague adversely affects the work environment, despite that you have raised the matter with them.

### **DO IT!**

- Address people personally if their behaviour bothers you;
- Show a positive attitude towards colleagues;
- Listen to others;
- Ask 'why' if you have doubts about someone's actions;
- Provide constructive criticism;
- Seek help from others if you find it hard to raise a matter.

### **IN PRACTICE THIS MEANS THAT YOU:**

- treat your colleagues with respect;
- do not abuse your power and position; do not favour your family and friends;
- never discriminate;
- are constantly aware of the possibility that others may find your behaviour intimidating, sexually or otherwise;
- never use FNV's email or Internet to acquire pornographic, racist, discriminating, insulting, offensive, sexually or otherwise intimidating material, and/or adults-only images;
- do not gossip about colleagues or give unfounded criticism about others;
- keep to arrangements agreed upon with others;
- do not keep complaining and speaking negatively about the organisation or others;
- are open to criticism and the views of others;
- provide feedback in a positive manner.

Your supervisor may be the cause of or involved in undesirable behaviour. In that case, contact the confidential counsellor directly, and discuss the nature of the complaint with them, and what else can be done.

Not only your supervisor but also your colleagues may hold you accountable for your actions or statements in the same way that you can hold them accountable. You should be open to that. Approach this with tact, not bluntly, and choose an appropriate moment.

In the first place, discuss your doubts concerning the integrity or ethical behaviour with your colleagues themselves. If this is not possible or does not yield the desired result, you need to notify your supervisor or a confidential counsellor.

Colleagues and members may experience your approach and words differently than you intended. If it involves a punishable offence or a violation of regulations or policies, you need to contact your supervisor directly, report it to the ethical standards hotline or contact a confidential counsellor.

If you do not want it to be made public that you raised the issue, this can be done anonymously via the supervisor or the confidential counsellor. Only the confidential counsellor will then know your identity.

We expect you to react if something happens in the workplace that is in violation with the rules of conduct. This obviously applies to suspicions of serious violations, such as fraud and corruption, intimidation (sexual or otherwise), bullying, discrimination, aggression and violence, and of statutory provisions, but definitely also to any doubtful situations, to the grey areas. It is important that you discuss this with each other, calling colleagues to account for their conduct, and notifying supervisors in a timely manner. In this way, a Code of Conduct does not become hard and fast. After all, standards and values change over time. Discussing matters will break taboos, lead to better insights and to evaluation and, if needed, to adjustment of the standards.

## **MISCONDUCT BY PARTNERS AND/OR THIRD PARTIES**

So far, we focused on our own integrity and ethical conduct in the workplace at Mondiaal FNV. However, you yourself may be affected if your integrity is compromised or if you are treated undesirably by partners and/or third parties. Examples include physical, verbal or written violence, intimidation, stalking, discrimination on the grounds of gender or sexual orientation, sexual intimidation, discrimination on the grounds of race or religion, or vandalism. In other words, unacceptable forms of behaviour.

Mondiaal FNV is and remains responsible for this, and Management will do its utmost to prevent and/or address this. Management supports its staff when such behaviour is involved. Providing clarity about the organisation's policy is a prerequisite in this respect, and one of the reasons why its policy and possibly also the Code of Conduct have been translated into English. An ethical organisation that pursues good relations and ethical behaviour offers everybody at Mondiaal FNV, as well as its partners, a healthy and safe work environment. The question is what you should actually do in this respect. You can ask your supervisor how to deal with any such situation, or call on the confidential counsellor for help.

## **3.4 PRIVATE USE OF WORKING TIME AND ORGANISATIONAL RESOURCES**

Mondiaal FNV offers most staff the possibility of working flexibly, not only in terms of time but also with regard to location. You are offered the option of working almost anywhere. Furthermore, you are in principle allowed to work independent of time and location. Your workplaces at home or any of the other locations comply with health and safety standards. As location-independent working is possible, it is important to strike the right balance between work and private life.

You are in a working relationship with Mondiaal FNV for which you are paid a specific salary. It is therefore logical that you have to perform as agreed, something for which you were 'hired'. This is a thorny topic because the boundaries between work and private time may become blurred and can also differ per person. As a rule, you should be functionally engaged during working hours, and handle private things in your own time.

As the boundaries between work and private time may intermingle, it can happen that you finish some of your FNV work activities at home and arrange a few private matters at the office. You are expected to deal with this consciously, openly and responsibly. It is basically your responsibility to stay alert.

### **THE FOLLOWING GUIDELINES APPLY TO OUR WORKING TIME:**

- Private phone calls in the presence of colleagues, talking at length about private matters, or similar activities are not appropriate because your colleagues may be affected by this;
- Notify your supervisor and colleagues of your absence;
- If you are not sure whether doing something during working time is appropriate or not, then discuss it with your supervisor.

### **PRIVATE USE OF ORGANISATIONAL RESOURCES**

You are expected to handle the resources made available by Mondiaal FNV with integrity, which means that, in theory, you do not use them privately. In principle, email and the Internet are used for business purposes only.

Of course you may use your laptop to type a private letter, but you cannot give it to your child because they need a laptop at school. It also does not matter if you make a private photocopy occasionally, but sending a letter at Mondiaal FNV's costs (such as postage) is out of the question. Above all, it is important that you are open about your actions. If you wonder whether you are overstepping a boundary, you should discuss this with your supervisor.

## IN PRACTICE THIS MEANS:

### STOP!

- Private use affects others;
- Private use happens at the expense of the actual work activities;
- You cannot send or have private post sent by the mailroom;
- You cannot perform private activities for a colleague during working hours.

### BEWARE!

- If you phone, email, make photocopies, etc. privately more often than others, you should wonder whether your behaviour is appropriate;
- That if you would like to use other resources, you should first ask your supervisor.

### PERMITTED!

- It is permitted to make the occasional private phone call. In principle, this means that you do not use your work phone to make private calls;
- If you occasionally make a private photocopy, do so openly.

## 3.5 SOCIAL MEDIA

Social media, such as Facebook, Instagram, Twitter, LinkedIn, and so on, have drastically changed the manageability of communication. Everybody can express their satisfactions and dissatisfactions, and find like-minded people. Sharing information within networks may yield better results.

Digital media provide opportunities to show how proud you are of your job, and can contribute to Mondiaal FNV's positive image. Sharing information and knowledge with groups with which traditional communication used to be barely possible, may lead to a better picture of the organisational environment.

However, do be aware that as a staff member you are also an ambassador of Mondiaal FNV and, in principle, should express the organisation's views. Your personal views are irrelevant. After all, you are a staff member of Mondiaal FNV and therefore present an official view of the organisation. Bear in mind that taking a public stand against a topic may be inconsistent with Mondiaal FNV's interests. In the eyes of others, you will always be a Mondiaal FNV staff member, so this may cause a conflict, with all its consequences.

The public discussion on social media is a source of information, so keep an open ear to find out what is going on, who discusses your topic, and what is being said. All staff members are a major link in monitoring social media. If you read positive or negative messages about Mondiaal FNV, consult with your supervisor about how you can best respond to them.

Social media is public for everyone, so keep in mind that you cannot control the dissemination of information that you post online or in Apps. Beware of posting information about plans and documents that are not yet final.

Messages on social media are usually clear and concise and, as a result, subtle distinctions in the original message are soon lost. Furthermore, never provide personal details such as your home address and private phone numbers.

Leave sensitive or controversial topics to the communication advisers, and do not be tempted to react impulsively. This may lead to heated discussions, and the other party could regard it as a reaction on the part of Mondiaal FNV in general.

Everybody is encouraged to make use of social media, provided that it is work-related. We would like you to do this correctly and sensibly. Of course, you are free to express your opinion, but do not comment blatantly or inappropriately about the organisation, your work, or your colleagues. Neither should you post pictures of colleagues and/or third parties without their permission.

### 3.6 CONFIDENTIAL AND PRIVACY-SENSITIVE INFORMATION

Mondiaal FNV holds information about its partners, among others, which should be handled carefully, both at work and outside work.

#### THIS MEANS THAT YOU:

- Respect the privacy of partners, business relations and colleagues, and only consult files of a functional nature;
- Do not 'leak' any confidential information from Mondiaal FNV to the outside world;
- Ensure that documents containing confidential information are filed safely when you leave your workplace;
- Should be alert that others are not listening in on work-related conversations or looking at internal documents that are not intended for them;
- If, as part of your job at Mondiaal FNV, you have access to data that involve a duty of confidentiality, you must treat this information as secret and confidential.

### 3.7. DIVERSITY AND INCLUSION

Mondiaal FNV's view is currently being developed and will be incorporated into this chapter as soon as it is ready.

### 3.8. TRAVELLING ABROAD

Due to the nature of their work, staff frequently need to travel abroad. At any moment in their travels, but also beforehand, Mondiaal FNV staff should assess what is still appropriate in terms of interacting with partners and consultants these days. What integrity involves. A fine example: while ten years ago it was quite common to stay at people's homes when visiting abroad, this is now absolutely out of the question. All Mondiaal FNV staff members should be aware of this, as should the people they visit.

Furthermore, you should realise that you will always be in a position where others depend on you because they regard Mondiaal FNV to be a provider of funds. By definition, dependence always plays a role in such situations. Beware!

And, last but not least, the cultural context also plays a role. Things that are 'common' and 'permissible' vary from place to place. Please keep this in mind.

This also applies to something as simple as accepting gifts abroad. It is logical to think that it is impossible not to accept them, as you would not want to offend your host by refusing their gifts. However, sound policy and an effective Code of Conduct will help you to be clear about what can and cannot be accepted. By explaining and complying with the Code of Conduct consistently, we will experience a behavioural change over time.

#### THIS MEANS THAT YOU:

- are aware of the other's position of dependence;
- are aware of cultural context;
- inform the host beforehand that you will be staying in a hotel, and the reason why;
- book a hotel for guests who are visiting the Netherlands, and always account for this afterwards to your supervisor.

### 3.9 RELATIONSHIPS IN THE WORKPLACE

We can distinguish different kinds of relationships in the workplace.

#### FOR EXAMPLE:

Internal relationships, such as between colleagues, friends, romantic relationships, and so on;

External relations with third parties in the Netherlands and abroad, such as the FNV, ministry, and partner organisations.

With regard to all these internal relationships, one should be aware of the impact in the workplace. Colleagues who are friends outside work do not usually realise that the other colleagues may regard them as a unit. Discuss this or make it discussable.

This applies even more so to romantic relationships at work, and these developing there should never be an obstruction. However, if these relationships become more serious, both colleagues should inform their supervisors in order to jointly assess whether they can continue working as before.

If it involves a romantic relationship between, for example, a supervisor and a colleague, or a colleague and a trainee, or a provider of funds and someone who depends on those funds, Management may need to intervene. After all, dependence of one of the parties involved may result in a situation of imbalance, a risk of abuse, and so on.

Internal relationships may always have an impact on people's behaviour in the workplace, not only that of those involved but also that of colleagues.

The same applies to external relationships, which - in the long term - might also have an adverse effect on the organisation's image, something that Mondiaal FNV would not want.

#### **WHAT TO DO IF YOU ARE CONFRONTED WITH UNDESIRABLE RELATIONSHIPS:**

- Do not judge. Your view on the situation will not help;
- Ask the colleague/colleagues involved;
- Refer the colleague concerned to their supervisor;
- If your colleague is not open to this, contact your own supervisor and/or the confidential counsellor yourself, and discuss what you could do. However, always inform your colleague;
- Try to remain discrete in order to avoid everyone getting involved or voicing their opinion;
- Last but not least, you are not a snitch but someone who wishes to make an undesirable situation discussable.

# 4. HANDLING VIOLATIONS OF THE CODE OF CONDUCT

You have the responsibility and duty to support your colleagues in managing the moral quality of our organisation. Together we need to create and maintain a favourable climate of integrity. This means that this Code of Conduct is not without obligations: we are jointly responsible for people's compliance with it. Demonstrated violations of integrity will not be tolerated.

## THIS MEANS THAT:

- if in doubt, you ask your colleague or supervisor how to handle matters;
- you may call each other to account about non-ethical and undesirable behaviour;
- you may seek advice from your supervisor, P&O, or the confidential counsellor, if there are doubts about the implementation of the Code of Conduct;
- you have the responsibility to report minor or serious incidents of misconduct to your supervisor, to the ethical standards hotline, or to the confidential counsellor;
- management ensures the protection of individuals who report incidents of misconduct.

## ADVICE AND REPORTING

If you need advice about how to act, you can discuss this with your supervisor. If, for any reason, this is impossible, you can seek advice from the confidential counsellor. If you are aware of any violation of integrity, you may report this (anonymously if desired) to the independent **See Hear Speak Up** reporting service yourself, or do so in consultation with the confidential counsellor. The confidential counsellor can also report it anonymously on your behalf.

# ANNEX 1

