

## CODE OF CONDUCT - UNDESIRABLE BEHAVIOUR

Establishment date	Unknown
Revision date	15 maart 2021
Responsible Department	HR

Terre des Hommes prevents child exploitation, removes children from exploitation situations and ensures that these children can develop in a safe environment. We do this together with family, environment and other organisations. The protection and safety of vulnerable children and their families is of utmost importance. That is why all our employees ((external) employees and volunteers) commit themselves to the Code of Conduct.

Terre des Hommes is committed to providing a safe and stimulating working environment in which collegiality, respect and attention to one another fall within standard practice and undesirable behaviour is dealt with seriously and attentively. Undesirable behaviour includes all forms of (sexual) intimidation, sexual exploitation and abuse, (psychological and physical) aggression and violence and discrimination on the grounds of race, age, belief, religion, political opinion, gender, nationality, heterosexual or homosexual orientation, marital status and disability. But also gossiping, bullying, insults and deliberately ignoring or excluding/isolating colleagues.

Terre des Hommes rejects all forms of undesirable behaviour both in the workplace during working hours and beyond. Labour law sanctions are imposed on persons engaging in any such behaviour. The code of conduct is part of the general policy of Terre des Hommes. For the specific code of conduct on how Terre des Hommes wishes to deal with children, we refer to Child Safeguarding Policy.

### **References and Certificate of Good Conduct**

When selecting applicants, Terre des Hommes starts with a thorough screening. This is a crucial part of the prevention we apply. Our HR department is actively involved in the recruitment and selection of new employees and a reference check is carried out at all times. Furthermore, submitting a Certificate of Good Behaviour (VOG) is also a mandatory part of the selection.

## **Acting with integrity in practice: what we expect from our employees and (voluntary) colleagues**

We believe it is of great importance for people to feel safe in order for them to report (suspected) abuses, both to their manager and to HR or to our confidential counsellor. Terre des Hommes has a clear policy not to conceal abuses but to raise them, especially if these are abuses and offences committed by our own (voluntary) employees.

### **Reporting abuse**

Terre des Hommes has a complaints procedure to which (external) employees and volunteers can safely report (sexual) harassment, sexual exploitation and abuse, (psychological and physical) aggression and violence and discrimination or other misconduct. We want people to be able to express themselves freely, confidentially and easily. That is why, in addition to the possibility of reporting to the supervisor or the HR manager, an external [confidential counsellor](#) has also been appointed where employees can confidentially file an anonymous report or complaint at any time.

### **Acting in case of abuse**

Managers, mediators and confidential counsellors can act according to clear guidelines when reporting undesirable behaviour. These include, for example, guiding a victim and reporting the report, to imposing disciplinary measures, such as suspension or dismissal. We will of course involve the (local) authorities in case of criminal offences.

### **Examples of undesirable behaviour**

- a. **Sexual harassment:** this includes unwanted sexual advances, requests for sexual favours or other unwanted sexual (verbal, non-verbal or physical) behaviour.
- b. **Sexual exploitation:** any means by which someone (adult or child) is induced or coerced into sexual acts for payment in the form of money or other compensation such as clothing or food, or the promise thereof. In doing so, someone's vulnerability, subordination or trust is abused for sexual purposes, including commercial ones.
- c. **Sexual abuse:** all sexual activities and acts (actual or threatened) that an adult imposes on a child or adult through coercion, violence or threats, or takes advantage of a person's vulnerability, subordination or trust.
- d. **Aggression and violence:** this refers to incidents in which an employee is psychologically or physically harassed, threatened or attacked. But also verbal, non-verbal or physical intimidation.
- e. **Discrimination:** any form of distinction, exclusion, limitation or preference, which are intended to or can have the effect of nullifying or impairing the recognition, enjoyment or

exercise on an equal basis of human rights and fundamental freedoms in the political, economic, social, cultural or other areas of social life.

f. **Other undesirable behaviour:** gossiping, bullying, insulting and deliberately ignoring or excluding/isolating colleagues.

Important note: The type of complaints/reports are not limited to the examples mentioned above.