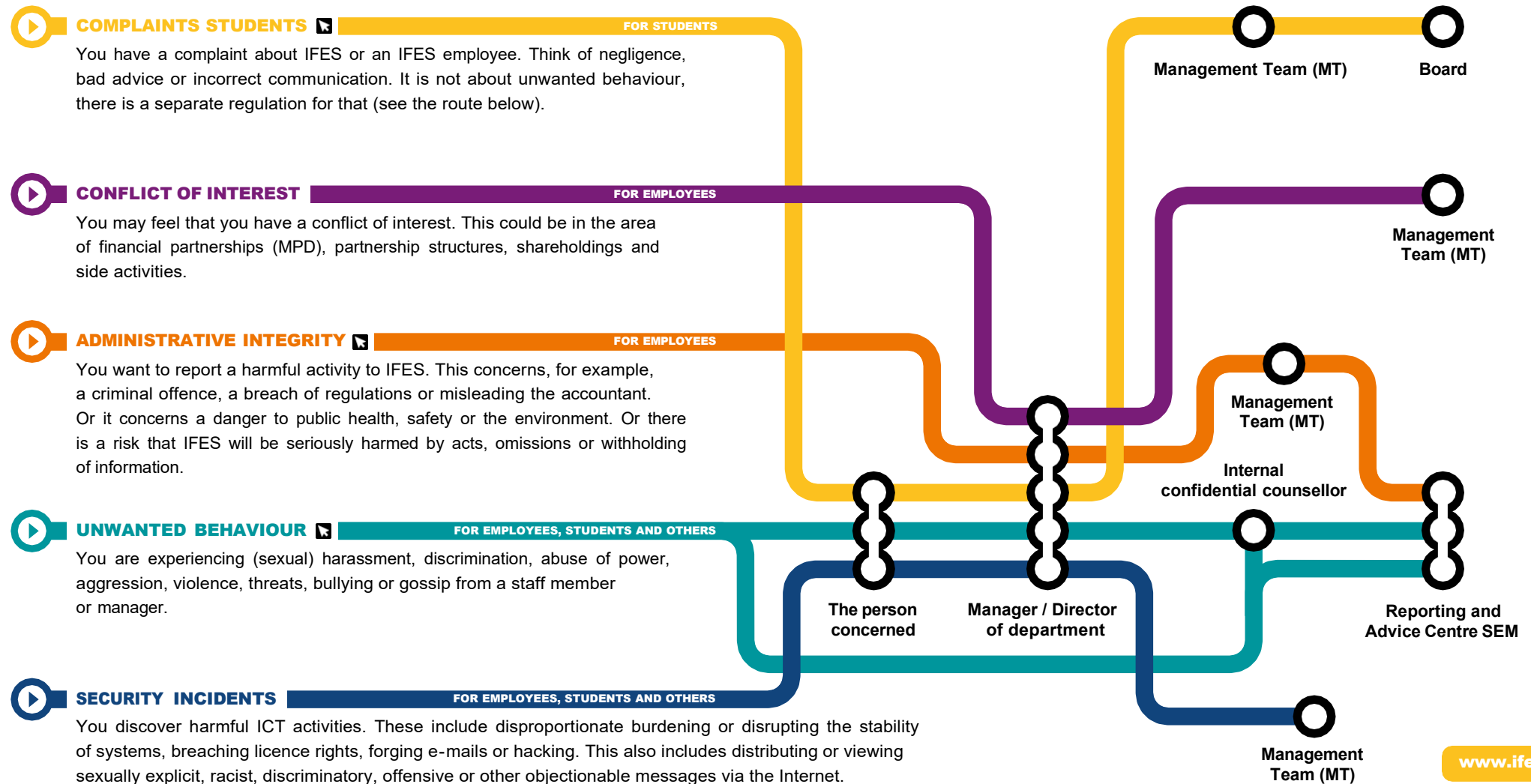


Roadmap integrity

How do you deal with ethical dilemmas?

IFES expects that everyone, employee, student or stakeholder, deals responsibly with the ethical aspects of work. But what if you suspect that something is not right, something happens that should not have happened, or if you yourself have a conflict of interest? This roadmap briefly shows what you can do in such a case. Primarily, we strive for dialogue with each other, that we dare to call each other to account for our behaviour. Managers must create a safe environment in which this is possible. Yet this is not always easy. Maybe you prefer to skip a step, or you want to speak to an internal confidential counsellor before addressing a colleague. That is, of course, always possible.



Explanation of the Roadmap

The roadmap provides a schematic representation of the steps that can be taken when a breach of integrity is suspected. On the following pages, certain themes are further explained. In addition, a number of persons or bodies that can be approached are mentioned. These are further explained below.

Management Team (MT)

The Management Team (MT) consists of three people. They make the daily decisions within IFES. If you want to contact the MT, please send an e-mail to daniel@ifes.nl.

Internal confidential counsellors

IFES has internal confidential counsellors who can help with questions, dilemmas or conflicts in the workplace. This counsellor can also function as a mediator. The internal confidential counsellor:

- Ensures adequate refuge for persons who have to deal with unwanted behaviour
- Offers a listening ear
- Looks first with the notifier for a solution in the informal sphere

- Discusses with the notifier what other options are available
- Counsels the notifier, but only if the notifier wishes this himself/herself
- Can also point the notifier to other aid agencies or care professionals
- Has a duty of confidentiality.

The internal confidential counsellors for unwanted behaviour are:

- Cees Griffioen (06-26741382, cees@ifes.nl)
- Anneriet Boonen (06-57935922, anneriet@ifes.nl)

SEM

IFES is affiliated with Stichting Evangelisch Meldpunt (SEM; translation: Foundation Evangelical Contact Centre). The SEM has an independent Reporting and Advice Centre. The SEM can also function as a mediator, is independent and impartial. Do you, as a person involved with IFES, have a question about what you have experienced in terms of unwanted behaviour? Or are you thinking about making a report? Then contact the SEM Reporting and Advice Centre. For more information, please visit www.wijzijnssem.nl.

Complaints Students

If you have a complaint about IFES or one of its employees, volunteers or trainees, first try to resolve it with the employee or department concerned. Explain your complaint (if necessary, in writing) and ask for a reaction. If this does not lead to a solution, you can turn to the manager / director of the department with the request for an appropriate solution. If you do not agree with the outcome, you can contact the Management Team (MT). To do so, please send an e-mail to annemiek.stam@ifes.nl. If this does not help, you can also contact the IFES board via bestuur@ifes.nl.

By law, complaints must be dealt with within six weeks of receipt, with the possibility of an extension to ten weeks. The complaint is communicated in writing and to the person to whom the complaint relates. Further postponement is possible if the complainant agrees in writing. For more information on the Complaints procedure, please visit www.wijzijnsem.nl.

Administrative Integrity

Step-by-step plan

The first steps of reporting (the suspicion of) harmful activity to IFES can be taken by the supervisor, director or the Management Team. It is possible to ask the internal confidential counsellors for help with questions, dilemmas or conflicts in the workplace. The internal confidential counsellor can, on request, act as a mediator.

If a staff member does not consider it possible to report a case or complaint to the supervisor or the Management Team (MT), or at least not at this stage, he or she can discuss the suspected irregularity with SEM's Reporting and Advice Centre for advice. If the staff member then decides to report the irregularity or file a complaint, he or she can do so via this same Reporting and Advice Centre through SEM. The identity of the staff member concerned will only be disclosed with his or her consent. More about submitting a complaint can be found under 'Complaints procedure' on the SEM website.

Regulation ancillary activities

Doing additional work is often valuable for the professional development of those involved and therefore also for IFES. It is up to IFES to ensure, together with the parties concerned, that the interests of IFES are not damaged by these work activities. Because IFES strives to be a transparent organisation, IFES asks all its employees to reflect carefully on the (possible) effects of their ancillary activities on the organisation and to discuss these with their managers. With regard to ancillary activities, provisions are included in the IFES personnel manual under article 1.9.

Unwanted Behaviour

IFES bears responsibility for a positive climate in which everyone is able to develop his/her talents. IFES is pre-eminently an institution where people with diverse backgrounds meet and work together. All those associated with us, be they students, staff or visitors, contribute to treating each other with respect. We want to offer employees, students and guests an environment where everyone feels welcome and where everyone treats each other with respect.

Every form of unwanted behaviour, such as (sexual) intimidation, abuse of power, aggression, bullying or discrimination, is unacceptable to IFES. This message is communicated at all levels. We consider it an important task to act as adequately and appropriately as possible in the case of alleged unwanted behaviour. For situations involving unwanted behaviour, IFES has the SEM Complaints Procedure. For help, advice or support in this area, one can contact one of the internal confidential counsellors. These contacts are always without obligation, confidential and anonymity is guaranteed.

The internal confidential counsellors are, as mentioned earlier:

- Cees Griffioen (06-26741382, cees@ifes.nl)
- Anneriet Boonen (06-57935922, anneriet@ifes.nl)

IFES is also affiliated to the SEM (Stichting Evangelisch Meldpunt). The SEM has a Reporting and Advice Centre. They can be reached by phone on (+31) 0 85 488 14 49 or have a look at www.wijzijnsem.nl. On the website you will also find the extensive Complaints procedure regarding unwanted behaviour.