

# Code of Conduct UNICEF the Netherlands

## Preface

The image and success of UNICEF depends to a great extent on the behaviour of its employees and volunteers. We aim to achieve the biggest impact as possible for children worldwide. We want our actions to be an example for others. Society may expect this from us.

This Code of Conduct is about how we want to interact with each other and with the people we want to work together with. We want to be honest, respectful and transparent and we are aiming for a safe environment for everyone who works for UNICEF or who is involved with UNICEF. This Code of Conduct applies to everyone who acts on behalf of UNICEF the Netherlands. Therefore, we ask of all volunteers, employees and partner organisations to endorse the following and to make a best effort to personally comply with this Code of Conduct and to address this to colleagues as well.

## 1. I act honestly

When I commit to UNICEF, I act honestly, transparently and consistently. I honour/respect commitments and agreements I make and when it seems I'm not able to comply with this, I signal this and start a conversation about it. I handle information carefully. Towards others I am transparent about the backgrounds, nature, approach and results of the work for UNICEF. I am not tempting myself nor others by gifts or favours for personal gain.

## 2. I act respectfully

I am aware that my behaviour, even in private situations, can influence the good name of UNICEF directly. I contribute to a safe and pleasant atmosphere. I treat others with the same respect I want to be treated with. I show that I am aware of the views and properties of others and respect them as much as possible. I do not show nor tolerate undesirable behaviour such as (sexual) intimidation, aggression, bullying or ignoring. I also offer no space for any form of discrimination whatsoever.

## 3. I am competent

I make sure that I am competent for the tasks, responsibilities and authorizations that I have on behalf of UNICEF the Netherlands. I am willing to learn from my mistakes, share my experiences and ask for feedback on a regular base.

## 4. I am cooperative

I promote mutual understanding and collaborations with the goal to achieve results for children. I offer a person the space to express his/her views and I take him/her seriously. I am positive and I am well prepared for my work. I appreciate the contributions of others and I am willing to help others and provide feedback.

## 5. I act responsible

I inform relevant stakeholders of UNICEF the Netherlands timely and frequently about progress, bottlenecks and results of my work for UNICEF. I am aware that UNICEF the Netherlands depends on the resources it receives from others. I use time, facilities and materials of UNICEF carefully, efficiently and exclusively to the extent that it fits with my work. I thoughtfully handle the privacy of the people with whom UNICEF the Netherlands cooperates. In my behaviour, I show awareness of the possible consequences for children, society and environment.

## 6. I am loyal to UNICEF

In my work for UNICEF, the importance of children always comes first. In my (online) communications I show my loyalty to UNICEF and its objectives. I do not perform any tasks elsewhere which are not compatible with a proper performance of my duties for UNICEF the Netherlands. I discuss possible conflicting interests directly with the right person within UNICEF the Netherlands.

UNICEF the Netherlands has an internal and external confidential advisor and an integrity committee who can give you support in situations where you see or experience unacceptable behaviour.

## 7. My work involves protecting children and young people

The rights and interests of children are paramount in my work for UNICEF. I take preventative measures to ensure that children and young people are safe from harm, abuse, and violence. If serious concerns come to light about children or young people, I respond immediately and report it to the appropriate authorities so that they can protect the child in question.

UNICEF Nederland has an internal and external confidential advisor, a child safeguarding officer, and an integrity committee that can assist you in situations involving inappropriate behaviour.

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## Operationalizing the code of conduct for interacting with children

### What I do:

- I respect the rights of children and put their interests first.
- I respect the boundaries of children and young people and prevent behaviours that cross the line. This also applies to contact with children via e-mail and through social media.
- I respond immediately to suspicions and/or signs of child abuse and inappropriate behaviour involving children and young people during an activity.
- I treat all children, young people, and adults with respect and dignity, irrespective of their age, gender, culture, ethnic background, sexual orientation, or physical or mental ability.

- I pay extra attention to children and young people with mental or physical limitations and ensure they can participate.
- I am aware of and respect the cultural and religious differences of the children, young people, and families involved in UNICEF activities.
- I also adhere to the privacy regulations when handling and managing the personal data of children and young people.

#### What I don't do:

- I never share the personal data of children or young people without their permission.
- I am never alone with the children or young people in a closed room without a good reason.
- I never initiate inappropriate, intimidating, and/or unwanted physical contact with children or young people.
- I never physically or sexually abuse children or young people.
- I never insult or ignore children.
- I never condone behaviours that could harm or hurt others (bullying, hitting, kicking or withholding food, medication, or other needs). I never ignore this type of behaviour either.
- I do not publish or share photos, videos, or stories of children without their explicit consent.
- I never publish or share photos, images, or stories of children that would put them in a vulnerable, harmful, or humiliating position.
- I would never show favouritism by offering money or gifts.