

## The values and policies of VNG International

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VNG International is committed to strengthening democratic local government worldwide. With this mission in mind VNG International has formulated values and policies that steer the operation of our organisation.

### **I. Code of Conduct**

Wherever we operate we aim for the highest standards of performance and behavior in everything we do, according to certain principles that shall govern the conduct of every employee of VNG International. See our 'Code of Conduct'. We are aware that statements on paper are not sufficient to avoid condemnable behavior so we see the Code of Conduct as an instrument which is only useful if we discuss the mentioned values when we are confronted with dilemma's in the daily practice of our work. The management will review annually our attention for the values expressed in the Code of Conduct.

### **II. Human Resources**

Our employees and experts are central to everything we do. VNG International will invest in skills and talents of their employees through ongoing training and development.

### **III. Security and Safety**

We take security and safety very seriously. That is why we have a well elaborated security and safety policy to protect our employees and experts around the world. See our 'Security and Safety Policy'.

### **IV. Sustainable Entrepreneurship**

We want to contribute to sustainable growth that is why we operate in a way that minimizes negative environmental impact and maximizes positive social impact.

## **Code of Conduct VNG International**

1. We are dedicated to the concepts of effective and democratic local government as formulated in the "European Charter for Local Self-Government".
2. We affirm the dignity and worth of the services rendered by democratic government and maintain a constructive, creative, and practical attitude to local government affairs and a deep sense of social responsibility.
3. We know that we are the ambassadors of VNG International. We are dedicated to the highest ideals of honor, integrity and trustworthiness in all public and personal relationships, which means amongst other things that the use of illegal drugs, excessive consumption of alcohol, sexual harassment and bribery are prohibited in all circumstances. We are fair and do not discriminate.
4. We strive to achieve the highest quality, effectiveness and dignity in both the process and the products of our professional work. We only accept an assignment if we are able to offer the know-how and qualifications to fulfill. We are straight and clear in our accountability for the results and failures of our work. We are open for criticism and see that as a stimulus for improving the quality of work.
5. We acquire and maintain professional competence, share information with our colleagues, and accept and provide appropriate professional review.
6. We listen carefully to our clients, partners and contracting agents in order to be able to understand and address their real needs.
7. We know that we are doing our work on the request of our clients. We respect cultural values, sensitivities and national laws of the country in which we work. We stick to contracts, agreements, and assigned responsibilities.
8. We honor property rights including copyrights and patent and give proper credit for intellectual property. We respect the privacy of others and honor confidentiality.
9. We are aware that we sometimes work under difficult or dangerous circumstances and we fully comply with the 'Security and Safety Policy' of VNG International.
10. We uphold and promote the principles of this Code.

When becoming aware of a possible violation of the VNG International Code of Conduct by staff of experts of the organization, people are encouraged to report the matter to VNG International. In reporting the matter people may choose to go on record as the complainant or report the matter on a confidential basis. Reports of violation can be send to our HR Business Partner Anouk de Boer: +31 70 373 8603/ [anouk.deboer@vng.nl](mailto:anouk.deboer@vng.nl)