

VNG International is committed to building better futures by strengthening democratic local government worldwide. With this mission in mind, we have formulated this Code of Conduct, which is compulsory for all our staff and experts: employees on a temporary or permanent contract, interns, insourced and seconded staff, long term and short term experts. This Code of Conduct is in line with the values of our organization: belonging, making a difference, reliability and growth.

The Code of Conduct is part of a more comprehensive approach to our corporate social responsibility, including our human resources policy, our diversity and inclusion policy and gender strategy, our sustainability policy, our anti-fraud and corruption policy and our security and safety procedures.

We are aware that statements on paper are not sufficient to avoid condemnable behaviour. Therefore, we actively promote awareness of the values this Code of Conduct, express and encourage exchange of experience and views when we are confronted with dilemmas in the daily practice of our work. Reported (allegations of) misconduct will be followed up immediately and the management team will annually review how reported violations were dealt with.

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 know that we are the ambassadors of VNG International. Wherever we operate and in everything we do, we aim for the highest standards of performance and behaviour, and respect the ideals of honour, integrity, accountability and trustworthiness in all public and personal relationships.
3. This means amongst other things that we prohibit the use of illegal drugs, excessive consumption of alcohol, and apply a zero tolerance approach to (sexual) harassment and abuse, child abuse, child labour and human trafficking.
4. Corruption and bribery are prohibited under all circumstances. In case we have indications of fraud or corruption by a partner organisation, and in case there is a (potential) conflict of interest between our work for VNG International and any other activity or position in our professional or personal life, we will immediately report this to the VNG International project manager or line manager, in order to define the most appropriate response.
5. We are fair and do not discriminate, as is further detailed in our policy on diversity and inclusion.
6. We know that we are doing our work on the request of our clients and for the benefit of the partners. We listen carefully to our clients, partners and contracting agents in order to be able to understand and address their real needs. We respect cultural values, sensitivities and national laws of the country in which we work. We stick to contracts, agreements, and assigned responsibilities. We strive to make the most efficient use of the resources made available to us and reach optimal results.
7. We strive to achieve the highest quality, effectiveness and integrity in both the process and the products of our professional work. We acquire and maintain professional competence, share information with our colleagues, and accept and provide appropriate professional review. 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.
8. We honour property rights including copyrights and patent and give proper credit for intellectual property. We honour confidentiality and we respect the privacy of others, also as required by the General Data Protection Regulation (GDPR) of the EU.
9. We are aware that we sometimes work under difficult or dangerous circumstances and we fully comply with the safety and security policy.
10. We fully comply with, uphold and promote the principles of this Code.

When becoming aware of a possible violation of the VNG International Code of Conduct by staff or experts of the organization, this should be reported to VNG International. Appropriate action will be taken. This may include involving a third party, as well as reporting to the authorities concerned and to the client of the project. In reporting the matter to VNG International people may choose to go on record as the complainant or report the matter on a confidential basis. Reports of violation can be sent to our integrity officer at integrity@vng.nl.