

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

### I. Code of Conduct

Wherever we operate we aim for the highest standards of performance and behaviour in everything we do, according to certain principles that shall govern the conduct of every employee and expert of VNG International. See our 'Code of Conduct'. We are aware that statements on paper are not sufficient to avoid condemnable behaviour 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.

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## 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 relevance 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 honour, 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 abuse, and bribery are prohibited in all circumstances. We are fair and do not discriminate. In case we have indications of fraud or corruption by a partner or beneficiary organisation, we will report this to the VNG International project manager or line manager, in order to define the most appropriate response.
4. We strive to achieve the highest quality, effectiveness and integrity 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 fulfil it. 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 and for the benefit of the beneficiaries. 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 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 '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 or experts of the organization, people are obliged to report the matter 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 **HR Business Partner, Ms. Anouk de Boer:** [anouk.deboer@vng.nl](mailto:anouk.deboer@vng.nl), or tel. +31622961472