



## The IFRC Staff Code of Conduct framework as in use at the Netherlands Red Cross Society, applicable to international staff, partners & travelers

Since 2007, the Netherlands Red Cross has embraced and enforced the IFRC Staff Code of Conduct (SCoC) and Anti-Harassment Guidelines to all its international staff and travelers. A graphic overview of the content of the policy framework and related procedures shows beneath:

### Supporting anyone affected

First, we want to outline the confidential and free **support** that is available to staff whether they have suffered from harassment recently or in the past, have witnessed misconduct, or who are recovering from an abusive experience in another workplace or a different setting. This applies as well to anyone else affected.

NLRC is committed to a survivor-centred approach in line with **Resolution 3 of the 32<sup>nd</sup> International Conference**.



You can speak confidentially with GIMD or Antares for support or referral to other professional services.



We can arrange for you to visit and/or skype with an **independent stress counsellor**. NLRC medical insurance covers many physical and psychological services.



We also offer mediation through **HR** and, where appropriate, through **independent external mediation services**.

#### Netherlands Red Cross:

The NLRC offers **support to anyone** affected by abuse or harassment, including to its own staff and volunteers. Various options for reporting and personal support are in place, see *“CoC Reporting Mechanisms” NLRC (2018)*.

### Promoting a safe and inclusive workplace free from harassment



IFRC Staff Code of Conduct



GIMD, Antares, and IFRC Safecall



Anti-Harassment guidelines

We have a **Code of Conduct** that applies to everyone working under a NLRC contract or under NLRC's legal status anywhere in the world. Every staff member is expected to read, understand, agree to, and sign the Code of Conduct before beginning work with us. And we have policies on **Fraud and Corruption Prevention**, **Child Protection**, and **Whistleblower Protection**. Online training is available for all of these alongside the compulsory **Stay Safe personal security course**.

The independent and confidential GIMD, Antares & IFRC Safecall reporting systems can be used by anyone, not only Red Cross and Red Crescent personnel – to raise the alarm about any misconduct.

NLRC also has **Anti-Harassment guidelines** and performs background checks on job applicants before an offer of employment is made.

#### Netherlands Red Cross:

The NLRC offers safeguards to its staff, volunteers, partners and communities as indicated in the IFRC Staff Code of Conduct, Anti-Harassment Guidelines, anti-corruption, and child-protection policies. To support these policies the NLRC uses e-training modules that are available free of charge for both Red Cross personnel as well as its implementing partners and non-RC NGO personnel at <http://www.ifrc.org/en/get-involved/learning-education-training/learning-platform1/>.

## Responding to misconduct

Misconduct can only be prevented if systems are in place to allow confidential, professional investigation of any person suspected of misconduct, and effective disciplinary measures should the allegations against them be proved.



Complaints Officer &  
Arbitration Committee



HR  
department



Legal  
department

The **Complaints Officer, Arbitration Committee, HR, and Legal departments** are on hand to assess allegations and launch an investigation. In sensitive cases, an **independent external investigator** may be used.

If allegations are proven, the Secretary General will determine appropriate sanctions in line with **NLRC Staff Regulations**.

### **Netherlands Red Cross:**

Any misconduct can be reported using the methods described in *CoC Reporting Mechanisms NLRC*. The Netherlands has a **“Survivor Centered Approach”** to foremost safeguard the interest of survivors, and a **“Zero Tolerance Approach”** for perpetrators. Procedures are in place to ensure that the process is safe and independent, both institutional SCoC as well as legal obligations are applicable.

## Detecting and reporting misconduct and concerns

Anyone affected by misconduct and abuse – victim or witness – can alarm & report, HR in Headquarters or Country Offices, any senior manager, or ask a trusted colleague to make the complaint on their behalf. You do not have to give your name but anyone who does identify themselves is protected by the Whistleblower Protection policy.



GIMD  
Antares  
IFRC Safecall



HR in Headquarters or  
Country Offices



Any senior  
manager



A trusted  
colleague

Other channels for reporting include directly to the Complaints Officer & Arbitration Committee, the **Ask HR email address**, and the **Staff Association**.



Complaints Officer &  
Arbitration Committee



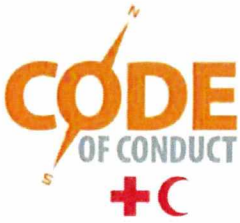
Ask HR  
email address



Staff  
Association

### **Netherlands Red Cross:**

The NLRC strives for an ethical culture within its organization, supported by regulations and procedures.



# Reporting Mechanisms – Netherlands RC

- - an overview - -

The mechanisms available to our staff, volunteers, beneficiaries, and implementing partners to report allegations/complaints/concerns of any nature in relation to integrity breaches, are as follows (in line with IFRC 2007 Code of Conduct):

## **a. NLRC - line management**

- Through line manager, unit manager, HR
- Through a trusted colleague

If secure, confidential or anonymous reporting is regarded important, then the following methods are being encouraged:

## **b. Independent (non-NLRC):**

- The staff's (personal) coach at Antares Foundation, an independent and specialized organization in Amsterdam supporting NLRC staff and delegates with stress & mental health. Antares counsels and advises our staff in any situations of stress or difficulty, +312 20 20 10 (24/7)
- The GIMD Confidential Counselor, Ms. Mirjam [redacted] Kessel, +31 [redacted] 00 or [redacted]@gimd.nl.
- By sending a message to the NLRC whistleblower hotline [whistleblowhotline@redcross.nl](mailto:whistleblowhotline@redcross.nl) or [klokkenluidersmeldpunt@redcross.nl](mailto:klokkenluidersmeldpunt@redcross.nl). Messages through these accounts are not seen within the NLRC, and are immediately directed to an external Confidential Counselor.

### NLRC:

- The newly developed NLRC Intranet SPACE feature “Confidential Incidents Reporting”, where reports on any incidents or concern can be filed. Only one NLRC-staff member known to our staff has access to these reports - Ad Beljaars - who will confidentially seek contact with the reporting staff member and discuss/advise on the further process.
- The NLRC website has a complaint form <https://www.rodekruis.nl/klacht-of-suggestie-melden/> for the public.

### IFRC:

- If the reporter prefers to report through the IFRC Secretariat, this is possible through IFRC SafeCall: +442076965952, by sending an email to [ifrc@safecall.co.uk](mailto:ifrc@safecall.co.uk), or by filing a complaint at <http://www.safecall.co.uk/file-a-report-website>. SafeCall can be used to complain or report by anyone, including partner national RC Society-staff, beneficiaries, and wider public.

Although not being part of the specific reporting for misconduct, when immediate health support is required as a result of having been attacked our staff can 24/7 call for assistance through EuroCross +31 [redacted] for guidance and support. In addition, we have medical procedures and medicaments in place in countries with weak health infrastructure and a relative high risk of abuse to reduce the development of HIV and facilitate contraception.

### **Noot:**

- **In view of confidentiality the blurred contact information is not for public presentation**