

World Child Cancer-NL

Code of Conduct

April 2018

1. DEFINITIONS

“Representative” in this policy includes all employees, volunteers (including ambassadors), board members, contractors, sponsors and consultants of World Child Cancer-NL.

The code applies in all circumstances where individuals work on behalf of, or act as representatives of World Child Cancer-NL (hereafter: World Child Cancer). While visiting or working in one of our programme countries, it will cover all actions while there both during working hours and outside of them.

2. INTRODUCTION

As a World Child Cancer representative, you are required to abide by the organisation's policies and procedures, and, if an employee, the terms and conditions of your employment contract. You must ensure your conduct is in keeping with the organisation's beliefs, values and aims.

The aim of this Code of Conduct is to formalise the standards by which you may need to behave in certain circumstances. The Code applies to all World Child Cancer staff, volunteers, and consultants, and in agreeing to work for, or with, World Child Cancer, you undertake to discharge your duties and to regulate your conduct in line with the requirements of this Code. The Code is designed for your guidance and protection.

The Code of Conduct is intended to provide direction for all World Child Cancer representatives in making decisions in their professional lives and, at times, in their private lives. By following this Code of Conduct, it is intended that all representatives will contribute to strengthening the professionalism and impact of the work of World Child Cancer and have a shared understanding of who we are and how we behave.

Whilst recognising that local laws and cultures differ considerably from one country to another, World Child Cancer has written this Code of Conduct to reflect the organisation's fundamental beliefs and values (as outlined below), to support its mission to work with others to support children with cancer and their families and its commitment to ensuring that everyone is respected and valued.

3. MISSION, BELIEFS AND VALUES

Our vision is a world where every child, regardless of where they live, receives the best possible treatment and care and is able to realise their ambitions and dreams.

Our mission is to improve the rate of diagnosis, accessibility of treatment and quality of support for children with cancer, and their families, in the developing world.

World Child Cancer's values are:

- Act for sustainable change
- Act with integrity
- Act collaboratively
- Act with kindness

4. CODE OF CONDUCT – STANDARDS

As a representative of World Child Cancer, I will:

1. Be responsible for the use of information and resources to which I have access by reason of my association with World Child Cancer.

1.1. I will ensure that I use World Child Cancer information, funds and resources entrusted to me in a responsible and cost effective manner and account for all money and property, following the appropriate policy and procedural requirements. Resources and property include:

- Money entrusted to World Child Cancer
- Telephones, and other office equipment or equipment/resources belonging to World Child Cancer
- Computers including the use of email and internet
- Information that is confidential or restricted concerning World Child Cancer and individuals
- Appropriate use of World Child Cancer information and the use of the World Child Cancer name
- World Child Cancer premises

1.2. I will demonstrate my commitment to the environment and sustainable development by adhering to World Child Cancer policies on travel and the use of resources.

2. Ensure the safety, health and welfare of all World Child Cancer representatives.

- 2.1. I will adhere to all legal and organisational health and safety requirements in force at the location of my work.
- 2.2. I will comply with all security guidelines, including those of local offices, and be pro-active in informing management of any necessary changes to such guidelines.
- 2.3. I will behave in such a way as to avoid any unnecessary risk to the safety, health and welfare of myself and others, including partner organisations and beneficiaries.

3. Ensure that my personal and professional conduct is, and is seen to be, of the highest standards and in keeping with World Child Cancer's beliefs, values and aims.

- 3.1. I will treat all people fairly and with respect and dignity and recognise the professional opinion of others. I will be accountable for my actions and will not use unequal power relationships for my own benefit.
- 3.2. I will work with others in an open and participative way, co-operating both within and across teams to support the delivery of organisational results.
- 3.3. I will take responsibility for the quality and timeliness of my own work to contribute to achievement of organisational objectives.
- 3.4. When working in an international context or travelling internationally on behalf of World Child Cancer, I will observe all local laws and be sensitive to local customs.
- 3.5. I will not work under the influence of alcohol or drugs in ways that may impair my judgement or have an adverse impact on the behavior exhibited on World Child Cancer premises or when representing World Child Cancer at external functions.
- 3.6. I will not use, or be in possession of, illegal substances on World Child Cancer premises or when representing World Child Cancer at external functions
- 3.7. I will seek to ensure that my personal conduct does not compromise World Child Cancer's values and does not impact on or undermine my ability to undertake the role for which I am employed
- 3.8. I will not say or do anything that would damage the reputation of World Child Cancer or which may bring the charity into disrepute.
- 3.9. In acknowledging that effective media coverage of World Child Cancer activities is pivotal to the success of our work, I will not give interviews or provide information to the media unless I have been specifically authorised to do so. I will

not disclose information that is confidential or may be used to harm World Child Cancer or any individual.

- 3.10. I will not accept significant gifts or any remuneration from governments, beneficiaries, partners, donors, suppliers and other persons, which have been offered to me as a result of my work with World Child Cancer. All gifts will be declared, and will not be kept for personal use without authorisation.
- 3.11. I will not abuse my position with World Child Cancer by requesting any personal service or favour from others in return for assistance from World Child Cancer.
- 3.12. I will not enter into commercial sex transactions. For the purpose of this Code of Conduct a transaction is classed as any exchange of money, goods, services or favours with any other person.

4. Perform my duties and conduct my private life in a manner that avoids possible conflicts of interest with the work of World Child Cancer and my work as an employee of the organisation.

5. Avoid involvement in any criminal activities, activities that contravene human rights or those that compromise the work of World Child Cancer.

- 5.1. If I become aware of any form of illegal activity, I will make it known to the appropriate authorities.
- 5.2. I will notify the organisation if I am found guilty of any criminal charges during my work with World Child Cancer.
- 5.3. I will abide by World Child Cancer's Child Safeguarding Policy and will not engage in inappropriate or sexual behavior with children under the age of 18 or vulnerable adults, regardless of local custom.
- 5.4. I will not abuse or exploit children under the age of 18 or vulnerable adults in any way and will report any such behavior of others to my line management.
- 5.5. I will not carry a weapon on World Child Cancer premises nor jeopardise the safety of myself or others by carrying a weapon when representing World Child Cancer.

6. Refrain from any form of harassment, discrimination, physical or verbal abuse, intimidation or exploitation, both in and out of work.

- 6.1. I will fully abide with the requirements of World Child Cancer's Code of Ethics and Child Safeguarding Policy.

- 6.2. I will never knowingly engage in any exploitive, abusive or corrupt relationships and will take appropriate action if I become aware of them.

I have read carefully and understand the World Child Cancer Code of Conduct and hereby agree to abide by its requirements and commit to upholding the standards of conduct required to support World Child Cancer's aims, values and beliefs.

Name:

Signature:

Date:

Position: Employee Volunteer Consultant Representative Ambassador Board member
Sponsor Contractor

APPLICATION OF THE CODE OF CONDUCT

The Code of Conduct is intended to serve as a guide for all World Child Cancer representatives in making decisions in their professional lives and, at times, in their private lives. By following this Code of Conduct, it is intended that all representatives will contribute to strengthening the professionalism and impact of the work of World Child Cancer and have a shared understanding of who we are and how we behave.

The Code of Conduct forms part of the terms and conditions of employment representatives.

1. All representatives will be given a copy of this Code of Conduct and be required to familiarise themselves with its requirements.
2. All representatives will be required to confirm this by signing their agreement to the Code of Conduct and by keeping a copy. A further copy of the signed agreement will be kept on their personal file.
3. For members of staff and volunteers working in another country, guidance will also be given in relation to local specific customs and legal requirements, in order to inform the behaviour that they will be expected to adopt.
4. Managers also have a particular responsibility to uphold the standards of conduct and set an example.

5. In the recruitment and selection of representatives, managers should seek to ensure that candidates selected support the beliefs and values of World Child Cancer.
6. Any representative who has concerns about the behaviour of another employee/volunteer should raise these with the appropriate manager, or use the whistleblowing policy. Any concerns will be treated with urgency, consideration and discretion.
7. Any breaches to the requirements of this Code of Conduct will be subject to investigation and possible disciplinary action. .
8. A breach of this code which amounts to a “serious incident” must be reported to the Board of World Child Cancer Charity Commission, and possibly to other authorities or donors.

World Child Cancer-NL

Code of Ethics

April 2018

A. INTRODUCTION

1. Given the size and spread of the foundation's operations, it is important to retain a set of core values and approaches to the way in which we conduct our activities.
2. The foundation acknowledges its obligations to all those with whom it has dealings - children with cancer and their families, overseas projects, medics, employees, suppliers, government bodies, donors and the wider community.
3. The reputation of the foundation and the trust and confidence of those with whom it deals is one of its most vital resources. The protection of this is of paramount importance.
4. The foundation demands and maintains the highest ethical standards in carrying out its activities. Corrupt practices of any sort will not be tolerated.

B. CHILDREN WITH CANCER AND THEIR FAMILIES

1. The foundation has a Child Safeguarding Policy that everyone working with the foundation, in any capacity, is required to follow. The safety of children will always be our paramount concern.
2. The foundation will treat with respect all children with which it comes into contact and will ensure permission is sought before photos and stories of children are included in promotional literature and reporting materials.
3. The foundation will maintain the confidentiality of patient information.

C. FUNDRAISING

1. The foundation and all its suppliers will raise funds from donors and potential donors in an ethical manner that:
 - a) Does not pressurise them;
 - b) Respects their privacy;
 - c) Is polite and courteous;
 - d) Does not take advantage of their age, education or any disabilities;
 - e) Does not improperly favour them in return for the donation.

D. OVERSEAS PROJECTS AND MEDICS

1. The foundation will request timely reporting from overseas projects and the medics involved in those projects to ensure delivery of the agreed objectives.
2. Commitment of ongoing support of an overseas project will be provided in a timely manner.
3. The foundation will ensure that it is aware of and addresses any risks of bribery or sanctions breaches that occur.

E. REPRESENTATIVES

1. Relations with all representatives of the foundation are based on respect for the dignity of the individual.

Examples of unacceptable behaviour in this scenario include:

- a) aggressive or abusive behaviour, such as shouting or personal insults;
- b) spreading malicious rumours or gossip, or insulting someone;
- c) discrimination or harassment;
- d) unwanted physical contact;
- e) stalking;
- f) offensive comments/jokes or body language;
- a. publishing, circulating or displaying pornographic, racist, sexually suggestive or otherwise offensive material or pictures;
- g) isolation, deliberate exclusion and/or non co-operation at work;
- h) persistent and unreasonable criticism;
- i) unreasonable demands and impossible targets; and/or
- a. coercion, such as pressure to subscribe to a particular political or religious belief.

2. Information received by employees or volunteers in the course of business dealings will not be used for personal gain or any purpose except that for which it is given.
3. The foundation will not tolerate any racial, sexual, physical or mental harassment of its employees or volunteers..
4. The foundation refers to the Complaints procedure of the Princess Mxima Center and will make every effort to resolve issues with relevant representatives without the need for either party to have recourse to confrontation.

F. TAXATION

1. The foundation will aim to develop relationships with its suppliers based on mutual trust.
2. The foundation undertakes to pay its suppliers in accordance with agreed terms of payment.
3. The receipt of gifts or favours by the foundation’s representatives can give rise to embarrassing situations and may be seen as an improper inducement to grant some concession in return to the donor. The following principles should be observed:
 - a) gifts or favours must not be solicited;
 - b) gifts of money must never be accepted;
 - c) reasonable small tokens and hospitality may be accepted provided they do not place the recipient under any obligation, are not capable of being misconstrued and can be reciprocated at the same level.

The offer or receipt of gifts or favours can also amount to a bribe, which gives rise to a criminal offence, and a conflict of interest and this policy should be read in conjunction with the Princess Mxima Center Policy for accepting gifts.

Any offers of gifts or favours of unusual size or questionable purpose should be reported immediately to the chair of the foundation.

4. All information concerning the relationship between the foundation and a supplier will be respected as confidential.
5. The foundation will ensure good conduct is employed when paying suppliers and other commercial organisations or paying out charitable funding.

G. RELATIONS WITH THE GOVERNMENT AND THE LOCAL COMMUNITY

1. The Charity will not knowingly evade its tax obligations.
2. The Charity will not knowingly assist or facilitate the evasion of tax obligations by any other person.
3. The Charity will record and report all transactions, including those where payment is made in cash.

World Child Cancer-NL

Child Safeguarding Policy

April 2018

1. POLICY STATEMENT

Children who come into contact with World Child Cancer as a result of our activities must be safeguarded to the maximum possible extent from deliberate or inadvertent actions and failings that place them at risk of child abuse, sexual exploitation, injury and any other harm.

This responsibility falls upon all of our staff, volunteers, board members, sponsors and consultants (“representatives” - see section 2) and is reflected across many policies. This duty of care is enshrined in our Child Safeguarding Policy.

The Policy requires:

- World Child Cancer to recruit only representatives who are suited to work with children and to apply strict child safe recruitment practices. All World Child Cancer representatives who will come into contact with children as part of their work will be required to have a VOG (Verklaring Omtrent Gedrag) check, or local equivalent and this should be updated every three years.
- That everyone associated with the organisation is aware of their obligations and responds appropriately to issues of child abuse and the sexual exploitation of children. Further details regarding the reporting of issues under this Child Safeguarding Policy are detailed in section four.
- That anyone who represents our organisation behaves appropriately towards children and never abuses the position of trust that comes with being a part of World Child Cancer.
- That everyone who works with us must actively create a safe environment for children who come into contact with the organisation.
- All activities and programmes of work are assessed for risks to children which we seek to mitigate or remove. In particular, photographing of children should only take

place with prior consent from the parent or guardian and from the hospital where the child is being treated. In addition, when using patients' photographs on promotional material for the foundation, written consent of parents (in case of minors) and patients is necessary.

In this way we make World Child Cancer safe for children and by creating a child safe organisation; we honour their rights and our aspirations.

2. SCOPE OF THE POLICY

This Policy applies to:

- World Child Cancer staff, whether national, international, full time, part time or engaged on short-term contracts, e.g. consultants, researchers and our volunteers. Collectively all the people to whom this policy applies are referred to as “**representatives**” throughout this policy.
- Volunteers, trustees and board members, staff and representatives of partner agencies (including consortium partners) and any other individuals, groups or organisations who have a formal/contractual relationship with World Child Cancer that involves any contact with children (unless it is formally agreed that a partner organisation may enforce its own safeguarding or protection policy).
- Donors, journalists, celebrities, politicians and other people who visit World Child Cancer programmes or offices and who will make contact with children must be made aware that this Policy applies to them while visiting our programmes or offices.
- All of the above must act in accordance with this Protocol in **both their professional and their personal lives**, while on a programme visit.

Breaches in the policy can lead to disciplinary action including possible dismissal. For partners/contractors, breaches can lead to termination of contract or partnership agreement. Where relevant, the appropriate authorities will be notified.

3. PRINCIPLES

The Child Safeguarding Policy is committed to and guided by the principles of:

- **Personal responsibility.** All representatives of World Child Cancer must demonstrate the highest standards of behaviour towards children both in their private and professional lives. They have a responsibility to understand and promote the policy. They must do all that they can to prevent, report and respond

appropriately to any concerns or potential breaches of the policy.

- **Universality.** The Policy includes mandatory requirements that apply to everyone in all aspects of World Child Cancer's work regardless of how and where they work.
- **Standards based approach.** World Child Cancer has adopted a standards based approach to Child Safeguarding. Our safeguarding standards and standards of staff behaviour are often higher than those of the national laws and community custom or tradition. Nevertheless, it is our standards that representatives agree to when they join World Child Cancer and it is to these that they will be held account.
- **Openness.** We aim to create an environment in relation to child safeguarding, where any issues or concerns can be raised and discussed.
- **Transparency and accountability.** This is essential in order to ensure that poor practice can be addressed, potentially abusive behaviour can be challenged and best practice promoted.
- **Accountability to children and their communities.** Through strengthening our internal systems, standards and practice we will be more accountable to the people we aim to serve.
- **Children participation and non- discrimination.** Children should be empowered to understand their rights in this area, and made aware of what is acceptable and unacceptable, and what they can do if there is a problem or a concern.
- **The best Interest of any children involved.** When dealing with a Child Safeguarding concern, the best interest of the child will be our priority and we will strive to ensure their safety, health and well- being including meeting their emotional, psychological and physical needs.
- **Confidentiality.** All Child Safeguarding concerns/reports/ investigations will be dealt with on a need to know basis and all records will be held securely. Likewise, communication will be confidential and secure.
- **Timeliness.** Given the potential for increased or repeated abuse, timely responses are essential. If abuse is suspected, action to ensure the child's safety must be done with maximum urgency.
- **Compliance.** The policy will be implemented in adherence with the U.N. Convention on the Rights of the Child 1989.
- **Uniformity.** This policy applies both during, after and in between work hours, while in a programme country with World Child Cancer.
- **Ambition.** World Child Cancer aims to be able demonstrate that it meets best

practice in the field of safeguarding children.

- **Partnership.** We will work together with other agencies to promote Child Safeguarding within organisations and Child Protection within the wider community.

4. DEFINITIONS AND FULLER EXPLANATION

4.1 Child

Child is defined as anyone under the age of 18 years as defined in the UN Convention on the Rights of the Child.

4.2 Child Safeguarding

Within World Child Cancer, the term refers to the set of policies, procedures and practice that we employ to ensure that World Child Cancer itself is a child safe organisation.

We know that harm can befall children as a result of deliberate actions by a tiny minority of staff and representatives. We have zero tolerance to such behaviour and pursue rigorous policies to prevent and respond to these issues. We aim to ensure that everyone associated with the organisation is aware of and responds appropriately to issues of child abuse and the sexual exploitation of children. We aim to ensure that anyone who represents our organisation behaves appropriately towards children both in work and outside work and never abuses the position of trust that comes with being a part of World Child Cancer.

However, we also know that inadvertent actions, the lack of preventative actions and other failings on our part can and do sometimes have the unintended consequence of causing harm. Plus, preventable accidents can happen. Applying a safeguarding approach to the planning of programmes or in a myriad of other forms of engagement we have with children can be effective in mitigating and removing those risks.

In other words, Safeguarding is our attempt to ensure that everything which lies within our control is done to ensure the safety and welfare of children that we work with.

It helps in ensuring the rights of children within their communities are based on sound foundations.

4.3 Child Abuse

Child Abuse consists of anything which individuals, institutions or processes do or fail to do which directly or indirectly harms children or damages their prospect of safe and healthy development into adulthood. The main categories of abuse are defined by WHO as Physical Abuse, Emotional Abuse, Neglect and Negligent Treatment, Sexual Abuse, and Exploitation,

Physical Abuse involves the use of violent physical force so as to cause actual or likely physical injury or suffering, (e.g. hitting, shaking, burning, female genital mutilation, torture).

Emotional or psychological abuse includes humiliating and degrading treatment such as bad name calling, constant criticism, belittling, persistent shaming, solitary confinement and isolation).

Sexual Abuse includes all forms of sexual violence including incest, early and forced marriage, rape, involvement in pornography, and sexual slavery. Child sexual abuse may also include indecent touching or exposure, using sexually explicit language towards a child and showing children pornographic material.

4.4 Sexual Exploitation of a Child

Sexual Exploitation means any actual or attempted abuse of a position of vulnerability, differential power, or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another. ¹

The sexual exploitation of a child who is under the age of consent, is child sexual abuse and a criminal offence. An underage child cannot legally give informed consent to sexual activity.

World Child Cancer considers that:

- a. sexual activity with a child with or without their consent is child abuse and a crime e.g. rape, indecent assault;
- b. any sexual activity with a child who is under the age of 18 regardless of whether they consent is child abuse and a crime;
- c. consensual sexual activity with a child over the legal age of consent of the country in which she/he lives and/or in which the offence occurs, but below 18 years (although not a crime) will be dealt with as a breach of this Child Safeguarding Policy and the Code of Conduct.

5. SAMPLE LIST OF UNACCEPTABLE BEHAVIOUR FOR WORLD CHILD CANCER REPRESENTATIVES, BOTH IN PERSONAL LIFE AND PROFESSIONAL LIFE

Staff, partners and other representatives must never:

1. Hit or otherwise physically assault or physically abuse children.
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2. Engage in sexual activity or have a sexual relationship with anyone under the age of 18 years regardless of the age of majority/consent or custom locally. Mistaken belief in the age of a child is not a defence.
3. Develop relationships with children which could in any way be deemed exploitative or abusive.
4. Act in ways that may be abusive in any way or may place a child at risk of abuse.
5. Use language, make suggestions or offer advice which is inappropriate, offensive or abusive.
6. Behave physically in a manner which is inappropriate or sexually provocative.
7. Have a child/children with whom they are working to stay overnight at their home unsupervised unless exceptional circumstances apply and previous permission has been obtained from their line manager.
8. Sleep in the same bed as a child with whom they are working.
9. Sleep in the same room as a child with whom they are working unless exceptional circumstances apply and previous permission has been obtained from their line manager.
10. Do things for children of a personal nature that they can do themselves.
11. Condone, or participate in, behaviour towards children which is illegal, unsafe or abusive.
12. Act in ways intended to shame, humiliate, belittle or degrade children, or otherwise perpetrate any form of emotional abuse.
13. Discriminate against, show unfair differential treatment or favour to particular children to the exclusion of others.
14. Spend excessive time alone with children away from others in a manner which could be interpreted as inappropriate.
15. Expose a child to inappropriate images, films and websites including pornography and extreme violence.
16. Place themselves in a position where they are made vulnerable to allegations of misconduct.

This is not an exhaustive or exclusive list. Staff, partners and other representatives should at all times avoid actions or behaviour which may allow behaviour to be misrepresented, constitute poor practice or potentially abusive behaviour.

6. REPORTING UNDER THE CHILD SAFEGUARDING POLICY

Anyone who has concerns regarding this Child Safeguarding Policy or anyone who suspects child abuse or exploitation should contact the Chair of World Child Cancer-NL, prof. dr. Gertjan Kaspers, or the projectleader Outreach, Germaine Custers.

Concerns should be raised as soon as possible and will be dealt with on an urgent basis.