

# Stichting VluchtelingKansen

## INTEGRITY POLICY STICHTING VLUCHTELINGKANSEN

Stichting VluchtelingKansen is a social non-profit organisation.

Stichting VluchtelingKansen is active in the Utrechtse Heuvelrug region and is committed to achieving a refugee policy that is as humane as possible. The organisation does this by providing young asylum seekers and approved refugees in particular with guidance in (vocational) training and gaining work experience. The organisation also provides financial assistance for family reunification and offers financial and moral support to asylum seekers who have exhausted all legal remedies through the LVV (National Provision for Aliens) scheme. This LVV scheme is funded by the municipality of Utrecht. Expenses for other activities are financed from the proceeds of the Eurowinkel run by the organisation, which sells second-hand books and clothing. The shop is also a work-experience location.

Assistance and guidance to refugees is provided by the Werkgroep Vluchtelingzaken. This is a group of volunteers, some of whom receive an expense allowance. The coordination of the Eurowinkel is in the hands of a part-time self-employed person supported by volunteers, in addition to partially remunerated staff. Board members also have contact with refugees on occasion.

### *Objective of an integrity policy*

The staff, volunteers and board members conduct their duties to the best of their ability and with due care. The Organisation's target group, young asylum seekers and approved and rejected asylum seekers, is a vulnerable group. The volunteers of the Werkgroep Vluchtelingzaken are particularly close to the participants and a bond develops that is often long-lasting. This is valuable for both participants and volunteers, but also makes it necessary to formulate policies on how to interact with one another. By doing so, the organisation hopes to prevent transgressions, among other things.

Relations between staff, board members and volunteers at the Eurowinkel are less intrusive, which is why the Stichting Vluchtelingkinderzaken does not consider the deployment of additional instruments necessary.

In addition, the use of public and social resources also makes an integrity policy an appropriate measure. This integrity policy promotes conscientious interaction with the target group, conscientious interaction with one another in the organisation and compliance with laws and regulations, as well as standards and values generally applicable in the Netherlands.

#### *1. What is meant by integrity?*

A positive interpretation of the term integrity is: acting conscientiously, accountably and unwaveringly.

- Conscientious means that employees, board members and volunteers continually reflect critically and systematically on their core responsibilities and ask themselves ongoing questions and act in line with applicable laws and regulations.
- Accountably means that staff and volunteers can indicate how their actions align with their core responsibilities and core tasks and with their organisation's core values, rules and guidelines. Yet also with generally accepted standards and values.
- Unwavering means that staff and volunteers hold their ground in the face of resistance and temptation.

## 2. *Policies for fostering integrity*

- Volunteers and refugees are treated with respect both in speech and behaviour and with respect for one another's boundaries and are advised and supported to the best extent possible.
- Within the organisation, board members, staff, volunteers and refugees treat one another with respect both in speech and behaviour.
- Advice and decisions on support are given and taken objectively. The guidelines of the board and workgroup are used as a guideline.
- Board members, staff and volunteers have no personal interest whatsoever in the outcomes of their work, advice and decisions.
- Board members, staff members and volunteers stand firm in the face of resistance and temptation and, if necessary, seek help from staff members within their workgroup or from the board of Stichting VluchtelingKansen.

## 3. *Instruments*

The integrity policy is supported by the following instruments:

1. An intake interview with new volunteers;
2. Where appropriate, a performance interview with the volunteers within the workgroup;
3. Organising a meeting on a regular basis to reflect on objectives and working methods, either at workgroup or organisation level;
4. The establishment of two external confidential advisors at organisation level; one male and one female;
5. A complaints procedure;
6. Specifically for the members of the Werkgroep Vluchtelingzaken: holding a VOG (Certificate of Good Conduct).

## 4.

### *Implementation*

Integrity violations lead to action in all cases. Depending on the nature and severity, these could be recommendations, warnings, or expulsion. In the event of criminal offences, a police report is always filed.

Measures are taken at Eurowinkel or Werkgroep Vluchtelingzaken level. If desired, the board can become involved, both by the workgroup and the volunteer. This will follow the working method of the Stichting VluchtelingKansen's complaints procedure.

## 5. *Protocol confidential advisor*

Volunteers and employees of the Werkgroep Vluchtelingen and the Eurowinkel can contact the confidential advisor for reports on inappropriate behaviour such as: - aggression and violence -sexual harassment/unwanted intimacy -bullying - discrimination.

Inappropriate behaviour involves the infringement of personal integrity. This involves the behaviour being regarded by the person as inappropriate and considered inappropriate by objective standards applicable in society.

The role of a confidential advisor is independent and guarantees absolute confidentiality. The confidential advisor takes action only if the complainant agrees and will provide support. The confidential advisor examines all options with the complainant and lists all consequences of these options. A confidential advisor always treats the information of staff, volunteers and others confidentially. A duty of confidentiality applies.

*Procedure:*

1. An employee, volunteer or other person confronted with inappropriate behaviour (sexual intimidation, sexual harassment, aggression and/or violence, bullying or discrimination) can submit a report to the confidential advisor, preferably in writing.
2. A report can be made either orally or in writing. In the event of an oral report, a written report is drafted and signed by the complainant and the confidential advisor. The complainant receives a copy of this report. The confidential advisor advises and consults with the complainant on whether the procedure should be continued. Anonymous reports will not be processed.
3. The confidential advisor informs the board that he/she is investigating a report. If the report concerns a board member, the confidential advisor shall inform one of the (other) members of the executive board.
4. The confidential advisor will investigate the report by hearing the complainant and the respondent independently of one another. This hearing shall take place no later than two weeks after the report has been filed.
5. If the respondent declines to be heard, the confidential advisor will invite the person involved to respond orally or in writing by registered letter. If the respondent does not comply with this request, the refusal will be included in the procedure.
6. If necessary, the confidential advisor can, with the greatest possible care, hear other persons involved in the matter.
7. The board will be informed immediately of a criminal offence.
8. The confidential advisor reports his/her findings and indicates whether the report has proven to be founded or unfounded. The complainant and the respondent will receive a copy of the report.
9. The confidential advisor sends the report accompanied by an advice on possible measures to the board.
10. If the complainant withdraws the report during the procedure, the complainant will inform the confidential advisor, preferably in writing.
11. After receipt of the report and advice, the subject is placed on the next agenda of the board meeting.
12. The (remaining) board members take any measures and inform the complainant and the respondent in writing.

**Confidential advisor:**

The confidential advisors for Stichting VluchtelingKansen are:

- Mr Laurens Touwen (vertrouwenspersonen@vluchtelingkansen.nl)
- Ms Dineke Oldenhof (vertrouwenspersonen@vluchtelingkansen.nl)

## 6. *Final provisions*

1. This integrity policy shall enter into force on 1 September 2023

2.

This integrity policy shall be adopted and amended by the board, last on 23 August 2023.

3. This policy is linked to the complaints regulations.

4. The board will ensure publication of this integrity policy by publishing it on the website. The workgroup and the management team of the Eurowinkel will ensure publication among their own volunteers and employees.

The provisions in this integrity policy do not prejudice the option of turning to other appropriate persons or bodies, such as a complaints mediator, standard mediator, a lawyer and/or the civil or criminal courts.

These regulations may be cited as 'Integrity Policy Stichting VluchtelingKansen'.

Adopted in the board meeting of the organisation on 24 May 2023.