



Code of Conduct

for employees of and others representing Stichting Wings of Support

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1. Introduction

1.1 Mission

Wings of Support supports groups of children on destinations of KLM by giving financial support and, if possible, practical aid for the purpose of education, shelter and medical care. Wings of Support offers direct, small-scale help to groups of children, born from a vision of sustainability. At the same time, WoS donors and sponsors offer direct possibilities of physical aid at the projects.

1.2 Vision

Wings of Support aims for integrity and optimal effort of its volunteers and the means it has at its disposal. It transparently and carefully renders account of the results. Wings of Support does not have any paid staff and only works with volunteers, that, because of their jobs, do not have any travel and subsistence expenses. This way, Wings of Support aims to enter lasting relations with representatives of the local projects, who in their turn will ensure that as many children as possible get assistance.

1.3 Purpose of the Code of Conduct

In order to meet our objectives, mission and core values Stichting Wings of Support (hereafter called WoS) must retain its reputation as an NGO of integrity and respect. When working for WoS you represent WoS in your work and life. This Code of Conduct seeks to safeguard our standards of behavior. The Code of Conduct is designed to help you understand how important it is to maintain professional practices and an ethical lifestyle. The Code of Conduct cannot anticipate every possible situation. If you have any concerns about how the Code should be applied in a particular situation, you should discuss this with the board of WoS.

1.4 Who is bound by the Code of Conduct?

This code will be binding upon all people representing WoS, project partner staff, Wings of Support volunteers and third parties involved with Wings of Support.

For convenience, in this text all such persons are referred to as "staff" or "signatory". Each signatory is required to be knowledgeable about the Code of Conduct and all related policies and internal controls applicable.

1.5 Revision of the Code of Conduct

The Code of Conduct is a living document intended to reflect our changing needs, realities and responsibilities. As the organization grows and new issues arise, the Code will be periodically reviewed and modified to ensure that it remains relevant to the needs and realities of the organization. This review process will be conducted on a regular base and will be led by the secretary of WoS. Any changes in the Code of Conduct will be legally binding for all existing signatories at the moment that the updated document has been communicated.

2. The Codes of Behavior

2.1 General values

WoS applies human rights values and principles through promoting participation, accountability and non-discrimination as much in its internal procedures as in its programming activities. Signatories of the Code of Conduct shall carry out their duties in accordance with these principles, with the highest standard of professional responsibility and integrity. The signatories shall at all times treat others with respect and dignity, and shall carry out their duties demonstrating commitment to equity and fairness



for those with whom the organization collaborates in the pursuit of its objectives as well as with any other people they interact with.

2.2 Representation

Signatories should remember that they are representing the organization at all times and should therefore not indulge in behavior that may compromise the integrity or professionalism of the organization.

2.3 Respecting laws and culture of the country

Signatories are obliged to familiarize themselves with and respect the laws of the country in which they are working. Signatories are required to familiarize themselves with and respect local culture, structures, beliefs, and customs, as long as these are not in contradiction with international human rights norms and humanitarian law.

2.4 Child Safety Policy

WoS maintains a 'zero- tolerance to violence' policy which includes violence toward any WoS volunteer, representative, partner or beneficiary of any age. In reference to child protection, adult-child relations and peer relations the following behavior is NOT permitted by WoS:

- Racism, homophobia, sexism, and/or religious discrimination;
- Showing preferential treatment of some children to the detriment or exclusion of others;
- Shouting and bullying of children which includes using language with children or offering advice which is offensive, abusive, or threatening in any way;
- Intentionally physically or verbally intimidating children and/or preventing a child from expressing his/her opinion;
- Hitting or any form of physical abuse of children;
- Physically restraining children during program activities or at any other time unless the staff member has had appropriate training and another responsible adult is present as a witness;
- Assisting children with tasks of a personal nature which are not part of their job description and/or which the child is capable of fulfilling themselves;
- Allowing a child or young person with whom you work to stay overnight in your house and/or to sleep in the same bed;
- Spending time alone/unsupervised with a child or young person with whom you work. Wherever possible and practical, two adults should be present during workshops and other children's activities. Where this is not possible staff should seek alternatives such as the presence of adult community members and/or use of open spaces that are visible to others in the area.
- Developing physical or sexual relationships with children;
- Developing relationships of an inappropriate nature with children, which could in any way be deemed abusive or exploitative;
- Displaying general behavior which is against good practice or is potentially abusive, including behavior by means of ICT, like mobile phone or internet;
- Due to the inherent imbalance of power between line managers and staff, or benefactors such as WoS staff and beneficiaries of any age, WoS does not permit personal relationships between benefactors and beneficiaries or line managers and staff. All signatories have a duty to report



suspected or confirmed breaches of the Child Safety Policy to the chairman of WoS. Reports must be made as soon as possible. All staff is required to have read and be knowledgeable of the Code of Conduct.

2.5 Abuse of position

Signatories will not abuse their position in the organization in any way. Abuse of power includes but is not limited to: favoritism, nepotism, corruption, bribery, all forms of exploitation, including sexual exploitation. Some specific instances are highlighted in the articles below:

No signatory is permitted to have any form of sexual relation or any relation with any beneficiary (whether minor or adult) that could be deemed to be abusive by the standards of the country of assignment.

No form of sexual harassment is tolerated.

No signatory will extract or attempt to extract money or other benefits of any kind in return for employment and/or project participation.

No signatory will extract or attempt to extract money or benefits of any kind in return for funding a specific (partner) organization.

2.6 Staff relations

All signatories will contribute to a constructive working atmosphere by refraining from improper behavior towards colleagues. Improper behavior includes but is not limited to violence, discrimination, sexual harassment, mobbing or verbal abuse.

2.7. Payment or acceptance of bribes and/or other official charges

As a basic principle WoS does not condone the payment of bribes. These include, but are not limited to, illegal charges imposed for the release of goods from customs, "taxes" levied by local authorities in addition or beyond to the legal maximum, or illegal charges imposed by local authorities in exchange for mission registration, programme approval or work permits. No signatory will accept a bribe of any kind.

2.8 Security policy

All signatories are aware of the security guidelines of KLM/AV and its implications and will follow the security guidelines and instructions as mentioned in de Crew Information Sheet (CIS). KLM/AV are consulted as independent advisors.

2.9 ICT and Social Media

WoS signatories are expected to handle and use WoS communication media with due care. Access to Sales Force is for work related usage only. Sales Force is WoS "virtual office", all administrative actions are done in this safe environment. Use your WoS account in a safe environment. If you have any suspicion of abuse of your WoS email account or your Sales Force account, notify the Secretary within 24 hours.

WoS has several official accounts on social media. When active on social media, we encourage our staff to contribute to the transparency and accessibility of WoS. As a WoS ambassador all signatories should be aware of this, even when using social media privately.

2.10. Media

All signatories may only contact the media on behalf of WoS or act as a spokesman after having the explicit permission of the Communication Department (ComCom@wingsofsupport.org).



When dealing with the media, signatories will cooperate with the media to ensure that the general public is accurately informed about the WoS programme and the context in which the programme takes place.

2.11 Photography

When taking part in or visiting WoS activities, photography should be kept to a minimum, unless the signatory had been requested or assigned to document the activity. Always ask permission to the local organization.

2.12 WoS logo

When using the WoS logo, all signatories should use the standard logo in blue on a white background.

2.13 Confidentiality

All signatories will take care to ensure that confidential information is properly protected and not disclosed to third parties. This includes any private information about children.

3. Breaching the Code of Conduct

3.1 Reporting on a breach of the Code of Conduct (CoC)

All signatories have a duty to report suspected or confirmed breaches of the Code of Conduct. Reports should be addressed to the chairman of WoS and contain the following information:

- The name(s) of the individual(s) against whom the allegation is being made;
- The name of the individual making the allegation;
- What was seen and/or said;
- The date and location of the event;
- The names of any witnesses to the event. Witnesses must be informed by the report writer of their inclusion in the report. The anonymity of the individual(s) making the allegation(s) will be protected.

Any signatory against whom such an allegation has been made should be removed immediately from their position and from all contact with the child/group in question until the allegation has been fully investigated and resolved. Where it is believed that the child is at serious risk of further harm the local organization or equivalent should also be alerted.

Retaliation of any kind against any person who has reported an observed or suspected violation of the Code of Conduct in good faith is prohibited. Intentionally or negligently making false allegations of a breach of the Code of Conduct against a signatory is prohibited.

3.2 Consequences of breaching the Code of Conduct

Any signatory who fails to comply with the Code of Conduct will be subject to disciplinary action, up to and including dismissal from membership of WoS.

For signatories that are not WoS volunteers, this document is directly linked to any other contract or agreement of cooperation with WoS. Failure to comply with the Code of Conduct might lead to breaking the contract or agreement that exists between WoS and the signatory.



For signatories that are a member of the Board of Trustee this document is directly linked to their appointment. Failure to comply with the Code of Conduct might lead to suspension and/or dismissal through a majority decision of the Board of Trustees.

Where the laws of the Netherlands have been broken by the signatory s/he may also be subject to criminal or civil proceedings. In such cases WoS will seek legal advice on the matter.

4. Declaration and signature

By signing this document, the undersigned declares to have read it in full and understood its intention, implications, and possible consequences for his/her behavior as representative of WoS. Any signatory who has questions about any aspect of this Code of Conduct and its potential implications for him/her has the responsibility of discussing it with the board of WoS.

Name

Place

Date

Signature