

## Code of conduct

The code of conduct of Stichting Happy Watoto, Tanzanian homes & schools (Happy Watoto) focuses on Happy Watoto as an organization and on all the people involved who work for, or on behalf of Happy Watoto. It is based on the Code of Good Practice for the Netherlands (GDN).

This code of conduct deals with good relationships with all the important stakeholders of Happy Watoto (donors, volunteers, beneficiaries, etc.). Happy Watoto applies the basic values of a charity as stated by Charity Netherlands (GDN): respect, openness, reliability and quality.

## Goal

Happy Watoto gives orphans and children from families with difficult backgrounds brighter future prospects by providing them with a caring home, an English-language educational program from kindergarten to vocational training, and finally guiding them to a paid job or setting up their own company.

In the Annual Report you will find further information about the management, supervision and accountability with regard to the goal of Happy Watoto.

## Stakeholders

Happy Watoto has to deal with persons, groups and a wide range of institutions in the execution of its objective. Because of the nature and purpose of Happy Watoto, as a charitable organisation, Happy Watoto recognizes responsibilities towards:

- beneficiaries: orphans and children from underprivileged families from the Arumeru District of Arusha in Tanzania, who are included in the Happy Watoto project.
- employees: all persons who work for Happy Watoto and are connected to one of the local non-governmental organizations (NGOs) on behalf of Happy Watoto in Tanzania.
- volunteers: all persons who volunteer for Happy Watoto, in Tanzania and in the Netherlands.
- society: the social environment in which Happy Watoto functions in Tanzania (where Happy Watoto operates) and in the Netherlands (where Happy Watoto carries out its fundraising activities).
- donors: this refers to all persons, groups, foundations and bodies that support Happy Watoto by giving money and resources in kind.

### **Core values**

The actions of Happy Watoto are determined by a number of guiding principles, known as core values:

- **Honesty:** we act respecting equal rights for all, promote equal opportunities and fair treatment. We respect differences between people, cultures and organizations;
- **sustainable:** with what we do we aim to bring about sustainable change. Our activities are goal-oriented, efficient and effective in order to achieve sustainable impact;
- **empowering:** we believe in the strength and passion of people to develop their talents and support change;
- **inspiring:** we want to be a source of inspiration for all those involved in Happy Watoto. We encourage creativity and innovation and are open to new ideas and visions;
- **connecting:** we use our heart and soul to achieve our goal.

### **Elaboration of core values**

The above-mentioned core values determine the way people are involved in Happy Watoto. In practice, these values have concrete significance for Happy Watoto's relationship with the donors, its target group, for dealing with volunteers, and for the relationship with the societies in which Happy Watoto works.

Compliance with the code of conduct means that all persons involved can trust that they are treated with respect, and that they are expected to treat others with respect. In doing so, they are not confronted with undesirable behaviour and at the same time they are expected to also refrain from undesirable behaviour such as:

- **sexual harassment:** unwanted rapprochement in the form of requests for sexual favours, verbal, non-verbal or physical behaviour;
- **aggression and violence:** bullying, psychological or physical harassment, threatening or attacking others;
- **Discrimination:** making statements about, conducting acts, making decisions about persons because of their race, religion, gender, philosophy of life and / or sexual orientation, or making any distinction based on these factors (race, religion, etc.);
- **bribery and corruption:** the granting or obtaining of unauthorized favours in exchange for reciprocal services, money or otherwise.
- **fraud:** the misuse of data, means and / or services in any form whatsoever that have access to or have access to by virtue of the performance of a job within Happy Watoto.

The donors can trust that:

- a) complete, correct and accessible information about the purpose of donations is provided;
- b) in respect of donations, respect for donor and beneficiary is shown;
- c) strive for maximum quality in all operational activities;
- d) as far as possible, all of the funds received are spent on the objectives;
- e) full, fair and understandable accountability is given about the spending of the funds and the activities to achieve the objectives.

The beneficiaries can trust that:

- a) they will be treated with respect by individuals and the local culture and society;
- b) the aim is to achieve maximum quality in the activities in order to achieve the objectives
- c) no distinction is made between race, religion, nationality, sex or sexual preference
- d) in the selection of beneficiaries, no party-political or religious objectives are sought with the interventions, but only the objective of Happy Watoto;
- e) interventions and prioritization of the interventions are based on real needs of the target group, and that they are involved in this;
- f) that interventions use and reinforce the existing local capacities and resources as much as possible.

Employees and volunteers can trust that:

- a) generally accepted rules and standards of good management are complied with, insofar as these apply to their activities;
- b) good conditions are created for their commitment;
- c) they are valued appropriately for their efforts.

The society in which Happy Watoto works can be confident that:

- a) Happy Watoto adheres to generally accepted values and norms, both of social conduct and of principles of the democratic constitutional state; and there is always willingness and is shown to consult and dialogue with relevant social groups.

### **Final provisions**

- Happy Watoto is partly responsible for the social and political acceptance and the image of the development sector and the charitable fundraising sector as a whole.
- Happy Watoto strives for cooperation, both within the sector / branch and with other parties involved.
- Happy Watoto has set up a complaints procedure. If there is undesirable behaviour or other practices that conflict with this code of conduct, this can be made known to Happy Watoto through the complaints procedure.