

Code of conduct

The code of conduct of Happy Watoto Foundation, 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 and describes the behaviour expected of them.

This code of conduct deals with integer relationships with all the important stakeholders of Happy Watoto (donors, volunteers, beneficiaries, employees, board etc.). It outlines the mission, goals and core values of the organization, the stakeholders and then the guiding principles.

Mission and Goals

We believe that quality education and eradication of poverty will enable Tanzania to become an African success story. Therefore, it's our **mission** to enable underprivileged Tanzanian children to build an independent life and make a valuable contribution to Tanzania's future. In order to achieve this mission we focus on the following three **goals**: create a safe and healthy environment, provide them with high quality partly English education, work on life skills and employment prospects.

All of our employees share our 5 core values: **trust, responsibility, local empowerment, integrity, respect & equality**. The core values are reflected in our mission statement, way of working and interacting, With each other, the children and society as a whole.

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: 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.

Guiding principles

The actions of Happy Watoto are determined by a number of guiding principles,:

- **Principle 1: Honesty, Integrity and Fair Play** The Happy Watoto foundation and its staff are fully committed to the principle of honesty, integrity and fair play in carrying out our projects. All staff should ensure that the projects, procurement or staff recruitment, are dealt with in an open, fair and impartial manner.
- **Principle 2: Equal Opportunity for All Employees** Happy Watoto is an equal employment opportunity employer. We respect differences between cultures, people and organizations. Employment opportunities are available regardless of race, color, sex, religion, national origin, age, disability or other legally protected status. This Principle applies to all aspects of the employment relationship, including recruiting, hiring, training, work assignment, promotion, transfer, termination, and wage and salary administration.
- **Principle 3: Safety, and Health Practices** Happy Watoto is committed to an injury-free and illness-free workplace that is operated in an environmentally sound manner in compliance with all relevant laws and regulations that protect employee safety and the environment.
- **Principle 4: Governance and anti-corruption** The foundation has zero tolerance for corruption. All employees must never offer to provide anything of value directly or indirectly to government officials and business partners to secure an undue advantage. The foundation prohibits payment, offers of payment as well as anything of value directly or indirectly with the purpose of influencing or obtaining undue business or personal advantage. Third parties will only be contracted to perform tasks which aid foundation interests provided: fees to be paid are reasonable; all arrangements are clearly documented.
- **Principle 5: Property** the Happy Watoto Staff who is given access to any property of the foundation should ensure that it is properly used for the purpose of conducting our projects. Misappropriation of the property for personal use or resale is strictly prohibited.
- **Principle 5: Compliance with the Code** It is the personal responsibility of every staff member to understand and comply with the Code of Conduct. Every member of the staff shall **sign** a declaration of Principle to this purpose. The General Manager of Happy Watoto will keep the declarations of Principle. Higher ranked employees should ensure that their subordinates understand and comply with the standards and requirements stated in the Code. Any staff member who violates any provision of the Code will be subject to disciplinary action. In cases of suspected corruption or other criminal offences, a report will be made to the appropriate authorities.
- **Principle 6: Sanctions** Happy Watoto can take prompt and appropriate remedial action in response to violations of the Code. Any staff member who engages in conduct prohibited by the Code as determined by their manager / the NGO Board, will be subject to discipline actions and sanctions in accordance with the (labor) law. Once a complaint has been placed, the General Manager will initially analyze it and he may meet privately with the applicant to understand the facts surrounding the issue.

Following a fact-finding phase, an investigative meeting could be held with the staff member alleged of the violation, to further ascertain the facts and receive observations. The decision should be issued in writing (date and signed), indicating a summary of the facts, reference to the specific violation and motivations. The sanction may be under the form of:

- Warning;
- Private or public letter of reprimand;
- Transfer to other tasks or unit;
- Suspension from duties;
- Termination or removal;
- To be fined for an amount estimated between 1/3 and 5 times the most recent monthly salary.

The General Manager shall report serious violations to appropriate government or legal authorities.

Elaboration of the guiding principles

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

Based on our guiding principles,

The donors can trust that:

- complete, correct and accessible information about the purpose of donations is provided;
- in respect of donations, respect for donor and beneficiary is shown;
- the foundations strives for maximum quality in all operational activities;
- as far as possible, all of the funds received are spent on the objectives;
- 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:

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

Employees and volunteers can trust that:

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

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

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

Undesirable behaviour

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.

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.