



VEI - Code of Conduct

This code of conduct outlines the norms, values, rules, and responsibilities or proper practices of individuals who work for VEI. This Code of Conduct applies to VEI employees, seconded VEI short term experts, seconded VEI long term experts, subcontracted experts and individuals employed by another entity of the project but under the management responsibility of VEI.

The VEI guidelines are:

- Respect the relevant laws, culture and regulations that apply in the country of posting.
 - Take responsibility for your actions. Be honest, upright, open, and trustworthy in dealing with donors, project beneficiaries, staff, partner organizations and local communities. Be aware that at all times you are considered a representative of VEI and/or project consortium, Dutch water utilities, and Partner Utilities. Before, during or after working hours, your behavior should reflect the trusted image of VEI and partners.
 - Behave respectfully and with integrity towards everyone, including persons who are different or think differently. Be aware of cultural differences. Communication is the most important intervention to prevent misunderstandings. Treat all people with respect and dignity and challenge any form of harassment, discrimination, intimidation, exploitation or abuse.
 - Prevent personal transactions, situations, dependencies, relationships, or other forms of personal involvement that are (possibly) in conflict with VEI's/project interests.
 - Prior, as well as during field visits, take responsibility for your health and safety. This includes that you are aware of the VEI health and safety policies and the project specific health and safety plan. VEI expects from seconded long- and short-term experts to follow the advice in the field of preventive health care and safety.
 - As representatives of VEI you are responsible for maintaining a professional (online) presence. Avoid to post inappropriate or offensive content on social media platforms that could harm the image of VEI and/or its partners. Also, handle confidential information about VEI and its partners with care. Never post confidential, internal, or competitive sensitive information on social media, and align with the VEI PM and check with VEI Head-office in case of doubt.
 - Be respectful and polite in online interactions with others. Avoid engaging in online disputes or spreading negative comments about colleagues, partners, or VEI.
 - Respect the privacy of colleagues, customers, and partners. Never share personal information, photos, or videos of others without their consent.
- If applicable, drink moderately and responsibly. Take into account that medicines may hinder your capability to act responsibly. Never use drugs.
- Treat VEI and partner company properties, whether material or intangible, with respect and care.
 - Exhibit a responsible and caring attitude towards the environment.



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VEI - Code of Conduct anti-corruption

VEI applies a zero-tolerance policy where it has determined through an investigative process that its staff or individuals acting as VEI representatives have engaged in fraudulent, corrupt, collusive, or coercive practices. 'Zero tolerance' means that VEI will pursue all allegations falling under the scope of this policy and that appropriate sanctions will be applied where the allegations are substantiated. VEI shall enforce a range of disciplinary measures and sanctions for all such cases, in accordance with applicable rules and regulations present within the mother companies Vitens and Evides. Where such cases concern individuals employed by another entity, VEI shall take all possible steps to ensure that the other entity takes appropriate actions in a manner consistent with this policy.

Fraud and corruption include, but are not limited to:

- corrupt practice - offering, giving, receiving, or soliciting, directly or indirectly, anything of value to influence improperly the actions of another party.
- fraudulent practice - any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation.
- collusive practice - an arrangement between two or more parties designed to achieve an improper purpose, including influencing improperly the actions of another party.
- coercive practice - impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party.

This policy holds for the various levels in the organization, including the short-term experts that are seconded for VEI. This policy applies for all levels in the organization.

VEI has a company policy which provides the possibility to consult a confidential counselor. This counselor is external and independent and is available for confidential consultation in the event of dilemmas in the field of undesirable behavior and suspicion of wrongdoing/abuses.

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Toine Ramaker
CEO VEI B.V.

