

Definitions:

In this code of conduct, by "organisation" we mean EFR.

By "members" we mean students, board, and committee members.

By "customers" we mean clients, employers, suppliers, and business partners/relations.

Code of Conduct

We want our association to have satisfied members and customers. We also believe it is important for our members to have a safe study and relaxation space and to enjoy their time within EFR.

The way everyone interacts is crucial for this. Our organisation wants the code of conduct to be more than just a paper document. Therefore, this code of conduct will also be placed on our website, so that it is known to our customers and partners. Members, customers, and partners are expected to adhere to the code of conduct in their relations with or on behalf of our organisation. In situations where there are disagreements about the norms and values stated in the code of conduct, these can always be discussed with the EFR Board.

The objectives of the code of conduct are:

- to safeguard and maintain the good image of our organisation
- to protect the members
- to combat and prevent bullying, aggression/violence, discrimination, stalking, and (sexual) harassment

The following points are emphasised:

- integrity
- respect
- loyalty

Status

The code of conduct is based on legal provisions and derives legal status from this. The rules are based on the Health and Safety at Work Act, articles from the Civil Code, and the Criminal Code.

Scope

The code of conduct is intended for all members, customers, and collaborative partners and is accessible to everyone.

Code of Conduct

Respect and equality; EFR finds it important that its members can pursue their goals as much as possible in the way they desire. Our Board members support the members/students in this with their expertise and function. Together, efforts are made to reach consensus with respect for the choices made.

There is much that is possible within EFR, including the manner in which people interact. However, every freedom has its limits. This also applies to manners of interaction. If someone does not adhere to these rules, measures can be taken. In exceptional cases, this could even lead to expulsion.

To prevent misconduct and to demonstrate that our association values norms and values, a description of what we find undesirable is provided. These guidelines delineate the boundaries of permissible behaviour.

Bullying

Within our organisation, there is respect for others; it is therefore not permitted to hurt, humiliate, insult, or verbally abuse others, publicly reprimand, ignore or socially isolate, make gestures, gossip (especially online gossip which can have significant consequences), criticise someone's personal life, or damage property.

Discrimination

Any form of discrimination based on religion, belief, political affinity, race, skin colour, physical or mental disability, nationality, gender, sexual preference, or any other grounds, is not allowed.

Intimidation

Cursing, discriminatory language, or speaking with a raised voice is prohibited. Physical expressions such as making oneself appear large, obstructing someone's path or following them are also not accepted. This also applies to making threats. Furthermore, physical contact, bothering or pursuing another, such as excessive contact through phone, SMS, WhatsApp, email, and other social media, is forbidden.

Sexual Harassment

Any sexual attention expressed verbally, physically, or non-verbally, whether intentional or unintentional, that is perceived as unwanted and unpleasant by the recipient, is prohibited.

Conflict of Interest

Any action that could cause a mix of business and private interests should be avoided to prevent conflicts of interest. This rule means acting loyally, with integrity, and professionally without personal interests.

Theft

In the event of theft of organisation property or property of customers, it must be reported to the EFR Board.

A police report will be filed, and an investigation will follow.

Depending on the outcome of the investigation, appropriate measures will be taken.

Complaint Handling

Should a member or a customer have a complaint, they can discuss it with the person concerned. The complaint can also be discussed with one of the EFR Board members, who will aim to resolve the complaint satisfactorily. Additionally, the organisation offers the possibility to involve the EFR confidential advisor.

Procedures

We advise our members to discuss confidential complaints with our EFR confidential advisor. This person can also provide information on procedures and consequences.

Finally

This document concerns behaviour, norms and values, and measures that can be taken. We believe it is important to be clear about this with regard to the safety of our members and customers. If we interact respectfully with each other, much is possible.

Enactment of the Code of Conduct

The EFR Board and the Supervisory Board have approved this code of conduct. The code of conduct is applicable as of now.