



# Code of Conduct

## Introduction

At IHE Delft, we are determined to create, maintain and nurture an open and inspirational culture.

This Code of Conduct is our framework on what kind of behaviour we expect from our employees, affiliates, students and PhD candidates. You are considered:

- an employee when you have an employment contract with IHE Delft
- an affiliate of IHE Delft when you hold a position as defined in the Affiliates policy, which can be found here, or when you are otherwise professionally connected to IHE Delft, e.g. when you are a guest lecturer or consultant
- a student at IHE Delft when you study, parttime or fulltime, at IHE Delft
- a PhD candidate at IHE Delft when you take part in the PhD programme of IHE Delft

IHE Delft has five values which are at the core of our reputation as an institute for water education with global and local societal impact:

**Relevance & Impact** - *Everything we do is in response to societal needs. We aim to have a tangible impact on water related problems in developing countries and countries in transition.*

**Academic status** - *With our (current) academic status we seek to stimulate an environment allowing academic debate, for all staff, fellows and students alike.*

**Unique position** - *Maintain our unique position as an international, multicultural, multidisciplinary institute, embedded in the water sector.*

**Functional autonomy** - *We stay autonomous and flexible in relation to governance, financing, decision-making and security of staff tenure.*

**Transparent governance** - *Ensure all governance and decision-making is open, transparent and that every member of IHE Delft is heard, without risk of negative consequences.*

These core values converge on five pillars on which our Code of Conduct is built: professionalism, doing the right thing, diversity & inclusion, responsibility, and making impact.

While doing our work, studying or doing a PhD, we are all confronted with obstacles, difficult choices and dilemmas. At such moments, our Code of Conduct guides the behaviour of all individuals connected to the Institute.

It is the responsibility of each and every employee, student and PhD candidate to act in line with our Code of Conduct. This means that all people working or studying at IHE Delft should familiarise themselves with the Code of Conduct and act accordingly. We always act responsibly and ethically while operating in the Netherlands and in the international arena.

Being an institute living up to its purpose and its values means that all of us must take responsibility. We do this by following our Code of Conduct. Whenever you face dilemmas or are in doubt about what to do, please speak up and discuss with your colleagues or (fellow) students what are the right steps to take.

Thank you for deepening your understanding about our Code of Conduct and for representing our Code of Conduct. It is critical for our success and reputation.



**Prof. dr. Eddy J. Moors**  
**Rector of IHE Delft**

## Professionalism

Everyone deserves a safe and healthy working- and studying environment. As professionals, we are collectively responsible for building and maintaining that environment. Acting professionally is therefore at the helm of what IHE Delft expects from all employees, affiliates, students and PhD candidates.

### *Leading by example*

IHE Delft expects all staff with a supervisory and managerial function, e.g., professors, heads of department, line managers, project managers, supervisors and teachers, to lead by example. Individuals in such positions set out clear goals, create an environment where communication is open and team members and students are nurtured to achieve their (academic) goals. In such position you are expected to be open to feedback and suggestions and to keep an eye for potential issues that may arise.

### *Undesirable behaviour*

Collegiality, respect and paying attention to all are our regular manners. Undesirable behaviour is behaviour of an employee, student or PhD candidate directed at another person at IHE Delft that is perceived as hurtful, threatening or unacceptable by the recipient and that may constitute a breach of this person's integrity, leading to psychological, social- or work pressure. Undesirable behaviour can take various forms. These can include but are not limited to (sexual) harassment, discrimination, exclusion, aggression and/or violence, bullying and (scientific) sabotage. At the Institute we do expressly not tolerate unfair treatment or discrimination due to a person's age, race, ethnicity, religion, gender identity, sexual orientation, ancestry, disability, pregnancy, marital status, nationality, chronic illness and/or any other status.

### *Research integrity*

To maintain our academic status as a credible institute with a global societal impact, we adhere to the rules set out by Netherlands Code of Conduct for Research Integrity. The Code of Conduct for Research Integrity is applicable when conducting research and/or within an educational setting. All researchers (including PhD candidates and students) are aware of the dilemmas which can arise when conducting research and are expected to act in compliance with the Netherlands Code of Conduct for Research Integrity and with utmost care.

You can access the Code of Conduct for Research Integrity through [this page](#) on the Source.

### *Ancillary activities*

Ancillary activities in addition to the activities at IHE Delft are permitted as long as the ancillary activities do not contravene with the activities at IHE Delft, IHE Delft's mission, values and the Code of Conduct. Ancillary activities must not undermine IHE Delft. All employees are expected to be transparent regarding their ancillary activities. Prior consent is needed before commencement of the activities. Employees are expected to register their ancillary activities on InSite. The Rectorate authorises ancillary activities through InSite.

The ancillary activities of our Professors are mentioned on IHE Delft's [website](#).

### *Conflicts of interest*

Being an employee, a student or a PhD candidate at IHE Delft means acting with the best interest of IHE Delft in mind. Sometimes what is in the best interest of the Institute can be in conflict with a personal interest of a family member, a friend or yourself.

A conflict of interest can arise when you perform a task on behalf of the Institute and simultaneously have a (bigger) personal interest in the outcome of the task. A conflict of interest can easily and subtly occur. At IHE Delft, we expect all employees, affiliates, students and PhD candidates when confronted with a (potential) conflict of interest to talk about it in a transparent way with their colleagues, supervisors or fellow students. We expect all to be open, honest and avoid even the appearance of a possible conflict of interest. If (the appearance of) a conflict of interest has arisen, we expect the person involved to withdraw themselves from the situation. If this is not possible, we expect the person involved to be transparent about the process and the decision to be made, and to involve a colleague, who does not have a conflict of interest, in the process and decision-making.

### *Personal relationships at IHE Delft*

A personal relationship is an intimate (love or sexual) relationship. Personal relationships are personal. However, we expect every employee to act professionally and objectively when he or she is in a personal relationship with a student at IHE Delft or employee of IHE Delft.

If a situation arises where a personal relationship creates or poses a (potential) integrity risk, the employee must report the situation to his, her or their supervisor. The supervisor and employee(s) concerned will discuss which measures are best suited in that specific situation. An integrity risk exists when there is abuse in the hierarchical relationship or when there is an impression of abuse or breach of trust. For example, abuse in a hierarchical relationship may arise when an employee must assess the subordinate with whom they have a personal relationship or in situations when lecturers and students or PhD candidates have a personal relationship.

Being open, honest and transparent also applies in relation to the recruitment and hiring of a person with whom an employee of IHE Delft has a personal relationship. This means that you are expected to inform your supervisor if you become aware that a person whom you have a personal relationship with is recruited or applies for a position at the Institute. Additionally, you cannot take part in the selection and / or hiring procedure of a person you have a personal relationship with.

### *Use of social media*

All employees, affiliates, students and PhD candidates are (online) ambassadors of IHE Delft. We encourage everyone to take part in promoting IHE Delft and our mission. We trust that everyone acts professionally when posting about IHE Delft on social media with your private account and/or when tagging the Institute. If you have doubts about a post contact our Communication Office: [communication@un-ihe.org](mailto:communication@un-ihe.org)

## Doing the right thing

At IHE Delft, we expect all employees, affiliates, students and PhD candidates to act ethically, and in compliance with all applicable laws and regulations. In other words: to do the right thing.

IHE Delft is a foundation under Dutch law and operates under the auspices of UNESCO. IHE Delft participates in high level discussions on both international and local level. For IHE Delft and all staff members operating in the international arena this emphasises the greater relevance of acting ethically, especially in relation to finances.

### *Anti-bribery and corruption*

At IHE Delft, we acknowledge that we participate in projects around the world. These projects are also running in countries where corruption or bribery is likely to occur, such as countries highly ranked at the Corruption Perception Index that is yearly published by Transparency International.

Corruption and bribery can take many forms, including gifts, donations, grants, the promise of support in exchange for money, gifts, internships or dinner parties. At IHE Delft, we do not commit or allow any form of bribery. We do not provide or promise anything of value to any person with the aim of improperly receiving preferential treatment nor do we request or accept a bribe or request or allow others to do so.

Given the nature of our projects, we expect all employees, affiliates, students and PhD candidates to be aware of laws and regulations relating to corruption and bribery, and especially when abroad.

### *Gifts and donations*

At IHE Delft, we acknowledge that employees, affiliates, students and PhD candidates are confronted with gifts or donations. IHE Delft does not allow the acceptance of cash as a gift. IHE Delft has to preserve its appearance of impartiality and transparency, which is why accepting gifts worth more than EUR 30 is not allowed without prior approval. When you receive a gift over EUR 30, you are expected to report the gift, its worth, the donor, and the context surrounding the receipt to your direct supervisor. The supervisor determines whether the gift can be accepted. When an employee, student or PhD candidate is invited to an external networking event, including, but not limited to, conferences, symposia and seminars, the same rules apply. The employee, student or PhD candidate will report the invitation, its function, the organisation or person from whom the employee, student or PhD candidate received the invitation.

If a third party wishes to make a donation to IHE Delft or to a specific department, the donation will be reviewed prior to acceptance. That review encompasses in any event the donating party and the reason for the donation. When a donation exceeds the amount of EUR 10.000 the Rectorate decides whether IHE Delft can accept the donation. In case the donation does not exceed the amount of EUR 10.000 the head of the relevant department decides whether to accept the donation.

### *Use of (confidential) information*

IHE Delft members who obtain confidential or personal information by virtue of their position must keep that information confidential.

### *Procurement & Purchasing*

Procurement is part of realising IHE Delft's activities. At IHE Delft, we act as a reliable and honest partner. We expect all staff members involved with procurement to act in accordance with applicable international and national procurement laws and regulations, including the Dutch Aanbestedingswet 2012, and the underlying principles of non-discrimination and equality, transparency, proportionality, mutual recognition and objectivity. We strive for excellence and quality, and we expect the same level of quality from our suppliers and project partners.

You can access IHE Delft Procurement Policy through [this page](#) on the Source.

### *Use of IHE Delft's ICT-resources (ICT + facilities)*

IHE Delft allows the private use of ICT resources and facilities. Everyone bears responsibility to use IHE Delft's resources and facilities properly and with care. Using IHE Delft's resources and facilities for improper purpose, such as, but not limited to, violations of GDPR, activities with a pornographic, racist, discriminating, insulting, offensive, hurtful or bullying content, (downloading software to enable) hacking of private or public operating systems or website, is not allowed. You can access the IT Code of Conduct for more information through [this page](#) on the Source.

If you have any questions in relation to hardware or software of IHE Delft's ICT resources, contact the IT Service desk or check the Service portal.

## Diversity & Inclusion

We commit to fostering a culture where every employee, affiliate, student and PhD candidate – regardless of background, identity or perspective – feels not only welcome but truly valued. As a global institute we respect everyone’s cultural values and (potential) differences.

### *Diversity*

Our approach to Diversity, Equity and Inclusion is simple. We want to cultivate a culture of belonging where everyone can bring their best selves to the Institute with initiatives that support all, irrespective of race, ethnicity, nationality, class, caste, religion, belief, sex, gender, language, sexual orientation, gender identity, sex characteristics, age, health, education and other characteristics that make our employees, affiliates, students and PhD candidates unique.

### *Equal opportunities*

We believe everyone should have equal opportunities. We recruit, select, develop and promote our people on qualifications, performance and merit. That means that we make our decisions based on factors like qualifications, experience, performance, skills and potential of the individual. Equity also entails recognizing that people have needs and may require different resources to perform at their best. At the Institute, we do our utmost to ensure that employees, affiliates, students and PhD candidates of all backgrounds feel equally valued, receive the right opportunities to progress their careers or studies and have the freedom to be their best selves at the Institute.

### *Inclusion*

Inclusion is at the foundation of our shared success. At the Institute, we all contribute to building and maintaining an inclusive culture. Our culture is the result of our behaviours, and therefore we all have a role to play. Effective inclusion is the result of our personal commitment, our curiosity, how we collaborate, and the ways that we courageously share our perspectives and encourage others to do the same.

You can read our Culture Statement and find more information on Diversity, Equity and Inclusion on [this page](#) on the Source.



## Responsibility

IHE Delft is responsible for the reputation of the Institute. Everyone connected with IHE Delft, including its employees, affiliates, students and PhD candidates, is responsible for his or her own behaviour and to comply with applicable laws and regulations, the IHE Delft internal regulations, IHE Delft's values and this Code of Conduct.

This Code of Conduct describes how at IHE Delft we want to create our mission in a responsible way and what is expected from all of us. However, this Code of Conduct can never cover all situations we are confronted with at the Institute or while working on project (abroad). Common sense and professional personal judgment remain necessary to make sure that we daily demonstrate our institute's values and safeguard our excellent reputation.

Each of us is responsible for understanding the letter and spirit of this Code of Conduct and to follow it. If any part of this Code of Conduct is unclear, it is our personal responsibility to ask for an explanation until we fully understand it.

As part of responsibility, IHE Delft hopes everyone whom notices a (potential) breach of laws and/or regulations, the Code of Conduct or other internal regulations, to speak up. By speaking up, you contribute to maintaining a safe working and studying environment and protect our institute.

We understand that it takes courage to speak up. That is why we strive for a culture free of punishment or unfair treatment when you raise your concern. If you are worried that something is happening at work that you consider wrong or dangerous, please do not keep it to yourself. IHE Delft does not tolerate negative consequences for anyone who raises a concern in good faith; you will be protected.

Our [Speak Up Policy](#) gives you guidance on how to raise concerns.

## Making impact

Our work has societal impact. With every action IHE Delft hopes to make a difference in the world.

IHE Delft aims to make a tangible contribution to achieving the sustainable development goals set out by the United Nations. IHE Delft is especially focused on those goals in which water is key, such as no poverty, clean water and sanitation, sustainable cities and communities, climate action, peace, justice and strong institutions and partnerships for the goals.

For more information on what we do in relation the sustainable development goals, please consult our [website](#).

### *Environment, Society and Governance at IHE Delft*

Our mission is to contribute in a positive way to the environment and society and to limit our footprint. We realise the importance of minimizing the negative impact of our activities on the environment, the need to be compliant with international laws and human rights and the importance of good governance of the Institute. [In our Annual Report we report on our activities in relation to the Environment, Society and Governance, including sustainability and social responsibility.]

In our Code of Conduct and Speak Up Policy, we refer to maintaining a safe study and working culture at the Institute and describe the way in which the Institute fosters diversity, equity and inclusion throughout the work- and study environment. To the Institute, these values are paramount to the Institute's ability to make a positive impact on society and we expect our partners to act with the same values regarding the environment, society and governance.