



## **MamboSteunPunt**

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Date: February 05<sup>th</sup> 2021  
Concerns: **Code of Conduct for members, volunteers and others who are working at MamboSteunPunt (MsP)**

### **1. Purpose**

The purpose of this code of conduct is to provide a clear framework within which all, working at MSP are expected to conduct themselves. MsP strives to maintain a work environment for its members and for its students and volunteers in which honesty, integrity and respect for fellow workers and the guests of MsP constantly reflected in personal behavior and standards of conduct.

### **2. Equality of opportunity**

One of MSP core values is the promotion of inclusivity and valuing diversity. MsP seeks to ensure that the work environment for its workers is supportive, and one where individual respect is shown to all. All members of workers, regardless of their gender, race, ethnic background, culture, (dis)ability, sexual orientation, age, religion, socioeconomic status or any other factor will be supported and encouraged to perform to their potential.

### **3. Harassment, abuse and bullying**

To secure an environment in which members of workers are able to flourish and to achieve their full potential, MsP is committed to ensuring that everyone is able to work and to participate in the life of MSP without fear of harassment, bullying or intimidation. Everyone in MSP has a part to play by ensuring that their own behavior, whether intentional or unintentional, does not constitute harassment. MsP will take action against inappropriate behavior which shows lack of respect for others or which leads people to feel threatened. Also spreading, relaying or not stopping hear sayings and rumors is marked as inappropriate behavior.

### **4. Health and safety**

MsP places a high priority on providing a safe working and learning environment and will act positively to minimize the incidence of all workplace risks. All activities should be carried out with the highest regard for the health and safety of workers, volunteers, visitors and the public. Our aim is excellence in health and safety, by means of continuous improvement of standards, and the comprehensive use of risk assessments so as to systematically remove the causes of accidents/incidents and ill health. This, together with more specific aims and objectives, reflects the MSP's commitment to promote employee wellbeing.

### **5. Relationships with other workers, students and volunteers,**

Clients and customers of MsP do not concern itself with the private lives of its workers unless they affect its effective operation or its reputation. Workers who are relatives or who have a close personal relationship should not normally have a supervisory, assessing or authorizing relationship with each other.

Workers must inform their line manager if they have a close personal relationship with another employee, a volunteer, or customer of MSP which could be considered by colleagues, students or others, as impacting on the way they conduct themselves at work.



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### **Performance**

MsP expects individuals to follow all reasonable rules and instructions given by those supervising or managing their activities and/or work areas.

All workers have to do their job in a professional way and in cooperation with other workers. If own specific jobs are done assistance to others can be given. No loaf or hanging around is allowed.

### **6. Misuse of drugs and alcohol**

It is a disciplinary offence to be on MSP's premises and/or carrying out official duties when under the influence of alcohol or nonmedically prescribed drugs.

### **7. Gambling**

Gambling activities must not be conducted on MsP's premises, discretion may be used in relation to small raffles for charitable purposes, national lottery syndicates, occasional sweepstakes etc.

### **8. Conduct outside work**

MsP does not seek to dictate how workers conduct themselves in their personal lives outside work. However, unlawful, antisocial or other conduct by workers which may jeopardize the MSP's reputation or position will be dealt with through the disciplinary procedure.

### **9. Dress code**

MsP does not operate a formal dress code for its workers, other than for those who are provided with a uniform and/or protective clothing. However, workers must ensure that their dress is appropriate for the situation in which they are working and that they present a professional image and one that reflects sensitivity to customer perceptions. This may reflect their ethnicity and lifestyle, but should not be provocative or cause offence to those with whom they have contact.

### **10. Integrity**

MSP strives to maintain good standards in all hospitality that it undertakes, and workers must not conduct themselves in ways that may undermine the appropriate standards.

### **11. Conflicts of interest**

The highest standards of behavior are also expected in all areas of MsP's life, especially where individuals are in positions to make decisions which may have significant impact on others. In all such cases it is important that decisions are taken in a fair and balanced way that can withstand external scrutiny. Conflicts of interest should be identified so that individuals are not involved in decisions where their actions could be seen as biased.

### **12. Access to confidential information**

Although MsP strives to conduct its business in an open fashion there will be times when individuals, through their positions as members of committees, selectors/recruiters, line managers etc, become aware of confidential information, either about other individuals or in connection with MsP's activities. Individuals should be aware of the need to keep such matters confidential



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### **Registration and information**

For accessing business information and registration of working hours workers are provided with an access code. This code and the information to which it gives access to is strict personal and should not be shared with any others. Use from the code by others is considered as an offence from the one who is using it as well as from the one who provided the code.

### **13. Working hours**

All workers should follow the lawfully and scheduled and required working hours and inform the management in time if they can't. Overtime needs permission in advance or can be granted afterwards in exceptional cases.

### **14. Bribery & Fraud**

A bribe is a 'financial or other advantage' offered, promised or given to induce a person to perform a relevant function or activity improperly, or to reward them for doing so.

It is a criminal offence to:

- Offer, promise or give a bribe request, agree to receive or accept a bribe.
- Bribe somebody to obtain or retain an advantage
- Fail to prevent bribery by those acting on its behalf
- To accept small payments made to anybody to make something happen, or happen sooner.
- To accept private payments, gifts, sexual services or other advantages from applicants, suppliers or other workers.
- Examples:
  - It is not allowed to take gifts or a percentage from shopkeepers who selling goods and food to MsP
  - It is not allowed to take gifts or a percentage from people who got a job or casual work for MsP.

Individuals can be prosecuted for accepting bribes or offering bribes.

### **15. Theft**

All material, food and equipment which belongs to MsP is meant to use for the business and only after explicitly permission can be used for private use.

It is not allowed to take any of those goods or food from the MsP compound without explicitly permission.

Taking food to consume or take away is not allowed other than the by MsP created facilities for workers. In general, not any consumption from food from the guest-kitchen is allowed. All use of goods and food which is not permitted is marked as theft and is subject for dismissal.

### **16. Use of equipment for non work purposes**

MSP will allow workers reasonable use of MSP's equipment and facilities, provided that authorisation has been obtained from the appropriate director, that the use does not interfere or conflict with the work of MsP, and that any costs from damage by the individual are met by the individual.

### **17. Private telephone calls**

Private calls are not permitted without prior authorization. Workers who have MsP provided mobile phones must reimburse MSP's for the use of these phones for private calls and texts etc. Use of private phones is only allowed during rest time not in working time.



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### **18. Use of IT equipment, internet and social media**

Use of internet via a MsP or private connection, is only allowed during rest time not in working time.

Users of MsP's IT and the internet facilities must behave reasonably towards other users and the facilities and in public areas they must behave appropriately. In particular, workers must not use any facilities to create, display, produce, store, circulate or transmit obscene, violent, unlawful or pornographic material in any form or medium.

### **19. Non Disclosure Agreement**

All members, volunteers and other are held not to use any confidential information for any purpose except the purpose where it is meant for, without first obtaining the written agreement of the board of MsP.

### **20. Procedures**

#### *Raising matters of concern*

Workers have a right and a duty to raise concerns which they may have about breaches of the law or propriety by MsP. This should normally be through the director. No individual who expresses their views in good faith and in line with this guidance will be penalized for doing so.

#### *Breaches of this code*

This code of conduct has been drawn up to provide a source of guidance to the MsP's workers. It is not a contractual document and can be amended at any time by MsP. All workers must comply with both the provisions of this code and MsP's policies and procedures, breaches of which will be taken seriously