

Orange Corners Code of Conduct

Code of Conduct policy

The Orange Corners HQ in The Hague (OCHQ) has a mission to promote entrepreneurship amongst youth in Africa, Asia and the Middle East and support entrepreneurs in building and scaling their business. In pursuing its goals, the OCHQ serves the interests of Orange Corners entrepreneurs (beneficiaries). In delivering the Orange Corners programme to its beneficiaries, employees, local service providers, and third parties that have a link to the Orange Corners programme work with each other. In doing so, it is important to adhere to core values that guide us while we carry out the mission and vision of Orange Corners. Those core values are laid down in this code of conduct. It defines who we are, and what we stand for, integrating our policies with our principles and core values. This Code applies to all beneficiaries, employees, local service providers and third parties with a link to the Orange Corners programme.

Mission and vision

Orange Corners is an initiative of the Kingdom of the Netherlands that aims to improve job prospects for youth between the ages of 18 and 35 in Sub-Saharan Africa, South East Asia and the MENA region. It is a public-private initiative that currently covers 18 hubs in 15 countries and regions. The programme strengthens ecosystems for youth entrepreneurship and youth employment. Furthermore, Orange Corners stimulates the entrepreneurial mindset of young people. It offers incubation, acceleration, access to finance, education and training, support for policy development and business challenges, with a strong involvement of the embassies of the Kingdom of the Netherlands and private sector partners. Herewith, Orange Corners actively contributes to creating sustainable and inclusive economic growth and decent work for all (SDG8).

Find more information via our website: <https://www.orangecorners.com/>

Core values:

- Be of service:
 1. Always act with fairness, honesty, integrity and openness; respect the opinions of others and treat all with equality and dignity without regard to gender, race, colour, ancestry, place of origin, political beliefs, religion, marital status, disability, age, or sexual orientation.
 2. Promote the mission and objectives of the OCHQ in Orange Corners activities.
- Be accountable:
 1. Act with honesty and integrity and in accordance with professional standards and governing laws and legislation that have application to the responsibilities you perform on behalf of the OCHQ.
 2. Adhere to the policies and procedures of the OCHQ.
 3. Take responsibility for your actions and decisions. Follow procedures to facilitate the effective resolution of disputes.

Conflict of interest

Conflict of interest arises when a person participates in a decision about a matter (including any contract or arrangement of employment, leasing, sale or provision of goods and services) which may benefit or be seen to benefit that person because of his/her direct or indirect monetary or financial interests affected by or involved in that matter.

It is the duty of any person taking part in the operations of Orange Corners adhere to the conflict of interest policy at all times. Be alert to situations where Orange Corners and personal interests are or might be in conflict or where someone could reasonably think there is a conflict of interest. In the event that such a matter arises, the person shall formally disclose the interest honestly and promptly.

Confidentiality

Respect and maintain the confidentiality of information gained as an employee or service provider, including, but not limited to, all files, documents and printouts, and all records. Respect and maintain the confidentiality of individual personal information of all beneficiaries and protect it from unauthorised or accidental access, use, disclosure or misuse.

In the event that data has been shared unauthorised resulting in a breach of confidentiality, availability or integrity you must inform immediately the entity that concerns the data and Orange Corners HQ.

Personal or sexual harassment

Personal harassment means any conduct whether verbal or physical that is discriminating in nature, based upon another person's race, colour, ancestry, place of origin, political beliefs, religion, marital status, physical or mental disability, sex, age or sexual orientation. It is discriminatory behaviour, directed at an individual, that is unwanted or unwelcome and causes substantial distress in that person and serves no legitimate purpose.

Sexual harassment is any conduct, comment, gesture or contact of a sexual nature that one would find to be unwanted or unwelcome by any individual, or that might, on reasonable grounds, be perceived by that individual.

The OCHQ has a zero tolerance policy with respect to personal or sexual harassment. Personal or sexual harassment in any form is strictly prohibited and may be grounds for termination as an employee or service provider.

If you have experienced personal or sexual harassment or you would like to report a case, the Orange Corners HQ offers the opportunity to file a complaint directly with the confidante of the Orange Corners HQ, Ms Ebelien Zweers, via ebelien.zweers1@rvo.nl. She will read the complaint and aim to respond within 5 working days by e-mail, to discuss the cause of the complaint and try to resolve it to your satisfaction.

Complaints mechanism

The Orange Corners HQ has adopted a complaints mechanism to handle concerns of beneficiaries, local service providers or other stakeholders. Via the website, a complaint can be submitted. The Orange Corners HQ emphasises that all contact details and content of the complaint will be filed confidentially. After the complaint is filed, it will be read by the programme coordinator of the Orange Corners HQ (or in case the coordinator is out of office, a selected senior programme advisor), who will discuss the complaint with the Orange Corners HQ advisor of the programme in question.

We aim to respond within 5 working days by e-mail, to discuss the cause of the complaint and try to resolve it to your satisfaction. Depending on the nature of the complaint we will discuss it with the parties involved, and attempt to find a satisfiable solution. The handling of the complaint will not happen without the knowledge and approval of the complainant.

Implementation

Strict observance of the Code of Conduct is fundamental to the activity and reputation of the OCHQ. It is essential that all beneficiaries, employees, service providers and third parties that have a link to the Orange Corners programme adhere to this Code. They certified this by signing a declaration that they have read and will abide by this Code.