

Integriteitsbeleid Interserve

Interserve-Nederland is onderdeel van Interserve Internationaal. Dit integriteitsbeleid is gebaseerd op het internationale beleid. Een kort overzicht en specifieke aspecten voor Interserve Internationaal:

1. Gedragscode ter preventie. Deze is geheel in overeenstemming met Interserve internationaal en ook geheel van toepassing voor Interserve-Nederland. Alle medewerkers en vrijwilligers ondertekenen de Common Commitment, onderdeel van de Gedragscode.
2. Daarnaast onderschrijft Interserve de "Oslo Declaration on Missionary Activities and Human Rights¹: Recommended Ground Rules for Missionary Activities."
3. In onderstaande artikelen beschrijven we wat we grensoverschrijdend gedrag vinden, zie bij Missional Ethics en Moral Conduct
4. Signaleren. We onderscheiden het signaleren in Nederland en daarbuiten waar onze medewerkers/vrijwilligers wonen:
 - a. In Nederland: Grensoverschrijdend gedrag kan gemeld worden aan de Vertrouwenscontactpersoon die Interserve Nederland heeft aangesteld. Dit is Annieke van Dijk. De werknemers kunnen hun verhaal kwijt en de vertrouwenscontactpersoon kan hen adviseren over welke vervolgstappen ze kunnen nemen.
 - b. Buitenland: Onze werkers/Partners/vrijwilligers die in het buitenland wonen en werken, kunnen hun verhaal en evt klachten terecht bij de Country Team Leader. Zie hieronder bij "Grievance Procedure".
 - c. Daarnaast is het mogelijk om een externe instantie te benaderen in geval van grensoverschrijdend gedrag. ISNL is daarvoor lid geworden van SEM (Stichting Evangelisch Meldpunt). SEM kan benaderd worden in geval van machtsmisbruik op geestelijk, seksueel en financieel gebied. Zij hebben een klachtencommissie en professionele vertrouwenspersonen bij wie een klacht gemeld kan worden en die advies kunnen geven over vervolgstappen.

Let wel: *Het toepassingsbereik van SEM strekt zich uit tot de onderlinge verhouding tussen leidinggevendenden, de vaste staf van medewerkers en de vaste of regelmatige vrijwilligers van ISNL. Alle in Nederland werkzame medewerkers/vrijwilligers vallen daar onder. Voor mensen in het buitenland geldt een beperking: zij vallen onder de reikwijdte van SEM voor zover het gaat om hun verhouding tot ISNL en voor zover ISNL daadwerkelijk toezicht op hen uitoefent. Kwesties die spelen tussen uitgezonden werkers in verhouding tot andere organisaties (zoals ook internationale takken van ISV) vallen daar niet onder.*

Contactgegevens SEM:

Meldpunt SEM: **085 - 488 14 40**

Website <https://www.wijzijnsem.nl/meld-en-adviespunt>

Hier wordt ook de procedure beschreven hoe een klacht (schriftelijk) kan worden ingediend.

5. In de Grievance and Disciplinary Procedures staat beschreven hoe omgegaan wordt met een klacht of melding van grensoverschrijdend gedrag.
6. Verantwoording: Meldingen van Grensoverschrijdend Gedrag worden discreet gemeld aan de National Director van Interserve Nederland die het bestuur hierover anoniem informeert. Het bestuur kan naar gelang de aard en omvang verdere stappen nemen.

Missional Ethics

Preface:

This is to be read with the Foundation Documents. It gives some background to our operating principles and values, and may help you to understand them better. It is written for Interserve Partners so that they will in no way exploit those they seek to serve in their various contexts.

¹ Zie <http://www.oslocoalition.org/mhr.php>

Summary:

Interserve is committed to integrity in its mission activity.¹ A Biblical understanding of the human condition² provides the basis of the following ethical code of conduct. The way Interserve carries out its ministries will be reflected in this code. This code acknowledges that all people are made in the image of God and that they are made by Him and for Him. They have not only a right but also a need to be offered ministry so that they may encounter Jesus. However, ministry is offered whatever their response to Christ, their own religious beliefs, social status, gender, ethnicity or age.

Interserve workers often serve among the neediest, the most marginalized and most vulnerable in society. We therefore recognize that Interserve workers must always give dignity to those they serve as an expression of God's grace because they themselves have been loved and forgiven through what God has done for them and not because of their own merit. Also, we give without discrimination because all people are made in the image of God and He loves them unconditionally. We believe that no cunning or deception and no form of manipulation or force, whether of a physical, emotional, social or spiritual nature, is ever acceptable practice in mission activity.

Interserve acknowledges that all people have a right to choose a religion or faith, to hold religious opinions and to present these opinions to others.³ We also believe that because Christ is Lord of all, everyone must give an account of themselves before Him. We are therefore committed to living out and sharing the good news of what God has done through Christ Jesus; to being salt and light wherever we live; and to going to places where there is little or no understanding of the God of the Bible. We believe that all people everywhere deserve the opportunity to hear, to see and to understand all that God has done for them, so that they may choose to follow Jesus or not.

Practical Issues

Acknowledging the above, as Interserve workers we should:

1. Be sensitive to cultural differences in the various contexts where we serve and wherever possible seek to avoid actions that are considered disrespectful, objectionable or manipulative. We acknowledge the laws of a country because God is the one who establishes nations and law and order, and we are commanded to submit ourselves to pray for those in authority. At the same time, we acknowledge the need to balance this with obedience to God and His will that all people should be saved. Like the apostles who were forbidden to preach, we maintain that we must obey God, not humans. So we are compelled to share the good news as authentically, creatively and sensitively as we can.
2. Act with appropriate transparency⁴ about our religious affiliation and/or objectives when providing education for others, not to take advantage or to cause indebtedness. When running preschools and schools, we therefore respect the religious affiliation of the pupils and will not involve them in religious activities or expose them to religious propagation without the explicit and voluntary consent of their parents or legal guardians. To proceed without that consent would be exploitative. We also understand from the Bible the importance of the family and the role given to parents to care for and guide their children.
3. Be appropriately transparent with regard to our religious affiliation when involved in Aid and Development, business or our professional work- we recognize that the extent to which this is possible will depend on requirements of the organizations and countries in which partners work.
4. Avoid combining charity and preaching in ways that might make it difficult for the receiver to choose freely whether or not to listen. Spiritual manipulation must never be used. So, for example, we should never insist that someone attends a Bible Study or a prayer meeting before they can receive help.
5. Exercise charity without any expectations or pressure to believe upon the part of the one who receives. It would be acceptable, for example, to say why we serve and give while making it clear that we give without any expectations or pressure to believe.
6. Respect the right of parents to give their children an upbringing in accordance with their own beliefs in all relevant circumstances. We recognize that God is the creator of families⁵ and that missionary

activity should not be directed at dependent children without informed, explicit and voluntary consent by the children themselves and their parents/guardians.

7. Acknowledge that freedom of religion means that all people should be free to choose a faith. As followers of Jesus we believe people must be presented with the opportunity to choose to follow Christ or not. We especially acknowledge that women should have the freedom of choice to follow Jesus and to change their religion or belief independent of decisions taken by their husband or family. We recognize that choosing a different religion may cause conflict and we are therefore committed to sensitively providing all care if a choice to follow Jesus causes a breakdown in relationships or threat to the person who changes faith.
8. Avoid manipulating or forcing people to hear the message of the gospel or to follow Jesus. However, we acknowledge that all people deserve to be given the opportunity to hear and understand the good news of the gospel of Jesus, and to follow Him.

Moral Conduct

Introduction

Moral purity affects a broad range of issues and challenges in our lives as believers. We intend these policies to support a culture of grace within the realities of the spiritual war that is being waged around us. As those called by God to follow Christ, we respond by wholeheartedly consecrating ourselves to Christ. We try to make sure our moral and ethical conduct reflects the love and relational holiness of God as revealed in the Bible.

Fundamental Principles that guide our pursuit of moral purity

Our growth as disciples of Christ

We acknowledge that God's sanctifying work of making us more like Christ is an ongoing process. God is able to redeem any situation and use it for our growth. Facing the consequences of sin is a part of that process.

Spiritual Warfare

We do not underestimate the strong forces that bring so much confusion, relativism, temptation and sinful compromise in the area of moral conduct in today's world. We must all acknowledge that we need the Lord and that we are responsible together to mutually support our fellow believers, offering genuine accountability whatever their age or marital status.

Accountability

As a community of believers committed to moral purity, we expect to hold each other accountable to live and act in a manner worthy of the Lord. We will not ignore violations of this commitment by one another. Parents are expected to hold dependent children accountable to a similar standard.

Mutual Responsibility

When there is a concern about possible moral failure, Partners and staff are encouraged to follow up – prayerfully and discreetly. In some cases, it may be appropriate to talk first to someone in a leadership position in order to determine the best course of action. In some cases, a direct conversation, guided by Matthew 18:15, may be appropriate as a first step. The one exception to this is in situations of possible child abuse, in which case the procedures outlined in the Child Safety Policy must be followed.

Fidelity

We affirm that sexual union is to be reserved for the marital union between one man and one woman, and that sexual abstinence is possible for the unmarried. We in Interserve agree that all members of our community – Partners, staff, trustees and volunteers – are to abstain from sexual practices that stand outside this norm. If Interserve personnel are at all unsure about the ethical course of action required in a specific situation, they should discuss the matter with their supervisor or a member of their Country Leadership Team or National Office Leadership Team. Equally, if personnel are struggling in any area of moral purity, they are strongly urged to seek support and help.

Unacceptable Behaviors

Policy Statement

Unacceptable behaviors will be addressed with appropriate discipline by Fellowship leaders as outlined in the Grievance and Disciplinary Procedures policy.

"Unacceptable behaviors" include, but are not limited to the following:

- Inappropriate use of power, including:
- physical, emotional, verbal or sexual abuse;

- child abuse of any kind – i.e., physical, emotional, verbal or sexual (as defined in the Child Safety Policy);
- harassment or unlawful discrimination of other individuals in any form.
- A pattern of untruthful, disrespectful, and/or abusive communication, e.g., bullying, gossip, back-biting or slander, whether verbal or written.
- Illegal, unethical, or dishonest practices in personal, ministry or work-related matters.
- The inappropriate use of alcohol or drugs (whether legally prescribed or illegally obtained classified drugs).

Appropriate discipline aims to protect the well-being of the whole community, as well as to lovingly confront the offender and support them along a path of repentance, restoration and victory.

Sexual Misconduct Policy Statement

In admitted and/or proven cases of sexual misconduct, full disclosure will be made to: the Country Team Leader, the Regional Director and the National Office/Sending Entity Personnel Director, and a limited number of other persons at their discretion. Follow-up will be guided by our Organizational Response to Sexual and Financial Misconduct (see below).

- Sexual misconduct will be defined as:
- Any sexual activity with a minor (in which case the Child Safety Policy will apply).
- Any sexual activity with an adult which is not sought by both parties.
- Consensual sexual intercourse / sexual activity outside of the marital union between one man and one woman.
- Sexual harassment.

Use of Pornography

The issue of exposure to pornography should be addressed during the application process, for both prospective long-term Partners and On-Trackers. Disclosure of a current addiction to pornography does not necessarily mean that an applicant may not eventually continue the application. However, the applicant should willingly set out on a journey of restoration and be free of any addiction before being accepted as a Partner or On-Tracker.

Each Partner, staff member and On-Tracker is strongly urged to have at least one trusted friend of the same sex and of mature faith with whom they can openly discuss issues of sexual temptation and addiction.

Partners, staff members and On-Trackers with an addiction to pornography or any other compulsive sexual behavior are strongly encouraged to disclose this to a member of their Country Leadership or National Office Leadership team.

If a fellow member of the Fellowship discloses a pornography addiction to you, you are encouraged to use the Fundamental Principles that guide our pursuit of moral purity as you address the issue with them.

Research consistently suggests that exposure to pornography within the Christian community is widespread. Therefore, we assume that:

- a significant number of applicants may have regularly viewed pornographic material at some point before they applied to Interserve;
- a significant number of Partners and On-Trackers may be currently accessing pornographic content or are at substantial risk of doing so;
- children of Partners and On-Trackers are at substantial risk of viewing pornographic material.

Honest, open dialogue about the widespread use of pornography amongst Christians can help those who are struggling to face up to the issue and look for help. We aim to create an environment where we are uncompromising in seeking to deal with anything that limits our growth into the person that God desires us to be. We do this in the confidence that the Gospel enables a person to be genuinely restored.

Given the potential vulnerability of Partners and On-Trackers working in stressful and isolated environments, Country Teams are strongly encouraged to raise awareness of these issues and of the need for appropriate accountability.

Parents are strongly encouraged to teach their children about using the Internet safely.

Financial Misconduct

Personnel should avoid using funds in such a way that they exert undue influence over national ministries, churches, agencies and individuals.

The use of donated funds should be properly accounted for and reported to the donor(s) as appropriate.

Where personnel take a leadership or governance role in an organization in their country of service, it is their responsibility to understand their obligations under the relevant laws of that country.

Where personnel manage or acquire assets (including property and bank accounts where they are a signatory), they have a responsibility to understand their tax liability in the country of service (where applicable) and any liability in their home country.

Financial misconduct will be dealt with in a similar way to sexual misconduct.

All personnel may be called upon to handle funds donated to Interserve, or to Ministry Projects. People associated with an organization like Interserve are assumed to be trustworthy and we hold ourselves to a high standard of integrity. For those involved in BAM enterprises, see also the BAM Financial Guidelines.

We understand that many of our personnel work within economic systems where corruption is endemic. Ethical choices will not always be clear cut and will require a good understanding of the culture and its underlying values, and an awareness of how actions are perceived and interpreted. At the same time, we are to give testimony to the values of the Kingdom and live exemplary lives (1 Peter 2:12), and this certainly includes the way that we handle finances.

Organizational Response to Sexual and Financial Misconduct

Where a report of moral failure is substantiated, the Country Team Leader should be informed. They should inform the director of the Sending Entity and the Regional Director(s). The CTL, ND and RD, or their authorized delegates, will be responsible to ensure that a proper assessment of the situation is completed.

Those conducting the assessment will need to take an initial decision as to whether the person/people involved need to be sent back to their home country (where applicable). It is expected that in many cases repatriation will be the most appropriate action, as extensive specialist support may be needed to help the individual through a process of restoration.

Where there are clearly identifiable victims of misconduct, the needs and well-being of such victim(s) shall be of highest importance in determining follow-up actions. In cases of child abuse, organizational response is guided by the Child Safety Policy.

In some cases, it may be appropriate and necessary to dismiss the individual for "gross misconduct" (as applicable), as governed by the employment laws of the Sending Entity (see Grievance and Disciplinary Procedures), or the individual may resign.

National Offices/Sending Entities are encouraged to help the individual(s) involved to begin a process of restoration.

If the individual successfully completes a restoration process, the National Office/Sending Entity may decide it is appropriate to reinstate them according to their previous status. In this case, the ND, RD(s) and relevant CTL will need to decide whether it is appropriate to change placement or to resume the old one if that is an option.

Further guidelines for Country Team Leaders dealing with personnel crises and/or misconduct can be found on the companion Personal Crisis Reporting page.

In the case of sexual misconduct or addiction, it is strongly recommended that a qualified counsellor with appropriate experience be consulted as part of the assessment process.

One approach to the restoration process is outlined in the booklet, *Mending the Net: A Care Team Approach to Healing and Restoration for Missionaries*, by Steven G. Edlin and Pamela S. Davis (TEAM, 2015), attached as a download below. (Note that this is only one resource among several, and that particular counsellors or ministries may wish to use other resources.)

Grievance and Disciplinary Procedures

Spirit of the Guidelines

The Fellowship seeks to respond to any complaint against its personnel – both in leadership roles or non-leadership roles – in a God-honoring way and in accordance with biblical principles (and any applicable legal requirements), which will include:

- Timeliness to address concerns within a known period with clear written outcomes
- Openness, fairness and consistency in dealing with issues
- Respect for each individual
- Adherence to the confidentiality guidelines of the Fellowship
- Willingness to confront with sensitivity and tact
- Reconciliation/resolution where possible
- Disciplinary action when necessary
- Compassionate support for all involved

It is important that we see ourselves as one Fellowship and work together to resolve issues as they arise. This is an area where it can be easy to blame a distant party who cannot easily be available to take part in discussion, which is best done face to face rather than via electronic enablement.

All personnel should be aware that complaints will be taken seriously and dealt with in a timely fashion. We should try to avoid the situation where a complaint is made to a third party and where a promise not to say anything is extracted. This prevents an atmosphere of openness and mutual respect – and often results in problems lying hidden and unresolved.

Points to note

The process should be clearly outlined at the outset to avoid potential misunderstandings. Time frames should be made clear and all discussions carefully and accurately documented including the following:

- The nature of the grievance
- Any evidence, decisions made/ action taken
- Whether an appeal was lodged and reasons for the appeal
- The outcome of an appeal
- Any subsequent developments

These records will be kept confidential in line with the requirements of Data Protection legislation. Lessons learned may be used for reference in other cases but only with all identifying personal data (names, locations, etc.) removed.

Where a formal grievance is raised during a disciplinary or capability process that process will be suspended until the grievance process has been completed. If a partner feels aggrieved at the outcome of a disciplinary or capability process, they should raise this through the appeals procedure.

Personnel may have a complaint about matters not entirely within the control of the Fellowship. For example, there may be a problem in relation to an agency or business that has no knowledge of/contact with Interserve. A complaint of this nature should be treated in the same way as a grievance within the Fellowship, with line management investigating as far as possible and taking action as appropriate.

The partner should inform their immediate Interserve personnel manager when there is such an issue in a work relationship.

The personnel manager should ensure support and advice for the partner. This may include initial financial support if the partner is faced with a sudden dismissal or requires legal help.

Disciplinary and grievance issues relating to work issues where Interserve personnel are seconded to another agency/project should refer to secondment agreements which should have clauses clearly designating who is responsible for dealing with disciplinary/grievance issues.

Each National Office is required to have disciplinary and grievance procedures in accordance with employment legislation of their country. All personnel should have access to these.

Where a grievance relates to specific issues dealt with by other policies e.g. child abuse, discrimination etc., those guidelines should be read in conjunction with the grievance procedure and combined as appropriate.

Lines of accountability are as follows

- Partners on location: accountable to Country Team Leaders or designated other
- Partners in their sending-base country: accountable to National Office Personnel Director or designated other
- Country Team Leaders where there is no National Office: accountable to the Regional Director
- Country Team Leaders where there is a National Office: accountable to the National Director or designated other
- International Office Directors, including Regional Directors: accountable to the International Director
- International Director: accountable to the International Council Chair (with two other designated Council Members)
- National Office personnel: accountable to designated line manager (will vary between and within National Offices)

Communicating the issue

To line managers – personnel managers are required to inform their line managers of certain issues as laid down in the Confidentiality Policy.

To the corresponding National Office/Country Team leadership informing them that a significant complaint has been lodged and is being investigated (i.e. Personnel Directors in National Offices/Regional Directors in regions).

This communication will be with the aggrieved individual's knowledge and will be held confidentially.

Process

1. First Step: Informal reporting a grievance.

A meeting between the two parties involved should be encouraged, to ensure discussion of the issue. If the complaint cannot be dealt with satisfactorily, then a mutually acceptable third party will be invited to assist with mediation. To aid resolution it may be appropriate to choose mediation by an independent trained mediator where issues are complex or difficult to surface as opposed to proceeding to a formal grievance process.

2. Second Step: Formal reporting of a grievance.

Where informal attempts to resolve the issue have failed and a Partner wishes to raise a formal grievance, they should write to their line manager clearly setting out the nature of their grievance. Where the grievance is against the line manager, the Partner may send their written grievance to a more senior line manager, an International Office Director, or an IC designate outside of line management. A grievance must normally be reported within one month of an issue arising, or incident taking place, though mitigating circumstances may condone a later report.

3. Third Step: The Grievance meeting.

A formal grievance meeting will be arranged by the line manager with the Personnel Manager/ Country Team Leader/Regional Director as soon as possible after a written grievance is received. Ideally the meeting should take place within 10 working days from receipt of the written grievance but may be sooner or later where appropriate and in agreement with the Partner concerned.

This meeting will be chaired by the Partner's line manager or other designated manager as appropriate e.g. in the case of a conflict of interest, and the location for the meeting must be reasonable.

The Partner may at this stage, if they wish, be accompanied by another appropriate Partner/work colleague or other representative.

At the formal grievance meeting, the Partner, will be asked to state the nature of their grievance and give evidence as appropriate. They may also be asked how they think that the grievance should be resolved.

4. Fourth Step: Investigation

The grievance process may be paused to allow the Chair(+) to consider what they may have heard and if necessary to investigate any new facts or speak to relevant witnesses. The process should include:

Identification of an acceptable person(s) to carry forward the investigation recognizing that outside assistance may be required.

Investigation of the complaint through consultation with any relevant local third parties: ensuring written documentation of the same.

Input from other involved parties such as sending or local agency/church leadership as appropriate.

A decision as to whether the partner continues in their current assignment while the issue is being explored – options may include different work patterns, staying home, relocation or return to sending country.

The local personnel manager is responsible for keeping the relevant counterpart (Country Team/Regional Director/National Office) informed of the situation – to receive input and to solicit whatever help may be needed from the other. All communications and responses should be recorded.

The length of time required for the investigation will vary depending on circumstances but ideally, it should be completed within 10 working days of the grievance meeting. Where the investigation may take longer than this, the Partner (s) should be kept informed of any expanded timeframes.

5. Fifth Step: Feedback on Investigation.

The investigating officer reports back any relevant facts to the Chair (+) for consideration and a decision on what action will be taken. The outcome will be confirmed to the partner in a reconvened meeting in writing. The partner is entitled to the same accompaniment as previously stated.

Any discussion during the reconvened meeting will be minuted and any changes to the action plan will be followed promptly by an action plan in writing, which all parties have to sign and agree to. The right of appeal must be confirmed. Where a grievance is not upheld, the reasons must be clearly explained.

6. Sixth Step: Appeal

In the unlikely event where a Partner feels that their grievance has not been satisfactorily resolved, or has come up with new information, they have the right to appeal. (See Interserve's Appeals Procedure for details, forthcoming.)