



## ***ETHICS AT BTC***

Each day the Belgian development agency must deserve the trust of its donors, the partner countries and the populations for which it works.

Trust is gained by respecting rules of irreproachable behaviour and conscientiousness.

Our Code of conduct is the cornerstone of our ethical commitment. Everywhere in the world it is to guide us to behave in an ethical and responsible way.

We have installed an integrity desk to answer questions and to help with problems.

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# ***INTEGRITY***

## ***IT IS OUR DUTY TO TALK ABOUT IT***



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## **INTEGRITY DESK**

### **WHEN TO CALL THE INTEGRITY DESK?**

- When you are confronted with an integrity issue or you are in doubt about schemes pertaining to BTC activities. For instance, abuse of power, violation of the law, bad usage of resources, purchasing fraud, theft or embezzlement, or corruption (bribes).
- When you have questions pertaining to integrity. For instance, how to react when a supplier offers a gift related to a public contract.

### **WHO CAN RELY ON THE INTEGRITY DESK?**

- Suppliers or partners of BTC
- BTC staff members
- The beneficiaries of BTC activities

### **HOW TO CONTACT THE INTEGRITY DESK?**

>> [www.btcctbintegrity.be](http://www.btcctbintegrity.be)

The integrity website comes in four languages: English, French, Dutch and Spanish.

It contains background documents (Code of conduct, functioning rules) and provides a form to ask questions or lodge complaints.

### **WHO MANAGES THE INTEGRITY DESK?**

As in other development agencies, BTC's integrity desk is represented by its internal audit service, the only independent entity within the BTC structure.

It directly reports to the Board. Currently, the internal audit team consists of one person.

### **HOW ARE COMPLAINTS AND QUESTIONS TREATED?**

#### **CONFIDENTIALITY**

Complaints and questions are treated with the greatest confidentiality. However, they **may not be notified anonymously**. We must be able to contact the complainant in order to obtain possible additional information. BTC shall not tolerate retaliation against staff members or other parties who, in good faith, have expressed concerns or who have helped with investigations.

#### **INDEPENDENCE**

The complaints and questions management system is unrelated to BTC's IT structure. Only the members of the Integrity desk have access to the forms filled out or the files and e-mails sent.

#### **FOLLOW-UP**

We immediately acknowledge receipt of the integrity questions or problems that have been notified to us and we register them. We inform about the follow-up that will be given to the questions and problems and about possible actions taken.