

**CODE OF ETHICS /
GEDRAGSCODE
University of Twente**

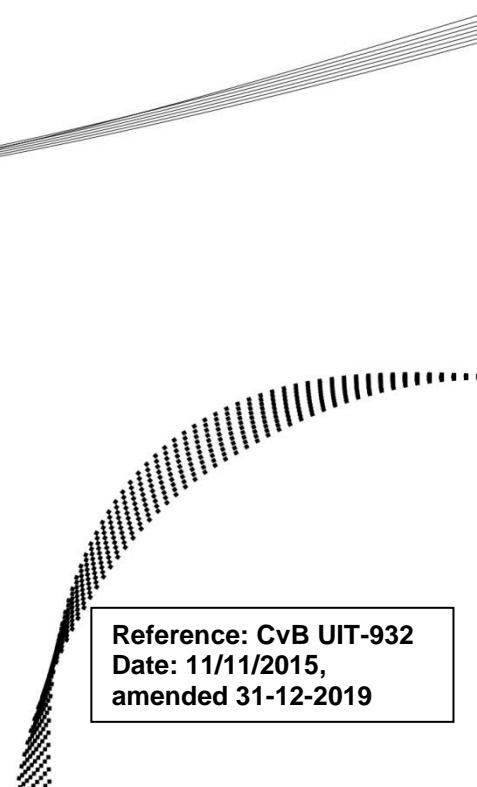
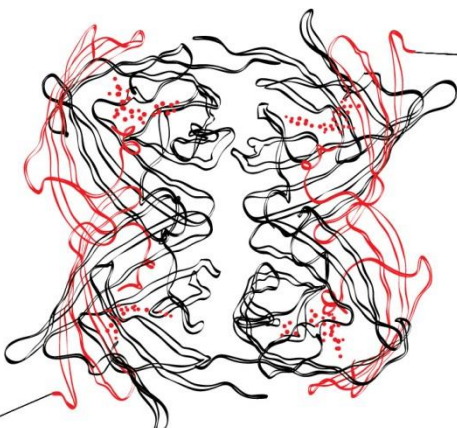
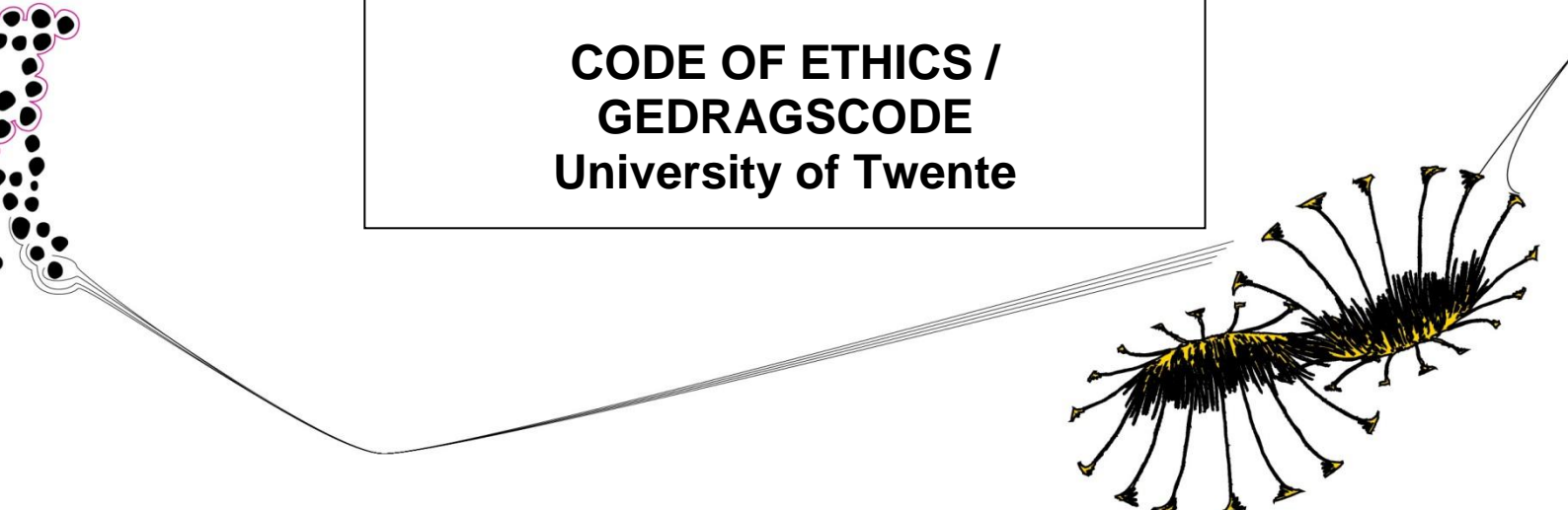


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1 Introduction

This Code of Ethics applies to the University of Twente (UT) and must be considered a guideline for everyone who is part of the UT's community.

This code comprises of basic principles of integrity for everyone who is a part of the University of Twente as a staff member or student and/or who represents the University of Twente. The code also provides guidelines for the way in which the University of Twente acts with respect to clients, students, partners, staff and society in general.

This does not concern new regulations, but combines existing ones. All in all it is about giving more insight into what has been already been regulated and about creating more awareness in terms of integrity.

This Code of Ethics is not a new set of regulations; it is an 'umbrella' for current regulations and codes. It is intended to give a better and more comprehensive insight into integrity issues. Among other things, attention will also be paid to this by means of a game element (e.g. discussing (academic) dilemmas) during the introduction meetings for new staff members.

2 University of Twente: the core values

The ambitions and core values of the University of Twente are laid down in Visie 2020. The core values provide a framework for the behaviour of and desired culture among staff and students. They need to inspire and provide leadership in the realization of the goals and ambitions.

The core values are:

- **Society oriented:** Relevant, impact, making a real difference
- **Synergy driven:** Excelling in combinations
- **Enterprising and pioneering:** The best of Europe
- **Internationally-oriented:** Global citizens of tomorrow

In order to realize the core values, the conduct must be recognizable and display the following characteristics:

- The University of Twente does not want to be involved in activities that affect the dignity of people.
- The University of Twente is aware of the direct and indirect social consequences of its activities.
- In light of its pursuit of a sustainable development of prosperity and well-being, the University of Twente values the careful interaction with nature and the living environment. This principle applies both to its operational activities and to the activities they develop/perform.
- The reliability of the University of Twente in the relationships with clients and students is key. As such, the University strives for transparency, deliberation, credibility and consistency.
- Data on and about clients, staff, applicants, students and the organization must be treated confidentially and with care.
- Every action that has the possibility of mixing conflicting business and private interests, or if this appears to be the case, must not be taken.
- Expert, honest and reliable actions without any private interests will be taken in internal and external contact.
- Accepting or giving (personal) gifts that could influence bias in business decision-making is not permitted.
- The University of Twente accounts for its public tasks that for a large part are financed from government funds. The basic principles are the required transparency on the spending of government funds, the correct spending thereof and austerity in business operations.
- The University of Twente only works with suppliers and parties that act in accordance with this Code of Ethics.

Staff and students of the University of Twente will treat each other with respect.

Staff and students make careful use of the provided means such as funds, equipment and furniture (provided by both the University of Twente and subsidy providers).

These means are employed for their intended purpose.

Professionalism requires that staff and students are familiar and comply with legislation and regulations, internal provisions, guidelines and agreements.

The University of Twente strives for a broader representation of society in its working community.

Diversity leads to a higher quality in terms of working climate and service provision.

Any form of unequal treatment of staff and students without the provision of an objective and reasonable justification is denied.

The University of Twente actively works on the careful management of resources, energy and means in its business operations.

3 Roles and parties

Chapter 2 formulates the core values that should be the guiding principle for the conduct of everyone who is part of the UT community. In this chapter these core values are translated into the UT as an organization, the staff of the UT and the students of our University.

3.1 UT

The UT is responsible for the conditions in which staff and students work and bear responsibility. In this context, the University must take a proactive stance and realize that the policy and reward structures that are being implemented are essential to stimulating the desired conduct.

3.1.1 Personal development

Everyone working or studying at the UT will have the possibility of remaining up to date within a dynamic environment by means of training courses and personal development. The University respects the autonomy and privacy of staff and students from the conviction that they contribute to self-reflection, self-assessment and personal growth.

3.1.2 Synergy

In order to realize common goals and creating synergy between the various parts of the organization, the University encourages cooperation between its staff members and between staff and students. Knowledge increases in an open atmosphere of joint research. Science and academics are to an important extent common and social enterprises in which trust, cooperation and the exchange of knowledge and information are crucial for achieving high-quality results.

3.1.3 Good employment practices

The management and supervisors:

- give inspirational leadership,
- work from a basis of trust,
- act transparently,
- stimulate constant development and
- create a constructive and innovative climate in which the responsibilities of employer and staff are balanced.

Staff members are challenged to develop themselves and to professionalize and improve their skills. Performance management gives good insight into performance and prospects. Staff members are rewarded justly both financially and in terms of professional attention for their work. The University management strives for equal treatment for job vacancies and is prepared to employ positive action in case there is no equality yet, for example in terms of the number of women in academic positions.

The UT is responsible for providing a suitable workspace and study environment. Sustainable solutions are preferred in all cases.

The University offers its students and staff:

- Equal opportunities for personal development and cooperation.
- A sustainable working environment and a stimulating study environment.
- Involvement and participation in decision-making.

(Note: The above is non-exhaustive: good employment practices include many other matters the UT properly provides, ranging from various insurances to occupational health services, etc.)

3.1.4 Good provision of education

The UT offers its students high-quality education that is rooted in trendsetting academic research. We train our students in critical thinking, the development of initiatives, independent action and cooperation in multi-disciplinary project teams. During their studies, the students develop insight into ethical and social developments and connections. Teachers challenge their students, motivate them and stimulate their curiosity. Information on the UT's study programmes and facilities is clear, complete and very accessible.

3.1.5 Information and participation

The UT provides staff and students with clear information and opportunities to express themselves and be heard. They will be informed in time so they can meet their responsibilities and realize their goals.

3.2 Students

Students at the UT prepare for a career and a responsible position in society. This requires intellectual curiosity, active participation in education and extracurricular activities and prime efforts to achieve good study results.

3.2.1 Academic integrity

Students of all levels are familiar with the published policy with respect to plagiarism and fraud at the University.

Doctoral candidates are taught the standards of academic integrity and are expected to apply these standards in their work.

3.2.2 Social attitude and conduct

Respect is of the utmost importance in the communication between students and staff. This is expressed in the style, tone and form of e-mails and direct contact. Students are prepared to help each other without having to fear being assessed unfairly by others. They conduct in such a way that other students are not obstructed and that the quality of education is not threatened. They respect each other's property and refrain from psychological and physical abuse, discrimination and bullying.

3.2.3 Educational resources

Students handle university resources, such as computers, the library, lecture halls, etc. with care. Also see the Code of Ethics for the use of IT facilities by students and the Regulations for the use of buildings, grounds and facilities by students and visitors ('UT House Rules').

3.3 Staff

All staff members display exemplary behaviour towards their colleagues, students and guests of the UT with respect to open communication, calling each other out on conduct and dealing with ethical aspects of professional and study practice responsibly.

- Staff members pay attention to the worries of others and anticipate them.

- Staff members make an effort to actively inform others; staff members display involvement and offer support if required.
- Staff members strive for high quality and always strive for improvement.
- Staff members have an enterprising attitude and stimulate entrepreneurship.
- Staff members are pro-active, are open to feedback and are always prepared to give feedback.

3.3.1 Managerial positions and roles

The people in managerial positions and roles are an example for others in their conduct. They set clear goals, stimulate staff to perform well, create an environment allowing synergy between teams and talk to staff about unacceptable conduct. They welcome feedback and suggestions from staff members.

3.3.2 Academic staff

Academic staff members in the roles of researcher adopt the core values in their research and in their interaction with students and co-workers. They strive to make excellent, innovative contributions to their field of research and to bring these contributions to the attention of fellow researchers and a broader audience. They are aware of the dilemmas and social aspects of the work in their professional field and do their utmost to perform their research meticulously. They strive to avoid potential conflicts of interest and report such conflicts to the University as soon as they become clear.

Academic freedom is ensured within the national framework of the law, formulated strategies, research programmes and the offer of education. Integrity and open information gathering are essential to science's good name and the research will act accordingly.

Academic staff members in their roles of teacher strive to both creating good course content and good didactic skills. Students value the quality of education and the teacher's enthusiasm. Teachers thus continuously work on improving themselves. Teachers treat students with respect. They indicate clearly what is expected of students and they talk to students about any undesired conduct.

Teachers ensure that all assignments and exams fit the goals of the course and that students are assessed meticulously. Teachers attempt to limit students profiting from the performance of their peers as much as possible. They stick to their class schedule and their appointments, have a positive attitude towards constructive feedback and can be approached at reasonable hours by students both in person and via e-mail.

Our academic staff is familiar with the Netherlands Code of Conduct for Academic Practice, other professional codes that could apply to their professional or research field and the UT's Code of Ethics in general as published on the website and in relevant publications and will act accordingly. The basic principles laid down in them can be viewed as general guidelines for the way in which research should be conducted and for the transparency of scientific practice.

3.3.3 Support staff

Continued attention for points of improvement, increasing efficiency and a results-oriented approach as well as individual development and personal motivation are the focus. In this emphasis on the core values, expertise in their professional field, customer satisfaction and service excellence are strived for.

3.3.4 University resources

Staff is careful and purposeful in the use, preservation and maintenance of university resources, such as budgets, computers and networks (also see Digitale Gedragscode voor medewerkers Universiteit Twente). Confidential information is handled with care.

3.3.5 Ancillary activities

Staff who take up other (paid) positions and accept reimbursements will ensure that these will not be at the cost of or conflict with their professional obligations for the UT and that they do not undermine their impartiality and independence. Ancillary activities cannot have negative consequences for the University's academic or business interests. Procedures for obtaining permission for different types of ancillary activities are part of the published regulations of the UT ('Sectoral scheme covering ancillary activities').

3.3.6 Whistleblowers

There are accepted and recorded procedures to guarantee that serious violations of the ethical guidelines are handled properly ([Whistleblower Code UT](#)). These procedures are part of the published regulations of the UT. These procedures do not conflict with the principle and practice of mutual trust, but have been drawn up as a means to combat injustices and violations of legislation and regulations, codes of conduct and this Code of Ethics that would otherwise remain unnoticed. These mechanisms are intended to protect both the person who is taking steps as a result of this violation and the person who is suspected of violating the ethical guidelines. For the sake of autonomy and purity of the complaints process, people who are suspected of violations must be treated with respect and as being innocent. The complaints and information procedure must remain confidential until a formal reaction is given. Everyone will comply with the formal process and propagates the ethical guidelines in both everyday informal practice and in formal investigation and arbitration proceedings.

4 Additional codes

Apart from this code, the UT is bound by a number of additional specific codes that have been determined by the association of universities (VSNU). This Code of Ethics is an addition to this. The following codes apply:

- Code of Good Governance (June 2012)
- Code of Conduct International Student in Dutch Higher Education (February 2006)
- Code of Conduct for the Use of Personal Details in Academic Research (December 2005)
- Netherlands Code of Conduct for Academic Practice (January 2005, adjusted in 2012)
- Code of conduct for acceptable and unacceptable behaviour

At the University of Twente, the Code of Ethics is further specified in, among others, the regulations and codes of conduct as included in the Staff Manual (www.utwente.nl/staffmanual), and in the following regulations and codes of conduct:

- [the Code of Conduct Supplier Contract\(s\)](#) (Only in Dutch)
- [the Purchase Policy Plan University of Twente](#)
- [the NVP application code](#)
- [Regulations Ethics BMS](#)
- [House Rules UT](#) (Only in Dutch)