
Code of Conduct within Study Association environments

OS Board 2023-II / OS Board 2024-I



This document has been created by OSb 2024-I in consultation with SACC and the confidential advisors of the University of Twente and is tailored to Study Associations.

This document is merely intended to generate a guideline as well as an overview for Study Association Boards on how to approach situations with unwanted behaviour. With this, we would like to emphasise that the content of this document is merely advice on how to treat situations, as well as an outline of institutions you can contact for additional information or help. It is in no way intended to impose an obligation on associations on their course of action.

1. For whom

This document is intended for Board members of Study Associations within the University of Twente (UT). As being part of the UT, the association adheres to the [code of conduct](#) of the UT. In this code of conduct norms and values which the university, university parties and students adhere to are described. This document serves as guidance for all organisations within the UT, thus also Study Associations. It encourages affiliated associations to address one another if a violation occurs.

2. Identifying Behaviour

Unwanted behaviour encompasses several forms of behaviour, a couple of them are outlined below. In any case a person decides themselves what they deem unacceptable behaviour for them:

- **Transgressive behaviour:** behaviour violating personal boundaries, values or rights. Unwanted sexual advances, asking for sexual favours or other (non-) verbal behaviour of sexual nature.
- **Intimidation:** A form of manipulation where someone is threatened with negative repercussions. I.e. physical, verbal or written. Can take place by someone in a position of power.
- **Aggression/violence:** instances in which a student is psychologically or physically bothered, attacked or threatened.
- **Bullying:** repeatedly adopting negative behaviour to someone who is unable to defend him/herself against this behaviour.
- **Discrimination:** unequal treatment of people on the basis of race, nationality, sex, religion, sexual orientation

These definitions can be added to your own code of conduct, and can be altered to the definition of the board and/or association.

3. Duty of Association Boards

Boards of a Study Associations should ensure a safe environment for everyone, ensure that all aspects of its code of conduct are known (i.e. published on the website) and that they are applied in the correct manner within the association. This code applies to all your association environments, including your events.

If you have been informed that unacceptable behaviour is occurring within the association, it is of utmost importance that it is taken seriously. Only when action is taken, it is possible to change someone's behaviour. This does not mean that as an association you have to play the role of a psychologist, a cop or a judge. Try to figure out a solution with the involved parties first. In case you cannot do this, you can refer to other people and departments at the University of Twente, such as the confidential advisors for students.

3.1. Harboursing a code of conduct

We advise the associations to include a passage into their by-laws and/or HR concerning possible unacceptable behaviour, or create some other document harbouring a code of conduct. In case associations want to include such a passage, it is crucial that the board discusses with their associations what they find acceptable and what they do not. In addition, it is important for Board members to discuss what they deem acceptable and unacceptable at the beginning of their Board year (i.e. revisit the code of conduct of the association).

This text, whether it is added to the by-laws/house rules, or it is a separate document, must also include the process. In other words, don't just highlight the possible punishments, but describe the steps taken and tools available after a report of unwanted behaviour has been filed. Include what this means for your association for sections 3.2, 3.3 and 3.4.

3.2 Reporting Procedure for Board if Reporter approaches Board first

Ideally, the association creates an environment in which people directly head to the CCP (explained in section 5), instead of the board (thereby bypassing the board). In case a report or complaint is sent to a board, it means the board is actively involved. It is desirable to avoid rushed decisions in the first stages of the process.

If a board is approached by someone regarding a case, it must make sure the reporter feels heard, and check whether the reporter already wishes that the board takes action or whether they first would like to research their options. The board may refer the reporter early in the conversation to the CCP. In such a case, consider saying something along the lines of:

"As the board it is difficult to be entirely impartial within the association, but we of course highly value that you are supported properly and accordingly. Therefore we advise you to go to the CCP or confidential advisor. If in due time our contribution is needed, we will do so."

In a severe case, even the CCP can be bypassed, and the reporter must be directly referred to the confidential advisor.

This whole reporting procedure is intended to prevent the situation from escalating.

3.2.1 What if the reporter wants the board to solve their issue?

If it happens that a reporter insists on having the Board solve their issue rather than a CCP you should make sure that you clearly know what the reporter wants. After this, the Board can always seek help and advice from the confidential advisor of the UT itself.

3.3 Procedure for the Board if Reporter approaches others first

Whether the reporter goes to the confidential advisor or the CCP, both cases ensure that the board is not actively involved. In fact, ideally the board is not aware of the situation until the reporter wishes to involve them. It is important to note that in the case the reporter approached other institutions first, the board can only involve themselves after the reporter explicitly asked them to. At that time, the board must not take on too much responsibility. It is important that the board does not address the situation with a too high pace and too big magnitude. Also, the board is not entirely neutral, whilst the CCP is a neutral person.

Again we want to emphasise that it is the board's responsibility to make the code of conduct, reporting procedures and duties of all relevant parties known and available to its members. This can be done by ensuring that relevant parties are clearly listed on the association's website.

3.4 Guideline on the board's attitude when it comes to action

As discussed before, a reporter preferably talks to the CCP first regarding the issue. In case the reporter decides that the issue needs to be addressed to the board, the board can take action. There are exceptions, for example in case of criminal offences or immediate unsafe situations.

When the board gets involved, it is crucial that there is a prescription of how the board acts. This can be different per association, per board and situation. General guidelines for this can be discussed with advisory bodies of your association, the confidential advisor and your general members assembly to fit the needs of your association. Make sure to describe this (in the same document as your code of conduct). Important questions to ask are:

- What are you going to do?
- Who is going to assess the situation?
- Who is involved?
- To what degree is it necessary that we start an investigation within the association?

4. Role of the University and University Departments

Within the UT there are numerous people and departments to reach out to. However, it is of vital importance that these are known, and transferred between boards. It is recommended that these aspects are discussed on a yearly basis by the newly installed Board members. All to generate awareness and ensure that the codes are adhered to.

4.1 SACC

Student Affairs Coaching and Counselling ([SACC](#)) is an organisation within the UT. This organisation is designed to help students in many different ways. Most importantly, they are there to offer a listening ear, and help you out if needed. Also when facing unwanted behaviour.

4.2. Confidential Advisor

Confidential Advisors for students within the UT are trained UT employees who will offer a listening ear in situations of unacceptable behaviour. They are independent, and have a duty of confidentiality towards others. This means that in principle, in all cases anonymity is guaranteed. Only if there is a direct dangerous situation they will need to break their anonymity. The advisors are trained to carefully judge when this is necessary and they will not do this easily. In any case, they aid you in what steps to take next. This means that in contrast to a confidential contact person, the confidential advisor is able to help with coming up with solutions. The confidential advisors can be reached by sending an email to confidential-advisor-students@utwente.nl.

5. Confidential Contact Person (CCP)

5.1 What is a CCP

CCP's are students **trained** to be peer listeners. They are there to support students in case you are struggling with something. They can play a supporting role, provide a listening ear and when deemed necessary refer to professionals, but they are not equipped to deal with any and all problems. As afterall, they are still students. A CCP is not obligatory, although recommended.

The importance of appointing one (or multiple) CCP('s) within your association lies in the fact that reporters can feel alone. Taking the step to a professional or to file a report yourself can be quite daunting. The CCP then provides members of the association with a low-threshold contact point.

As a confidential contact person (CCP), you are the first point of contact for members of the study association who want to file a report or complaint against someone else. This can be about any of the behaviours described in section 2. The CCP engages in personal and confidential conversation and refers the reporter to professionals if deemed necessary. The CCP thus has a signalling and supporting role within the association.

5.1.1 Difference between confidential advisor and CCP

A CCP is the initial refuge for a reporter. It is low-threshold contact which the reporter makes. The confidential advisor on the other hand, is the person who can be approached when further support of the reporter is needed. The confidential advisor is accredited according to the guidelines of the [Landelijke Vereniging Vertrouwenspersonen](#).

The confidential advisor is there to:

- Provide shelter, advise and support;
- Inform the reporter about different steps to take to solve issues or file an official report;
- Guide the reporter if they want to file an official report;
- Ensure adequate aftercare of the reporter

5.2 Importance CCP

The CCP is important because situations should not escalate unnecessarily. As a board, you have interests in the association. The CCP you appoint should have significantly less so. A board is not trained to be a CCP, but even if it is, a board member is not neutral. In precarious situations, this may have dangerous consequences, as a result of the interested nature of a Board member.

The CCP is a, from the board, independent body, that people can also just go to talk to without taking action afterwards. Further, boards occasionally are prone to address the situation with a too high pace and too big magnitude. The CCP is trained to behave oppositely. Finally, the CCP is neutral whilst the board is not as they are responsible for the entire association. This combination of an independent structure, a proper pace and

magnitude that the CCP is trained in, and the neutrality of the CCP constitutes a perfect match in the early stages of the situation at hand.

5.3 Tasks of a CCP

The task of CCP's is to offer a listening ear to the ones who need it. The intention is that the threshold to talk to a CCP is lower as this is one of their fellow students. They get trained in the following things:

- Providing a listening ear;
- Refraining from judging;
- Conversational skills;
- Refraining from providing solutions;
- Knowledge about the supporting structures within the UT

The CCP must not bear too much responsibility. On the one hand because it is not trained to do so, on the other hand because it is vital to maintain the low threshold that is peculiar to a CCP. Keep in mind that you must also see the CCP as such. It is a low threshold peer that provides a listening ear, does not judge and does not provide solutions. After a talk with the CCP, further steps need not necessarily be taken. The one approaching the CCP may just want to talk to someone.

To elaborate, tasks of a CCP include for example:

- Providing initial refuge of reporters;
- Guiding reporters in their process;
- Providing the board with advise;
- Working closely together with the confidential advisor;
- Informing members of the association about the support structures within the UT;
- Showcasing involvement within the association.

5.4 Who can be a CCP

The desired profile of a CCP can differ per association. This is something that you should consult your General Members Assembly for. However, we will provide criteria for you to consider/follow:

5.4.1. Position of CCP towards the association

1. They are not former board members, and definitely not active board members*;
2. They are not in another position of significant power (supervisory board). Perhaps you want to consider excluding members of the advisory board too;
3. They are not in a close personal relationship with members of the board. Preferably someone with less intensive contact with the association, but still enough to be a recognisable face for the members;
4. They have followed the CCP training of the confidential advisors, or another training of high quality.

Criteria 2 until 4 are in our opinion most important. The first is for you to consider.

**For smaller associations it may occur that no member is willing to take up the role or meets the criteria. In that case it could be considered to appoint an active board member,*

associations can jointly appoint CCP's or they can make use of the confidential advisors of the UT. It must be noted that the latter two are always preferred!

5.4.2. Characteristics of the CCP

Preferably a CCP is someone who is empathic, someone who can provide a listening ear and someone who makes people feel comfortable. Ideally, there are two CCP's, and they are:

1. Differently gendered;
2. Integrous;
3. Independent;
4. Knowledgeable of the UT;
5. Mature;
6. Accessible;
7. Empathic;
8. Skilled in listening;
9. Impartial;
10. Enjoying faith from people involved;
11. Available for a longer period.

In addition, it is wise to consider other characteristics including but not limited to nationality, religion, degree of (prior) activism.

Wherever possible it is advised that the CCP has few ties to the current (active) member pool, but does have extensive knowledge of the association. The CCP needs to be able to:

- Reflect on themselves and their behaviour
- Work in a team
- Guide students
- Ask for help from the support structures within the UT

5.5 How to become a CCP

In order to become a recognised CCP there are several steps which need to be taken. Most importantly, a CCP training needs to be successfully completed. Trained CCP's enjoy priority in receiving support from the confidential advisors of the UT. Someone can become a CCP by completing a training given by the SACC. For this an email can be sent to confidential-advisor-students@utwente.nl

5.6 Support for CCPs

CCP's can remain in contact with each other, to get consultation on how to handle certain situations or CCP's can consult the confidential advisor. Further, twice a year a meeting of about an hour (intervision) with all CCP's is planned, organised by the confidential advisors. During this meeting the CCP will meet with other CCP's to talk about issues encountered as a CCP. In this meeting you get the opportunity to increase your knowledge and professional skills. This way, you acquire new insights into how you deal with issues yourself, and how others do so. CCP's will be invited for this through mail.

5.7 Investment of the CCP

Besides the unpredictable incidental efforts of the CCP throughout the year, which is based on the number of times it gets approached, the CCP needs to invest its time for a training and intervision as discussed in 5.6.

5.7.1 Instalment

Appointing a CCP can be done through numerous ways, as long as it fits the association at hand. You may want to discuss this with your GMA, or involve advisory bodies in this process.

After a person has been found, they can follow a training spanning two days of 3.5 hours each. The intervision mentioned in section 5.6. takes place twice a year.

6. Support for Board members

Within the UT there are numerous Departments which can be of tremendous help. Two departments are highlighted in 6.1. and 6.2.

6.1. Integral Safety Managers

For further support the Integral Safety Managers are always available to help. You may want to consult with them about how to treat a situation. For this you can reach out to the department by contacting [Erwin Medendorp](#).

6.2. Confidential advisors for students

Confidential advisor can support the study association. Associations which have their policies of proper quality, will be given priority in support requests. If you are in the process of developing your policies and installing a CCP you can ask for advice.

7. Tips for Board members

Besides the aforementioned options below more tips for Board members are listed:

- Consider setting up a mental health committee within the association which can inform and support the Board on matters related to social safety. These members can be involved with the impartial assignment of a CCP.
- For questions with regards to legal matters, such as but not limited to, adding aspects to the HR or by-laws the [campus lawyer](#) can be contacted for advice.
- At the start of your Board year, ensure that you and your Board are on the same page with regards to which steps you need and are willing to take.
- Openly engage into the conversation with other Board members of Study Associations. You do not need to reinvent the wheel.

8. Further readings

Below further, relevant documents are listed, they will also be added in Appendix A:

- [UT support structure](#);
- [UT wide code of conduct](#);
- [Student integrity guide](#);
- Tips on what to say/how to act when someone comes up to you with an complaint about assault can be found in this document with [tips for bystanders](#);

Appendix A: Other potentially helpful documents

On the next few pages, please find in order the social safety flowchart, an overview of the UT support structure, the university's code of conduct for (un)acceptable behaviour, the student integrity guide, and tips for bystanders.

Flowchart Social Safety

Possibilities



Different behaviour

- Unwanted behaviour encompasses several forms of behaviour. Be wary of the differences.

Reporting procedure

- Try to figure out a solution with the involved parties first.
- Make sure the reporter feels heard.
- Create a code of conduct and make it well accessible. Include what you find acceptable and what not.
- The board can be bypassed in case of a report. In that case the reporter heads to the CCP directly. It is ideal to encourage bypassing the board.
- If the board is approached first, make sure to understand the reporter's desires, and ask help if needed.

Confidential contact persons/confidential advisors

- It is important to appoint a CCP in your association.
- CCP's are students trained to be peer listeners. They do not judge or provide solutions. They are aware of the UT support structure and are conversationally capable.
- A CCP is a low threshold contact person for a reporter.
- A CCP guides reporters in their process. Although it does not provide solutions, it can refer the reporter to the confidential advisor.
- For appointing a CCP, involve your GMA or advisory bodies.
- The CCP must follow a training spanning two days of 3.5 hours each.
- CCP's can remain in contact with each other.



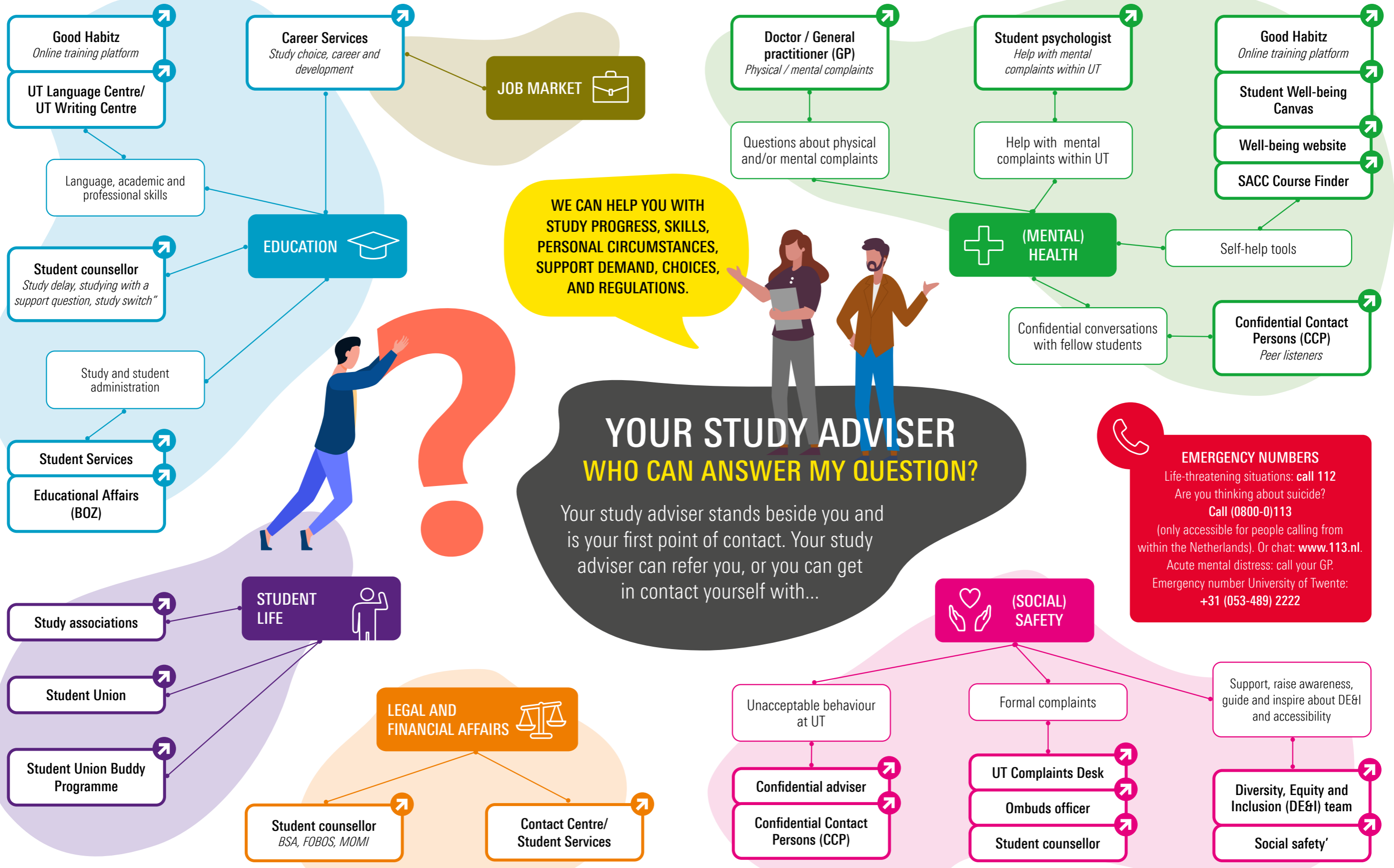
Help structure UT

- If you cannot figure out a solution yourself, you can refer to the UT confidential advisors.
- The confidential advisor provides shelter, informs the reporter about different steps to take, supports the reporter in filing an official report and provides aftercare.
- Confidential advisors can also advise association boards. If a reporter approaches you and you do not know how to proceed, you can ask help from the confidential advisors.
- The confidential advisors organise a meeting for all CCP's twice a year. In this meeting the CCP gains insight into how it deals with situations, and how others do so.

Further support and links

- [UT support structure](#)
- [University of Twente code of conduct](#)
- [Student Integrity Guide](#)
- [Tips for bystanders](#)
- [Diversity, Equity and Inclusion Team \(DE&I\)](#)
- [Confidential advisors](#)






EMERGENCY NUMBERS

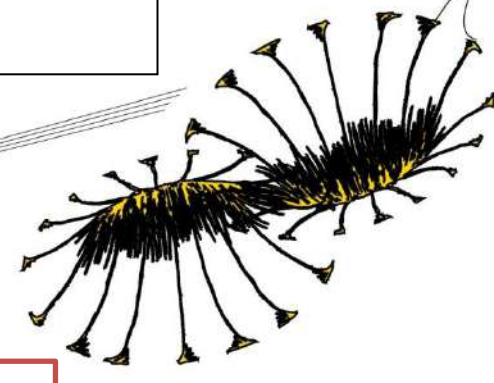
Life-threatening situations: call 112
 Are you thinking about suicide?
 Call (0800-0)113
 (only accessible for people calling from within the Netherlands). Or chat: www.113.nl.
 Acute mental distress: call your GP.
 Emergency number University of Twente:
 +31 (0)53-489 2222

 FIND THIS INTERACTIVE OVERVIEW ONLINE
UTWENTE.NL/FINDYOURSUPPORT

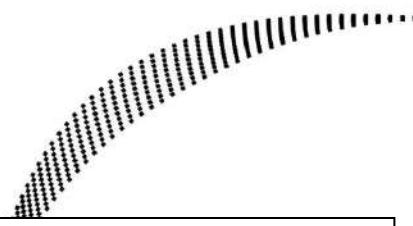
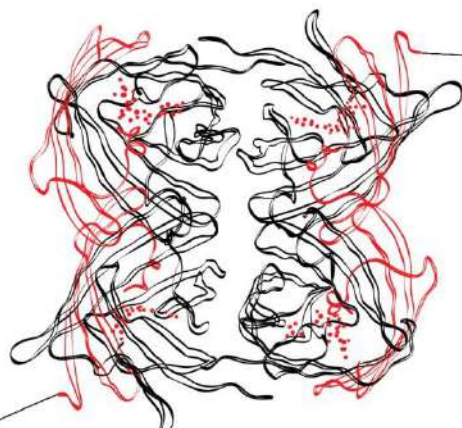
 FIND OUT WHO'S YOUR STUDY ADVISER
 AT UTWENTE.NL/STUDYADVISER



**Code of conduct for acceptable
and unacceptable behaviour**



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1 Preface

The University of Twente wants to provide a socially safe environment for everyone. Respect, integrity, honesty and consideration for others are all part of the norms of behaviour that are expected in this kind of environment. University of Twente staff members, visitors and students are each required to contribute actively towards a socially safe environment. That applies to their own behaviour and furthermore, everyone is expected to be vigilant against any form of unacceptable behaviour they spot. In this code of conduct, unacceptable behaviour means intimidation, sexual harassment, aggression, violence, bullying and discrimination. This code of conduct is drawn up as part of a preventative policy. That preventative policy on unacceptable behaviour is part of university policy that translates into the following:

- This code of conduct is communicated adequately;
- Effective information is provided about the policy and the risks of unacceptable behaviour within the institute;
- The risks of unacceptable behaviour are systematically mapped as part of the Risk Inventory & Evaluation (RI&E) as referred to in the Dutch Working Conditions Act (*Arbowet*);
- The risk of unacceptable behaviour is reduced or eliminated;
- Compliance with the code of conduct is monitored by applying clear complaints and reporting procedures, listing complaints and reports and apply sanctions when the code of conduct is violated;
- Managers and other staff within the institute receive training;
- The code of conduct is incorporated into the performance and assessment policy.

The legal basis for this code of conduct is the Equal Treatment Act (*Algemene Wet Gelijke Behandeling*) and the Working Conditions Act (*Arbowet*) (Article 3 paragraph 2). This code of conduct implements Article 1.12 of the Collective Labour Agreement for Dutch Universities.

1.1 Article 1: General definition of terms

1. The accused: the staff member, visiting staff member, student, person not employed by the university but appointed as professor by the Executive Board, staff member contracted by a third party or visitor against whom a report or complaint was filed for unacceptable behaviour.
2. The visitor: any person, not being a staff member, visiting staff member, student, person not employed by the university but appointed as professor by the Executive Board, or a staff member contracted by a third party.
3. Executive Board (EB): the Executive Board of the University of Twente.

4. Visiting employees: doctoral candidates without employment, scholarship fellows, students on an internship, guest lecturers and guest researchers.
5. Witness: someone who witnesses unacceptable behaviour, but who is not necessarily subjected to the unacceptable behaviour himself or herself.
6. Complaint: a grievance lodged in writing about the conduct of a staff member, visiting staff member, student, person not employed by the university but appointed as professor by the Executive Board, staff member contracted by a third party or visitor.
7. Complaints Committee: Complaints committee of the University of Twente, being a committee as referred to in Article 9:14 Administrative Law Act (*Awb*).
8. University of Twente Complaints Desk: an accessible facility set up pursuant to Article 59a, Book 7 of the Higher Education and Scientific Research Act (*WHW*).
9. Complainant: a complainant is a staff member, visiting staff member, student, person not employed by the university but appointed as professor by the Executive Board, staff member contracted by a third party or visitor who lodges a written complaint in accordance with Article 4b of this code of conduct.
10. Staff are University of Twente employees (permanently or temporarily employed).
11. Staff contracted by a third party: a person employed by an employer other than the University of Twente who works in the buildings or on the premises of the University of Twente, or staff member(s) assigned through a temporary employment contract, a hiring agreement or secondment contract.
12. The person reporting: the staff member, visiting staff member, student, person not employed by the university but appointed as professor by the Executive Board, staff member contracted by a third party or visitor who reports alleged unacceptable behaviour.
13. A report: oral or written notification of alleged unacceptable behaviour.
14. A student is someone who is a student, prospective student, course participant, former student, external student or prospective external student of the University of Twente.
15. Student counsellor: official as referred to in Article 34 (1d), Book 7 of the Higher Education and Research Act.

16. Confidential Advisor: the person referred to in Article 1.12 paragraph 2 of the collective labour agreement for Dutch universities.

1.2 Article 1a: Terms defining unacceptable behaviour

1. Unacceptable behaviour: direct or indirect behaviour by which the personal integrity of another person is affected verbally, non-verbally or otherwise physically, online, by phone or by text, online text, speech, image or video message. Other forms of unacceptable behaviour include intimidation, sexual harassment, aggression, violence, bullying and discrimination.
2. Sexual harassment: any undesirable sexual advances in the form of requests for sexual favours or other verbal, non-verbal or physical behaviour with sexual connotations that is aimed at, or results in, the person's dignity being affected, particularly when a threatening, hostile, offensive, humiliating or hurtful situation is created. Verbal and non-verbal sexual harassment constitutes for example sexual innuendo in remarks, messages, images or gestures, the unsolicited sending or intentional viewing of pornographic images or texts in plain view of others (e.g. on the internet, see also utwente.nl/en/cyber-safety/cybersafety/legislation/gedragscode-e-mail-studenten-en.pdf and utwente.nl/en/cyber-safety/cybersafety/legislation/gedragscode-ict-medewerkers.pdf), but also staring or asking intimate questions. Physical sexual harassment ranges from grabbing someone or obstructing someone's path to sexual assault and rape.
3. Intimidation: behaviour aimed at or resulting in the victim's dignity being affected and that creates a threatening, hostile, insulting, humiliating or hurtful environment.
4. Aggression and violence: aggression and violence generally occur in three forms. 1) Verbal aggression (name-calling, yelling or very heated arguments). 2) Physical aggression (kicking, shoving, hitting, spitting, biting, smashing). 3) Psychological aggression (verbal or written threats, intimidation, blackmail or humiliation). The definition of aggression and violence also include the misdemeanours and crimes as referred to in the Dutch Criminal Code (*WvSR*).
5. Bullying: is the repeated unacceptable behaviour by one or more people against one person or a group of persons and can take all kinds of forms. These range from belittling remarks to open criticism and intimidation, from pranks to physical violence and from gossip to isolation and cyber bullying.
6. Discrimination: any form of comment on, action against or decision about a person or, as the case may be, any form of a distinction made on the basis of religious or philosophical beliefs, family situation, political affinity, race, gender, sexual orientation, marital status, skin colour, origin, nationality, physical or mental defect,

age or whatever grounds referred to in article 1 of the Dutch constitution, when there are no objective grounds for justifying such action.

7. Irregularities: another form of unacceptable behaviour relates to irregularities. These are suspicions based on reasonable grounds of wrongdoing if the interests of society are jeopardised or there is danger of violation of:
 1. a statutory provision, including a criminal offence or threat thereof;
 2. a danger to public health;
 3. a danger to the safety of persons;
 4. a danger of environmental degradation;
 5. a danger to the proper functioning of the organisation as a result of improper and dishonest action or omission other than a Breach of Union law;
 6. a violation of rules other than a statutory provision;
 7. a waste of public money;
 8. a violation of the scientific (or other) integrity provisions in force at the University, as established in the University of Twente Codes of Conduct, which can be consulted at: <https://www.utwente.nl/organisatie/over-de-ut/integriteit/gedragscodes/>;
 9. the deliberate withholding, destruction or manipulation of information concerning the offences referred to in points 1 to 8

Irregularities do not fall under the Code of conduct for acceptable and unacceptable behaviour, but under the ‘Whistleblower Code UT’. For information about the [Whistleblower Code UT](#) and reporting wrongdoing.

1.3 Article 2: Applicability code of conduct

This code of conduct applies to all staff, visiting staff, students, persons not employed by the university but appointed as professor by the Executive Board, staff contracted by third-parties and visitors to the University of Twente who are in the buildings or on the premises of the University of Twente, in their behaviour towards:

- University of Twente staff;
- visiting staff;
- students;
- persons not employed by the university but appointed as professor by the Executive Board;
- staff contracted by third parties working in the buildings or on the premises of the University of Twente;
- visitors to the University of Twente;

1.4 Article 3: Prohibitory provisions

Article 3a

Staff, visiting staff, students, persons not employed by the university but appointed as professor by the Executive Board, staff contracted by third-parties and visitors are prohibited from exhibiting unacceptable behaviour in or on University of Twente buildings or premises.

Article 3b

Staff, visiting staff, students, persons not employed by the university but appointed as professor by the Executive Board, staff contracted by third-parties and visitors are prohibited from exhibiting unacceptable behaviour outside the University of Twente buildings or premises (e.g. at a conference, company outing).

1.5 Article 4: Procedures

Unacceptable behaviour can occur, despite preventive policy. When a staff member, visiting staff member, student, person not employed by the university but appointed as professor by the Executive Board, staff member contracted by a third party or a visitor is not directly subjected to unacceptable behaviour but does witness it, he/she can take responsibility by calling out that type of behaviour. The Code of conduct expressly distinguishes between a report and a complaint. Someone who is faced with unacceptable behaviour therefore has two options to stop the unacceptable behaviour. It also possible to take both courses of action. The key principle is that every report and complaint about unacceptable behaviour is handled carefully and in strictest confidence.

Article 4a Report

The aim of a report is to register the unacceptable behaviour, to prepare the file, to provide the option of obtaining advice on how to deal with the unacceptable behaviour and/or to end the unacceptable behaviour in consultation with the parties directly involved.

1. Anyone being faced with unacceptable behaviour towards themselves or someone else can report the unacceptable behaviour before deciding whether it is advisable to file a written complaint.
2. Staff, visiting staff and persons not employed by the university but appointed as professor by the Executive Board can report to a [Confidential advisor](#).
- 2a. The confidential advisor advises and supports staff, visiting staff and persons not employed by the university but appointed as professor by the Executive Board who are faced with unacceptable behaviour. The confidential advisor has an independent position and enjoys protection on the part of the employer. The confidential advisor's duties include the following:

- providing information about unacceptable behaviour;
 - ensuring adequate assistance for those filing a complaint about unacceptable behaviour;
 - ensuring information is treated confidentially;
 - looking for an informal solution;
 - assisting the complainant in lodging a formal complaint and where necessary in the formal handling.
3. Students can report to a student counsellor (utwente.nl/en/ces/sacc/coaching-counselling/counselling/student-counsellor).
- 3a. The student counsellor advises and supports individual students who are faced with unacceptable behaviour. The student counsellor has an independent position and enjoys protection on the part of the employer. The student counsellor's duties include the following:
- providing information about unacceptable behaviour;
 - ensuring adequate assistance for those filing a complaint about unacceptable behaviour;
 - ensuring information is treated confidentially;
 - looking for an informal solution;
 - assisting the complainant in lodging a formal complaint and where necessary in the formal handling.
4. Company medical officers, HR managers, student psychologists, study advisors, managers and any other staff who receive a report of unacceptable behaviour should refer the reporting person to
- 4a. The confidential advisor, when the reporting party is a staff member, visiting staff member of person not employed by the university but appointed as professor by the Executive Board;
- 4b. The student counsellor, when the reporting person is a student.
5. Staff members, visiting staff members or a person not employed by the university but appointed as professor by the Executive Board who receive reports of unacceptable behaviour can call on the confidential advisors for support and advice.
6. Anyone being faced with unacceptable behaviour towards themselves or someone else can report to security. (utwente.nl/en/cfm/discover/security)
7. Reports are registered anonymously.

- 7a) Reports can be received by different institutes/bodies and it cannot be guaranteed that the reporting persons contact the confidential advisors/student counsellors, where applicable. That is why a number of institutes/bodies (e.g. confidential advisors, student counsellors, occupational health services provider and security) are asked to submit an annual report of reports in anonymized form to the HR service department.
- 7b) The HR service department makes a cross-university analysis of reports. This analysis is also used to amend the preventive policy where necessary.

Article 4b Complaint

1. Students must lodge their complaint about a staff member, visiting staff member or person not employed by the university but appointed as professor by the Executive Board in writing with the University of Twente Complaints Desk (utwente.nl/en/education/student-services/contact/complaints-desk/) The Complaints desk will forward the complaint to the Executive Board as soon as possible and within 6 weeks.
2. All other persons – staff members, visiting staff members or persons not employed by the university but appointed as professor by the Executive Board, staff members contracted by a third party and visitors – must lodge their written complaint about a staff member, visiting staff member or person not employed by the university but appointed as professor by the Executive Board, with the Executive Board (see the [Confidential advisors](#) on and the [complaints procedure](#)).
3. If the accused person is a member of the Executive Board, the complaint must be lodged in writing with the Supervisory Board.
4. If the complainant and the accused are staff members, visiting staff members or persons not employed by the university but appointed as professor by the Executive Board, they may appeal to the university's confidential advisor (e.g. to support them in preparing for a complaint).
5. If the complainant and the accused are students, they may appeal to the student counsellor.

1.6 Article 6: Sanctions

Unacceptable behaviour relating to intimidation, sexual harassment, aggression, violence, bullying and discrimination can result in sanctions. Possible sanctions can be found in:

- Article 40, paragraph 3 of the university's Executive and Management Regulations 2018 (utwente.nl/download/corporate/bbr.pdf);

- Article 14 of the university's [Complaints procedure](#)

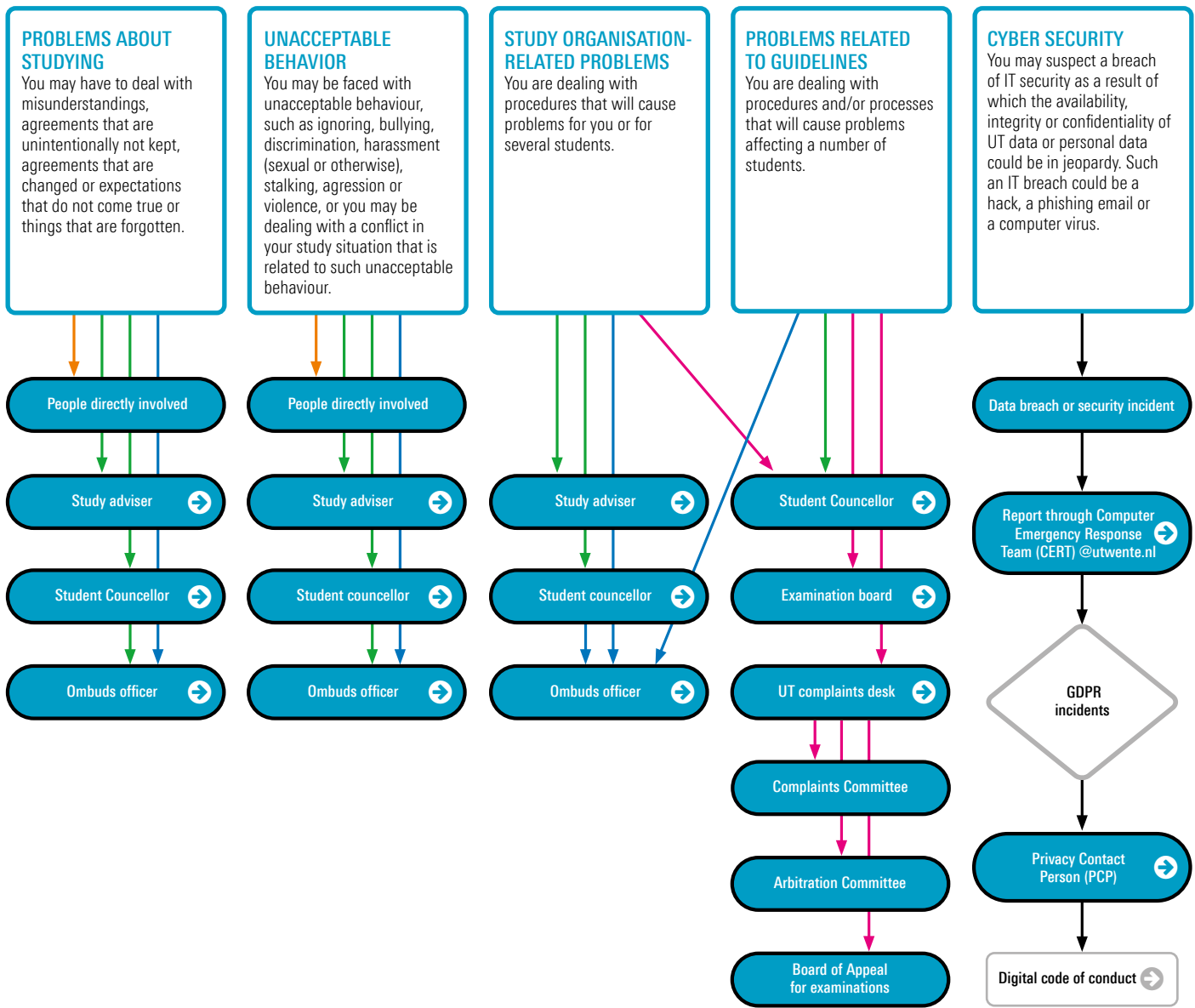
STUDENT INTEGRITY GUIDE

The University of Twente expects everyone in the UT community to behave responsibly when it comes to the ethical aspects of their work or studies. But what if you experience, see or hear something which you think is unacceptable? The best thing to do, of course, is to discuss the matter with the people directly involved, or with your study adviser. But sometimes you might not feel safe enough to do this. If this is the case, there are other people you can turn to. This guide makes it easy to find the right person to get in touch with. Please find the integrity guides for employees and PhD's through the integrity website.

WOULD YOU LIKE TO MAKE A FORMAL COMPLAINT?
 If you wish to submit a formal complaint, you must go to the Complaints Desk.
 Please note that formal complaints cannot be made anonymously.

- Report (sympathetic ear, advisory role, problem-solving)
- Report (partial, advisory role, problem-solving)
- Report (impartial, problem-solving, de-escalation)
- Complaint (impartial, assessment, escalation)

INTEGRITY- AND ETHICAL DILEMMAS



What can you say...

If someone tells you about sexual assault

It can be quite difficult to hear that someone has been sexually assaulted. Because, what do you say in such a case? And what can you do to support someone? But also: how does what happened to them affect you? Please know that you can do a lot for someone else, just by staying calm and listening to them. The Sexual Assault Center has some tips for you:

A conversation

Your reaction is very important for how someone else recovers. People who are supported by their environment recover faster than those who aren't. So when someone tells you about a bad sexual experience, it is important to respond in a quiet and supportive manner.



Helpful statements

- I'm so sorry this happened to you.
- It was not your fault.
- This never should have happened.
- You're very brave for sharing your story.
- I believe you.
- You are not strange/weird/dirty.
- I am here for you.



Helping questions

- What do you want to tell me about it?
- How are you doing now?
- How has this changed your life?
- How has this affected you?
- What would you like?
- What do you need?
- How can I help you?
- Would you like professional help?





Helping actions

- **Please listen with attention and without judgement** - Let them know that you are there for them and listen with attention and without judgement. Many victims are afraid that they will not be believed, so they struggle to share their story. If you do not know what to say then simply say that you are there to listen. That is often enough.
- **Stay calm** - Even if you feel intense emotions yourself, it's important to stay calm. That helps the other person the most. What you want to show them is: 'Okay, it happened, but everything will be fine. I am here for you.'
- **Offer practical help** - Can I do some groceries for you? Shall I come with you to your appointment? Practical help can be useful when someone has had a bad sexual experience. So please ask if you can do something for him, her, or them.

More tips on supporting someone who has had a bad sexual experience (including online) can be found via www.centrumseksueelgeweld.nl/supporting-someone/

Not helpful: victim blaming

Many people who have had a bad sexual experience get bad reactions from their environment. They are not believed or are seen as the guilty party. They may also be faced with questions that can be seen as accusatory, such as: Why did you go there? Or: You could have just said no? These reactions are called victim blaming. Victim blaming can have negative consequences for victims. It can make it difficult for them to process the experience and ask for professional help because they are ashamed or blame themselves.

Finding help

For someone who has experienced sexual assault, it is important to find professional help as soon as possible. This can help prevent physical and psychological issues in the future. Even if the assault was a while ago, it can be worthwhile to find professional help. It is never too late to find help in the event of sexual assault experiences.





Actions

- Make the other person aware of the possibility and importance of professional help. This is not a necessity. Let someone make their own choices.
- Take a look at the website of the Sexual Assault Center Violence together. Here you can find a lot of information about sexual violence, its (possible) consequences and what help you can get.
- Call **0800-0188** for advice or assistance.
- Prefer to chat with a counselor? See: www.centrumseksueelgeweld.nl/csg-en/



For you

- It makes sense that someone else's story of sexual assault affects you. It can even evoke intense emotions in you, such as sadness, powerlessness, guilt or even anger. These are normal responses to abnormal situations. Don't keep it to yourself. Talk to someone you trust or through the chat at www.centrumseksueelgeweld.nl/csg-en/
- If you have ever been sexually assaulted yourself, it can be extra difficult to hear someone else's story of sexual assault. Any memories you have pushed away can suddenly come flooding back. Please know that you too can get professional help in working through your trauma.
- If you have never had a bad sexual experience then you may not be very understanding and you may have many questions. Try not to transfer these feelings to the other person and instead try and get answers to your questions by, for example, reading up on the topic or asking the Sexual Assault Center for advice.

Sexual Assault Center

The Sexual Assault Center is there for anyone who has had a bad sexual experience, whether in real life or online and whether recent or a long time ago. For help or advice call **0800-0188** or chat via www.centrumseksueelgeweld.nl/csg-en/.

