

UMCG Integrity Code

INTRODUCTION

The UMCG's mission is 'Building the future of health'. We accomplish this mission every day through the work of competent staff who act with integrity.

The UMCG has a public function. Our patients, but also society at large, are very aware of many aspects of our work. We operate, as it were, in a glass house. If we wish to show openness, respect and honesty towards students, patients and their relatives, and also towards supervisory bodies and external partners such as suppliers, we must also act in the same way within our organization, particularly because we can then add a further dimension to our professional conduct.

This integrity code specifies what the UMCG regards integrity to entail and where the limits for the UMCG lie. When interacting with others and with each other we act **respectfully, reliably, dedicatedly** and **safely**. We define these values as follows.

Respectful and reliable

- accepting others as they are and showing respect for each other's opinions and possessions
- treating everyone equally
- teamwork: showing respect for each other's contributions, cooperating and honouring commitments
- handling complaints with due care

Interacting with people respectfully and reliably means accepting them as they are and showing respect for their opinions, rights, and for material goods, for example others' possessions. 'Respectful' also means that we do our job regardless of the religious and political convictions, race, gender or any other personal characteristics of those with whom we interact. This applies to both our colleagues and others. Teamwork is central to the UMCG and can only be achieved if we as colleagues respect each other's contributions, cooperate wherever possible and share our successes. We honour the commitments we make and hold each other accountable in this respect. When there are conflicts within the team, we discuss them and involve our manager in the discussion. We exercise due care when handling complaints of patients or other parties involved with the UMCG.

Dedicated

- assuming responsibilities
- striving for continuous personal development and being innovative
- being aware that you are working with public funds
- letting the UMCG's interests prevail over your personal interests

Dedication to your work and to the UMCG means taking responsibilities, not only as part of your job but, if necessary, also beyond the work environment and having a sustained interest in developing yourself within and outside the job. Because the UMCG is a university centre, we are expected to be at the forefront of developments. Dedication also means that we are aware of the fact that the UMCG is a public organization. This means being economical with corporate resources such as medication, instruments, pens and paper. We do business with reliable suppliers who satisfy the UMCG's purchasing guidelines. We also abide by corporate regulations concerning dress code, communication with the media and smoking.

Based on our dedication to the UMCG, we take great care when accepting ancillary positions, which in any case should not be in conflict with UMCG interests. A staff member who is involved in legal proceedings that have a bearing on their work must inform their manager. Since the interests of the UMCG prevail over personal interests, staff cannot accept gifts or presents worth more than €50. Other favours (invitations, sponsoring) can only be accepted after consultation with and approval of the manager.

Safe

- working safely according to guidelines and protocols
- reporting incidents
- handling information with due care and confidentiality
- whistle-blower regulations in place for safely reporting suspected abuses

Patients, visitors and staff must feel safe within the UMCG. This includes working safely according to existing guidelines and protocols. Care incidents must be reported via the *Veilig Incident Melden* (Secure Incident Reporting) digital system. UMCG staff work with all kinds of information: patient files, personnel files, research data, etc. Staff must exercise the utmost care and confidentiality when handling this information. Confidential corporate information and patient files must be stored and used on data carriers approved by the UMCG. Medical professional confidentiality applies in particular to staff working in direct patient care. Researchers must abide by the rules outlined in the research code concerning data processing.

Working in a safe environment means that staff who suspect abuse can also turn to the UMCG's whistle-blower regulations.

To sum up, in everything that we do within the UMCG, we act respectfully, reliably, dedicatedly and safely. We thus embody the special role that the UMCG has to play in society and manifest ourselves as worthy representatives of our organization.

IN CONCLUSION

This integrity code outlines what the UMCG regards as integrity and where the UMCG's limits lie. The Personnel Handbook contains references to regulations with more specific instructions about integrity. Staff are expected to abide by the current rules and standards. In the event of any violations, the manager will take this up with the staff member and, if necessary, take action.

As decreed by the Board of Management on 25 May 2011,
on condition of adoption by the Employees Council