

## **FEPPD CODE OF CONDUCT**

This Code of Conduct is a guidance document for the Council members, national members, and FEPPD staff.

The Code of Conduct intends to support the Council members, national members, and staff members by fulfilling their responsibilities in a manner that is compatible with the values of FEPPD. It wants to create a common framework upon which all decisions are founded, sets common standard and forms the central guide and reference for the day-to-day working and functioning of FEPPD. Its purpose is to increase transparency on the working and organization of FEPPD.

This code contributes to FEPPD's tradition of integrity and credibility as the European association of dental technicians and dental laboratory owners. FEPPD's mission, values and principles are reflected in this Code of Conduct. It is essential that all Council members, national members and staff members are aware of this Code and observe the principles and behavioral rules set out in it.

The Code contains guidance for the working bodies of FEPPD (the Council and the Office) (**part 2**) and its national members (**part 3**). It furthermore sets out the rules and principles governing FEPPD's functioning and activities (**part 4**) and describes the requirements for staff members (**part 5**).

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## **I. INTRODUCTION**

FEPPD was founded in 1953 to defend, protect and inspire the community of dental laboratory owners and independent dental technicians across Europe. FEPPD is a pan-European federation that consists of national federations who represent dental laboratory owners and independent dental technicians at national level.

### **A. VISION & MISSION**

FEPPD is a non-profit organization. Its main objectives are

- to represent and promote the professional and commercial interests of independent (self-employed) dental technicians and dental laboratory owners in the European Union;
- to participate with other international and European representative organisations in areas that may affect the professional and commercial interests of the independent (self-employed) dental technicians and dental laboratory owners;
- to protect and respect the national characteristics of the vocational practice, having its legal basis in national law;
- to maintain and develop relations between associations representing professionals working in the dental sector or industry in the spirit of collaboration and mutual understanding;
- to strive for recognition of the technical competences of dental technicians. FEPPD believes that dental technicians and dentists should establish a better cooperation and mutual recognition of their professional qualification. They should both be part of a dental team in which dental technicians contribute with their technical competences in the interest of the patient.
- to defend the interests of independent (self-employed) dental technicians and dental laboratory owners by lobbying with governments and authorities at international and European level and;
- to keep its national member organisations informed of the legislative developments concerning independent (self-employed) dental technicians and dental laboratory owners at European level.

## **II. WORKING BODIES**

FEPPD's day-to-day business is run by the Council and the Office.

### **A. COUNCIL**

The Council consists of at least four persons: the President, the Vice President, the Treasurer and the Secretary General.

Taking into account the needs and the financial situation of FEPPD, the Annual General Meeting ("**AGM**") can decide that an extra member joins the Council. In accordance with the Statutes of FEPPD, the Council cannot be composed of more than 7 members.

#### **1. General role and responsibilities of the Council members**

All Council members have the responsibility to ensure that FEPPD fulfills its mission and pursues its objectives set out above (see I.A). The Council is committed to the success of the organization. The general responsibilities of the Council members can be described as follows:

- All Council members are fully committed to fulfill their duties to the best of their ability and in good faith.
- All Council members are fully committed to provide the highest possible level of service to its members.
- All Council members must have a diverse range of competences, experience and knowledge needed to run FEPPD effectively.
- Council members determine FEPPD's mission and purpose by drafting an action program on the basis of the input they receive from the national member organizations ("**Members**").
- Council members are actively involved in the implementation of the action program. Each Council member receives specific responsibilities with regard to the action program.
- Council members will evaluate the action program by taking into account the needs of the Members and will decide which actions must be prioritized taking into account the limited resources of FEPPD.
- Council members are required to enhance FEPPD's public standing. They must remain up to date with all the activities of FEPPD and FEPPD's position on relevant topics in order to promote and express these in public.
- Council members act prudently to protect the assets and interests of FEPPD.

- Council members are required to review on a regular basis their legal commitments and must ensure that all liabilities that may arise from FEPPD's activities are covered by an appropriate liability insurance.
- Council members are responsible for dealing with possible complaints. They are committed to assess the complaint with full integrity and engage themselves to respond swiftly so that a fair and just solution can be found within a reasonable period of time.
- Council members ensure compliance with the Statutes and the Code of Conduct.
- Council members ensure that the working bodies within FEPPD are organized effectively by conducting periodic reviews in order to make an evaluation. If required, the necessary steps must be taken to ensure that FEPPD and its working bodies continue to work properly.
- The Council members will evaluate on a regular basis how the Members and the Office are fulfilling their responsibilities taking into account FEPPD's needs.
- The Council members will keep together with the Office Manager a well-functioning document control system . They are required to refer to the most recent documents, guides or presentations adopted by the Council.
- All official documents that have been finally adopted by the Council will be made available to the Members on the intranet website of FEPPD.

### **The President**

The President is the Chair of the Council and the AGM. The role and responsibilities of the President can be described as follows:

- The President is the principal representative and spokesperson of FEPPD towards other organizations, the government, the media and the public.
- The President provides leadership to FEPPD and in particular to the Council. The President is the principal contact person for the Council members and staff members and gives support to them.
- The President has general supervision of all activities of FEPPD and gives direction to the achievement of FEPPD's mission and objectives.
- The President ensures that all Council members fulfill their responsibilities as set out below.
- The President is responsible for the official communications made by FEPPD. He/she needs to give his/her final approval before official communications regarding the position

of FEPPD are sent to the Members, governments, other organisations or the general public.

- The President presides all meetings of the Council and the AGM.
- The President ensures together with the Secretary General that each Council meeting is planned and prepared effectively. An agenda will be circulated in advance of every Council meeting.
- The President ensures that all agenda items are dealt with in an orderly and efficient manner.

### **The Vice President**

The Vice President is a member of the Council and its main responsibility is to assist the President. Its role can be described as follows:

- The Vice President assumes the duties and responsibilities of the President in the absence of the President or in case the President is unable to perform his/her duties.
- The Vice President assists the President by sharing specific duties and responsibilities as delegated by the President.
- The Vice President serves as an alternate spokesperson of FEPPD.

### **The Treasurer**

The Treasurer is a member of the Council and his/her main responsibility is to be in charge of all funds, property and financial matters of FEPPD. Its role can be described as follows:

- The Treasurer ensures sound financial management of the funds of FEPPD.
- The Treasurer prepares the yearly budget of FEPPD.
- The Treasurer is responsible for making all payments, provided they are approved by the Council or – if required – by the AGM.
- The Treasurer is responsible for all receipts and for ensuring that the funds are paid into FEPPD's bank account.
- The Treasurer ensures accounting records, which correctly reflect all financial transactions of FEPPD and provide a true and fair view of the accounts.
- The Treasurer ensures that accounting records are kept according to Luxembourg law.

- The Treasurer seeks advice from an accountant or a law firm if he/she is confronted with financial issues.

### **The Secretary General**

The Secretary General is a member of the Council whose main responsibility is to ensure good administration of FEPPD. His/her role can be described as follows:

- The Secretary General ensures that Council meetings are effectively prepared and organized and liaises with the President to plan the meetings.
- The Secretary General gathers agenda items from other Council members and ensures the agenda of the meeting is circulated in advance of the meeting.
- The Secretary General ensures that minutes are taken of each meeting and that these minutes are shared and approved by the other Council members afterwards.
- The Secretary General ensures that the action points discussed during the meeting are followed up by the responsible Council member.
- The Secretary General checks that the activities of FEPPD are in line with FEPPD's Statutes and its Code of Conduct.
- The Secretary General prepares a yearly report of FEPPD's activities for the AGM.
- The Secretary General responds to all external correspondence sent to the Council.

### **2. Council meeting**

The Council meets on regular occasions and at least four times a year. Physical meetings take place in Brussels or in the home country of one of the Council members. In addition to the physical meetings, online meetings are organized on a regular basis via videoconference or conference call.

### **B. OFFICE**

The Council receives assistance from the Office Manager and an accountant, who form together the Office. Additional staff can be hired if required and provided that there are sufficient financial means. The role and responsibilities of the Office Manager can be described as follows:

- The Office Manager will assist the Secretary General to ensure good administration and shares responsibilities as delegated by the Secretary General.

- The Office Manager ensures that minutes of the Council meetings and AGM's, contact details that might be relevant for FEPPD and records of past and future activities of FEPPD are kept in the office.
- The Office Manager files all external and internal e-mail correspondence (or copies of such e-mail correspondence.)
- The Office Manager ensures excellent document control and must keep a record of all publications and internal documents of FEPPD.
- The Office Manager is responsible together with the President for the recruitment procedure of new staff members.
- The Office Manager must receive a copy of every external e-mail sent by the Council members in the name or on behalf of FEPPD.

### **III. NATIONAL MEMBERS**

National delegates represent their national federation in the AGM. Their presence and cooperation during the AGM and throughout the year is important for the proper functioning of FEPPD.

The role and responsibilities of the national delegates can be described as follows:

- National delegates or their substitutes attend the AGM.
- National delegates participate fully during the AGM and voice their concerns.
- National delegates provide input regarding their members and respond to the requests or questionnaires circulated by the Council or the Office Manager throughout the working year.

### **IV. RULES AND PRINCIPLES GOVERNING FEPPD'S FUNCTIONING AND ACTIVITIES**

#### **A. PRINCIPLE OF INTEGRITY**

All Council members and the Members are committed to maintain the integrity and interests of FEPPD as a primary overriding duty. They will respect in particular the following principles:

- The Council members should act reasonably at all times in the interest of FEPPD and its present and future members.

- The Council members and the Members should act according to high ethical standards and ensure that conflicts of interest are properly dealt with.
- The Council members and the Members must identify and promptly declare any actual or potential conflict of interest.
- The Council members should never abuse their position within FEPPD and behave strictly in accordance with the statutes of FEPPD.
- The Council members shall contribute to an environment that reflects and values the best in everyone, where people treat each other respectfully and professionally, regardless of political and religious backgrounds, and where individual differences are valued.

**B. RULES AND PRINCIPLES APPLICABLE TO FEPPD’S STAFF POLICY**

FEPPD’s staff policy is governed by the following rules and principles:

- The Council ensures that staff members receive the necessary induction, training and ongoing support needed to discharge their duties effectively.
- The Council ensures proper arrangements for supervision, support, appraisal, reimbursement of expenses of staff members, volunteers and trainees.
- The Council members, Members and staff members shall contribute to an amicable environment that reflects and values the best in everyone, where people treat each other respectfully and professionally, and where individual differences are valued. Unprofessional or inappropriate behavior interferes with such goal and is not tolerated.
- The Council can submit a reasoned request to the AGM, when it believes there is a need to hire additional staff members.

**C. PRINCIPLES ON SOUND FINANCIAL MANAGEMENT**

FEPPD is a non-profit organization that is (mainly) financed through membership fees. The Council members and the Members ensure that FEPPD’s funds are spent prudently, efficiently and in the sole interest of FEPPD.

**D. PRINCIPLES ON COMPLIANCE, DATA PROTECTION AND CONFIDENTIALITY**

All Council members, the Members and staff members are committed to comply with the applicable laws and regulations. In particular, but without limitation, they will comply with the requirements as to the protection of personal data, competition law and anti-corruption law.

Personal data must be kept in accordance with the applicable legislation on data protection. Any possible misuse of personal data should be avoided.

The Council members, the Members and staff members are required not to disclose any sensitive confidential information relating to FEPPD, unless such disclosure is required by law. Information will only be disclosed after the Council has obtained legal advice.

**V. GENERAL REQUIREMENTS FOR STAFF MEMBERS**

FEPPD requires its staff members to fulfill at least the following requirements:

- FEPPD staff is willing to travel and participate in meetings (AGM, Council meetings,...) abroad.
- FEPPD staff is required to be proficient in English and to have excellent oral skills in French and German.
- FEPPD staff must have sufficient IT skills in order to set up and handle an efficient document management system. FEPPD staff is also required to remain up to date with the most recent IT developments.

**CODE OF CONDUCT DECLARATION**

I, *[complete first name; last name; position at FEPPD (eg. national member; Office Manager; staff member; volunteer; trainee ...)]* hereby declare to have read and understood the rules and principles set out in FEPPD's Code of Conduct. I fully commit to respect these rules and principles. I understand that respecting the rules and principles of this Code of Conduct is essential for my membership/ position/job within FEPPD. In case I am not able to comply with a principle or rule set out in this Code of Conduct, I will immediately inform the Council.

*[signature]*

Signed on     *[date]*                             , 20\_\_\_\_\_

\_\_\_\_\_ *[name]*

\_\_\_\_\_ *[position within FEPPD]*

\_\_\_\_\_ *[place]*

\_\_\_\_\_ *[organization]*