

## **Code of Good Practice on the Recruitment of Staff MSF-Holland**

Médecins Sans Frontières (MSF) strives to be a responsible employer. MSF-Holland's (Artsen zonder Grenzen) Human Resources Management (HRM) Department is committed to ensuring a quality-driven and professional recruitment process that is open and transparent, with a strong focus on ethical behaviour. In this Code of Good Practice we have listed some basic principles that apply to MSF-Holland's recruitment process.

### **The principles**

- Each qualified candidate has an equally fair chance of appointment (equal chances for equal suitability: the organisation will determine the appointment on the basis of suitability for the vacancy), irrespective of age, gender, marital status, life philosophy/religion, political convictions, country of origin and/or ethnical origin. If it is necessary to state an age limit, the reason will be given. Should MSF give preference to any specific groups, it will be stated clearly.
- The information gained from the applicants will be treated confidentially and with care; the applicant's privacy will be respected at all times.
- A recruiter will ensure that all involved parties use the utmost discretion with regard to information provided by candidates. As such, the distribution of information about candidates, other than that directly related to the vacancy, is prohibited.
- MSF will only ask questions about aspects relevant to the function and/or to its performance, such as professional skills (education, knowledge and experience), behaviour and personal characteristics in order to judge a candidate's suitability for the vacancy.
- MSF will give the applicant all the information he or she needs to gain an optimal and complete picture of the vacancy, the organisation and the procedure.
- It is the responsibility of the candidate and of a referee to inform MSF adequately and correctly. With this understanding, MSF may assume that this information does not need to be double-checked.

### **Privacy regulations**

- Personal data will be processed in a correct and accurate manner.
- Personal data will be acquired through:
  - the candidate
  - official documents (e.g. passport)
  - reference check
  - review of curriculum vitae and interviews with the candidate.
- When the collected personal data are no longer needed for the recruitment process due to a decision to reject the candidate's application, they will be moved to the archive after four weeks and destroyed no later than six months after notification of the rejection.
- In accordance with the confidentiality principle, the following persons will have access to the personal details of candidates:
  - the Human Resource Officer responsible for the recruitment process
  - the Personnel Advisor responsible for the matching process.

### **Selection**

- MSF will inform the candidate about the status of his or her application within two weeks of its receipt.
- MSF will not reimburse the applicant's travel expenses except in extraordinary circumstances. Such situations will be determined at MSF's discretion.
- Should MSF decide after the interview that an applicant is not qualified to fill the position, the applicant will receive notification (by letter or e-mail) within one week of such decision including an indication of motive.
- Acceptance of a candidate will always be confirmed in writing, detailing any agreements made.

### **Further investigation**

- Should MSF wish to obtain information about the applicant from third parties (who are not listed as referees by the applicant), MSF will ask the applicant in advance for permission to do so. The requested information must be directly relevant to the vacancy in question and shall not pose an unnecessary invasion of privacy for the applicant.
- A personality assessment may be part of the process. The privacy rules mentioned above are applicable.

### **References**

- MSF will make clear to candidates at what stage references will be gathered and how they will be used. Only referees provided by the candidate will should be contacted, unless MSF has explicit permission from the candidate to act otherwise.
- MSF will not approach a current employer without the candidate's explicit permission.
- Information obtained through a referee must be treated as confidential to the recruitment process.

### **Complaints procedure**

The Head of the HRM department will inspect all written complaints made by an applicant who believes that he or she has been treated negligently, unfairly or incorrectly. MSF will respond to an applicant's complaint in writing, within one month of receiving it. Complaints can be sent by post to:

MSF-Holland  
Att: Head of HRM department  
Postbus 10014  
1001 EA Amsterdam  
the Netherlands

or via e-mail: [fieldrecruitment@amsterdam.msf.org](mailto:fieldrecruitment@amsterdam.msf.org).

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