



# **Violence Prevention and Integrity Plan (Child Protection Policy)**



**Austrian Service Abroad**

**(2024)**



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## 1. Introduction

### 1.1 Background

The Austrian Service Abroad is recognized and supported by the Federal Ministry for Social Affairs, Health, Care and Consumer Protection (BMSGPK) in accordance with the Voluntary Services Act (Freiwilligengesetz). Since 1998, we provide volunteers with the opportunity to complete a voluntary service abroad as a memorial, social or peace service funded by the Republic of Austria.

The association's work at home and abroad is supported by the voluntary and full-time work of people of different ages, origins and gender. Most volunteers are teenagers and young adults aged 16 and above.

They are involved in various areas such as remembrance work, education, community development, healthcare, environmental protection and peacebuilding. By working in a wide variety of areas, the primarily young volunteers are able to recognize and further develop their own skills, develop future prospects and promote their own personal development.

Working with teenagers and young adults brings with it major challenges. Protecting them is the association's top priority and requires ongoing, critical reflection and responsible action so that they can feel safe and comfortable in the association. To this end, the Violence Prevention and Integrity Plan (VPIP) implements measures aimed at creating a safe and responsible environment for volunteers, ensuring the protection of individual interests and ensuring the quality of the association's work at a high level.

It is the association's task to take preventative measures that meet its responsibility, especially towards the teenagers and young adults within the association. To this end, structures, processes and framework conditions are created that strengthen individual and overall organizational awareness, and protective measures are anchored and ensured so that there is no room for discrimination, violence, abuse of power and corruption within the association.

### 1.2 Mission

The association's mission is to prepare, accompany and support all volunteers as best as possible and holistically for their assignment abroad so that they can develop their commitment at home and abroad in a protected environment. This VPIP will serve the purpose of ensuring ethical standards, the prevention of violence of all forms, protection against abuse of power and the prevention of corruption in the association.

Prevention is also an ongoing process that must be continuously evaluated and optimized to ensure the highest possible safety standards. The VPIP shall therefore be continuously monitored, updated and adapted to the specific needs of the association in order to achieve a sustainable effect.

All members and partners are invited to actively participate in the implementation and further development of this plan. Together we can ensure that the volunteers can complete their preparation and work abroad effectively and safely.

## 2. Understanding of terms

### 2.1 Understanding forms of violence and discrimination

**Violence** refers to attacks on the personal integrity of individual people or groups of people. The privacy is violated in a violent way - without consent. In addition to criminal acts of violence (crimes), there are



also other forms of border violations and attacks. Violence can come from individual people or groups, is associated with power imbalances and always results in one or more harmed people:

- **Physical violence:** This refers to the intentional use of physical force to the detriment of other people, regardless of the intensity of the force - it ranges from light slapping to shaking and severe beating to the use of objects.
- **Sexual violence/sexual abuse:** This includes enticement or coercion into sexual acts. This form of violence often occurs in connection with sexual exploitation, for example in the production and distribution of sexualized depictions of violence.
- The use of words and terms that are not age-appropriate, the actual or threatened sexually motivated touching of a child or young person, activities without physical contact, such as showing pornographic material or showing or touching one's own private parts in the presence of the child or young person, are forms of sexual violence.
- **Sexual harassment:** This refers to specific, sexually determined behavior through which a person feels violated in their sexual self-determination and dignity. This includes e.g. sexualizing comments and actions that have a degrading or shameful effect, unwanted physical approaches or physical contact, advances in connection with promises of rewards and/or threats of repression. Sexual harassment may also be a means of exercising power in which power imbalances or relationships of dependency are one-sidedly sexualized and thus maintained.
- **Psychological violence:** This includes abuse caused by psychological or emotional pressure, including humiliation, insults, putting people in fear, ignoring, isolating and imprisoning, stalking, mobbing/bullying and cyber-bullying as well as other forms of psychological violence, which are primarily carried out in or through Internet manifest, such as hate speech, discrimination and grooming.
- **Structural violence:** This includes all forms of discrimination that involve unequal distribution of income, educational opportunities and life expectancies. This also includes limited life chances due to environmental pollution or the hindrance of emancipatory aspirations.
- **Institutional violence (“abuse of power”):** Institutional violence occurs when an institution exercises its power in such a way that the people living in the institution and their needs are massively restricted. Abuse of power refers to the inappropriate or unlawful use of power or authority by an individual, group or organization to control, manipulate or harm other people. It occurs when someone uses his/her position of power or influence to advance his/her own interests or goals at the expense of others, without regard to their rights, needs or dignity. Abuse of power can occur in various contexts, including social, political, professional, institutional or interpersonal relationships.

Examples of abuse of power can include:

- Abuse of authority in the workplace to bully or (including sexually) harass employees.
- Exploiting positions of power in political systems to gain personal gain or illegitimate advantages.
- Sexual abuse by people in authority who use their position to force or manipulate others into sexual acts.
- Abuse within institutions or organizations that use their power to control, manipulate or intimidate their members.
- Mistreatment of dependent or vulnerable people by caretakers.
- Abuse of power often has serious psychological, physical and emotional effects on victims and can undermine trust in institutions and social order. It is therefore crucial to make power structures transparent, ensure accountability and introduce mechanisms to detect and prevent abuse of power.



- Gender-specific dimensions of violence and exploitation relating to sexual orientation and gender identity: People experience violence and exploitation because of their gender or gender identity and sexual orientation.
- Neglect: This includes, for example, the withholding of services to satisfy, for example, children's and young people's needs (physical, psychological, emotional, social), even though there is an opportunity to do so; in extreme cases, the abandonment of the child or young person.

## 2.2 Understanding of corruption

Corruption refers to the abuse of power or position in public or private institutions to gain personal advantage or ill-gotten gains. It involves the unlawful use of influence, authority or resources for one's own benefit or that of others, often neglecting or harming the interests of the public or the organization.

Corruption can take various forms, in particular:

- Bribery: The direct or indirect payment or promise of money, gifts, services or other advantages to obtain or encourage illegal or improper actions.
- Abuse of office: The use of official powers or positions for unlawful enrichment or to influence decisions for one's own advantage or to the detriment of the general public.
- Nepotism: Favoring family members or close friends when awarding positions or contracts without due consideration of qualifications or abilities.
- Misappropriation: The illegal appropriation or misappropriation of funds, resources, or property intended for public or charitable purposes.
- Patronage: The awarding of favors or support to individuals to gain political loyalty or support rather than acting on merit or performance.

Corruption can have serious consequences such as waste of public resources, inequality, distortion of the fair distribution of resources, undermining of the rule of law and economic development, and loss of trust in organizational systems. Fighting corruption in an organization requires transparent design of processes and responsibilities, the implementation of measures for secure reporting of incidents and ensuring accountability at all levels.

## 3. Standards

The VPIP is based on internationally recognized minimum standards. These are derived from the concepts of “Keeping Children Safe”, an organization that focuses on the development and implementation of safeguarding/child protection standards. These standards are also considered a core reference in an international context with regard to child and young people protection concepts and guidelines. The recipients of Keeping Children Safe standards are organizations around the world as well as their partner and sub-organizations. They provide a basis for the development, implementation and review of local standards for the protection of children and young people.

The specifications are divided into four categories:

### (1) Policy

- Organizations have a written protection concept in which they describe in a binding manner how they protect young people from harm and respond to any cases of violence, abuse of power and corruption,



- firmly communicate a zero tolerance policy for any form of mistreatment and unwanted behavior,
- undertake to prevent a person from working with young people if this poses an unacceptable risk.

## (2) Persons

- Organizations formulate and explain precise responsibilities and expectations to their employees and other stakeholders and support them in complying with them,
- offer employees training on the topic of prevention,
- have a code of conduct on the topic of prevention/safeguarding,
- have well-founded testing processes in recruitment procedures,
- include in employment contracts provisions for dismissal, suspension or transfer for all employees who violate the prevention code.

## (3) Procedure

- Organizations ensure a safe environment through prevention measures implemented across the organization,
- have procedures in place that enable employees, young people and other parties involved to report cases of violence, abuse and corruption and to take all necessary measures,
- carry out a risk assessment for working with young people.

## (4) Accountability

- Organizations monitor and review their protective measures regularly (at least every three years).
- have an internal protection officer.
- have management mechanisms in place to implement and review their protection concept.

## 4. Scope

The VPIP serves both to raise awareness and to provide orientation with regard to the common basic values and behavioral guidelines on the subject of violence prevention and integrity assurance. It covers all areas of our association including officials, voluntary and full-time employees as well as all people who are connected to the association's work.

## 5. Protection concept

### 5.1 Risk analysis

The starting point for creating a protection concept is always a detailed analysis of your own field of work. As part of an initial risk and potential analysis in July and August 2023, using the “Self-Assessment Tool” and the “Self-Audit Graphic” of the nationwide Open Youth Work Network (<https://www.boja.at/schutzkonzept-in-der-boja>) illuminates all work areas and settings in the association and records the following risk areas:

#### (1) Raising awareness



- Binding guidelines (code of conduct)
- Selection of full-time and volunteer employees
- Dealing with closeness and distance
- Consent before touching in face-to-face interaction, methods or support
- Dealing with relationships in the association
- Dealing with gender stereotypes
- Announcement of the violence protection and integrity concept within the association
- Monitoring & Evaluation
- Dealing with suspected cases

## (2) Dependency or power relationships

- Hierarchies within the association
- Decision-making structures
- Manners & communication culture
- anonymous options for feedback/complaints
- 1 on 1 situations with minors
- relevant training for employees and officials
- Room for participation/co-determination

## (3) Multi-day activities & personal meetings

- Ratio of carers to minors
- First aid measures
- Risk management (identify, analyze, plan, implement)
- gender-segregated bedrooms; Room layout (taking into account age, experience, familiarity)
- Gender distribution within the team
- Anonymous opportunity for feedback/complaints
- Discussing the code of conduct with employees and volunteers
- Consent from legal guardians
- Room for participation/co-determination
- Compliance with youth protection laws
- Dealing with nicotine, alcohol and (illegal) addictive substances
- Selection of games and methods (physical contact)
- Reflect on rituals and traditions
- Use of smartphone/social media
- Obligation to supervise
- Dealing with consensual sexual acts
- Visits from strangers
- Open door principle
- Ridesharing

Based on this analysis, initial preventative measures and measures in the event of suspicion were defined for the association. Over the course of the second half of 2023, these will be subjected to an in-depth analysis accompanied by external experts and, if necessary, further measures will be determined.

## 5.2 Prevention measures





### **(1) Code of Conduct**

All individuals who work in the association or are commissioned by it undertake to comply with the code of conduct (Annex 1). This comprehensively sets out the expectations for everyone working in the association, including employees, board members and volunteers, and must be adhered to by them. This document governs standards of conduct, responsibilities, incident reporting procedures and consequences for violations and is actively communicated, regularly reviewed and consistently enforced.

The Code of Conduct aims to ensure a standard of professional and personal protection. By signing the rules of conduct, the signatory undertakes to actively contribute to building and ensuring a non-violent environment that is safe for teenagers and young adults. Everyone working in the association is responsible for observing, announcing and disseminating the rules of conduct. Signing the code of conduct is part of the acceptance process for any involvement in the association.

### **(2) Establishment of an ombudsteam**

An ombudsteam is appointed by resolution of the board or general meeting, which consists of at least one female and one male person. This is intended to act as a confidential contact point in particular if other existing contact options and complaint channels in the association have proven to be insufficient from a person's point of view. It receives individual complaints regarding, among other things, suspected and incidental cases and advises the board with regard to the implementation of the VPIP.

The aim of the procedure is to enable a proportionate and rapid investigation of the situation, to identify cases of violence, discrimination, abuse of power or corruption at an early stage and, if necessary, to take the next steps. The basis of all decisions is the well-being and protection of the person(s) concerned.

This results in the following tasks for the ombudsteam once the incident becomes known:

- Advice and support
- Neutral mediation in cases of conflict
- Arrangement of external advice centers
- Informing the management team or, if it is affected, the board of directors about the suspected or incidental case
- If necessary, reports to administrative and criminal authorities
- Case documentation and evaluation

As part of its work, the ombudsteam acts independently and without instructions, is obliged to maintain confidentiality and is not allowed to pass on any information about the person contacting them without the express consent of the person contacting them. Taking this into account, the ombudsteam reports to the board every six months on the number of complaints and incidents that have arisen. In the event of an acute need for action by the Board of Directors, reporting must also be carried out immediately in individual cases.

The contact details of the ombudsteam are made available on the association's website, in the association's internal communication platform PODIO and in all acceptance emails that new members receive.

### **(3) Whistleblower protection:**

The association also ensures that effective protection is in place for whistleblowers in order to offer everyone associated with the association the safe opportunity to report grievances in a transparent, accessible and confidential manner. This includes protection of identity, confidentiality of information and protection against possible reprisals. For this purpose, a separate digital form should be set up on the PODIO website and internal communication platforms. Support is provided by the ombudsteam.

### **(4) Selection of employees, volunteers and officials**





All people working in the association, such as full-time employees, volunteers and those working on a voluntary basis (e.g. board of directors) are carefully selected and checked. Tenders contain a reference to the protection concept.

Applicants are made aware of the protection concept during the job interview or admission interview. Identification with the protection concept and signature of the code of conduct are prerequisites for being hired as an employee or for joining the association as a volunteer or being appointed to a association function.

Full-time employees must present an “extended criminal record certificate for child and youth welfare” when they start work. A reference to this concept is anchored in the service contracts and the code of conduct must also be signed when the service contract is concluded.

### **(5) Raising awareness of members and employees**

The most important contribution to preventing violence, preventing abuse of power and corruption is the necessary and best possible sensitization and training for all voluntary and full-time employees, board members and the volunteers themselves. It helps to raise awareness and a common understanding of what is appropriate to develop behavior.

#### **• Qualification and training of full-time employees**

The qualifications of full-time employees are essential for our work with teenagers and young adults. All employees who have direct and long-term contact with young people attend relevant training courses, which are offered at least once a year. To this end, collaborations with other organizations are sought.

#### **• Awareness and training of volunteers**

As part of their preparation, volunteers will be trained and sensitized on the topics of intercultural communication, conflict resolution, non-violent communication, human rights, cultural sensitivity and ethical behavior. On the one hand, this includes association life itself as well as the challenges at the future placement and also promotes an awareness of their own privileges.

#### **• Awareness and training of other members**

An awareness-raising and training format is offered at least once a year for other members.

### **(6) Transparent selection procedures for volunteers**

The association ensures transparent selection processes for volunteers to ensure that, on the one hand, only suitable people with a high level of integrity are accepted into the program and, on the other hand, decisions are based on objective criteria. Decisions in this regard are made at least according to the four-eye principle. Complaints can be lodged against these up to the board.

### **(7) Strengthen volunteers & mentoring system**

The volunteers are informed about their rights, obligations and the protection mechanism of the association and are encouraged to report concerns or incidents of violence, abuse of power or corruption immediately and, as members of the association, to address all designated control levels (management team, board, ombudsteam, arbitration court).

Volunteers also receive ongoing support through the mentoring system, in which former volunteers or their predecessors at the placement site act as contacts for new volunteers and offer guidance on ethical behavior, conflict resolution and personal well-being. Regular exchanges between mentors and volunteers take place to discuss questions, overcome challenges and provide feedback.

### **(8) Standards for events with young people**



For physical events, especially those involving trips lasting several days, the supervision regulations and youth protection laws of the respective venue must be adhered to. Within this framework, agreements must be made with the young people and their legal guardians. In addition, guidelines are created for holding events lasting several days.

### **(9) Guidelines for public and media relations**

When taking photos, videos or requesting personal information used in the organization's materials (e.g. annual reports, project reports, media work), as well as any other form of data processing, the standards of the GDPR must be adhered to.

### **(10) External collaboration**

The association establishes partnerships with organizations and experts who have experience in preventing violence and dealing with abuse of power and corruption. These partners can assist in developing training programs, advising on incidents, and promoting best practices.

### **(11) Transparent communication**

Transparent and open communication within the association and with volunteers is crucial to avoid misunderstandings and create a trusting environment. The association ensures that all volunteers have access to information about projects, finances and decision-making processes.

The association publishes the violence prevention and integrity plan on its website and internal communication platforms and informs the most important system partners and funding agencies.

## **5.3 Measures in the event of suspicion**

As part of the code of conduct, the association provides a procedure for reporting, investigating and dealing with incidents and ensures that volunteers receive support and protection and that every reported suspected case is investigated (ombudsteam, whistleblower protection).

The central contact point for all suspected cases is the association's ombudsteam. This carries out the initial clarifications and decides on the next steps in consultation with the management team. The persons concerned will be informed about the procedure in compliance with applicable data protection regulations and confidentiality obligations.

In principle, suspected/excused cases may be reported in three different forms:

- The suspected/reasonable case is reported by an affected person themselves.
- The incident is reported by other members of the association.
- The incident is reported by a third person

In addition, a distinction is made between two case constellations with which the association can be confronted:

- Internal suspicion/reason in the association: Suspicion concerns employees or people who come into contact with young people and young adults on behalf of the association, for example: employees, volunteers, management team, board of the association
- External suspicion/reason: Suspicion refers to people/organizations/institutions that lie outside the association's direct jurisdiction or responsibility.

Procedure:



- Suspected and incidental cases can generally be reported to the ombuds team (e-mail, anonymous online reporting point) by all association members or people associated with the association.
- In the first step it is important:
  - keep calm and do not to question either those affected or the suspected person directly about the incident.
  - Until the allegations are clarified, cooperation with the suspected person will be suspended and employees will be placed on leave.
- Victim protection has the highest priority.
- Clarifications are carried out in accordance with data protection regulations.
- The investigation is carried out on the basis of a fair procedure.
- The specific steps are regulated in Section 6 of the Code of Conduct.
- Measures are imposed in accordance with Section 5 of the Code of Conduct.

The aim of the procedure is to enable an adequate and rapid investigation of the respective situation in suspected cases.

#### **5.4 Documentation and further development**

The process for implementing the VPIP is driven forward by the board and the management team together with the ombudsteam and is evaluated by them every six months. The association regularly checks the implementation of the protection concept. This happens, for example, through the following measures:

- The ombudsteam reports on incidents and incidents and sanctions imposed twice a year to the board, unless this is already necessary in individual cases, and to the general meeting.
- Once a year, a survey is carried out among the association members on how the standards of the protection concept are implemented, how effective they are and what improvements are required.
- In addition, the management and ombudsteams regularly exchange information about cases that have arisen and news.
- If necessary, protection standards or reporting procedures will be adjusted accordingly.
- The documentation of individual cases is the responsibility of the ombudsteam. An annual status report must be submitted to the board. The report includes experiences from ongoing work as well as suggestions for changes to the handling of future cases.
- If possible and depending on financial resources, an external expert is brought in to review policies and practices.

## **ANNEX I**

### **Code of Conduct (CoC)**

#### **Preamble**



Working with teenagers and young adults relies on trusting cooperation. This trust must develop and not be exploited. In the Austrian Foreign Service Association, we treat each other with care and protect everyone associated with the association from damage, danger and violence. We categorically reject any form of discrimination and violence.

### **§ 1. Subject**

- (1) The Code of Conduct comprehensively sets out the expectations for everyone involved in the association, including employees, board members and volunteers.
- (2) It regulates standards of conduct, responsibilities, procedures for reporting incidents and consequences for violations. These are actively communicated, regularly reviewed and consistently enforced.
- (3) The values on which this Code of Conduct is based are respect for human dignity, freedom, equality and respect for human rights, including the rights of persons belonging to minorities.
- (4) The aim is to ensure and promote appropriate cooperation within the association.

### **§ 2. Scope**

- (1) This code of conduct is binding for all members, the board of directors and employed employees and must be signed by them in a declaration of commitment.
- (2) External specialists and service providers must sign a declaration of commitment if they interact directly with the volunteers.
- (3) All members and employed employees as well as all people associated with the association are entitled to refer to the code of conduct.

### **§ 3. Principles**

(1) Respect and tolerance:

We are committed to mutual respect and tolerance for all association members, volunteers and the people and cultures abroad with which we interact. We accept diversity and respect local traditions, customs and beliefs. We reject derogatory and discriminatory behavior and ensure that others also behave accordingly. We value the diversity of people and cultures and promote an inclusive environment in which all members and employees are treated equally.

(2) Community and team spirit:

We promote a positive and supportive community within the association. Team spirit and collaboration are crucial to the success of our work. We encourage all members to get actively involved and learn from each other.

We are committed to ensuring that the needs and interests of volunteers are at the heart of our work. We support them in discovering and developing their abilities and potential. We create a safe, supportive and encouraging environment that creates space for development and strengthens self-confidence and self-esteem. We encourage people to make decisions independently and experience self-efficacy, as well as a culture of learning and self-reflection. Volunteers should continually reflect on their experiences in order to grow personally and improve the quality of our work.

(3) Commitment and responsibility:

We are aware of the responsibility we bear as a association and as individuals. We are committed to acting conscientiously, responsibly and committedly.

(4) Compliance with Laws and Regulations:



We adhere to all applicable laws and regulations in Austria and the respective host country and respect local laws and customs.

(5) Integrity and ethical behavior:

We act with integrity and ethics and ensure that our behavior reflects the association's values. Any form of corruption or unfair practices will not be tolerated. We intervene when others in the team, at activities and events cross boundaries and do not cover them up.

(6) Respect for privacy

We respect other people's privacy and personal boundaries. During conversations, we ensure that these boundaries are adhered to and do not ask any intimate questions. We consciously perceive the sexual dimension of relationships and ensure that we deal with closeness and distance responsibly.

(7) Role model function as a responsible person

As those responsible, we pay attention to the role model function for young people and do not abuse the associated authority. Full-time employees are obliged to present a "child and youth welfare criminal record certificate" before starting work and to inform immediately if there are criminal investigations against them.

(8) Open communication:

We promote open, honest and transparent communication. Everyone is encouraged to share his or her ideas, concerns or suggestions and to provide constructive feedback. We take the opinions and concerns of others seriously and refer you to internal/external contact points if necessary.

(9) Conflict resolution and communication:

We promote open and respectful communication. Conflicts are resolved openly, constructively and in a respectful environment. We look for fair solutions and avoid personal attacks. Any form of violence, bullying or discrimination will not be tolerated. We take an active stance against any sexist, discriminatory and violent behavior.

(10) Safety, health & voluntariness:

We take appropriate measures to ensure the safety and health of association members and volunteers before and during service and ensure that they receive appropriate support. Individual participation in all activities is always voluntary.

(11) Sustainability and resource responsibility:

We are committed to using our resources, both financial and material, efficiently and responsibly. Our projects should be sustainable and have long-term positive effects. We are committed to an environmentally conscious use of resources and strive for sustainable association management.

(12) Confidentiality and data protection:

We respect the confidentiality of personal information about our members and the people we work with. Information will be appropriately protected and used only for its intended purpose.

(13) Professional discretion:

The association members and employees undertake to maintain secrecy about internal processes, financial matters and other sensitive information during and after their work for the association.



#### **§ 4. Communication standards**

- (1) Reports, photos and short videos of activities and events are important for public relations. In addition to classic media work, social media creates attention and reach for our topics. In addition, social media is an important part of young people's lives. In the Austrian Foreign Service, young people can share their experiences and commitment with others, network and exchange ideas. Responsible public relations and the use of messenger services are therefore important in order to protect the rights of the people depicted online. The code of conduct also applies to the digital world. Full-time and volunteer employees serve as role models for responsible media use.
- (2) Recommendations for full-time and volunteer officials:
  - a) If photos or videos are taken for media work, their use must be clarified when registering for the event or when new young people join the group.
  - b) If participants or members take photos, private distribution on messenger services or on social media may only take place after consultation with the people shown. Not everyone agrees to find photos of themselves online or on their cell phones from third parties.
  - c) Groups in messenger services can only be used with the prior consent of all participants.
  - d) If individual engagement is reported on private accounts on social media, photos should be used very carefully and only with the consent of the visible people.
  - e) Any form of data processing in the context of activities for the association must comply with the standards of the General Data Protection Regulation (GDPR).
- (3) Further information on safe Internet use can be found at the “Safer Internet” initiative ([www.saferinternet.at](http://www.saferinternet.at)).

#### **§ 5. Ombudsteam**

- (1) In accordance with Section 29 of the association's statutes, the ombudsteam is an (anonymous) contact point to ensure the integrity and care of all members and those interested in the association.
- (2) It consists of at least two members, whereby at least one member must not be male.
- (3) The contact address of the ombudsteam must be published on the association's website and the board must ensure that every (new) member is informed about the possibility of contacting them.
- (4) A permanent, anonymized reporting point must also be set up on the association website and on the association's internal communication platform, which will be managed by the ombudsteam.

#### **§ 6. Sanctions**

- (1) Despite measures to prevent violence, discrimination, abuse of power and corruption, violations and related suspicions and cause cases can occur. If full-time or volunteer employees violate the code of conduct and another person is endangered, sanctions can be imposed depending on the severity of the border crossing or attack and whether the danger was intentionally and/or knowingly.
- (2) In the event of violations by volunteers:
  - a. In the case of minor violations, a conversation with the ombuds team takes place at the first incident.
  - b. In the event of a further incident, relevant training and a further discussion with the ombuds team must take place. The board of directors must also be informed by the ombuds team.
  - c. In the event of a third incident or a serious attack, the statutory measures for exclusion from the board must be implemented.





(3) The following applies to full-time employees:

- a. In the first incident, there is an obligation to undergo relevant training as well as a conversation with the ombuds team and two representatives of the board.
- b. In the event of a repeat incident, the board of directors must issue a temporary leave of absence until the matter has been clarified and, depending on this, the termination of the employment relationship if necessary, unless minor measures are deemed sufficient.
- c. In the event of a serious assault, dismissal must be announced immediately by the board.

(4) The following applies to external persons:

- a. If it is a minor incident, the board of directors must have a conversation with the external contractor.
- b. In the event of a recurrence or a serious incident, the contractual relationship must be terminated immediately by the board and, if necessary, further legal steps must be considered.

## **§ 6. Procedure**

- (1) Suspected and incidental cases must, if possible, be reported to the ombuds team within 24 hours and clarified with them. This decides on the further necessary steps. In particular, all people involved must be heard.
- (2) In all cases, the ombuds team carries out the initial clarifications and, in consultation with the management team, decides on the further steps in order to achieve objectification.
- (3) The ombuds team informs the persons concerned about the individual steps in compliance with relevant data protection regulations and confidentiality obligations.
- (4) At the suggestion of the ombuds team, the board decides on any sanctions in accordance with Section 6 if no other solution can be found.
- (5) Association members can lodge a complaint with the arbitration tribunal against sanctions imposed by the board.
- (6) If a member of the board or management team is an affected or involved person, they do not take part in agreements or decisions.

## **§ 7. Final provisions**

- (1) The code of conduct must be made available to all members of the association and actively communicated on the association's website as well as in internal communication channels or platforms.
- (2) The board must ensure that the code of conduct is made known to all members and signed as soon as possible. This is a prerequisite for working in the association.
- (3) The Code of Conduct must be evaluated by the Board of Directors once a year or as required.

## **Declaration of Commitment**

I hereby undertake to observe and strictly adhere to the Code of Conduct as part of my work in the Austrian Foreign Service Association.

I am aware that a sensitive approach is required in suspicious and suspicious cases. I pay particular attention to only forwarding information to defined people in a timely manner, and only to the extent





that this is required by internal regulations or legal requirements or is absolutely necessary to clarify the case.

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Place, Date

Name

Signature