

## **Principles of the position and activity of the ombudsperson at *terre des hommes schweiz-suisse***

### **1. Position and duties of the ombudsperson**

By establishing the office of an ombudsperson at terre des hommes, an institution is to be created which is independent of the organisation, in particular of the donors, the governing bodies of the organisation, the employees and the partners or project sponsors of terre des hommes, and which, within the framework of its function, supports terre des hommes in preventing corruption and fighting undesirable developments and grievances within the organisation.

Any person who believes that he or she must complain about grievances at terre des hommes or its partners can contact the ombudsperson and ask for clarification on the issues raised. The ombudsperson should in particular be able to be used as a contact person if other existing complaint channels and contact possibilities in the organisation prove to be insufficient in the opinion of the complainant.

In consultation with the person who approaches him or her, the ombudsperson will try to clarify the complaint. To this purpose, he or she may request the relevant terre des hommes bodies to draw attention to the facts and try, to reach agreement with them in their judgement and, where appropriate, provide remedy to grievances.

The ombudsperson shall perform his or her duties neutrally and independently and shall not be bound by instructions.

Matters under the responsibility of state authorities are dealt with by the Ombudsperson only if the state complaints mechanisms have been proven insufficient or refuse to deal with the grievances.

The ombudsperson shall perform his or her duties on an honorary basis, in particular he or she shall not receive remuneration, apart from reimbursement of the expenses necessary for the activity.

### **2. Personal qualification of the ombudsperson**

The ombudsperson has to be a person who provides a guarantee by his or her personal and professional background for a proper fulfilment of his or her tasks. The ombudsperson may not have any personal or business relations with terre des hommes, the people who work there and/or the partners of terre des hommes who can stand in the way of his or her neutrality.

Personal relations are to be disclosed to the appointing body (presidency) of terre des hommes. Business relationships may not be disclosed in the last three years before the appointment and do not exist during the term of office.

In general, during the term of office, the ombudsperson is prohibited from performing any activity which may affect the neutrality/impartiality and performance of the office. Within a the period of three years after the termination of the office of ombudsperson business relations are to be communicated to the chairman of the presidency.

### **3. Nomination of the ombudsperson**

The ombudsperson shall be nominated by the President on a proposal from the Executive Board. The nomination can be repeated. The term of office is four years. During this period the ombudsperson

may only be dismissed by the presidency if there are facts which no longer ensure neutral and independent performance of the ombudsperson's duties, if the ombudsperson is prevented from exercising his or her office, or if a comparably important reason is given, e.g. in the case of obvious gross misconduct by the ombudsperson with regard to the obligations of the ombudsperson.

#### **4. Confidentiality**

The ombudsperson may only use the information received for the purpose of fulfilling his or her assigned tasks. In addition, it must maintain secrecy and, in particular, ensure the anonymity of the provider of the information, unless the provider of the information is in agreement with the disclosure of his identity. To maintain confidentiality the ombudsperson must, as far as possible, use the information received in such a way that cannot be inferred from the information provider.

#### **5. Grievance procedure**

The ombudsperson defines the procedure for his or her actions in the case of the of the matters brought forward to him or her.

He or she accepts complaints in person, by telephone, post or e-mail.

The bodies of terre des hommes are obliged to provide the ombudsperson with the required information, to present all the facts to be assessed with regard to the documents related to the above, which can be obtained from terre des hommes. to grant information authorisations to persons working in the field and, in total, to support the ombudsperson in his or her work.

The complaint procedure is free of charge for the complainant.

#### **6. Notification and reporting**

If the ombudsperson knows the identity of the complainant, the ombudsperson shall inform the complainant of the outcome of the grievance procedure.

Apart from that, the ombudsperson shall inform annually after the end of the respective calendar year the Board and the Presidium of terre des hommes a not have to be public report on their activities, even if they have not been brought complaints to his or her attention, even if he or she does not have any complaints have been brought to our attention. Confidentiality will be maintained in reporting with regard to the complainants by anonymizing personal information Data preserved.

At the end of his or her work, the ombudsperson hands over to terre des hommes all the documents related to this activity he or she has received from terre des hommes.

Approved by the board on September 10th 2019