

All normative rules mentioned in this Guide can be requested from the Associate Procurement and Contracting Officer assigned to your EOA or from the ODIHR Human Resources Unit.



Promoting a Professional Working Environment on Election Observation Activities

A Guide for Workplace Concerns



ODIHR is committed to providing a working environment free of harassment, sexual harassment, discrimination and retaliation. ODIHR has a zero tolerance approach to such issues. Any member of an ODIHR Election Observation Activity exhibiting such behaviour or conduct may be subject to administrative and/or disciplinary action.

If you have a concern about interpersonal conflicts or insensitive behaviour between EOA members (e.g. management style, disagreements over allocation of responsibilities or working relations):

- ✓ Raise the matter with another EOA member
- ✓ Consult your supervisor or other trusted colleague
- ✓ Seek informal resolution to the problem with the assistance of your Head or Deputy Head of Mission
- ✓ Consult your Associate Procurement and Contracting Officer in your location to discuss formal resolution mechanisms
- ✓ Consult the Human Resources Unit in Warsaw

If you have a concern that another EOA member may have committed misconduct (e.g. harassment, sexual harassment, discrimination and retaliation, as well as theft, fraud and corruption):

ODIHR places an obligation on staff to report any misconduct they observe during their daily work.

ODIHR has a zero tolerance approach to harassment, sexual harassment, discrimination and retaliation, as well as theft, fraud and corruption. All cases are treated confidentially. Alleged offenders have the right to reply.

ODIHR EOA members exhibiting such behaviour or conduct may be subject to administrative or disciplinary action.

If you have a concern related to an administrative decision (e.g. non-extension of contract, termination of contract):

- ✓ Seek advice from the EOA Associate Procurement and Contracting Officer
- ✓ Seek guidance from the Human Resources Unit in Warsaw

For more information see:	
<ul style="list-style-type: none"> - Staff Instruction No. 21/ Rev.1 on 'OSCE Policy on the Professional Working Environment' - OSCE Code of Conduct - Code of Conduct for OSCE/ODIHR Election Observers 	
Misconduct	
<i>The OSCE Policy applies whether or not the offending behaviour occurs in or out of the workplace.</i>	
Nature of Misconduct	OSCE/ODIHR EOA Member
<ul style="list-style-type: none"> • Harassment • Sexual Harassment • Discrimination • Retaliation 	<p>If you feel comfortable, you may first consider to:</p> <ul style="list-style-type: none"> ✓ Discuss the misconduct with a trusted colleague and/or supervisor ✓ Contact the Associate PCO or ODIHR Human Resources

	<p>Unit for confidential advice on the issue and professional and timely guidance as to possible next steps.</p> <p>You may file a formal complaint along with supporting information alleging violation of the Professional Working Environment <u>using the form contained in Annex 4 to Staff Instruction 21</u> (in English).</p> <p>The complaint should be addressed to the ODIHR Head and Deputy Head of the Elections Department and ODIHR Chief of the Human Resources Unit.</p> <p>In case of a formal complaint, the alleged offender has the right to reply.</p> <p>If you wish to receive further advice on the complaint process and how to complete the complaint form, you are encouraged to contact the Associate PCO in your Mission or the ODIHR Human Resources Unit. All communications are treated in strict confidence.</p>
<ul style="list-style-type: none"> • Theft • Fraud • Corruption • Acceptance of gifts, honours and other distinctions • Unauthorized outside activities and interest 	<p>You should:</p> <ul style="list-style-type: none"> ✓ Raise concern with your first or second level supervisor ✓ As necessary, seek further advice from the Associate Procurement and Contracting Officer ✓ Notify the ODIHR Head and Deputy Head of the Elections Department, ODIHR Chief of the Human Resources, and/or the OSCE Office of Internal Oversight (Email: oversight-hotline@osce.org).

What is Harassment?

Any behaviour that degrades, humiliates or embarrasses a person because of his or her gender, race, religion or belief, nationality, ethnic or social origin, age, sexual orientation, marital status, disability or other aspects of personal status.

- The offending conduct can be **visual**, **verbal** or **physical** in nature.
- Harassment can be carried out by an individual or a group.
- Can include a one-off incident or a series of incidents.

What is Sexual Harassment?

Any harassment containing a sexual element. It includes any **unwelcome sexual advance, request for sexual favour, verbal or physical conduct or gesture of a sexual nature**, or any other behaviour of a sexual nature (including displaying pornography; or making sexually-coloured remarks and/or suggestive comments) that has caused, or that might reasonably be expected or be perceived to cause, offence or humiliation to another colleague.

- Sexual harassment is particularly grave when engaged in by an OSCE/ODIHR EOA member who is in a position to influence the employment conditions of the target of the offending conduct.
- Under OSCE policy the **unwelcome behaviour is viewed from the perspective of the target of the conduct.**

What is Discrimination?

Any **unfair treatment** or **arbitrary distinction** that may be presented in the form of:

- An improper use of a position of influence, power of authority by an OSCE/ODIHR EOA member on the basis of gender, race, religion or belief, nationality, ethnic or social origin, age, sexual orientation, marital status, disability or other aspects of personal status.
- **Unwarranted distinctions** or **prejudice** which has the purpose or effect of treating individuals or groups unfairly or unjustly.

What is Retaliation?

Any action taken **directly** or **indirectly** against an OSCE/ODIHR EOA member because he/she:

- Made a report of harassment, sexual harassment or discrimination.
- Co-operated with an investigation or a disciplinary procedure related to harassment, sexual harassment or discrimination, or any other investigative or disciplinary proceedings.

OSCE/ODIHR EOA Management Role:

- Act as a role model and promote a positive professional working environment.
- Communicate policy and procedures.
- Handle cases with sensitivity and confidentiality.
- Address issues promptly.

OSCE/ODIHR EOA Members Role:

- Respect colleagues, both international and national.
- Behave in a manner which is free from intimidation, hostility or offence.
- Respect confidentiality of all OSCE/ODIHR EOA members.
- Understand Staff Instruction 21 and courses of action.

✉️ Contacts

ODIHR Human Resources Unit

Email: hru-odihr@odihr.pl

ODIHR Election Department Management

Email: elections-pwe@odihr.pl

Members of OSCE/ODIHR Election Observation Activities (EOA) should abstain from any behaviour that constitutes harassment, sexual harassment, discrimination or retaliation. All OSCE/ODIHR EOA members are treated equally and with respect, regardless of gender, race, religion or belief, nationality, ethnic or social origin, age, sexual orientation, marital status or other aspects of personal status.

All communications regarding workplace concerns are treated in strict confidence. Should you wish to receive further information on any element, you are encouraged to contact the Associate PCO in your Mission or the ODIHR Human Resources Unit for professional and timely advice.