



Organization for Security and Co-operation in Europe

PROFESSIONAL WORKING ENVIRONMENT

POLICY

The OSCE's Professional Working Environment policy is based on OSCE's commitment to providing a working environment in which all staff and mission 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.

The aim of the OSCE Professional Working Environment policy is threefold:

- *It sends a message to OSCE staff members that the organization is adhering to the principle of equal opportunity and diversity, whereas no form of harassment or discrimination is tolerated, and that any potential case of discrimination will be dealt with fairly, promptly and confidentially.*
- *It provides staff members with a transparent and organization-wide set of procedures, which is followed in cases of complaints of harassment or discrimination.*
- *It sends a strong signal that equal opportunities and non-discrimination are taken seriously, and that the OSCE is determined to set a good example for its work in host countries.*

ASSISTANCE IN CASE OF VIOLATION OF POLICY

In order to monitor the OSCE's work environment and to fully implement the policy, each OSCE Mission has appointed a so-called Mediator. The role of the Mediators is as follows:

- They serve as counselor for any staff member who feels that she or he has been subject to harassment or discrimination, advising the person concerned on options and on the procedure to follow.
- They are knowledgeable about techniques and phases of mediation, and can, if both parties in conflict so wish, facilitate a dialogue to seek conciliation and find a solution both parties can agree to.
- They might assist the complainant in the process of formulating a formal complaint, if this is the wish of the person who feels subjected to discrimination or harassment.

In order to raise the awareness about the OSCE policy on a professional working environment, and to clearly outline the steps of the grievance procedure and its options, the Secretariat has developed a document called Professional Working Environment – OSCE Guidelines for Grievances. The Guidelines describe the organization specific structures for the different forms of assistance, grievances and disciplinary procedures, open to all OSCE staff and mission members.

The **full text** of the document named **Professional Working Environment – OSCE Guidelines for Grievances** can be found under **Relevant Documents**.