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## Integrity Policy

### Summary:

This Integrity Policy replaces the Policy dated December 2021 and also incorporates the legal framework around the whistleblower procedure.

The main changes to the integrity policy are:

- A wider choice of reporting channels
- Clear deadlines in the procedure
- Clearer formulation on what can be the subject of a complaint
- Addition of whistleblower procedure

The following crucial roles are defined within the integrity policy. It is up to the Executive Board to assign the following roles on the recommendation of the Managing Director:

- Integrity counselor: HR employee (Sophie Renson)
- Complaints Manager: Managing Director (Els Hertogen)
- Integrity Officer: HR Officer (Katrien Geens)

Within the whistleblower procedure, a role is defined for the Whistleblower Committee. The Whistleblower Committee consists of two to three people and is appointed by the Board of Directors on the recommendation of the Managing Director for a term of six years with the possibility of renewal.

The general manager proposes to the BoD to mandate the following persons to be part of the whistleblower committee:

- Chairman BoD 11.11.11: until the end of June 2024, this is Bea Cantillon. Afterwards, the new president will be proposed as a member of the Whistleblower Committee.
- Naima Charkaoui (current Director of Policy 11.11.11).
- Legal guidance from Impact lawyers

Although two of the proposed members in the whistleblower committee are part of the BoD and management, these persons are not accountable to the BoD or management for their assignment within the whistleblower committee. The whistleblower committee appoints a whistleblower listener. The Integrity Complaints Manager is his/her back up in his/her absence.



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## Code of Integrity

(dd December 2023 and replaces the previous one dated December 2021; commencing date of implementation: 27/02/2024)

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## 1 Goal of the code of integrity

The code of integrity complements the legal regulatory provisions applicable to our industry and the 11.11.11.11 employment regulations. The code of integrity does not replace this.

The code of integrity contains rules of conduct that form the basis of our integrity policy. It should promote legitimacy and trust in 11.11.11.

This code of integrity is applicable to all involved individuals in 11.11.11:

- to all members of the boards, management
- to all employees
- to all partners
- to all our auditors, commissioners, inspectors

The code of integrity is inspired by the mission, vision, and values for the strategic note.



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## 2 Values of 11.11.11

in fulfilling its mission, 11.11.11.11 is propelled by several values: the four most important are human dignity, connection, equality, and integrity.

- 11.11.11 stands for human dignity within the limits of the planet. 11.11.11 puts human rights at the heart of its operations and attaches great importance to equal opportunities and the right to protection of individuals and groups whose rights are violated.
- 11.11.11 represents connection between people and between organisations. Between colleagues, donors, partner organisations, 4th pillar organisations, and other supporters. Together, we are moving towards international justice and solidarity. Besides integrity, this also requires empathy, trust, inclusion, openness, transparency, loyalty, participation and involvement.
- 11.11.11 thinks and acts with equality. 11.11.11 respects everyone, upholds universal human rights and strives for diversity and inclusion. Equality is also paramount in partnerships.
- 11.11.11 chooses integrity, courage above convenience. 11.11.11 chooses what is right over what is fun, quick or easy. 11.11.11 puts her standards and values into practice and authentically and constructively confronts others critically around these values and standards.



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## 3 Rules of conduct

Pursuing these values is a collective responsibility. Therefore, every aforementioned individual that is involved has a reporting obligation in case of any infringement of this code of integrity, as well as with illegal practices.

We therefore expect those who are aware of infringements to report them through the integrity complaint procedure.

Moreover, every employee has the duty to avoid situations of conflict of interest (direct or indirect; economic, family or relationship-related) and if they do arise, to report them in advance and in writing (for all concerned except the management) to the management. The management reports it to the board. This employee abstains in the transaction or decision in question. When in doubt, a notification is necessary.

We describe below some rules of conduct based on our values. It is impossible to compose a rule for every behaviour. Rather, these rules of conduct provide a guideline.

### Rule of conduct 1: Respect for the individual, non-discrimination and gender equality

11.11.11 thinks and acts with equality. 11.11.11 respects everyone, upholds universal human rights and strives for diversity and inclusion. Equality is also paramount in partnerships.

11.11.11 is based on the principle that every individual is of equal worth. We work within a multicultural and international context and see diversity and inclusion as a necessary conditions for our society.

11.11.11 complies with the non-discrimination principle: any discrimination, in particular on the basis of gender, race, colour, ethnic or social origin, genetic features, language, religion or belief, political or other opinion, membership of a national minority, ability, birth, disability, age or sexual orientation, is prohibited.

Examples of this rule of conduct:

- We treat others at least as well as we would like to be treated ourselves.
- We treat each person, first and foremost, as a human being.
- We are attentive to and explicitly counter exclusionary mechanisms.
- ...

### Rule of conduct 2: Respect for human dignity

11.11.11 stands for human dignity within the limits of the planet. 11.11.11 puts human rights at the heart of its operations and attaches great importance to equal opportunities and the right to protection of individuals and groups whose rights are violated.



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## Exploitation

Every form of exploitation of human beings, and children in particular, is considered an unacceptable violation of human dignity. Exploitation occurs in relations involving coercion, violence, threats, extortion, fraud and deception. We refrain from establishing or accepting such relations and take steps against them whenever possible.

## Safety and health of each individual

We strive to provide a safe and healthy environment for all our stakeholders.

Examples of this rule of conduct:

- We do not "use" others.
- We do not "buy" others.
- We give others the same rights we claim for ourselves.
- ...

## Rule of conduct 3: Choosing integrity

11.11.11 chooses integrity, courage above convenience. 11.11.11 chooses what is right over what is fun, quick or easy. 11.11.11 puts her standards and values into practice and authentically and constructively confronts others critically around these values and standards.

Putting our values and standards into practice is a daily task for everyone involved. We choose to be constructively critical of this and confront each other and others about these rules of conduct.

Some concrete rules of conduct for employees at 11.11.11 are:

Everyone involved shall take care to avoid any situation of possible personal conflict of interest and not to actively seek it out, so that we can carry out our mission (e.g. procurement, recruitment, awarding grants, partnerships and projects) in an impartial and objective manner. By personal interest, we also mean any kind of interest for family members, relatives, acquaintances, friends, own organisations or firms, political or other relations.

Every stakeholder handles financial resources responsibly. Everyone involved complies with the procedures regarding expenditure, awarding contracts to suppliers and partners, and signature authority.

Within an assignment for 11.11.11, it is forbidden to give or accept gifts and bribes, as this may create an appearance of influencing possible decision-making. Gifts or bribes that do end up on your desk, in your home and/or in your hands or your account despite your refusal, will be delivered to or sent to HR within the next working day at 11.11.11 with a short declaration of origin. They will be used for organisational purposes or raffled off at the New Year's reception.

11.11.11 itself accepts sponsorship and donations from individuals, organisations and companies in accordance with our fundraising policy.

Seat fees and other compensation obtained during an assignment of 11.11.11 shall be paid directly to 11.11.11 if possible and, if not, shall always be paid immediately and in full to 11.11.11.



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It is our duty to handle the assets (material assets, financial assets and sensitive information) of 11.11.11 as a prudent, average, forward-looking person. We make sure they do not disappear or are stolen, sold, damaged or illegally destroyed.

Examples of this rule of conduct:

- We do not take items from work back home to be used for private service, unless otherwise agreed. (Concretely: You may also use your laptop privately (separate policy), but you may not take toilet paper/print for private use/...).
- We do not mix our own interests with those of the organisation.
- We are transparent about our relationships with NPO relations (e.g. membership of GA or RVB of member or partner organisation)
- We do not pre-empt our friends, family, family members when it comes to services from or at the non-profit organisation.

#### Rule of conduct 4: The choice for connection between people and organisations.

11.11.11 represents connection between people and between organisations. Between colleagues, donors, partner organisations, 4th pillar organisations, and other supporters. Together, we are moving towards international justice and solidarity. Besides integrity, this also requires empathy, trust, inclusion, openness, transparency, loyalty, participation and involvement.

Putting our values and standards into practice is a daily task for everyone involved. We formulate some core ideas for employees:

#### Empathy

An empathetic manner of working together involves considering the perspectives of all stakeholders (internal, external and international).

#### Trust

Everyone involved is given the trust to make decisions within the authority obtained and in consultation with all those directly involved and relevant stakeholders.

#### Openness

In making and implementing decisions at every level, we work together in an open and transparent manner to do our job correctly and well. To this end, everyone involved provides the necessary resources, information, competences and makes proper agreements on the division of responsibilities.

#### Transparency

A person can only take responsibility if they have the necessary and correct information about the assignment. As we take daily decisions based on information available within 11.11.11, it is vital that we have the right information to deliver high-quality work:

- We provide full reports, advice, reports, ...
- We provide all information regarding our assignment.
- We update our professional knowledge and skills, as well as our professional competences.
- We always use the information at our disposal in an appropriate manner and, if necessary,



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confidentially.

- We take no action ourselves to obtain information that is not intended for us.
- We communicate transparently about where our funds come from and how they are spent. Among other things, we do this through an annual financial report and publication on [www.ngo-openboek.be](http://www.ngo-openboek.be).
- ...

## Loyalty

Everyone involved bears responsibility for 11.11.11 in a faithful manner. Everyone takes full responsibility for this in all activities at all levels. We do not disparage 11.11.11 under any circumstances.

## Participation

11.11.11 is an umbrella organisation with employees, volunteers, donors, member organisations, partner organisations, 4th pillar organisations and other supporters. We always pay attention to involving the right people in making and implementing decisions.

## Involvement

We are committed to internal and external cooperation and communication that increases involvement. Everyone involved bears responsibility for projecting a positive and correct image of 11.11.11.

Examples of this rule of conduct:

- We are loyal to 11.11.11.
- We work with others, not against them.
- We settle our differences.
- We prefer to talk with each other, not about each other.
- We keep our stakeholders (e.g. donors, partners, volunteers,...) in mind in everything we do, don't do, and decide.





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## 4 Processes and procedures

### 4.1 Integrity complaint procedure – mandatory procedure for all involved individuals

All concerned, if the conditions are met, must follow the integrity complaint procedure.

#### **Preliminary provisions**

##### **Article 1. Purpose**

The complaint handling procedure aims for the adequate and timely handling of complaints and reports with regards to integrity violations. This procedure serves as a guideline for handling complaints. Integrity violations and possible complaint handling can, however, be of a very sensitive and complex nature, meaning that this procedure may not impede on a flexible approach. Complaints handling also serves the sector's collective purpose of international solidarity, more specifically maintaining and improving the sector's image.

All concerned have a fundamental moral obligation to report any reasonable suspicion of an integrity violation, directly or indirectly related to 11.11.11.

Some persons also have a contractual obligation to report any reasonable suspicion of an integrity violation, directly or indirectly related to 11.11.11. This applies to employees, partners, co-contractors, consultants,...

11.11.11 emphasises that under no circumstances should the mechanism for reporting be misused to deliberately cause harm to others. Should a subsequent internal investigation reveal that the allegations were falsely and maliciously made, the appropriate sanctions may be imposed. If it appears that the allegations were unjustified, but the report was made in good faith, no sanctions will be imposed, of course.

##### **Article 2. Regulations and procedures**

This procedure in no way substitutes the obligations arising from:

- regulations
- internal documents, such as employment regulations, internal regulations or the privacy policy of 11.11.11,...

The procedure for complaint handling is:

- complementary to this, so far as that the other regulations refer to broader or other domains, other than integrity
- is without prejudice to established procedures and vice versa,
- is an absolutely priority. This procedure should first be initiated in case of problems regarding integrity, with the exception of regulations pertaining to the mandatory informing of the police or the public prosecutor's office,
- does suffice as an internal integrity complaint and as complaint handling procedure.

##### **Article 3. Scope**

This procedure applies to complaints or reports regarding integrity violations committed by those involved with 11.11.11, while performing their duties. Integrity violations are defined as every violation by acts or omission of the appropriate financial or moral conduct:



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- according to this code of integrity
- according to the criminal law,
- according to other (external) legal rules (among others subsidy law, administrative law, binding associations law, binding treaties around women's, human's and children's rights,...),
- according to different (internal) regulations
- according to regulations of organisations with which 11.11.11 is affiliated, either as a member or by contract, and which require a certain commitment. For example: VEF-AERF (Belgian Association for Ethical Fundraising) and its code of ethics regarding fundraising and related activities), NGO federation,...

Examples of violations are fraud, deception, bullying, racism, discrimination, inappropriate touching in the workplace, safeguarding infringements, abuse of power, nepotism, threats, theft, swindling, IT-fraud, bribes, passive or active bribery, slavery, human trafficking, subsidy fraud, profiteering, prostitution, the abuse of people in a vulnerable situation,...

Discussions regarding possible internal matters are not necessarily integrity violations. The following are primarily 'internal requests', even when they are submitted via the integrity complaint procedure:

- Faulty communication with a co-worker because you have a bad relationship
- Evaluations by supervisors of employees
- 360° feedback to supervisors
- The training- and educational needs of an employee
- A doctor's note stating long-term illness/disability for employees
- A request to obtain information
- A request to obtain a template

Discussions regarding possible external matters are not in advance integrity violations. The following are primarily 'external requests', even when they are submitted via the integrity complaint procedure.

- a general question regarding the functioning of 11.11.11
- every external information request
- a disagreement on the application of the exact interpretation of a contractual clause
- a request for change of address or change of delivery
- a request for the withdrawal of a gift
- an information request regarding a testamentary disposition for the benefit of 11.11.11

Any interested party may submit a complaint or a report.

Interested party is defined as every responsible person, director, board member, employee, partner and beneficiary of 11.11.11, including its respective employees, partners, board members and directors, every victim and every witness of one or more integrity violations in which 11.11.11 or a person involved with 11.11.11 is directly involved as a perpetrator or victim.

After receiving the complaint, an acknowledgement of receipt will be sent to the submitter.



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## Article 4. Reporting channels

### *Formal*

Every formal report or complaint has to be submitted:

- either via the online form on the 11.11.11 website (<https://11.be/integrity>)
- or via email to [integrity@11.be](mailto:integrity@11.be)

In case of a report submitted via [integrity@11.be](mailto:integrity@11.be) the complaints manager will deliver the complaint form to the informant via email.

- either orally (after having made a face-to-face or digital appointment with the complaints manager), who can fill out the form for him, but whereby the oral submitter must explicitly approve of the notational texts by way of signature.

It is advisable that the informer conveys the following information in order to conduct the investigation as efficiently as possible:

- The identity and data of the informant
- A description of the case, including all relevant facts (what happened, where, what specific behaviour gave rise to the complaint/report, which persons are involved, etcetera)
- An explanation clarifying the reasons that justify the complaint/report of the facts
- An explanation clarifying why the time period between the facts and the moment of submission has expired, if this period exceeds 30 business days
- Statement of whether the facts have already taken place or will take place in the future
- Information about the manner in which the informant learnt of the violation or of the situation
- Other people who are potentially involved or potential witnesses
- Possible additional information and/or documentary evidence (e.g. documents, email, WhatsApp chat messages, photographs, a recorded 1-2-1 telephone conversation, witnesses, witness statements, etc.) in the informant's possession
- Information on whether the informant in question has already spoken to other people and if so, with whom
- Mention of actions that have already been taken to take care of the victims

If the complaints manager or the integrity officer or a member of the board of directors are the subject of the complaint, the chairperson of the 11.11.11 board of directors will be involved in the handling of the complaint. If the chairperson of the board is the subject of the complaint, the board of directors will ask two external inquiries in order to handle the complaint.

Reports may also arise from internal controls such as financial audits and inspections. In this case, the operational originator and the recipient of the report will file a submission in due time.

### *Informally to the integrity counsellor*

Prior to the submission of a formal report or complaint, it is possible to submit an informal report to the integrity counsellor. An informant may always confidentially discuss this suspicion of violation with the integrity counsellor. The counsellor can guide the informant through the formal reporting procedure. The counsellor can guide the informant through this formal reporting procedure. If necessary (for example when the employees are not tech savvy or not eloquent) the counsellor may convert the complaint into text for the informant.



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The integrity counsellor, taking their confidentiality into account, can never act for the informal informant and file a complaint in the informant's stead or in their own name regarding the case reported by the informal informant.

*Informally to another 11.11.11 employee (someone other than the integrity counsellor or the integrity complaint manager)*

Prior to the submission of a formal report or complaint, it is possible to submit an informal "report" by way of meeting with another person involved with 11.11.11. After all, an informant may always discuss a suspicion of a violation with a co-worker. If:

- during this conversation the other person involved with 11.11.11 was not asked to keep the content of the conversation confidential and has also not promised confidentiality
- after this conversation, the informal informant states they will not proceed with the report (i.e. decides not to proceed with a formal report) and
- the other person involved with 11.11.11 is of the opinion that the case has taken on serious proportions and that staying silent may cause further damage to 11.11.11, then the other person involved with 11.11.11 is personally obligated to formally report this within three business days after receiving the information that the informal informant is not proceeding with their complaint.

The integrity counsellor, taking their confidentiality into account, can never act for the informal informant and file a complaint in the informant's stead or in their own name regarding the case reported by the informal informant.

**Met opmerkingen [NC1]:** dit lijkt niet te passen bij dit blokje? (staat wel al onder vorig blokje)

**Met opmerkingen [KG2R1]:** @naima: deze moet hier herhaald worden.

## Preliminary investigation

### Article 5. Purpose of the preliminary investigation

The purpose of the preliminary investigation is to determine whether a complaint must be investigated. During the preliminary investigation the complaints manager will assess the admissibility of the complaint and they will provide an initial assessment of the alleged facts and investigate their provability.

### Article 6. Conditions of admissibility

A complaint is admissible if:

1. This complaint concerns a possible integrity violation as defined in Article 3.
2. The complaint was filed by an interested party as defined in Article 3.
3. The facts on which your complaint is based occurred no more than 1 year ago. For acts committed over the course of a longer time period the latest act will be taken into account.
4. The complaint was filed via the complaint form on the 11.11.11 website or via the complaint form received via integrity@11.be.
5. The complaint was not filed anonymously.
6. It does not concern an identical complaint that was previously reported and adequately handled.

The admissibility is reviewed by the complaints manager. The admissibility decision cannot be appealed. The informant is allowed to file a new complaint or report for the purpose of obtaining admissibility.



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The decision of inadmissibility or admissibility has to be taken within the 30th calendar day after the submission. This period can be extended explicitly and no more than twice, by 2 calendar weeks if the decision-maker provides an explicit and written motivation.

## Article 7. Results and report of the preliminary investigation

The complaints manager draws up a report of the preliminary investigation. If the preliminary investigation indicates a potentially high-risk situation requiring urgency, this will be noted in the report and the file will be given priority.

The evaluation of the preliminary investigation contains the admissibility assessment and an initial assessment pertaining to the probability of authenticity and provability of the alleged facts. If, based on this information, a complaint investigation is needed, the complaints manager will make a proposal for the investigation that will be included in the preliminary investigation report. Additional information may be requested from the informant if necessary.

If the complaint concerns:

- sexual exploitation: any actual abuse or attempt at abuse of a person in a position of vulnerability, trust or imbalance of power for sexual purposes, including - but not limited to - obtaining economic, social or political benefits from sexually exploiting another person
- sexual abuse: any actual or threatening physically transgressive behaviour of a sexual nature, whether by force, or coercion, or by the exploitation of unequal power relations
- sexual harassment: unacceptable and inappropriate sexual behaviour, including - but not limited to - sexual suggestions or demands, requests for sexual favours, and sexual, verbal or physical behaviour or gestures, which are offensive or demeaning or could be reasonably perceived as such

there are four specific liabilities:

- In any case, the non-profit organisation takes the appropriate measures in a timely manner immediately after an analysis of the report.
- The non-profit organisation provides the appropriate assistance to the victims.
- Where appropriate, the non-profit organisation provides the appropriate assistance to other people who report abuse. This also includes measures to protect the informants and the victims against possible retaliation.
- The non-profit organisation has the obligation to inform the victims of the available assistance. It provides assistance only if this is requested by the victim.

If, based on the preliminary investigation report, there is no reason to initiate an investigation, the informant will be notified of this by way of a brief motivation.

## Investigation

### Article 8. Complaint investigation

An investigation can be initiated if this is required by the results of the preliminary investigation. This decision is taken by the complaints manager.



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The investigation will be initiated within 30 business days after the conclusion of the preliminary investigation. This period may be extended explicitly and no more than twice, and this by 2 calendar weeks if the decision-maker provides an explicit and written motivation.

Based on the facts and the information of the investigation a decision will be made on which people will be included in the investigation and whether the investigation will be conducted internally or externally. Maximum discretion and confidentiality will be guaranteed and the persons involved will only receive information on a need-to-know basis. This approach will be taken during the entirety of the investigation and during all investigative actions. The guidelines taken in the Deloitte and DGD brochures on integrity and complaints handling serve as a guide for the investigation.

Each investigation requires an individual approach and facts and information specific to the investigation will be handled flexibly. All investigative actions and steps taken are documented in the file, which also includes background information, documents received and conclusions. Additionally, the investigation file contains information about the investigators and the parties contacted and involved, anonymously or otherwise.

## Article 9. Principles and safeguards

A number of principles deserve special attention and must be respected during the course of the investigation. These include, inter alia, the confidentiality of information, proportionality, handling within a reasonable time period, the absence of bias and the protection of the parties involved. The facts, the sensitivity, the risk and the complexity of the complaint are always tested against these principles when taking investigative actions. Respect for these safeguards can only be waived with the express consent of the parties concerned or when required by law (e.g. in the event of a judicial investigation).

## Handling and follow-up

### Article 10. Outcome of the investigation and the imposition of measures

The investigation will be closed within three months after initiation. This period may be extended explicitly and no more than twice, and this by 2 calendar weeks if the decision-maker provides an explicit and written motivation.

If the investigation shows that criminal offences may have been committed, legal action may be taken. It is possible that a first advice is sought from an internal or external expert. If the investigation shows that criminal offences may have been committed and that there is a legal obligation to report to the police and/or to the prosecutor's office and/or if the first advice obtained from an internal or external expert indicates that there is a legal obligation to report to the police and/or to the public prosecutor's office, external action will, in this respect, always be taken. It is not possible to deviate from this. This decision must be taken without delay and, in any case, within four calendar weeks of the submission of the investigation report. The declaration is made by any person who makes this assessment, in consultation with the complaints manager or the chairperson (if the managing director is involved).

If it appears that an integrity violation was committed, the appropriate measures will be taken against the perpetrator. The appropriate sanction will of course depend on the case and can vary widely, ranging from a reprimand or warning to immediate dismissal with formal referral



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to criminal authorities. The sanction is determined by the complaints manager, possibly after internal or external advice.

In addition to sanctions, alternative solutions such as mediation or an amicable settlement may also be proposed. This is determined by the complaints manager, possibly in consultation with the integrity officer.

If the investigation indicates that there has been no integrity violation, no measures will be imposed.

## Article 11. Handling of the investigation

Each investigation is registered afterwards and retained in the archives of 11.11.11. The investigation file is kept for a minimum period of 5 years.

The outcome of the complaint investigation will be communicated to the informant and, if applicable, to the victim of the violation. The reasonable period of time must be respected for this.

When handling the report, sufficient attention is paid to the victim of the report. The exact details of the follow-up to the victim depend on the facts, circumstances and the results of the investigation. The responsibility for determining these details lies with the complaints manager.

## Follow-up

### Article 12. Communication, privacy and transparency

#### *To the parties*

Fair complaint handling with respect for the protection of the victim, the informant and the accused always takes precedence over communication interests and considerations. This means, among other things, that information regarding a specific complaint or investigation can only be communicated to actors directly involved or actors who need to be directly involved. Communication about specific cases requires accurate moral considerations on a case-by-case basis.

If the parties involved, other than the informant or victim, are also at risk of any form of damage in a publicity-sensitive matter, they will be informed of the situation. Information and communication to the people involved only concerns that which is strictly necessary and only on the condition that they also guarantee principles such as confidentiality. The desirability, timing, tone and content of other external communication is always tested against the circumstances of the specific situation. Such communication always takes into account considerations between the interests and rights of the victim, the perpetrator, the public, the sector and potential other interested parties.

#### *Retention of files and information*

In addition to the aforementioned safeguards for confidentiality and protection of victim, perpetrator and informant, the internal privacy policy of 11.11.11 also applies. The data received and processed throughout the procedure will be stored and processed in accordance with the privacy policy.

#### *To the Board of Directors*

11.11.11 reports annually to its board of directors about the complaints handled. In context of the protection of the reporting person, victim or other parties involved, this report does not contain sensitive or case-specific data. Based on these annual reports and analysis of reports, complaints and



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integrity violations, this integrity complaints procedure can be updated to improve the quality of complaint handling.

As stated above, a member of the board can be involved in a specific case, in which the restrictions mentioned above do not apply.

### *To NGO federation*

The NGO federation is always informed about initiated or ongoing integrity complaint procedures. The information is passed on confidentially to the integrity manager within the NGO federation and the confidential nature of the information is always respected.





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## 4.2 Whistleblower procedure - all “whistleblowers”

All parties involved can follow the whistleblowing procedure, if the conditions are met. The whistleblowing procedure is a procedure that can be used in the event of systematic abuse of the integrity code. For the sake of completeness, it is annexed to the integrity code.



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## 4.3 The possibility to file a complaint with the central reporting point – all those involved in an abuse of a sexual nature

### Art. 1 Purpose and legal framework

The legislator installed a central subsidiary reporting point for abuses of a sexual nature. Everyone involved with our non-profit organisation can also turn to this. We believe it is important to inform about this in the integrity code, but would like to point out that the first-line reporting point is the integrity complaints procedure as mentioned in 4.1.

### Art. 2 Scope: what can be reported on?

Reports can be filed at this reporting point about the following:

- sexual exploitation: any actual abuse or attempt at abuse of a person in a position of vulnerability, trust or imbalance of power for sexual purposes, including - but not limited to - obtaining economic, social or political benefits from sexually exploiting another person
- sexual abuse: any actual or threatening physically transgressive behaviour of a sexual nature, whether by force, or coercion, or by the exploitation of unequal power relations
- sexual harassment: unacceptable and inappropriate sexual behaviour, including - but not limited to - sexual suggestions or demands, requests for sexual favours, and sexual, verbal or physical behaviour or gestures, which are offensive or demeaning or could be reasonably perceived as such

### Art. 3. Reporting channel

A central reporting point has been set up by the Federal Public Service (FPS) for Foreign Affairs, Foreign Trade and Development Cooperation, with the task of receiving reports of abuse by staff and volunteers from, among others, our non-profit organisation and similar actors.

### Art. 4. Who can report?

Any involved party can submit a report to the central reporting point, regardless of nationality, place of residence or registered office or status.

### Art. 5. Conditions

#### *Subsidiarity*

This first-line reporting point exists alternatively in addition to the first-line reporting points mentioned above and can therefore only follow up on a report if there are well-founded reasons to assume that:

- 1° it is not likely that the investigation will be conducted thoroughly and correctly after reporting it to the first-line reporting point at our non-profit organisation
- 2° the report to a first-line hotline at our non-profit organisation has not been acted upon
- 3° the investigation has not been conducted thoroughly and correctly after reporting to a first-line reporting point of our non-profit organisation
- 4° the necessary measures have not been taken if it appears that these are reasonable facts that have been reported to the first-line reporting point of our non-profit organisation.

For the complainant, this means that they can formulate their complaint to the central reporting point as, among other things:



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- the complainant has already contacted the reporting point of the organisation concerned and has not received a reply
- the organisation concerned has not followed up on their report
- the complainant finds that there is a conflict of interest within the organisation's reporting point.

## *Organisations*

If the report has been submitted by an organisation, it will be submitted by a person who has been properly mandated to do so.

## **Art. 6. Modalities**

### *Form*

Filing a report with the central reporting point is done via the web portal or via any other channel which has been set up, later or in parallel, for this purpose. You can currently find a digital form you can complete via <https://diplomatie.belgium.be/en/integrity>. Most up-to-date information can be obtained from the 11.11.11 integrity counsellor.

### *Contents*

A report contains the following elements:

- 1° the surname, first name and contact details (email and telephone number) of the informant, unless the person reporting opts for an anonymous report
- 2° the detailed description of the reported abuse
- 3° the date on or period in which the reported abuse occurred or is taking place
- 4° the country or region in which the reported abuse has occurred or is taking place
- 5° the organisation involved in the reported abuse
- 6° the first-line reporting point (of an organisation, organised by said organisation or by others) that has already been appealed to, or the reason why it cannot be appealed to

If one or more elements listed in the present paragraph are missing from the report, the central reporting point will contact the informant directly so that they can complete their report.

### *Fate of the report*

The central reporting point informs the informant of its decision about whether or not they will act on the report and this within a reasonable time period after having received the report.

## **Art. 7. Non-intervention of the central reporting point**

The central reporting point will not follow up on a report:

- 1° when it does not fall within the competence of the central reporting point, in accordance with the law
- 2° if it is essentially the same as a report previously rejected by the central reporting point without any new facts being introduced.

If the report does not fall under the authority of the central reporting point, the reporting point will:

- 1° notify the informant of this fact
- 2° if applicable, transfer the report to the competent first-line reporting point of our non-profit organisation, subject to the approval of the informant



# Nota

## Art. 8 Non-intervention of the central reporting point

If the central reporting point does decide to follow up on the report, it will contact the organisation concerned to verify:

- 1° the follow-up of the report by the organisation concerned
- 2° the measures taken by the organisation concerned in relation to the reported abuse
- 3° if necessary, the integrity procedures put in place by the organisation concerned

The organisation concerned shall cooperate with the central reporting point and shall provide all the information required for the follow-up of the report.

When the central reporting point has completed the follow-up of the report, a report will be drawn up.

If the central reporting point deems that the organisation concerned:

- has not taken the necessary measures in accordance with its obligations
- and/or that the sector's integrity charter has not been respected,

the central reporting point can:

- make recommendations to the organisation concerned, in this case our non-profit organisation
- and, if the gravity of the situation so requires, bring these recommendations to the attention of the Belgian Minister responsible for Development Cooperation.

## Art. 9. Feedback

The informant is notified of the end of the follow-up to the report.

If the informant is potentially the victim of the reported abuse, the central reporting point will inform them about the existing assistance measures.

## Art. 10. Confidentiality

The central reporting point respects the regulations on confidentiality and privacy when following up on reports.

The identity of the informant will not be disclosed to third parties without the informant's explicit consent.

In the case of an anonymous complaint, the identity of the informant is never disclosed.

## Art. 11. The entry into force of this possibility to file a complaint with the Central Reporting Point

The exact date of entry into force is July 1, 2023.



# Nota

## 4.4 A wider variety of other possibilities

11.11.11 points out in full transparency that there are other options available to the persons involved.

In cases provided for by law, victims can turn to the police and/or the public prosecutor's office (complaint).

In cases provided for by law, employees (and/or persons of equivalent status) who are victims may:

- turn to the police and/or the public prosecutor's office (complaint)
- file a complaint with Supervision of Well-being at Work inspection service
- file a complaint with the Labour Officer
- file a legal claim to the Labour Court
- make use of mediation as provided for in the Judicial Code
- may have recourse to trade unions or mediation
- can appeal to the 11.11.11 prevention advisor (via [facility@11.be](mailto:facility@11.be)) in cases of psychosocial risks at work, in particular psychological damage, which may or may not be accompanied by physical damage, as a result of exposure to the elements of work organisation, work activities, terms of employment, working conditions and interpersonal relationships at work, on which the employer has an impact and which objectively pose a danger such as violence in the workplace, sexual harassment, bullying, discrimination, stress and burnouts
- appeal to the 11.11.11 prevention advisor-occupational doctor
- seek the assistance and advice of a private attorney



# Nota

## 4.5 A wider range of obligations

11.11.11 points out in full transparency that some persons involved also have other obligations, in cases provided for by law. We will highlight some of them

All civil servants in Belgium who, in their capacity as civil servants, witness or learn of a crime or misdemeanour (not merely an offence) must report this to the Public Prosecutor, in practice this is sometimes dealt with in a very nuanced way:

- a) in practice, for example, this obligation does not apply to civil servants of the Immigration Office (IO). Civil servants of the Immigration Office detect illegal residence in our country, which is punishable by criminal law, on a daily basis, but do not report this to the public prosecutor's office.
- b) there are no penalties for failure to report, unless there is gross negligence (see further)

All citizens are obliged to inform the police if they notice any of the following violations in Belgium:

- crimes against people (e.g. a person being beaten up),
- crimes against property (e.g. theft of a car, setting fire to a house)
- crimes against public security (e.g. preparations for a bombing, for a terrorist act, for the assassination of the Prime Minister).

All directors, in Belgian associations wherein crimes are committed that are visible and/or known up to the board level, risk their joint liability if they remain silent, internally and externally. Therefore, it is advisable that they speak up, lest they should paint themselves into a corner

Employees in Belgian associations that fall within the category of non-profit organisations are liable for their

- grave errors
- deliberate errors
- repeated minor errors (whether these are similar or not).

Hiding these errors, especially if they are against the integrity code or the law, is an additional error.

Actors in Flemish welfare and health care have the option or are obliged to report certain situations to specific contact points in the sector or can/must forward a file to a certain actor or body.

For example: The obligation of doctors to report to the physician responsible for Infectious Disease Control of the Agency for Care and Health in the event of an infectious disease.

Gross negligence and the obligation to report certain obligations regarding care assistance.

A. Like any citizen, an aid worker is obliged to provide assistance to a person who is in great danger. Indeed: anyone who has knowledge of the fact that someone is in a state of great danger must assist or provide aid if they can aid without gravely endangering themselves or others. If they fails to do so, they can be convicted of gross negligence. There is an increased penalty if the person who is in great danger is a minor or if the person is vulnerable.



# Nota

B. At the request of a client of/ to a care provider who is asked to report certain facts to the Justice Department or the police, regardless of the reason why they are being asked to do so.



# Nota

## 5 Transparency regarding procedures and processes

11.11.11 provides detailed information about this code of integrity:

- on the site of 11.11.11 in two languages (English and Dutch)
- on a printed document when requested by at the people department
- through an explanation given to all new employees during their introduction
- through an explanation given at least once every two years during a training course for all staff members
- via answers to questions send to our e-mail personeel@11.be.





# Nota

## 6 Roles

In order to develop, embed and implement the code of integrity, three specific roles are assigned:

- The integrity manager is responsible for maintaining a culture of integrity by developing, embedding and renewing the code of integrity.
- The integrity counsellor is an advisor for the integrated secretariat of NGO Federation and 11.11.11. The counsellor provides confidential advice in the event of possible integrity violations. The counsellor can assist the questioner with submitting reports and complaints. The integrity counsellor is never involved in the investigation and handling of complaints.
- The complaints manager is the internal complaints manager. The complaints manager handles formal complaints, investigates and formulates appropriate measures.

These three roles are appointed to people by the board of directors on the recommendation of the managing director.

Monitoring and control: The entire management team is tasked with actively communicating and implementing the code of integrity and detecting violations of the code by carrying out regular checks and audits.

The exact distribution of these responsibilities (with names and contact details) is explained annually to the staff.



## Appendix 1: Summary table

Mandatory processes under certain conditions	Non-binding processes
Integrity complaints procedure	Whistleblower procedure
Culpable negligence	Police and/or public prosecutor's office – (criminal) complaint
Obligation to report civil servants/citizens	Inspection of “Toezicht op het Welzijn op het Werk” – complaint
Obligation to report in healthcare	Labour Auditor – complaint
Liability law	Labour court - claim
	Mediation (Judicial Code) – question
	Trade union assistance or mediation - question
	Prevention Advisor/Occupational Physician
	Prevention Advisor
	Assistance and advice from a lawyer



# Nota

## Annex 2: Receipt of the code of integrity

Receipt of the code of integrity and professional conduct

I, the undersigned  
name.....  
first name.....  
date of birth.....

In relation to 11.11.11 non-profit organisation since  
.....

In the capacity of  
.....  
(e.g.: employee, director, board member, auditor, executive, .....).

hereby declare

- that I have received a copy of the code of integrity of 11.11.11, the extended version,
- that this copy is dated 27/02/2024
- that I plan to commit to this code of integrity,
- that I plan to read it, understand it and ask for explanations of what I do not understand.

Date, place and signature preceded by handwritten "read and approved"

Date

Place

Written by hand (read and approved)



# Nota

Signature



## Annex 3: Whistleblower procedure

### Preliminary provisions

#### Article 1. Purpose and legal framework

The whistleblower protection procedure aims to meet the Whistleblower Protection Act of 28 November 2022 (external link). The act came into effect on the 15th of February 2023 and protects reporters of wrongdoing within or on the periphery of a company, thus including our non-profit organization.

The general legal framework is here the following:

- the European directive 2019/1397 of the 23rd of October 2019 on the protection of persons who report on breaches of Union law
- the law of the 28th of November 2022 on the protection of persons who report breaches of Union or national law adopted within the legal entity in the private sector
- the Royal Decree of the 22nd of January 2023 appointing the designed authorities for the implementation of the Act of the 28th of November 2022 on the protection of persons who report infringements of Union or national law established within a legal entity in the private sector
- Regulation (EU) 2016/679 concerning the protection of natural persons with regard to the processing of personal data and on the free movement of such data (General Data Protection Regulation)
- Law of the 30th of July 2018 on the protection of natural persons with regard to the processing of personal data

#### Article 2. Scope: what can people report?

As a whistleblower, you have legal protection under certain conditions when you report breaches on the following subjects:

a) Infringements relating to offences in the following areas:

- public procurements
- financial services, products and markets and the prevention of money laundering and terrorist financing
- product safety & compliance
- transport safety
- environmental protection
- radiation protection and nuclear safety
- food and feed safety, animal health and welfare
- public health (incl. user safety)
- consumer protection
- protection of privacy and personal data, and security of network and information systems
- fight against tax fraud
- fight against social fraud

b) Violations affecting the financial interests of the European Union.

c) Infringements concerning the internal market of the European Union.



# Nota

An infringement is defined as

- acting or inaction
- that is unlawful
- and which relates to the areas of the material scope of the
- and is contrary to the purpose or application of the rules laid down in areas concerning the code.

Whistleblower protection is valid for systematic breaches, i.e. repeated breaches by one or several individuals.

The following examples are therefore included by way of example:

- toxic atmosphere causing more than half of new staff to leave within twelve months
- harassment of all kinds by the supervisor towards almost all staff
- systematic fraud in social security by the non-profit organisation through the employment of employees in a grey circuit

The law normally does not apply to, for example, among other things:

- information covered by medical confidentiality
- information covered by lawyers' professional secrecy
- infringements on the publicity requirements imposed by the Code of Associations and Companies on non-profit organisations, foundations and international non-profit organisations
- infringements in the field of defence
- infringements of the right of workers to consult their trade unions or their representatives
- one employee who is being bullied by another employee
- an employee who is not functioning

## Article 3. Who can report a breach?

The act and regulation apply to:

1. Whistleblowers working in the private sector who have obtained information about breaches in a professional context, including at least:
  - Persons with the status of employee or self-employed person
  - Shareholders and/or members of the administrative, management or supervisory body of a company, including non-executive members
  - Volunteers and paid or unpaid interns
  - Anyone who works under the supervision and direction of contractors, subcontractors and suppliers.
  - Individuals who provide services on a self-employed basis, such as consultants
2. Whistleblowers whose employment relationships have been terminated since the report or disclosure.
3. Whistleblowers whose employment relationships have not yet started (applicants) and to the extent that the information about the breach was obtained during the recruitment process or other pre-contractual negotiations.



# Nota

4. Facilitators (a person who assists the whistleblower in the reporting process and whose assistance must be confidential)
5. Third parties that are connected to the whistleblower and are at risk of retaliation in a professional context (such as colleagues or family members of the whistleblower)
6. Legal entities owned by, or connected to, the whistleblower in a work-related context. If the protection is enjoyed by a facilitator, a third party or a legal entity, they must have reasonable grounds to believe that the whistleblower is within the protection of the law.
7. Whistleblowers who transmit information obtained outside a professional context, as long as it concerns a breach in the areas of financial services, products and markets or a breach in the area of the prevention of money laundering and terrorist financing.
8. Any organisation, with or without legal personality, which falls within the jurisdiction of the states as long as a matter is not regulated by the legislation of the regions and communities and falls within the competence of the federal state, subject to the application of more favourable protection measures for the reporting person.

In the context of our non-profit organisation and for the application of the whistleblowing mechanism, the scope also includes:

- beneficiaries of the operation of 11.11.11
- beneficiaries of the operation of the partners of 11.11.11
- their family members

#### Article 4. Who should report an infringement as a whistleblower?

No one has to.

After all, a potential whistleblower can also choose to do nothing, whistleblowing remains an option and not an obligation in whistleblowing legislation.

If there is an infringement within the context of the matters referred to in Article 2, raising a subject as a whistleblower exempts the reporter from the obligation to file an integrity complaint.

For individual cases in certain areas, the person involved can also choose another route: the complaints systems already in place in Belgium:

- possibility for employees to request an intervention via the confidential counsellor, in case of bullying or other psychosocial risks such as stress or burnout.
- the individual right to be assisted and/or consulted by a trade union or workers' representative.

#### Article 5. Reporting channels

Reports can be made internally to the whistleblower listener in the following manner:

- by mail to [klokkenluider@11.be](mailto:klokkenluider@11.be), a meeting with the whistleblower listener can be scheduled via e-mail
- by letter to "Whistleblower" 111111 asbl, Koepel van Internationale Solidariteit - 11.11.11 vzw - Rue des Flaxworks 11 - 1060 Brussels, Belgium



# Nota

11.11.11 non-profit organisation does not allow anonymous reports via the whistleblower procedure.

Notifications can also be external:

- via the Federal Ombudsman (external link)
- or via the competent sectoral bodies depending on the case, such as, inter alia:
  - a) FASFC (external link)
  - b) FANC (external link)
  - c) the Data Protection Authority (link is external).

Finally, you can also report via: <https://meldpunt.belgie.be/meldpunt/>.

Ordinary publication in the general public (to the press, via a website, via an open letter, etc.) is also possible, but under strict conditions of the law of 28 November 2022. It is only allowed if:

- the internal reports remain undealt with or the external reports remain undealt with
- and no appropriate action is taken
- and the reporter has reasonable grounds to believe that the infringement poses an imminent and clear danger to the public interest
  
- whether there is a risk of retaliation in the event of external reporting or whether the infringement is unlikely to be effectively remedied due to special circumstances.

If these conditions are not met, you are not protected as a whistleblower.

## Article 6. How to report?

Each report requires a description that is as specific as possible:

- a precise description of the possible infringement
- how you identified or found out about it
- date and place of the possible infringement
- names and/or positions of persons involved in the potential infringement
- other information that makes it possible to identify these persons
- names and/or positions of persons who also have knowledge of the possible infringement
- appendices or supporting information and/or evidence or indication of where and how to find them

## Article 7. Good faith and disinterestedness must always be present

When reporting, a whistleblower must always act:

- in good faith, and
- without direct financial consideration
- rely on reasonable grounds.

When the notification

- contains false accusations,
- contains unfounded accusations,
- contains opportunistic accusations, or
- When a report is made with the sole purpose of defaming or harming others, there is no good faith.





# Nota

Objective good faith means that a person is presumed to be acting in good faith only if

- a normally prudent and reasonable acting person
- under the same conditions
- would have handled in the same manner (whistleblowing in this case).

Any person who

- knowingly provides false information
- or does not act in good faith,

exposes themselves to various possible sanctions:

- a) criminal sanctions. In Articles 443 et seq. of the Criminal Code, it criminalises a series of offences which infringe the private life, reputation or honour of a person. It concerns the crimes of slander, defamation, insult, defamatory denunciation, malicious publicity
- b) civil penalties, such as damages
- c) appropriate disciplinary action in respect of 11.11.11
- d) other legal measures in respect of 11.11.11
- e) other legal action taken by the persons mentioned.

## Article 8. Bodies & process

### *Notification*

The Whistleblower committee consists of two to three people and is appointed by the board of directors on the recommendation of the managing director for a term of six years with the possibility of extension of the mandate. The Whistleblower committee is responsible for the following activities:

- independent of (the rest of the) directors.
- completely independent of (the rest of the) board of directors.

It can consist of internal or external parties, or be mixed.

The members of the Whistleblower committee, insofar as they are employees, sign a secrecy and confidentiality document that is attached to their employment contract. In performing their duties, they shall be protected against reprisals.

The members of the Whistleblower committee, insofar as they are external parties, sign a secrecy and confidentiality document that is added to their service performance contract. In performing their duties, they shall be protected against reprisals.

The whistleblower listener is appointed by the Whistleblower committee for a term of six years with the possibility of renewal of the mandate. For this assignment, the latter is independent of the management and falls directly under the supervision of the Whistleblower committee for these assignments.

The integrity complaints manager is the back-up at times when the whistleblower listener is unable to attend (e.g. leave period, illness).

The whistleblower listener may be assisted by another member of the Whistleblowing committee and – at their own independent decision – even by any external parties if required due to the complexity of an admissibility and merits investigation. They may seek advice from the Chairman of the Whistleblowing committee at any time.



# Nota

At the time of the notification itself, all deadlines for admissibility decisions, proposed decisions, decisions and communication are recorded.

## *Admissibility*

The reports are received and handled by the whistleblower listener. It assesses admissibility on the basis of the following two criteria:

- Does the complaint fall within one of the areas that are eligible for whistleblowing? If not, the complaint is always inadmissible
- Is the complaint clear enough and complete enough (about whom, what, where, when, how, about what) to be further investigated and dealt with? If not, the whistleblower listener spontaneously requests additional information from the non-anonymous reporter, if they do not receive it, or from an anonymous reporter, they can decide on inadmissibility.

## *Answer on admissibility*

The non-anonymous reporter will be informed of the acceptance or rejection of the report:

- within 7 working days after the report
- or within 7 working days of the whistleblower's last question to the non-anonymous reporter or within 21 working days of the report, whichever occurs first.

## *Examination of the merits by the Whistleblower committee*

Following the whistleblower's decision on admissibility, the whistleblower will submit a proposal for investigation to another member of the Whistleblower committee.

This person carries out the investigation autonomously, unless in the case of a complex investigation, it is decided in consultation with the Whistleblower committee to call on external parties.

Within 90 calendar days of the admissibility decision of the report, the investigator will inform the reporter of the status of the investigation. The reporter has the right to be informed of the status of the investigation. However, the reporter is not entitled to the content of the investigation.

As required by law, 11.11.11 non-profit organisation is obliged to give the persons named in the report the opportunity to be heard at an appropriate time to explain their side of the facts, taking into account the anonymity and confidentiality of the report and if this will not harm the investigation.

The conclusions and a proposal for possible sanctions/prosecution are presented in a motivated manner by the investigator to the Whistleblowing committee that makes a decision.

The proposal must be formulated no later than 45 calendar days after the notification.

The decision must be taken no later than 60 calendar days after the notification.

It is only the Whistleblower committee that decides on:

- the final decisions of the investigation
- the possible sanctioning of
- and/or prosecution by handing over to the police and/or judicial services of the government.



# Nota

In cases where the law requires the latter to be required, the committee is also obliged to do so.

## *Feedback*

When the investigation has been completed, a member of the Whistleblowing committee will inform the reporter of the completion and of the outcome of the investigation.

If the reporting person is not a party to the case, they are not entitled to detailed information on how 11.11.11. non-profit organisation handles the report.

As required by law, 11.11.11. non-profit organisation is obliged to do in due course:

- inform the persons named in the report about the termination of the investigation
- taking into account the anonymity and confidentiality of the report.

## **Article 9. Whistleblower protection: confidentiality of the report and of the investigation into the merits and confidentiality of identity**

If you raise a concern as a whistleblower, the confidentiality of your identity will be guaranteed in accordance with applicable laws and regulations. Your identity will not be disclosed to anyone other than those authorized to receive or follow up on reports without your explicit consent. This also applies to all other information from which your identity can be (in)directly derived. Your identity can only be revealed if there is a necessary and proportionate obligation, imposed by EU or national law in the context of investigations carried out by national authorities or legal proceedings. This may be of great importance, inter alia, in order to protect the subject's defence rights.

Reports are always handled confidentially and with maximum discretion and are included in the confidential whistleblower report register.

Reports will also not be kept longer than necessary and proportionate to comply with the regulations.

## **Article 10. Whistleblower protection: no retaliation**

Protection of the whistleblower in good faith: no retaliation.

No whistleblower, as defined in the scope, who reports an incident can be sanctioned or be the subject of any discriminatory measure because they have made a report in good faith through the whistleblowing system. Objective good faith means that a person is presumed to be acting in good faith only if a person acting with caution and reasonableness could have performed the same act under the same circumstances.

11.11.11 non-profit organisation does not allow any retaliation against those who report in good faith a violation or a suspicion of a violation of the rules or the guidelines.

## **Article 11. File retention**

Records of the reports submitted by the whistleblower are kept in an internal application so that the report is treated in the strictest confidence.

When a report is submitted orally, the notification recipient will transcribe the recording to facilitate the handling of the report.



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When a report is submitted orally at a meeting at the request of the whistleblower, the notification recipient prepares the minutes of the meeting.

In the case of an oral report, the whistleblower will be given the opportunity to verify and correct the transcript or minutes of the conversation.

After their consent, the whistleblower is asked to sign it.

All data will not be kept longer than necessary and proportionate and will be deleted two years after the conclusion of the investigation.

The investigation should be considered closed:

- when it has been decided not to take any further action, or
- when all action items reflected in the final decision have been implemented or completed.

In the event the report gives rise to legal action or procedures, the investigation should be deemed closed after the expiry of all time limits for the exercise of legal remedies or when those remedies have been exhausted.

## Article 12. Entry into force of the whistleblower scheme of 11.11.11.

This whistleblower policy will enter into force on 01/12/2023 for an indefinite period of time and is subject to change in the relevant legislation or by our non-profit organisation.

The non-profit organisation reserves the right to unilaterally amend this whistleblowing policy by the board of directors, on the basis of advice from the Whistleblowing committee, at any time at its sole discretion, in particular in the light of changes in the relevant legislation and the operational requirements of the non-profit organisation or the whistleblower listener. Before making any fundamental changes, consultations are held with the social partners of the non-profit organisation.

All these changes will be communicated via the website and during welcome interviews within the non-profit organisation.

## Article 13. Communication, privacy and transparency

### *To the parties*

Fair complaint handling with respect for the protection of the victim, the informant and the accused always takes precedence over communication interests and considerations. This means, among other things, that information regarding a specific complaint or investigation can only be communicated to actors directly involved or actors who need to be directly involved. Communication about specific cases requires accurate moral considerations on a case-by-case basis.

If the parties involved, other than the informant or victim, are also at risk of any form of damage in a publicity-sensitive matter, they will be informed of the situation. Information and communication to the people involved only concerns that which is strictly necessary and only on the condition that they also guarantee principles such as confidentiality. The desirability, timing, tone and content of other external communication is always tested against the circumstances of the specific situation. Such communication always takes into account



# Nota

considerations between the interests and rights of the victim, the perpetrator, the public, the sector and potential other interested parties.

## *In databases*

In addition to the aforementioned safeguards for confidentiality and protection of victim, perpetrator and informant, the internal privacy policy of 11.11.11 also applies. The data received and processed throughout the procedure will be stored and processed in accordance with the privacy policy.

The non-profit organisation informs the reporter in their privacy statement why and how the non-profit organization collects and processes personal data in the context of the whistleblowing procedure. As the data controller, the non-profit organisation is responsible for the correct processing of the personal data it requests and uses for whistleblowing purposes. In any case, the non-profit organisation takes the measures to ensure that the reporter:

- keep abreast of the processing of their personal data and rights,
- continue to control the personal data that the non-profit organisation processes
- exercise their rights in relation to their personal data

In accordance with the applicable regulations, each data subject may exercise their access rights, rectification or erasure of data (e.g. the right to be forgotten), restriction of processing and the right to lodge a complaint with a supervisory authority. All these rights can be exercised by sending an e-mail to the following email address: **klokkenluider@11.be**

## *Annual reporting*

The whistleblower listener provides an annual overview of the reports and complaint handling to the Whistleblower committee, the trade union organizations, the management and the board of directors.

Based on the advice of the whistleblower committee, the board of directors can adjust its operation where necessary.

The Whistleblower committee can also issue advice on its own initiative to the board of directors on possible improvements to the whistleblower policy within 11.11.11 non-profit organisation.

In light of stakeholder protection, this report does not contain sensitive or case-specific data. Based on this annual reporting and analysis of reports, complaints and integrity violations, this integrity complaints procedure can be updated to improve the quality of complaint handling.

## *To NGO federation*

The NGO federation is always informed about initiated or ongoing whistleblower procedures. The information is passed on confidentially to the integrity manager within the NGO federation and the confidential nature of the information is always respected.