



Avenue Charles Dickens 2
1006 Lausanne
CCP 18-5792-6

Tél. 021 881 23 80
np@nouvelle-planete.ch
www.nouvelle-planete.ch



Protection Policy against the Abuse of Power (PPAP)

November 2020

Table of Contents

1) Introduction	p.3
2) Be exemplary	p.4
3) Fighting corruption	p.4
4) Intransigence in the face of misappropriation of funds	p.6
5) No to favoritism (non-discrimination)	p.8
6) Zero Tolerance of Sexual Exploitation, Abuse and Harassment (PSEAH)	p.9
7) Child protection (CPP) and defense of vulnerable people	p.11
8) People-centered emergency response (Sphere)	p.12
9) Ensuring decent work	p.14
10) Complaint mechanisms	p.16
11) Complaints management	p.17
12) Penalties incurred	p.19
13) Conclusion	p.19

1) Introduction

"Freedom [...] is only there when there is no abuse of power", *Montesquieu*.

Nouvelle Planète works in rural areas in its countries of intervention¹. These are landlocked regions where both economically and socially particularly vulnerable people live². One grain of sand in their life course quickly changes their situation: food security, health, etc. The aim is to improve their living conditions and make them more resilient by setting up community-driven projects.

In this context of fragility, it is necessary to be aware of the power relations that govern the different relationships and to avoid any abuse. The Protection Policy against the Abuse of Power (PPAP) is *Nouvelle Planète's* reference document on this matter. It finds its inspiration in the Charter. Its aim is to detect abuses of power, to function as an early warning system and to identify structural dysfunctions. The actions of all those involved in the implementation of projects or the organization of solidarity camps must not in any way harm the beneficiaries³.

The PPAP comes with the establishment of a complaint mechanism where victims or witnesses of malfunctions can come forward with discretion. An investigation committee will deal with each case according to a detailed procedure to clarify the situation and promulgate sanctions according to its findings. We have zero tolerance for any form of abuse of power, and we uphold the principle of accountability and reporting.

The Protection Policy against the Abuse of Power (PPAP) will evolve over time and experiences. It is a document that has been drawn up and will be adjusted considering opinions and criticisms of our coordination teams so that it is operational both in Switzerland and in our countries of intervention. It will be reviewed annually, and a report will be produced on the activities carried out in the field, guaranteeing anonymity.

Accountability to all stakeholders we engage with, as well as to donors, requires us to put in place the necessary mechanisms to ensure that our actions are carried out in a caring environment. We have a moral duty to provide the means to denounce inappropriate behavior.

¹ The countries of intervention are in the bottom third of the Human Development Index (HDI).

² According to the "No one left behind" concept.

³ According to the "Do no harm" principle and the "Sphere" manual.

2) Be exemplary

All actions carried out by those involved with *Nouvelle Planète* must be carried out in accordance with the Charter and its four basic values, according to the acronym CARE:

Creating trust

Application

Respect

Empathy

Nouvelle Planète requires the **irreproachable behavior of** all those involved in its activities: employees of *Nouvelle Planète* Switzerland, members of the Foundation Board, coordination teams, project managers, partners, beneficiaries, volunteers, and participants in solidarity camps. These people must embody the values of *Nouvelle Planète* in order to create a true organizational culture of trust and respect. Each person's personal ethics are put to work. Everyone must keep in mind the quote from Albert Schweitzer: "Example is not the best way to convince, it is the only way". The definitions, risk reduction schemes and clear processes mentioned in the Protection Policy against the Abuse of Power (PPAP) provide guidance to those involved in our activities. As the saying goes: "Prevention is better than cure".

If, despite all precautions, an act of abuse of power is committed, it must be reported as soon as possible to the reference persons or through the complaint mechanism to the PPAP manager. A person who does not report an act will be considered an accomplice and therefore bears some responsibility. The exemplary nature of behaviour, which enables a relationship of trust to be built up with partners and beneficiaries, is crucial in contexts where economic, social and psychological vulnerability is omnipresent. The well-being of the beneficiaries is the highest priority.

3) Fighting corruption

a. Definition

Corruption consists, for the briber, in **giving any advantage to** a person (the bribe-taker) to **perform or refrain from performing an act that falls within the scope of his or her function and/or prerogatives**. Both persons act with full knowledge of the facts. For corruption to occur, there must be a causal link between the action of the corrupt person and the counterpart of that action. This counterpart can take different forms: donation, gift, project grant, position within a group, etc.

Active bribery occurs when the person who bribes is the initiator of the bribery and **passive bribery occurs** when the act of bribery is initiated by the person who is bribed, i.e., the person who performs or does not perform an act in return for consideration.

b. Persons involved

- Employees of *Nouvelle Planète* in Switzerland
- Members of the Foundation Board
- Staff members of the coordination teams
- Persons mandated to carry out a project
- Partners
- Participants in solidarity camps
- Beneficiaries

c. Behaviors to adopt

Nouvelle Planète demands impeccable behavior from all those involved in its actions. Corruption leads to inefficient use of resources and hinders sustainable economic development. Any attempt or act of corruption must be reported immediately to the reference persons or through the complaint's mechanism.

d. Harm reduction mechanisms

The following mechanisms are in place to reduce the risks associated with corruption. It is imperative that they are implemented:

- The employment contracts of *Nouvelle Planète* staff, the collaboration contracts between *Nouvelle Planète* and the coordination teams and the employment contracts of the staff of the coordination teams in our countries of intervention refer to this document of the Protection Policy against the Abuse of Power (PPAP), which stipulates the prohibition of corruption and the obligation to report such acts.
- An intervention strategy is drawn up according to the document "*Policy for the implementation of an intervention strategy*". The choice must be made based on reliable and objective data collected in the field. No « quid pro quo » is tolerated.
- The criteria for selecting projects must comply with the "*manual for setting up self-help projects*". No counterpart is allowed to influence the choice of project.
- The document "*Conditions for acceptance of the project*" specifies the financing arrangements and the maximum amount allocated to each project and refers to a detailed budget in the project file. All expenditure must be supported by accounting documents.
- A partnership contract is signed between the beneficiary group/population, the coordination team and *Nouvelle Planète* in Switzerland stipulating the conditions for the implementation of the project. All transactions (cash, in kind, service, etc.) are listed. Transparency is the watchword.
- The money transits via the coordination team to directly pay the bills related to the realization of the projects or services for the organization of solidarity camps. Intermediaries are limited to the strict minimum.
- The principle of double-checking is systematically applied in the payment of invoices both in Switzerland and in our countries of intervention.
- Goods in kind or in cash donated by project beneficiaries, the partner structure or political authorities should not be accepted when their value exceeds a symbolic

character. To avoid misunderstandings, a possible refusal must always be sensitively argued, taking into account customs.

- An audit of *Nouvelle Planète's* accounts in Switzerland is carried out by a certified fiduciary and the accounts of our coordination teams are audited at least by the project manager during follow-up trips. In case of suspicion, an external audit is mandatory.
- All actors involved in *Nouvelle Planète's* activities are aware of the issues related to corruption and know the penalties incurred.
- Any change during the implementation of the project must be reported to the project manager in Switzerland for approval. Once the project has been completed, the project manager will carry out a check. If there are any inconsistencies between the approved project proposal, the report and the actual implementation, an investigation will be initiated to clarify the situation.

4) Intransigence in the face of misappropriation of funds

a. Definition

Embezzlement⁴ is the **misappropriation by a person or organization**, to the detriment of others (individual or organization), for their own benefit, of **funds and/or property handed over to them and which they have accepted for a specific purpose**.

It is therefore not an advantage granted by a third party, but a favor that a person or organization derives directly from his or her position⁵.

b. Persons concerned

- Employees of *Nouvelle Planète* in Switzerland
- Staff members of the coordination teams
- Persons mandated to carry out a project
- Partners
- Beneficiaries

c. Behaviors to adopt

The misappropriation of funds can have direct effects on the implementation of projects and the efficiency of the actions carried out by *Nouvelle Planète*. Any attempt or act of misappropriation of funds/goods must be reported immediately to the reference persons or through the complaint mechanism.

d. Harm reduction mechanisms

- The employment contracts of *Nouvelle Planète* staff, the collaboration contracts between *Nouvelle Planète* and the coordination teams and the employment contracts of the staff of the coordination teams in our countries of intervention refer to this PPAP document which stipulates the prohibition of embezzlement and the obligation to report such embezzlement.

⁴ In legal terms, this is a breach of trust.

⁵ Specificity in relation to corruption where there is an interaction between two entities (persons or structures).

- When recruiting employees, their integrity and skills are carefully assessed by two people.
- A partnership contract is signed between the beneficiary group/population and the coordination team and *Nouvelle Planète* in Switzerland stipulating the conditions for the implementation of the project. All transactions (cash, in kind, services, etc.) are listed. Transparency is the watchword.
- Instalments are intended for a specific purpose. They must be committed exclusively for their initial allocation and may not be used to cover other expenses without prior approval from the project leader. The traceability of funds must be guaranteed.
- The money transits exclusively through our coordination team to pay the bills related to the realization of the projects or services for the organization of solidarity camps. Intermediaries are kept to a strict minimum.
- The management of stocks of construction materials for the implementation of a project must be established in writing by at least two people, one of whom must be from the coordination team. In the event of a discrepancy between the actual stock and the theoretical stock, superiors are immediately notified, and an investigation is carried out.
- The principle of double-checking is systematically applied in the payment of invoices both in Switzerland and in our countries of operation.
- An audit of *Nouvelle Planète's* accounts in Switzerland is carried out by a certified fiduciary. The accounts of our coordination teams are audited at least by the project managers during monitoring visits. In case of suspicion, an external audit is commissioned.
- Any change in the implementation of the project in relation to the basic dossier must be reported to and approved by the project manager in Switzerland. Once the project has been implemented, the project manager will carry out a check. If there are any inconsistencies between the approved project proposal, the report and the actual implementation, an investigation will be initiated to clarify the situation.
- The use of property (office, buses, cars, motorbikes, ...) belonging to *Nouvelle Planète* or the coordination teams for private purposes must be approved by the person in charge according to clearly defined conditions and in complete transparency.

5) No to favoritism (non-discrimination)

a. Definition

Favoritism⁶ is the attitude of one person or structure **granting unwarranted favors to another person or structure** without considering skills, abilities, merit, and fairness. Power is used for private purposes to **favor relationships that are** contrary to the principle of equal treatment and opportunity that are dear to *Nouvelle Planète*. This privilege can take many forms; from the granting of a project, a position, or a construction site, to the way in which participants interact with each other on solidarity camps, to the assignment of volunteers to events.

b. Persons involved

- Employees of *Nouvelle Planète* in Switzerland
- Members of the Foundation Board
- Staff members of the coordination teams
- Persons mandated to carry out a project
- Partners
- Beneficiaries
- Participants of the solidarity camps
- Volunteers

c. Behaviors to adopt

Favoritism can have direct effects on *Nouvelle Planète's* actions both in Switzerland and in the countries of intervention. Instead of equal opportunities prevailing, the risk is that arbitrariness will prevail. *Nouvelle Planète* requires transparent and clear processes in all allocation procedures, however diverse they may be. Any acts of favoritism must be discussed with the referee or communicated through the complaint mechanism. Favoritism must be tackled as it regularly leads to interpersonal tensions and resentment of unequal treatment. It is a poison that undermines the creation of a positive and constructive organizational culture, which is essential for the achievement of the objectives set.

d. Harm reduction mechanisms

- Professional activities must be separated from private life. An overlap involves significant risks.
- The *Nouvelle Planète* network can only be activated for professional purposes and not for private reasons.
- The choice of countries of intervention, the elaboration of intervention strategies and the selection of projects are made based on existing processes by several people. Any choice must be justifiable by objective arguments.
- For the allocation of construction sites, the main construction companies and/or craftsmen must be chosen following a call for tenders. Technical skills, experience gained, quality of work, price and ethics are the main criteria to be considered. A

⁶ Nepotism is the term used to describe the privileging of family relationships.

company will only be selected if it meets all the criteria. The selection is made by at least two people.

- Direct or indirect discrimination on the grounds of skin color, caste, national, ethnic or social origin, religion or belief, status, political opinion, gender, sexual orientation, disability or age is prohibited.
- The purchase of goods or services exceeding the amount of CHF 10,000 must be made based on several offers and must be decided by at least two persons.
- The recruitment of personnel (including trainees) in Switzerland and in our countries of intervention is done according to their skills and verifiable capacities to meet the requirements of the previously defined specifications.
- The final recruitment is decided based on an interview conducted by at least two people.
- If you wish to hire a family member or personal acquaintance, at least two *Nouvelle Planète* superiors must be informed in advance and additional proof must be provided. Formal authorization must be issued by *Nouvelle Planète*.
- The participants in the solidarity camps are treated equally by all *Nouvelle Planète* protagonists with whom they come into contact both in Switzerland and in our countries of operation. No favoritism is accepted.
- When *Nouvelle Planète* has tickets for festivals, concerts, cinema screenings, etc., a distribution policy is determined according to precise criteria determined by at least two people in the office, including the director.

6) Zero Tolerance of Sexual Exploitation, Abuse and Harassment (PSEAH)

a. Definition

Sexual exploitation means the abuse or attempted abuse of a person's vulnerable position, power or unequal power or trust to **obtain sexual favors, including the** giving of money or other social, economic or political benefits⁷.

Sexual abuse means any **physical** violation of a **sexual nature** committed by force, coercion, or unequal relationship, as well as the threat of such violation⁸.

Sexual harassment means **any unwelcome sexual advances**, requests for sexual favors, verbal or physical behavior with sexual connotations towards a person or group of persons⁹. It is the point of view (perception and feeling) of the victim(s) that is considered. It can be a single incident or repeated malicious behavior.

⁷ This includes human trafficking and prostitution.

⁸ This includes sexual slavery, pornography, child abuse and sexual assault.

⁹ This includes oral comments such as remarks about the appearance of a staff member, sexist jokes; non-verbal acts such as displaying sexual images, staring, inappropriate gestures and attitudes, written comments, and unwanted physical contact with sexual connotations.

b. Persons involved

- Employees of *Nouvelle Planète* in Switzerland
- Members of the Foundation Board
- Staff members of the coordination teams
- Persons mandated to carry out a project
- Partners
- Beneficiaries
- Participants of the solidarity camps
- Volunteers

c. Sexual behavior

Inappropriate sexual behavior - whether abuse, exploitation or sexual harassment - hinders the smooth running of the organization. Victims suffer from this climate of intimidation, hostility, offence, and humiliation. The dignity of the person is not respected, which is in opposition to the basic values of *Nouvelle Planète*. Any attempt or act of sexual abuse, exploitation or harassment must be reported immediately to the reference persons or through the complaint mechanism.

d. Harm reduction mechanisms

- The employment contracts, the collaboration contracts between *Nouvelle Planète* and the coordination teams and the "My Commitment" contracts signed by the participants of the solidarity camps refer to this PPAP document which stipulates the prohibition of any act of abuse, exploitation, or sexual harassment.
- *Nouvelle Planète* systematically checks the references of applicants and asks candidates to officially indicate whether they have been investigated.
- All those involved in *Nouvelle Planète* activities are aware of the issues related to the SPEAH and know the sanctions incurred.
- Individual interviews are held with all employees both in Switzerland (at least once a year) and in our countries of operation (at least once every two years), during which the PSEAH is discussed in complete confidentiality.
- Women and men are treated equally¹⁰. No discrimination based on gender is tolerated in our actions, both in the functioning of the team in Switzerland and in that of our coordination teams in our countries of intervention.
- Sexual relations and other sexual acts with our beneficiaries over the age of 18 are strongly discouraged and strictly forbidden with minors. All staff members in Switzerland and in our countries of operation are obliged to inform their superiors of any such situation as soon as possible.
- During monitoring trips to our countries of intervention, project managers are attentive to detect any inappropriate or strange behavior. In case of doubt, investigations are launched.

¹⁰ Gender equality.

- The staff of our coordination teams involved in the organization of solidarity camps act in an exemplary manner towards the participants. No romantic or sexual relationships are tolerated. It is also important to consider the culturally differentiated perception of certain behavior and/or words.

7) Child protection (CPP) and defense of vulnerable people

a. Definition

Children¹¹ and vulnerable persons¹² are at **greater risk of harm, abuse and/or neglect because** of their fragilities and vulnerabilities. These risks include all forms of physical and/or emotional maltreatment, sexual abuse, neglect, or negligent treatment, commercial or other exploitation, resulting in actual or potential harm to their health, survival, development or dignity.

b. Persons concerned

- Employees of *Nouvelle Planète* in Switzerland
- Members of the Foundation Board
- Staff members of the coordination teams
- Persons mandated to carry out a project
- Partners
- Beneficiaries
- Participants of the solidarity camps
- Volunteers

c. Behaviors to adopt

Nouvelle Planète's responsibility as an organization is to ensure that it does not put children and vulnerable people at risk of harm and/or abuse through its activities, and that any concerns about the protection of children and vulnerable people in the communities where it operates are reported to the relevant authorities¹³. The use of physical violence as punishment or retaliation, the use of language intended to denigrate, humiliate, or degrade and abuse a child (including having sexual relations with anyone under the age of sexual majority or under the age of 18 years, whichever limit is established by applicable law) or a vulnerable person is not tolerated by *Nouvelle Planète*. Any harmful and inappropriate acts against children or vulnerable persons must be reported immediately to the referral persons or through the complaint management mechanism.

d. Harm reduction mechanisms

- *Nouvelle Planète* systematically checks references and asks all candidates to officially indicate whether they have been investigated.
- The work contracts, the collaboration contracts between *Nouvelle Planète* and the coordination teams and the "My Commitment" contracts signed by the participants of the solidarity camps refer to the PPAP.

¹¹ Anyone under the age of 18.

¹² Vulnerability can be social, economic, psychological and/or physical.

¹³ For children: Keeping Children Safe Coalition - www.keepingchildrensafe.org.uk

- All those involved in *Nouvelle Planète* activities are aware of the issues related to EPP and the defense of vulnerable people. They are also aware of the penalties incurred.
- A partnership contract is signed between the beneficiary group/population, the coordination team and *Nouvelle Planète* in Switzerland stipulating the conditions for the implementation of the self-help project, including a formal ban on the use of child labor.
- During the implementation of projects, beneficiary groups/populations are made aware of the issues involved in protecting children and vulnerable people and the importance of setting up complaint mechanisms.
- Child protection and vulnerable persons issues are an integral part of *Nouvelle Planète's* audits of coordination teams and partners working with children.
- Participants in *Nouvelle Planète's* support trips are made aware of the power relationships and rights of the different actors in our countries of intervention, including children.
- For all people, it is recommended to be visible when working with children or vulnerable people as much as possible and never to be alone with any of them.
- Inadequate behavior in terms of child protection and defense of vulnerable persons observed in supported structures is reported to the competent authorities in order to clarify the situation. External monitoring is carried out by our coordination team to ensure effective change.
- During monitoring visits to our countries of intervention, project managers are attentive to detect any inappropriate or strange behavior. In case of doubt, investigations are carried out.

8) People-centered emergency response (Sphere)

a. Definition

Nouvelle Planète operates on a long-term basis. Projects are therefore not carried out in emergency contexts. It is nevertheless possible that **disasters** (famines, cyclones, floods, earthquakes, etc.) may occur **in our regions of intervention**. These events can lead *Nouvelle Planète* to intervene to support communities according to their urgent needs (food, reconstruction, etc.).

For emergency humanitarian interventions, *Nouvelle Planète* refers to the **Sphere standards**¹⁴. These standards define the challenges of such an intervention, the precautions to be taken and the standards to be respected. The aim is to avoid any form of abuse in a situation of extreme vulnerability. All the clauses of this document remain valid.

¹⁴ <https://www.spherestandards.org/>

b. Persons concerned

- Employees of *Nouvelle Planète* in Switzerland
- Staff members of the coordination teams
- Persons mandated to carry out the intervention
- Partners
- Beneficiaries

c. Behaviors to adopt

All *Nouvelle Planète*-related actors (coordination teams or proxies) operating in a humanitarian intervention take the necessary measures to avoid or minimize any negative effects of their intervention, in particular the risk of exposing people to increased danger or violation of their rights¹⁵. Persons in need have access to humanitarian assistance in accordance with their needs and without discrimination. They are protected from acts of violence, pressure or coercion that could be used to force them to act against their will. The vulnerability of the population linked to the emergency situation must not be exploited in any way. Respect and dignity are the watchwords. Any inappropriate behavior in these particular situations should be reported to the focal points or through the complaints mechanism.

d. Harm reduction mechanisms

- *Nouvelle Planète* supports emergency projects only in its countries and regions of intervention and always according to the project manual. Precise knowledge of the context and the actors involved saves precious time in organizing an appropriate intervention.
- The capacity and strategies that a population develops to survive in dignity are integral to the design and methods of humanitarian intervention. Its views are systematically considered.
- The priority needs of the disaster-affected population are identified through a systematic assessment of the context, the risks to a dignified life and the capacity of affected people and relevant authorities to respond.
- The humanitarian response is planned and implemented in coordination with the relevant authorities, other humanitarian agencies present on site and civil society organizations engaged in impartial humanitarian action, all working together to achieve maximum effectiveness, efficiency, and coverage.
- Despite the urgency of the intervention, our coordination teams must submit a project file, according to the project manual. A report is also expected to assess the relevance and efficiency of the intervention.
- The performance of *Nouvelle Planète's* intervention is constantly reviewed and is the subject of regular communications to stakeholders. Projects are adapted according to performance. Coordination between the key players is set up.
- *Nouvelle Planète* provides appropriate management, supervision, and psychosocial support, enabling its coordination teams to have the knowledge, skills, behavior and attitudes necessary to plan and implement an effective humanitarian response with humanity and respect.

¹⁵ According to the "Do no harm" concept.

9) Ensuring decent work

a. Definition

Any person contributing to the *Nouvelle Planète* activities must be able to **carry out their work in conditions of quality and safety that** guarantee their fulfilment. *Nouvelle Planète* wants to be an exemplary employer. Trust is the basic value governing the relationship between employer, employees, and agents in Switzerland and in our countries of operation. In return, high quality work is expected, as well as the assumption of responsibility according to the specifications. Arbitrary power relationships are banned. An open, caring, tolerant and transparent corporate culture is actively promoted.

b. Persons concerned

- Employees of *Nouvelle Planète* in Switzerland
- Staff members of the coordination teams
- Persons mandated to carry out a project

c. Behaviors to adopt

We attach the utmost importance to our employees and agents, who are the strength of our organization, both in Switzerland and in our countries of operation. We take our responsibilities very seriously regarding their selection, coaching, supervision, training and working conditions. Exchanges are planned so that employees and representatives can express their feelings and concerns. *Nouvelle Planète* listens and will do its utmost to find appropriate solutions. Any malfunctions must be reported to the reference persons or through the complaints mechanism so that the situation can be quickly adjusted.

d. Harm reduction mechanisms

- All employees in Switzerland and our coordination teams as well as our clients have an employment contract, to which detailed specifications are attached.
- Criticism is only made on professional issues and never touches on personal matters. They are constructive and tactfully formulated. Relationships are respectful and aimed at building a team spirit, which is essential for the successful achievement of objectives.
- Individual interviews are held with staff both in Switzerland by the director (at least once a year) and in our countries of operation by the project managers (at least once every two years). One of the purposes of the interview is to measure satisfaction.
- Remuneration must allow employees to live with dignity in their country. They are determined according to qualifications, responsibilities, similar positions in self-help organizations and seniority. Benefits (flexible working hours, the possibility of working from home, free midday meals, etc.) must also be considered when setting wages.
- The safety of employees and agents is guaranteed at all times.
- A service contract is signed with the company or craftsmen to define the conditions under which the project is to be carried out. Child labor is prohibited, as are exploitative practices.

- The transparency and traceability of the material supply chains are guaranteed both in Switzerland and in our countries of operation. Suppliers are evaluated according to economic, social, and environmental conditions.
- Subcontracting is not tolerated. Any person carrying out interventions on behalf of or for *Nouvelle Planète* must be known.

10) Complaint mechanisms

For the Protection Policy against the Abuse of Power (PPAP) to be effective, it is necessary to establish a functioning complaint mechanism. Confidentiality will be strictly respected throughout the procedure for all stakeholders. Training will be provided to *Nouvelle Planète* staff in Switzerland, as well as to the coordination teams, to enable them to take ownership of the matter and to act subsequently in an irreproachable manner. Awareness-raising sessions will also be held with the beneficiary groups/populations.

Complaints are managed at two levels depending on their origin. We consider the challenges in terms of the local languages spoken in our countries of intervention and the illiteracy of certain actors. The levels are as follows:

- All suspicions and reports from the Foundation Board, *Nouvelle Planète* employees in Switzerland, employees of the coordination teams, participants in solidarity camps and volunteers must be forwarded in the standardized format by e-mail to sos@nouvelle-planete.ch or by post to *Nouvelle Planète* at Avenue Charles-Dickens 2, 1006 Lausanne. They will be received directly by the PPAP manager. The latter is appointed by the Board of Trustees from within or outside so that he or she is not involved in operational activities.
- Suspicions and reports from project staff, partners (beneficiary structures), beneficiaries or other actors at the level of the countries of intervention will be channeled through the reference person¹⁶¹⁷. The reference person in the country of intervention must inform the PPAP manager and the project manager in Switzerland jointly as soon as possible unless the latter is himself involved. The standardized complaint form will be systematically used to keep a written record. All recorded suspicions and reports must be reported to the PPAP manager and the project manager in Switzerland.

The coordination teams set up an operational and efficient mechanism to receive complaints from the field in complete confidentiality. They submit the local procedure to the project manager in Switzerland for validation¹⁸, which is evaluated during monitoring visits. Before the start of the projects, all protagonists must be informed of the existence of such a mechanism and precise explanations are given as to its use and purpose.

During the implementation of projects, the coordination team also promotes the setting up of internal and independent warning systems for abuse of power among the

¹⁶ Need to write (issue of illiteracy) or/and translate the complaint.

¹⁷ This may be the director of the coordinating team or a member of staff. It is important that he or she is not directly involved in the implementation of the project (to reduce the risk of conflict of interest). The PPAP manager may also be different from one project to another.

¹⁸ The provision of a direct and confidential telephone line to the PPAP manager is the preferred solution.

partners. The aim is to disseminate this practice of good governance so that it can function independently in the long term after the project has ended.

All suspicions and reports will be dealt with as quickly as possible at all levels. As soon as a complaint is registered, an exchange will take place with the victim to define the protections to be put in place to guarantee his or her safety. The victim will also be kept informed of the progress of the investigation without disclosing its contents. The aim is that a complaint can be dealt with within a maximum of 6 months after it has been registered.

The Investigation Committee will be made up of the PPAP manager, the Director, the Project Officer and the Director of the Coordination Team. If one of these persons is involved, the *Nouvelle Planète* management committee or an external auditor will take over. The persons conducting the investigations must have no connection with the case (avoid any conflict of interest).

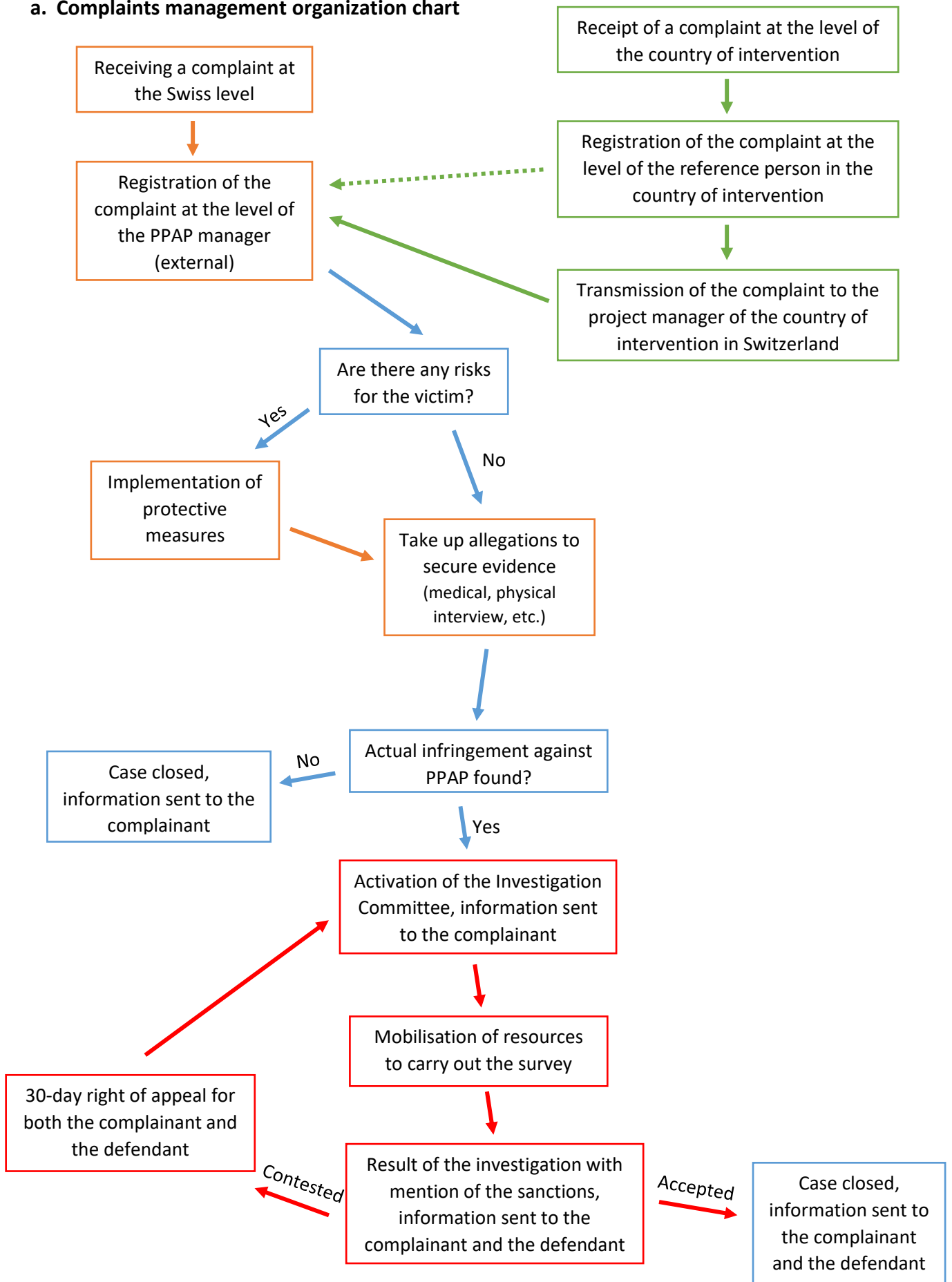
The Investigation Committee will take all measures that are deemed necessary:

- Establish the facts as objectively as possible (the presumption of innocence prevails) while protecting the reputation and anonymity of the person(s) involved.
- If the transgression is proven, report the case to the competent authorities in accordance with the legal framework and subject to duly documented exceptional circumstances.
- To pronounce the corresponding disciplinary sanctions, which may include suspension or immediate termination (for serious reasons) of the employment contract.
- To reserve the right to inform other organizations that may request professional references about the termination of the contract following a serious breach of the PPAP, within the limits of the applicable laws relating to the protection of persons and their data.
- Define appropriate measures to prevent such incidents from recurring by updating the corresponding processes.

The aim is not to create a culture of denunciation or permanent suspicion, but to have a clear framework that sets limits that must not be exceeded. Any person who makes abusive denunciations aimed at harming *Nouvelle Planète* or harming a collaborator or agent will be subject to disciplinary measures and, depending on the seriousness, may be reported to the competent authority.

11) Complaints management

a. Complaints management organization chart



b. Complaints form

The form allows you to file a complaint by e-mail or post to denounce behavior and/or actions that violate the Policy for Protection against the Abuse of Power (PPAP). It will be treated confidentially, but the complaining party cannot do this anonymously. Indeed, it is not possible to initiate such a procedure without knowing the identity of the complainant. However, a prior anonymous request can be made to clarify whether a behavior or/and action is in breach of the PPAP.

Form for reporting abuse of power



To be filled in as accurately as possible.

Victim or witness of abuse: Name: First name: Country: Means of contact (tel, e-mail, etc.): Date of birth or age: Connection with <i>Nouvelle Planète</i> :	Author of the abuse: Name: First name: Country: Date of birth or age: Connection with <i>Nouvelle Planète</i> :
Description of the abuse/problem/incident: Date: Exact location and country: Other actors /witnesses present: Description:	

12) Penalties incurred

We have zero tolerance for any form of abuse of power - be it towards our beneficiaries, staff members in Switzerland and our co-ordination teams, members of the communities where we work, or any other person in a vulnerable situation - perpetrated by any member of our staff or agent acting on our behalf.

Nouvelle Planète will take disciplinary action in cases of proven abuse of power. An investigation will be systematically conducted to clarify the allegations. The PPAP manager, the director, the project manager, and the director of the coordination team are responsible for this, or if one of these persons is involved, the *Nouvelle Planète* steering committee or an external auditor. The persons conducting the investigations must have no connection with the case to avoid any conflict of interest. During this period, the offending party will be temporarily removed from office and ongoing work will be suspended if necessary. Once the situation has been clarified through an investigation (internal or external depending on the seriousness of the actions), *Nouvelle Planète* will define the sanction according to the seriousness of the facts: warning, dismissal, breach of contract and/or complaint. In all cases, *Nouvelle Planète* will try to understand the reasons for the illegitimate behavior to improve the anti-abuse of power system.

13) Conclusion

We are aware of the enormous difficulty that victims of any kind of abuse of power have in coming forward, and of the professional or personal reasons - or even fears - that may prevent them from doing so. The aim of this document is to break taboos, to facilitate free speech and to assume our responsibility as an organization. *Nouvelle Planète* strives to reduce the barriers that can hinder free speech by ensuring that reporting mechanisms are known, accessible and reliable, and that when a case is reported, victims feel safe and protected.

This is more important as *Nouvelle Planète* works with vulnerable populations. As power relations are very unequal, the risk of abuse is present.

Document accepted by the Foundation Board on 19 November 2020
Translated on 1st December 2020