

Rules of Procedure for the Activities of the Ombudsperson of KOLPING INTERNATIONAL Cooperation e.V.

Art. 1 The ombudsperson

- (1) The ombudsperson is elected by the Membership Meeting of KOLPING INTERNATIONAL Cooperation e.V. for three years; re-election is possible. She/He is to be supported in her/his tasks by all bodies, committees and employees of KOLPING INTERNATIONAL Cooperation e.V., is not bound by instructions and is only subject to the legal provisions.
- (2) The ombudsperson may be dismissed prematurely by the Membership Meeting if the exercise of office is no longer possible or if the conscientious and neutral performance of the task is in question. The dismissal takes place with a simple majority. A new ombudsperson must be elected within two months.
- (3) The ombudsperson shall perform her/his duties on an *ad honorem* basis; in particular, she/he shall not receive any remuneration, except for the reimbursement of expenses necessary for her/his activities.
- (4) The ombudsperson must be a person whose personal and professional background ensures that the tasks of the ombudsperson can be properly performed. The ombudsperson's competence profile includes, in particular, familiarity with organizational structures, administrative procedures and legal requirements of non-profit organizations.
- (5) The ombudsperson may have neither personal nor business relations with KOLPING INTERNATIONAL (neither KOLPING INTERNATIONAL Association e.V., KOLPING INTERNATIONAL Cooperation e.V. nor KOLPING INTERNATIONAL Foundation) and/or the persons working there and/or the project partners of KOLPING INTERNATIONAL Cooperation e.V., which could stand in the way of her/his neutrality.
- (6) During her/his term of office, the ombudsperson must inform the Executive Board and the Supervisory Board of KOLPING INTERNATIONAL Cooperation e.V. of any professional or *ad honorem* activity that could affect the neutrality/impartiality of the exercise of her/his office.

Art. 2 Tasks

The ombudsperson is the contact person for internal and external complaints. The ombudsperson can be notified of incidents that give rise to the suspicion of criminal violations or violations of employment law by members and employees of KOLPING INTERNATIONAL Cooperation e.V. as well as their donors, contractual partners or other stakeholders. In particular, she/he investigates indications and complaints that suggest the suspicion of corruption, property or asset offences.

For all cases related to sexual abuse of minors and proteges, the ombudsperson will forward appropriate references to the Safeguarding Officer(s) of KOLPING INTERNATIONAL Cooperation e.V.

In the spirit of the guidelines of the German Central Institute for Social Issues (DZI), the central task of the ombudsperson is to receive information and complaints without disadvantaging the complainants.

Art. 3 Eligible inquirers

- (1) Anyone can contact the ombudsperson with complaints or other information. Employees are obligated to forward information and complaints that come to their attention to the ombudsperson if grievances have not been sustainably resolved through internal complaints processes. The anonymity of whistleblowers and complainants must be guaranteed. This is without prejudice to the obligation to report violations under criminal law.
- (2) In the case of anonymous clues, the ombudsperson checks whether the facts can be substantiated. Even in the event that the examination of anonymous clues has not led to any concrete grievances, this must be documented.
- (3) If the ombudsperson knows the identity of the person who provided her/him with information or clues, she/he shall notify this person of the result after completing the activity in this matter.

Art. 4 Accessibility

- (1) KOLPING INTERNATIONAL Cooperation e.V. shall set up an e-mail address for the ombudsperson to which only the ombudsperson has access. The same applies to a mailbox to be set up for the ombudsperson at a mail service provider.
- (2) KOLPING INTERNATIONAL Cooperation e.V. publicly announces the office, tasks and accessibility of the ombudsperson. In particular, the name of the ombudsperson, her or his responsibilities and the contact options are indicated on the website in the four official languages of the Association.

Art. 5 Procedure before the ombudsperson

- (1) The ombudsperson determines the procedure of proceeding in the matters brought to her/his attention.
- (2) The ombudsperson shall investigate all complaints and other indications and examine their merits. The ombudsperson shall grant the person against whom the complaint is directed the right to be heard and shall give her or him the opportunity to state her or his position. If possible, the ombudsperson shall work towards an amicable settlement. If such an agreement cannot be reached, she/he shall inform the parties involved accordingly.
- (3) The ombudsperson's procedure does not entail any costs for the person who gave her/him information.
- (4) She/He shall inform the Supervisory Board and the Executive Board at its own discretion about ongoing proceedings and report to them on the outcome after the conclusion of a proceeding. Should the complaint be directed against members of one of the two bodies, the International Executive Board of KOLPING INTERNATIONAL shall also be informed.
- (5) Anonymity is guaranteed without prejudice to the rules of criminal law and staff regulations.

- (6) Matters of relevance under criminal law or liability law that do not directly affect the Executive Board itself revert to the responsibility of the Executive Board.
- (7) The ombudsperson must do everything to use the information received only for the fulfillment of the tasks assigned to her/him. In addition, she/he must maintain confidentiality and, in particular, ensure the anonymity of the person providing the information, unless the latter agrees to the disclosure of his or her identity. In order to maintain confidentiality, the ombudsperson must, as far as possible, use the information received in such a way that it cannot be traced back to the information provider.

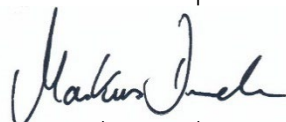
Art. 6 Final provisions

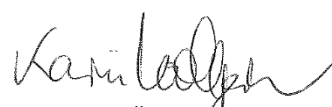
- (1) The ombudsperson shall report staffing needs arising from high complaint volume to the president or vice-president and to the Membership Meeting.
- (2) The ombudsperson is to be supported in her/his activities by all employed and *ad honorem* staff members.
- (3) The rights of the works council of KOLPING INTERNATIONAL Cooperation e.V. shall not be restricted by the functioning of the ombudsperson. The works council of KOLPING INTERNATIONAL Cooperation e.V. shall be involved in cases of complaint at the discretion of the ombudsperson within the scope of its rights of consultation and participation.

Adopted by the Membership Meeting of KOLPING INTERNATIONAL Cooperation e.V. in March 2023.

The Executive Board of KOLPING INTERNATIONAL Cooperation e.V.


Msgr. Christoph Huber
President


Dr. Markus Demele
Vice-President


Karin Wollgarten
Vice-President