

# Annex 4:

## Whistleblowing Protocol

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## 1. Introduction

- 1.1. Complaint lodging and whistleblowing is an official reporting mechanism that will create a direct reporting channel with the ICB or ESC. Whistleblowing is justified when a misconduct/wrongdoing falls into one or more of the following Categories:
  - 1.1.1. One of the entities (sending or host entity) committed a misconduct that developed into a controversial issue. By “misconduct” we understand every potential violation of internal regulations of SE, APIP, AEPP, premises, standards, organizational values, code of ethics and implementation guidelines.

## 2. Applicability

- 2.1. The following list includes examples of misconduct. The list is not exhaustive and only includes some of the most common misconducts, not limiting any entity/individual to raise different aspects:
  - 2.1.1. Any AEPP, APIP, premises and implementation guidelines violation.
  - 2.1.2. Standards violation, or any wrongdoing being inflicted on the EP, such as:
    - 2.1.2.1. The entity has engaged in so-called “fake exchange”.
      - 2.1.2.1.1. The types of “fake exchanges” are:
        - 2.1.2.1.1.1. Fake approval: EP approved in the system and not being aware of the exchange process.
        - 2.1.2.1.1.2. Fake realization: EP realized in the system without travelling and or not being aware of the exchange process.
        - 2.1.2.1.1.3. Fake completed: fake realization criteria and or, EP not being the one responsible to fill the standards survey.
    - 2.1.2.2. The entity blackmailed, threatened or harmed the EP in any way.
    - 2.1.2.3. The entity attempted to bypass APIPs and by doing this undermined the possibility for the other party to submit a case, for ex: leaving no traces behind.
    - 2.1.2.4. A case may appear not to involve a strict violation but the misconduct was indeed harmful to a person or entity and needs to be submitted.

### 3. General Rules

- 3.1. For a better understanding we will use the term “complaint party” for the party who submitted the complaint. The term “respondent” refers to the party against whom the complaint is filed.
- 3.2. The complaint lodging and whistleblowing procedure is justified when the party that is making the complaint acted in good faith. Good faith means that the complaint party did not act with the purpose of damaging the other party for obtaining personal advantages or advantages on behalf of the entity it's representing.
  - 3.2.1. The responsible to identify the “good faith” or not is the ICB.
    - 3.2.1.1. The ICB will presume the complaint party acted in good faith till not proven wrong.
    - 3.2.1.2. If ICB during or after the complaint lodging and whistleblowing procedure finds out that the complaint party did not act in good faith, the aforementioned part won't be taken into consideration and the case will not be processed.
    - 3.2.1.3. ICB assumes the right to interpret what personal advantages and advantages on behalf of the entity represent, case by case.
- 3.3. ICB has the obligation to inform the parties involved of the case and solutions and resolve the complaint within fifteen (15) days, and track the implementation of the solutions/recommendations given.

### 4. Raising a Complaint

- 4.1. Under the conditions described by the whistleblowing protocol above, any AIESEC entity or individual can bring forward a complaint by submitting it to the following email address <icbchair@ai.aiesec.org> or <ethics@ai.aiesec.org> according to the escalation mechanism or degree of the reported violation.
  - 4.1.1. Cases will be raised directly to ICB if it concerns exchange participants. Cases will be raised directly to ESC if it concerns only AIESEC members and it is therefore an internal case.
- 4.2. The complaining party will be given the status of “whistleblower” if he requests it when submitting the complaint. When whistleblower status is given to an individual his identity is protected by the ICB or ESC and shall not be disclosed to any party under any circumstances apart from individuals/entities that the whistleblower has agreed to be discovered e.g. PAI, a MCP, the GFB etc.
- 4.3. The complaint should include the following information in a email or pdf format:
  - 4.3.1. Reasons for raising the complaint. See above (including areas of the APIP which have been violated).
  - 4.3.2. Background information (e. g, documents, containing proof of the situation-letters, emails, scanned documents) & detailed description of the current situation.
  - 4.3.3. Contact information (telephone and email) of all parties relevant to the case.
  - 4.3.4. Request to be given a whistleblower status by ICB or ESC.
- 4.4. Along with this, the complaining party must write full name and contact information, and signature, under the quote: “I understand that by submitting this I’m submitting a complaint under the Complaint Lodging and Whistleblowing Protocol and I shall

respond and follow ICB or ESC guidelines. Reasons for raising the complaint. See above (including areas of the APIP which have been violated).

- 4.4.1. Background information (e. g, documents, containing proof of the situation-letters, emails, scanned documents) & detailed description of the current situation.
- 4.5. AIESEC Entities need to respond to ICB emails within forty-eight (48) working hours unless another deadline is provided. In case Entity representatives do not respond, ICB will inform the Global Plenary about the situation and proceed with further steps stated in the APIP, Global Compendium and annexes.
- 4.6. ICB will assess the situation and if there are reasonable doubts that the alleged misconduct occurred, they will decide what are the next steps.