



Code of Conduct of the Austrian Development Agency

The Austrian Development Agency (ADA) has the statutory task of drawing up and developing measures for development cooperation. In order to provide optimum services for our partner countries and Austria, **integrity** and **professionalism** are prerequisites. The Code of Conduct therefore contains fundamental principles upon which our work is based. The Code of Conduct has a binding effect for all employees of the ADA.

According to the definition of Transparency International (TI), we understand corruption as the **misuse of entrusted power for private use or advantage**.

We treat all people **respectfully, equally** and with **dignity**. Equal opportunities, and the encouragement of people with special needs are important concerns for us. We avoid everything which could be considered to be molestation, abuse, discrimination, intimidation or exploitation.

We respect the **cultures** in our partner countries and avoid inappropriate conduct which could harm people's habits or convictions.

We fulfil our tasks **fairly, professionally** and **objectively**. We support each other as much as possible and communicate between ourselves and with our partners with respect and in a down-to-earth manner. We make our work **comprehensible** by documenting it.

We observe Austrian **law**, the law in our partner countries, **agreements** and the **internal rules** of the ADA.

We do not create **unfair advantages** from our activity, either for ourselves or for others. We do not demand **gifts** and "favours", seek to gain benefits from others and do not deviate from harmony with our internal rules; nor do we offer, promise or grant such benefits. For the acceptance of gifts and dealing with invitations there are more detailed explanations and more precise rulings in the ADA Guideline for Gifts and Invitations.

We disclose our **conflicts of interests** to our superiors at the first indication (e.g. close private relationships with contractual partners). We distinguish between private and professional.

We conduct ourselves loyally with regard to our employers and treat **internal information** confidentially. We discuss statements to the general public and the media with our superiors, insofar as they do not belong expressly to our area of responsibility.

We are aware of huge economic and social **inequalities** in our partner countries and in our professional and private lives on the spot we avoid conduct which could even simply arouse the suspicion that we derive unreasonable advantages from such inequalities or abuse positions of power.

We act responsibly and carefully with the environment and natural resources in line with **sustainable development**. We make use of positive opportunities in the company's protection of the environment, in procurement and to reduce emissions, and avoid the unnecessary consumption of resources and energy. We actively promote these principles externally and support their application by our partners.

We resolve uncertainties in the application of these principles with our superiors. Our Legal Affairs Unit is also at our disposal for support.

In the event of justified suspicion of violations of the Code of Conduct or contract violations, **ADA employees** should firstly approach **their superior**. Information can also be addressed to **integritaet@ada.gv.at**. All information will be carefully examined by the ADA and treated **confidentially** on request. To protect employees, the principle applied is that possible reproaches must be conclusive and provable by documents. The ADA encourages its employees to disclose their identity when reporting possible compliance violations. Informants shall not be discriminated against on the basis of submitting information in good faith.

Our **business partners, project partners, target groups and interested members of the general public** can, in the event of justified suspicion of violations of the Code of Conduct or contract violations, also confidentially approach the **abovementioned persons** in the ADA. In this case as well, all information will be carefully examined by the ADA and treated **confidentially** on request, and possible reproaches must be conclusive and provable by documents.

In the event of **suspicion of the existence of particularly serious irregularities**, the ADA shall instruct an **external ombudsperson** as an additional contact. There is deemed to be a serious violation if:¹

1. There is a justified suspicion that a **judicially punishable act** has been committed, whose victim is the ADA. This includes, for example, the wrongful use of funds, the offer of bribes to ADA employees or the fraudulent use of funds.
2. There are deemed to be **violations of grant contracts** or other contracts which can lead to a financial loss (wrongful use of resources) for the ADA.

Information can also be submitted in good faith **anonymously** to the ombudsperson. As a law firm, the ombudsperson is also subject to an obligation of confidentiality vis-à-vis the ADA. However, the ADA encourages its employees to disclose their identity to the ombudsperson and the ADA.

To protect against abuse, the ombudsperson shall only forward information to the ADA after a careful examination and shall reject information which is not sufficiently substantiated. The forwarding of information submitted in good faith by the ombudsperson to the ADA shall, at the request of the informant, also be undertaken keeping the identity of the informant secret. A wrongful use of the possibility of (anonymous) reporting to the ombudsperson shall not be tolerated.

The ombudsperson can if desired be contacted via the telephone number **+43 1 38 40 240**, by e-mail [**ADA@ombudsperson.at**] and through the web input mask **www.ombudsperson.at**. In the event of a violation of the Code of Conduct, the management shall decide upon possible consequences. These sanctions can be of a disciplinary nature and in accordance with employment law (e.g. warning or dismissal). Furthermore, if there are elements of a criminal offence, the ADA shall initiate the appropriate judicial steps.

(as of: March 2016)

¹ Further information can also be obtained from the Company Agreement concerning the introduction and operation of an information management system.