



FEDERATION OF YOUNG
EUROPEAN GREENS

INTERNAL RULES OF PROCEDURE

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GLOSSARY

GA: General Assembly

EC: Executive Committee

ECM: EC Meeting

GSRM: Gender, Sexual, Romantic Minorities

IRP: Internal Rules of Procedure

MO: Member Organisation

Sec-Gen: Secretary General

EGP: European Green Party

CV: Curriculum Vitae

EU: European Union

GENERAL PRINCIPLES

- FYEG will have minimal statutes that only contain what legally matters and they will be revised in case the Belgian law changes. All other matters will be taken care of in the IRPs.
- The IRPs must never contradict the statutes, they can elaborate.
- The IRPs shall be facilitating and helping with decision-making processes as well as the organisation of the federation. There shall be no more rules than necessary. All rules are stated in the chapters 1-6 and are followed by guidelines and best practices.
- This document shall be accessible to every MO on the website.

1. MEMBER ORGANISATIONS

1.1 Membership

1.1.1 Membership categories

FYEG has three membership categories: full MO, candidate MO and observer. (cf. Statutes 4) For the procedure of application for these membership categories cf. 7.2.1 and Statutes 5.

1.1.2 Membership criteria

Member organisations shall:

- be European except for Observers. The exact definition is in the hands of the GA;
- be active, on national or regional level;
- subscribe to the statutes and political platform of FYEG;
- function based on democratic principles;
- consist mostly of young people.

FYEG prefers regional organisations to join forces and set up a national organisation. If two or more regional organisations of which at least one is already a full MO of FYEG join forces, the new organisation can apply as a full MO.

1.1.3 Membership fees

FYEG has an annual membership fee. (cf. 5.2)

1.1.4 Suspension and exclusion of a MO

The EC has a right to propose the suspension or exclusion of an MO, for example if:

- no update or other contact is made between an MO and FYEG EC between two GAs,
- the MO doesn't fulfill one or more of the membership criteria
- the MO didn't pay their membership fee (see 1.1.5)

The suspension or exclusion of an MO will be decided upon by the GA with a two third majority.

The suspension of an MO means that the organisation loses its voting rights and becomes an observer. When an MO is suspended, the EC:

1. informs the MO about their current situation via a letter explaining the consequences
2. makes all reasonable efforts to enable the MO to regain its full membership
3. creates a report on this process to be voted upon at the following GA. At the beginning of the next GA the EC presents its report.

The exclusion of an MO means that this organisation is not listed as a member organisation anymore and hence loses all of its rights within FYEG

1.1.5 Suspension and exclusion in case of non-payment of membership fee

An MO that is present and has not paid the membership fee (cf 5.2) shall not vote. In case an MO is not present at the GA and has not paid the membership fee, the presidency will be notified and the matter will be put on the agenda of the GA. The GA will then discuss the issue and by a vote can give a mandate to the EC to:

1. inform said MO via a letter about their situation
2. make all reasonable efforts to achieve a solution before the following GA
3. create a report on the process to be voted upon at the following GA. At the beginning of the next GA the EC presents its report.

If it is established that the concerned organisation has not paid the membership fee for two consecutive years, the GA will vote on a suspension.

If it is established that the concerned organisation has not paid the membership fee for three consecutive years, the GA will vote on an exclusion.

In case the MO has no running budget for a particular year (is a suspended organization) and/or is in debt, the MO can be relieved from the payment of the MO fee by decision of the GA (see Article 5.2).

1.1.6 Membership reviews

For each General Assembly, the EC will ask each member organisation to prepare a very short summary of the status of each of the member organisations, to present at the GA. The summary should include:

- Current status of the organisation (Candidate/Full)
- Any relevant successes and achievements over the last year(to be provided in advance by each MO)
- Participation in previous GAs and FYEG activities throughout the year
- Confirmation of the fulfillment of FYEG membership criteria (Cf Statutes 5)

The EC will provide an update on any existing partnerships as well as on any member organisations which are not able to prepare or present such a summary.

1.1.7 Procedure to regain membership

Following an exclusion, an organisation that wishes to rejoin FYEG is expected to contact the EC and provide comprehensive documents explaining their situation and the motives for their return.

Full membership can only be regained following a vote by the GA and a report by the EC on the reasons to grant it.

In case of a suspension an MO loses its status of being a full MO.

1.2 Working with the MOs

1.2.1 MO duties

Each MO should keep FYEG updated about:

- changes in the board
- valid contact addresses for the MO list and the website
- activities

1.2.2 FYEG duties

FYEG will provide the MOs with:

- information about statutory meetings
- minutes and reports from statutory meetings and ECMs
- a newsletter containing information and participation possibilities in current activities

2. BODIES

2.1 General Assembly

The general assembly is the highest decision making body. In general it is held once a year. (cf. Statutes 7.3. for extraordinary GA)

2.1.1 Composition

The general assembly is composed of one or two delegates per full MO and one delegate from each candidate and observer organisation. Each full MO has two voting rights at the GA if the membership fee is paid. (cf. 1.1.5, 5.2)

The general assembly can only take binding decisions if more than half of the Federation's full MOs are present. (cf. Statutes 7.4)

The delegates can be asked to pay a participation fee for the GA. (cf. 5.3)

People who are employed for FYEG cannot be delegates to the general assembly.

2.1.2 Competencies

The general assembly:

- approves/ disapproves the accounts of the previous year, the financial report and the budget for the upcoming year
- approves/ disapproves the action work plan presented by the EC
- adopts/ amends political motions, resolutions, amendments to the political platform, the strategic plan, the statutes and the IRPs
- accepts/rejects/suspends/excludes candidate, observer and full MOs
- mandates the working groups
- Takes note of the current situation of its members and partnerships (cf. 1.1.6 Membership reviews)

elects:

- the executive committee
- the secretary general
- the advisory committee,
- the financial control committee
- the editorial board of Ecosprinter

ratifies:

- resignations of the Secretary General
- EC decisions about joining or leaving partnerships and membership within other organisations/networks

Changes to the statutory and internal organisational documents take effect from the first working day after the GA meeting where they were changed. People elected by the General Assembly will start their mandate from the first working day after the GA meeting where they were elected, unless other rules apply for their mandate.

2.1.3 Reports

The general assembly has to take note of mandatory reports by:

- the executive committee
- the secretary general
- the treasurer (financial report and mid-term financial plan)
- the advisory committee
- the financial control committee
- the working groups

2.1.4 Deadlines and calls

The call for hosting the general assembly must be sent out by the 1st of October of every year with 1 month deadline. The selection of the hosting MO is done by the EC.

The remaining deadlines are structured as follows:

12 Weeks before the GA

The EC must send out a call for:

- GA registration
- the executive committee
- the secretary general (if applicable)
- the financial control committee (if applicable)
- the advisory committee
- call for presidency

6 Weeks before the GA

Deadline for:

- registration of delegates
- applications of organisations
- applications of secretary general candidates

4 Weeks before the GA

Deadline for:

- EC candidates
- FCC candidates
- Ecosprinter editorial board candidates

and the submission of:

- policy papers
- amendments to the political platform, the strategic plan and the IRPs The EC and Sec-Gen must submit to MOs and GA participants:
- their activity reports
- the FYEG activity report
- the FYEG financial report and the financial plan for the upcoming year • the proposed FYEG activity plan for the upcoming year

In case the number of candidates is less than the number of positions open and/or if the gender quorum is not met, the EC will re-open the call for a maximum of 7 calendar days for additional candidates of the underrepresented gender and/or positions with lacking candidates.

3 weeks before the GA:

- Candidates are published

2 weeks before the GA:

- Support letters for candidates are published

Other deadlines:

- The deadline for submitting emergency resolutions must be 2 days before the start of the GA
- At the end of the GA's first day, the assembly sets a deadline for amendments and for alternative amendments to the statutes, the IRPs and the political platform (see 2.1.5). After this deadline no more amendments are accepted. Only those amendments that have been submitted to the presidency in understandable writing in due time will be voted upon

2.1.5 Submission of motions and amendments

At the general assembly

- full MOs
- the executive committee
- working groups

have the right to submit motions, resolutions and amendments to motions, the political platform, the activity plan, the strategic plan, the statutes and the IRPs, bearing in mind the deadlines specified under 2.1.4.

Alternative amendments to the statutes, the IRPs and the Political platform may be submitted, bearing in mind the deadline specified under 2.1.4. They must be in the scope of already submitted amendments. The presidency may declare an alternative amendment ineligible if its scope is different than the original amendment.

2.1.6 Presidency

The general assembly confirms the presidency proposed by the EC before any other decisions are made.

The presidency then:

- chairs the meetings and discussions at the GA
- prepares the motions, amendments and voting procedures to the GA
- is responsible for taking the minutes of the GA

The presidency:

- consists of four to six people who must not be candidates to any positions at the GA
- can be suspended and simultaneously replaced with an absolute two-third majority by the assembly. Such a vote of no-confidence can be demanded by at least 5% of the delegates, who must present people for the new presidency.

2.2 Executive Committee

2.2.1 General tasks

The executive committee is the second highest decision-making body in FYEG. It handles the management of the federation on a day to day basis. Elections for the EC take place at the GA. (cf. 3.4) For requirements for the application cf. 7.2.2.

The EC:

- has the right to make statements on behalf of FYEG, in line with the political platform and has the obligation to make them public
- handles the implementation of the action plan as decided by the previous GA
- receives and handles applications from organisations that wish to join FYEG and produces a report for the GA including a voting recommendation
- can engage FYEG in partnerships with external networks and organisations. This type of decision has to be ratified by the following GA
- selects members of preteams
- is responsible for following the budget, with specific responsibilities assigned to the treasurer

2.2.2 Composition

The EC is composed of 8 people

- who are elected by the GA with their mandate lasting until the following ordinary GA
- whose mandate can be renewed three times
- who must not be older than 35

Within the EC there are two spokes-persons, who must not be from the same MO, the treasurer and five additional members. The Gender Quota described in Article 4.1 applies to the spokespersons.

The spokespersons:

- represent FYEG towards the general public and are a contact point for people from outside the federation
- represent FYEG within EGP and attend EGP Committee meetings

The treasurer:

- prepares the financial report to the EC and the GAs based on the information delivered from the office. Between GAs the treasurer keeps the EC aware of FYEG's current and future financial situation with regular updates.

The reports presented to the EC shall include:

1. report on incomes – explanation of present incomes sheet and plan for the coming months;
2. report on expenses – has to be easily understandable, presented according to budget

lines, updated with all expenses to a set date, has to include known expenses to come and

3. Liquidity report
4. Projects and contractual obligations report.

The reports presented to the GA shall include:

1. the budget sheets showing final amounts for each budget line;
 2. a description of the different budget lines;
 3. an analysis of the budget report based on Gender (Gender Budgeting);
 4. the list of MO fees paid by each Member Organisation (see Article 5.2)
- prepares a budget proposal for the GA at the end of their mandate, outlining the next year
 - assists with the financial part of the FYEG funding applications and helps other bodies within the organisation whenever they are creating budgets
 - visits the office at least three times during their mandate to check the budget
 - together with the Sec-Gen, is responsible for providing FYEG's financial partners with yearly reports
 - checks a report of all financial transactions every two months which is to be prepared by office and confirms - through e-mail or a live meeting - all payments to be in line with FYEG's budget and financing practices.

In contrast to the treasurer and the spokespersons the five remaining members of the EC have no specific tasks. The EC is free to divide tasks among itself, however it must ensure that the following tasks are taken up:

- One member of the EC is responsible for the personnel of the office.
- One gender officer is responsible for the monitoring and the development of the Inclusion Audit process and to coordinate the bodies working on Gender and Inclusion.
- One responsible for the relationship with GYG (cf. 6.4)
- One responsible for the relationship with the CDN
- Two persons who are of different gender from the EC are the contact for people who have experienced sexual harassment at FYEG events. They have the duty to help the victim and solve the problem. All help is confidential. Every case will be brought forward to the EC or, where more appropriate for the specific situation, the AC or the Presidency.

2.3 Secretary General

The Secretary General is elected for a two year mandate at the GA. (cf. 3.4) For requirements for the application cf. 7.2.3.

The tasks of the Sec-Gen include:

- the daily management of the FYEG office, including the financial management, coordination of the office, meaning employees and volunteers, as well as assisting the EC. This also includes maintaining and supervising FYEG's online communication tools.
- the fund-raising, organisation and implementation of FYEG's campaigns, projects and statutory meetings
- the maintaining of good contacts with FYEG's partner organisations and MOs
- the monitoring of key political events and policy developments on the European level, in order to serve as a resource for FYEG's political work
- the handling of FYEG's bank accounts, all payments and the payments' documentation together with the office
- supporting the work of the treasurer with delivering timely, accurate financial information to the Treasurer and the EC
- preparing financial reports and updates together with the Treasurer (explained in details under the cf. 2.2.2 – Treasurer)

- the writing of annual reports to FYEG's financial partners, together with the treasurer.
- If mandated by the EC the Sec-Gen can also:
- take part in meetings and represent FYEG and its position, according to a clear and limited mandate given by the EC

2.4 Financial Control Committee

At the GA, the financial control committee is elected to a two year mandate. (cf. 3.4)

The FCC is composed of two members. Its members must not be members of the EC nor financially depending on FYEG.

The FCC's tasks include:

- At least one meeting a year, dedicated to checking FYEG's finances. A written report of this meeting must be submitted to the EC, thereby providing an internal audit.
- the presentation of this yearly report to the delegates at the GA. The financial report that is to be presented to the GA and all other relevant material have to be ready and in disposal for the meeting.

It is recommended that the EC and the office shares relevant information related to the finances of the organisation to FCC throughout the year.

2.5 Office

In addition to the Secretary General, FYEG may recruit additional employees for its Office.

In principle, all recruitments are made after an open and public call. The EC, in consultation with the Secretary General, may decide on a shortlist of candidates that will be asked to take part in an interview. The EC, in consultation with the Secretary General, decides on the selected candidate.

The EC member responsible for office is closely involved throughout the whole recruitment process.

The Executive Committee adopts "Guidelines and Rules to the Office" in line with legal requirements. This document is made available to all employees, especially when new employees are recruited.

Salaries are decided upon by the EC, based on the financial plans adopted by the General Assembly.

2.6 Advisory Committee

The Advisory Committee ensures the transfer of knowledge within FYEG and acts as a conflict resolution body. It is elected for two years at the GA. (cf. 3.4.3) The AC is composed of 5 members. Action by the AC is taken only upon request by EC members of other Bodies of FYEG. Its tasks are:

- providing their shared experience on a specific subject
- assisting in conflict resolution between EC members, members of other Bodies and/or personnel

In order to enable the AC to fulfill this tasks it is granted the following:

- one-way access to the email-list of the EC throughout the year, meaning the possibility to read conversations but not actively take part
- attending phone conferences, Skype conferences or an ECM upon invitation

During its duty, the AC must respect the secrecy of internal matters. At the GA, the AC must present a brief overview of the functioning of the EC and personnel. The AC

takes decisions within three weeks, with simple majority, after oral or written consultation of both conflicting parties, and to the best of all members' knowledge. Decisions of the AC have to be provided in written form to both parties involved and can be revoked by the GA.

2.7 Working groups

Working groups have the following functions within FYEG :

- helping with the acquirement and create professional documents on current and selected topics
- providing the groundwork for the formulation of political positions
- promoting the involvement of MOs in FYEG.
- providing space for a debate between young Green activists on the European level
- supporting the EC, office and prep-teams in the organisation of events and campaigns
- communicating FYEG's positions internally
- communicating FYEG's political positions externally with the approval of the EC
- supporting the EC and Prep-teams in policy related preparations for FYEG events

A working group consists of at least 5 people from 5 different MOs.

Working groups are formed by the Executive Committee, with a defined scope, aim, working area and timeframe. The creation of working group may be planned in the annual activity plan adopted by the General Assembly but the Executive Committee may also decide to create ad-hoc working groups.

Each working group shall have two coordinators, at least one of them self-identifying as woman, trans or genderqueer. These two persons serve as the contact points for people outside of the working group, handle the working group's internal meeting schedule and communication and reports to the EC as well as the GA. Neither of them can be the EC member.

The EC has to publish a call for interested members. The EC then also chooses the first members of the working group. The EC can decide if it is possible to join a working group at a later time and under which conditions this may occur.

A member of the EC should be included in every working group, however this person cannot be the coordinator. The EC has the possibility to exclude someone from a WG on the recommendation of the coordinators or at least three members of the group. The person has the possibility to appeal to the Advisory Committee.

It is recommended not to have more than four working groups active at the same time.

Working groups must not work against the political platform of FYEG.

2.8 Ecosprinter editorial board

The Ecosprinter is the central platform within FYEG to exchange ideas and develop political strategies. The Ecosprinter is the MOs magazine of FYEG and is created by an autonomous editorial board, elected at the GA. The Ecosprinter is published online and FYEG should strive for a printed version. (cf. 3.4)

The mission of the Ecosprinter is to:

- provide a forum for commentary and internal debate
- provide the spaces for blogs and articles of members of FYEG

- inform about the politics of EGP
- provide the member organisations with knowledge about candidates for upcoming GAs
- report and comment about culture, politics and discussions they believe are of importance.

The Ecosprinter editorial board:

- consist of four members of which only one may be an EC member
- has to be gender-balanced
- elects an Editor-in-Chief among its members
- work on the mission and development of the Ecosprinter

In case there is not a consensus within the EEB on the election of the Editor-in-Chief, or an absolute majority (cf. 3.4.1), the EC appoints the Editor-in-Chief. The role of the editor in chief is to coordinate the work of the EEB and ensure that the mission of the Ecosprinter is fulfilled.

2.9 Preteams

Preteams are temporary bodies, created for the planning, organisation and follow-up of specific projects.

Preteams are set up via an open call procedure. The EC makes the final decisions on both their composition and all necessary replacements and must always:

- strive for gender and geographical balance
- ensure compliance to specific set of rules imposed by partners and funders

Each preteam nominates its own coordinator and one person of the EC is responsible for a preteam and acts as contact towards the preteam.

The preteam is responsible for:

- communication, logistical and content-wise planning of a project
- financial planning of a project and the creation of a project-specific budget, in coordination with the treasurer
- reporting on a project to the EC and to funders

A preteam can take decisions concerning their project independently. If needed, a prep team can consult the EC in order to solve possible internal problems.

3. ELECTION AND VOTING PROCEDURES

3.1 Voting rights

Every member of a body has one vote, except in the GA and in an electronic vote, in both of which full MOs have two votes.

Staff members have no voting right at meetings they are part of.

3.2 Principles

In principle all decisions in FYEG are taken by simple majority.

All voting on people or MOs including electronic voting is done by secret ballot. The voting body can

decide to have other voting procedures processed through secret ballot.

3.3 Different majorities

Simple majority

Majority of the cast votes, i.e. the number of the “Yes” votes exceed those of the “No” votes. [Ex: Out of 20 votes: 11 yes, 9 no, 0 abstentions: passed; 1 yes, 0 no, 19 abstentions: passed. 10 yes; 10 no; 0 abstentions. not passed. 10 yes, 9 no, 1 abstention: passed]

Absolute majority

Majority (half+1, or half + 0.5 in case of odd number) of the number of votes distributed at the voting body.

Note that it is number of votes registered, not number of votes cast. This means that if less than half of the voters are present and vote, this majority can never be reached.

20 voters registered: need 11 or more yes votes. 21 voters registered: need 11 or more yes votes 22 voters registered: need 12 or more yes votes.

Simple two-thirds majority

Two thirds of the cast votes.

Absolute two-thirds majority

Two thirds of the number of votes distributed at voting body.

Note that it is number of votes registered, not number of votes cast. This means that if less than two thirds of the voters are present and vote this majority can never be reached.

20 voters: need 14 yes or more votes 21 voters registered: need 14 or more yes votes 22 voters registered: need 15 or more yes votes

3.4 Election of candidates

3.4.1 Principles

- The main principle is to rank all candidates according to your preferences for candidates. Where 1 is your first preference 2 your second preference and so on.
- If no more candidates you wish to vote for remain, voters have the option to leave the rest of the ballot blank.
- Only a completely blank ballot counts as abstention.
- To be elected a candidate needs an absolute simple majority.

3.4.2 Procedures

1 – The candidates who have reached the election threshold (an absolute majority) are elected. 2 – If some positions are still available, the following process starts:

2a – The left-over votes on candidates reaching the election threshold are redistributed according to second preferences, using the Single Transferable Vote system of distribution.

2b - If one or more candidates are ineligible to be elected due to quota regulations, these candidates are removed from the election. The ballot-papers that ranked this/these candidate(s) as their first (remaining) preference are redistributed according to their second preference. The process is then restarted (1).

2c – If one or more candidates have reached the election threshold, that/those candidate(s) are elected in order from highest to lowest vote count. The process then starts again from point (2).

2d – If no candidate reaches the threshold in this way, the candidate with the lowest amount of votes is removed from the election. The ballot-papers that ranked this candidate as their first remaining preference are redistributed according to their second preference. The process is then restarted (1).

3.4.3 Exceptions

At the GA:

Concerning the EC elections:

- The spokespersons and the treasurer are elected separately from the rest of the EC positions.

Concerning the election of the advisory committee:

- Ex-EC members can advance their candidacy for the advisory committee before or during the GA.
- The newly elected EC will then towards the end of the GA select an appropriate number of candidates from the pool of candidates and present them to the GA.
- The GA approves or rejects the proposed AC by simple majority vote.
- If the proposed AC is rejected the new EC must immediately select new candidates and present them to the GA

Between General Assemblies:

Concerning the replacement of a resigned EC member:

- If an EC member resigns a new EC member can be elected to replace them.
- The EC publishes a call for candidates for the vacant position.
- Applications are possible by anybody who gains the support of 2 MOs and have to be directed to the EC and/or the general list
- All candidates will be voted through an electronic vote. (see 3.6)
- Either the candidate who gained absolute majority is elected or the two candidates with the highest amounts of votes will be voted on simple majority through a second electronic vote.
- Any replaced EC member will have full voting rights in the EC. This period is not considered to be mandated period and the person still has a right to be elected to the EC as other new candidates.

Concerning the forced resignation of an EC member:

- Two thirds of the EC can propose the resignation of an EC member.
- The full MOs vote on the proposed resignation through electronic vote. (cf. 3.6)
- The vote is based on two letters: a letter of justification from the majority of EC proposing the resignation and an optional letter of defense from the EC member proposed to resign.
- If at least one third of the full MOs participate in the vote and a two third majority is reached the EC member is displaced.

In case of the resignation or incapacity of the Secretary General, the Executive committee will appoint a Secretary General ad interim within one month since notification of EC and MOs. This replacement will continue until the election of a new Secretary General at the subsequent General Assembly or until the Secretary General is able to resume their duties. The resignation is ratified by the General Assembly (cl. 3.5.1)

3.5 Voting on subjects

In principle all decisions in FYEG are taken by simple majority. When voting on subjects the possibilities are YES, NO or abstention.

3.5.1 Exceptions at the GA

An absolute majority is needed to:

- suspend or accept an MO
- change the political platform
- ratify the resignation of the Sec-Gen
- revoke decisions of the Advisory Committee

An absolute two-thirds majority is needed to:

- change the statutes
- change the IRPs
- change the Strategic Plan
- replace the presidency (cf. 2.1.6)

3.5.2 Exceptions in the EC

An absolute majority is needed to:

- ask the resignation of the Sec-Gen

An absolute two-thirds majority is needed to:

- propose the resignation of a board member

Between ECMs:

- Decisions made on phone conferences, chats or via email communications are binding
- If this decision is taken by less than a majority of the EC, the initiator shall post it to the EC list. The other EC members can recall this decision within 48 hours with a simple majority of the whole EC

3.6 Electronic voting

The EC can call for an electronic vote between GAs in urgent matters. It is the duty of the EC to provide enough information for the full MOs to make an informed decision.

Each full MO has 2 votes and can vote with YES, NO or abstention.

The voting period is set to two weeks with a one week reminder.

The statutes, the IRPs, the Strategic Plan and the political platform cannot be subject to any electronic vote.

Results will be announced within one week after the closing of the vote and include detailed information.

4. GENDER

4.1 Gender quota

In all elected bodies there must be a minimum of 50% of people that self-identify as woman, trans or genderqueer.

If there is only one position in a body, there is no quota. However it is encouraged that people that self-identify as woman, trans or genderqueer alternate in this position.

4.2 Gender officer

The EC nominates one gender officer. (cf. 2.2.2)

4.3 Child care

If requested and possible child care will be provided. If necessary and possible, for child care all costs for an extra person will be covered.

For travel reimbursements for children of participants cf. 5.4.1. and 5.4.2.

4.4. Sexual harassment, sexist behavior, violence or any kind of discrimination

FYEG has a safer spaces policy, an anti-sexual harassment protocol and guidelines for persons of contact (see Annexes)

In case of sexual harassment, violence or discrimination by a member of an elected body within FYEG the EC can exclude the offender after consulting the full MOs. (cf. 2.2.2)

5. FINANCIAL RULES AND PROCEDURES

5.1 Financial management of FYEG

The FYEG financial year starts on 1st of January and ends on 31st of December and is reflected in FYEG budget. The financial management of FYEG is done by the decision-making, execution and control of different bodies.

The FYEG bookkeeping is done according to accepted accounting practice.

The bookkeeping is done regularly by the office or by an external accountant, contracted to do the FYEG bookkeeping throughout the year.

The internal mechanisms are:

- the decision-making and control as exercised by the GA (cf. 2.1.2, 2.1.3)
- the keeping of the budget by the EC and with specific responsibilities, the treasurer (cf. 2.2.1)
- the concrete actions of the Sec-Gen (cf. 2.3)
- the internal audit and control as exercised by the FCC (cf. 2.4)

Additionally an external audit is provided by an external accountant. An external auditor is included in case the FYEG financial situation allows it.

5.2. GA and membership fee

Each full MO shall pay an annual membership fee to FYEG. This Membership fee shall correspond to 1 % of the total incomes of their previous year's realised budget with a minimum of 50 EUR for the EU and European Economic Area (Iceland, Liechtenstein and Norway) and Switzerland and 25 EUR for all other European countries.

By way of derogation to the previous paragraph, the General Assembly may decide, in duly justified cases, to lower the amount of the membership fee that a Member Organisation shall pay, following a recommendation of the Executive Committee. Requests for lowering the Membership fee shall be

sent by a Member Organisation to the Executive Committee at the latest 2 weeks before the GA.

Each full MO shall pay their membership fee for the running year on the first evening of the GA at the latest, if it has not already been transferred earlier.

Full MOs are requested to provide their annual budget statement for the previous year at the latest. A document listing the amount of the membership fee paid by each MO and the way it has been calculated must be annexed to the financial report of the year in question.

5.3. GA and participation fee

A participation fee to the GA can be set up if the EC finds it necessary.

The following participants of the GA are exempt from paying the participation fee:

- one delegate per full MO and candidate MO
- EC members
- the Sec-Gen
- members of the presidency (cf. 2.1.6)

If a full MO sends a second delegate the participation fee is halved in case at least one of the two delegates self-identifies as woman, trans or genderqueer. Every candidate can request participation fee lowering or exception from the EC.

5.4 Travel reimbursements

5.4.1 General reimbursement rules

Nobody will be reimbursed besides stated below. If a funder of an activity has more stricter rules, those will apply.

As a general principle a person can claim 70% of travelling costs below a certain cap to be reimbursed if:

- the participant attended at least 75% of the meeting
- all relevant receipts and proof of travel have been handed in at the latest 2 months after the activity took place

Exceptions to this rules regarding participants can only be made in consultation with the treasurer.

The Executive Committee or a Prep-team, in consultation with the treasurer, may also decide to offer different reimbursement conditions to participants in order to ensure regional balance and/or to promote sustainable transport modes.

Full reimbursement of travel costs will be granted to:

- members of the prepteam of a given activity
- EC members
- Sec-Gen and office personnel
- members of the FCC, traveling to carry out FCC tasks (cf. 2.4)

5.4.2 Reimbursement practicalities

Train and other public transport travel costs are reimbursed on the basis of a 2nd class ticket or a 1st class if that option is cheaper.

- For night trips over 500 km the couchette fee (2nd class)
- Bike trips over 10 km are reimbursed by EUR; 1/ km with a maximum of the price of a second

class train ticket and with an absolute maximum of 100 EUR

- For trips where the travel or bus by train takes more than 12 hours, a plane ticket will be reimbursed on the basis of economy class ticket. A plane ticket can also be reimbursed if the destination was over 750 km and train-traveling not possible because of pressing time-table reasons.
- Taxi costs will be reimbursed if local transport is not available and if requested in advance from the organisers.
- The necessity of using a private car must be justified in writing and approved in advance. Calculation formula for using car travel is 0.2 EUR/km. In case of using the car travel for activity granted by donors with particular reimbursement guidelines, those donor guidelines rules apply. • Car sharing should be approved in advance and should be cheaper than public transportation. The costs have to be documented.

FYEG uses the official conversion rates of the European Commission for currencies other than Euro: ec.europa.eu/budget/contracts_grants/info_contracts/inforeuro/inforeuro_en.cfm based on the date of expense if no other donor guidelines apply. Exceptions are payments with credit cards when the documented conversion rates of the credit card company apply based on credit card payments statements.

5.4.3 GA travel reimbursements

Full reimbursement of travel costs is granted to:

- one delegate per full MO or candidate MO
- EC members
- the Sec-Gen
- candidates for the EC elections
- candidates for the Sec-Gen elections, provided they have received approval by the pre-selection committee (cf. 7.2.3)
- members of the presidency

Concerning:

- delegates of organisations applying for candidate membership in FYEG • candidates for all open position

The EC can decide to reimburse their travel costs if such a request has been made and all relevant documents have been sent in time.

5.5 Participation fees

A participation fee to any activity can be demanded and fixed by the prepteam. The prepteam can also decide upon exceptions. (cf. 2.9)

If participants are selected for an activity and are not able to participate, they need to communicate this as soon as possible to the prepteam. Travel reimbursement cannot be paid in that case. For further information can be found in the prepteam guidelines.

5.6 Budgets for activities

The prepteam of an activity creates a specific budget with the treasurer. (cf. 2.2.1) Final decisions regarding these budgets are taken by the EC.

5.7 Expenses covered

5.7.1 Food and food supplies

For meetings covering an entire day, there will be a maximum of 20€ per person reimbursed. For meetings with at least 4 hours of work, the amount is 10€ per person.

Exceptions can apply for the staff, depending on their contract.

Only vegetarian and vegan food will be reimbursed. At every event vegan food should be offered and its consumption encouraged.

5.7.2 Child care

For child care costs cf. 4.3 and 5.4.

5.7.3. Telephone and communication costs

EC members can claim the reimbursement of telephone and communication costs up to an amount of 20€ per month. Reimbursement works on the basis of receipts. In special occasions, they can be reimbursed more but they need approval of the treasurer.

Upon proof of expenses occurred for FYEG work, this rule can also apply to other persons.

5.7.4 Traveling to statutory meetings

Travel to statutory meetings will be fully reimbursed for people whose presence is necessary. The EC needs to approve the meeting taking place.

Any individual can attend the meetings. Members not personally known by one of the official attendees of the meeting concerned shall inform the person in charge in advance of their intention to join the meeting. This “open meeting” rule applies except when addressing individual issues, and only after a vote of the body in session accepting the closing, which won’t last more than 2 hours.

5.7.5 MO visits

A person mandated by the EC (preferably an EC member) can make a visit to an MO and will be fully reimbursed.

6. RELATIONS WITH OTHER ORGANISATIONS

6.1 General principles

FYEG may:

- become a member of other organisations
- become a temporary or permanent partner of other organisations
- set up new organisations and networks

In all these cases, the EC may take the decision to act between GAs, but the GA takes the final decision. (cf. 2.1.2)

This applies to:

- joining or leaving existing organisations
- changing the type of membership within an organisation • starting or ending a partnership

Furthermore the EC must:

- provide a list of organisations that FYEG is a member of, as well as a description of FYEG's rights and responsibilities and the contact details of the concerned organisations
- report at the GA about all the partnerships FYEG has maintained during the year and provide details upon request by a MO

6.2 European Green Party

FYEG is official youth wing of European Green Party. Relations between FYEG and EGP are further specified in the EGP-FYEG relationship agreement.

6.3 Cooperation and Development Network Eastern Europe

The high level of cooperation between CDN and FYEG and high and usefully mutual participation at the international events will be encouraged.

CND holds the status of observer within FYEG and FYEG financially contributes to the CDN annually.

Relations between two organisations will be explained in detail in CDN-FYEG relationship agreement.

6.4 Global Young Greens

FYEG supports the building and working of GYG, striving to help GYG with financial and organisational matters.

The spokespersons of FYEG are the official representatives towards GYG. Additionally, one member of the EC is responsible for GYG activities and reports to the EC about it. (cf. 2.2.1)

7. ANNEXES TO THE IRPS

7.1 Annex 1: Guidelines for International Secretary

The international secretary of MO makes sure that the following info reaches the national board and relevant others:

- invitations to projects of FYEG
- GA information (all relevant documents and calls)
- discussions about European policy and FYEG's Future : such as the European constitution discussion and the IRP discussion

The international secretary makes sure that the following information reaches as many people (ideally the whole membership) as possible:

- [The Ecosprinter](#)
- info about participating in FYEG activities (not all activities that take place)
- The newsletter

The international secretary is also the promoter of FYEG, they make sure that at big events of the MO (such as congresses, GA, weekends, summer camps, etc.) there is an info point about FYEG.

FYEG will provide the MOs with sufficient material to do such promotion.

7.2 Annex 2: Application requirements and procedures for candidates

All data of non-elected candidates shall be destroyed immediately

7.2.1 Applicant Organisations

The applicant organisations shall apply to FYEG through the EC. Their application shall contain:

- a letter signed by their board stating the reason for their application
- a copy of the original statutes and a translated version in English
- a copy of their political platform (or comparable document) and a translated version in English
- a filled-in questionnaire provided to them by the EC that includes questions on the number of its members, age limit, list of activities, budget and all other possibly relevant information, as outlined in FYEG Statutes.

7.2.2 EC candidates

Candidates for the EC shall provide in their application form:

- a detailed CV, copy of passport (form provided by FYEG, is mandatory for legal reasons)
- a letter in which they explain their motivation
- an outline of what their plans are with the organisation or their vision on FYEG
- one nomination letter from the MO he or she belongs to. If that is not possible, the MO of which the candidate is from must provide an explanation of their rejection and the possible candidate has the right to provide a letter of justification. The letter will be sent to all MO and the GA will decide whether this person is admitted to candidate or not;
- at least one support letter from any MO before the 2 weeks deadline before the GA.

Multiple positions holding

FYEG strives to have non-cumulation of positions.

EC members have to be able to combine their commitments to FYEG with whatever other tasks they may have. Candidates to the EC have to lay open what other mandates and functions they have.

7.2.3 Sec-Gen candidates

Sec-Gen candidates application must include:

- a CV
- a comprehensive motivation letter, explaining how experiences match the profile, what the candidate thinks she/he can contribute to FYEG. It should also establish a vision of a European political youth organisation's role. Special emphasis is given to experiences within FYEG and other Young Green Organisations.
- the contact details of two references, preferably employers, supervisors or tutors

Further requirements and procedure:

- A committee for a pre-selection of the candidates will be set up. The committee will consist of 4 people: a current FYEG EC member, a former FYEG Secretary General or office coordinator, one full MO representative and a 4th member (NGO professional worker).
- Only applications including all required documents and sent before the given deadline will be examined taking into consideration both political and professional skills of the candidate. The following week candidates will be given a written assignment followed by a phone interview if this is possible.
- The committee will assess the candidates' experience and skills.
- Candidates will be given a month to campaign and are expected to present themselves at the GA. The final decision on the Sec-Gen of FYEG lies with the final vote of the GA of the organisation.
- In case a candidate is not recommended by the committee, they will still be able to apply for the position and present themselves at the GA, but the candidacy will not be endorsed by the EC.

7.3 Annex 3: Intellectual property and information technologies policy

7.3.1 Open-Source commitment

As a principle FYEG:

- will adopt open source tools (as defined by the Free Software Foundation) for developing its work.
- will run free software on its own computers, specially those to be used in public.
- will use open formats for all public communications, publications and materials transmitted.
 - will avoid the use of non-open-source, non-free contents in its website and all online tools.
- will ask for open formats to be used in documents officially addressed to FYEG.

The use of non-free software may only be justified when no similar free software is available and when the objective cannot be reached by combining open source tools.

7.3.2 Security

At least one FYEG official e-mail address will count with a GPG signature. All official e-mail

communications from FYEG shall be digitally signed. The public key will be made available to the public.

7.3.3 Privacy and individual rights

In order to protect the privacy of individuals participating in any FYEG activities:

- no pictures shall be posted on public sites or social networks without the explicit consent of the individuals who can be identified in them.
- mailing lists archives and MO listings shall be kept accessible only by its members.

The Executive Committee adopts a privacy policy that shall be accessible on its website, in line with legal requirements.

7.4 Annex 4: Safer Spaces

7.4.1 Safer Spaces Policy

Safer spaces are evolving and not static. We have high expectations on how we behave towards each other in our meetings, actions and social spaces. Making a space safer means different things depending on the group of people involved as each group has different needs. This policy aims to be considered in every meeting involving FYEG, but the document should evolve as we learn and grow.

As an organisation we build social relationships inside and outside of meetings and actions. We commit to this Safer Spaces policy wherever we are together, this includes ensuring that ALL spaces are inclusive and harmless.

If someone violates these agreements a discussion or mediation process can happen, depending on the wishes of the person who was affected. If a serious violation happens to the extent that someone feels unsafe, they can be asked to leave the space and/or speak with one member of the Awareness Group. If necessary, the Sexual Harassment Protocol will be activated.

1. Respect! Racism, as well as ageism, GSRM-phobia , sexism, ableism or prejudice based on ethnicity, nationality, class, gender, gender presentation, language ability, asylum status or religious affiliation is unacceptable and will be challenged. FYEG has a zero-tolerance policy with any kind of discrimination, even though we acknowledge that there can be different levels in a breach of a safe space.
2. Be aware of your privileges! Including racial, class and gender privilege and/or less obvious or invisible hierarchies. Think about how your words, opinions and feelings are influenced and who they might exclude or harm.
3. Consent! Respect each other's physical and emotional boundaries, always get explicit verbal consent before touching someone or crossing boundaries. Don't assume your physical & emotional boundaries are the same as other people's.
4. Friendly use of language! Be aware of the language you use in discussion and how you relate to others. Try to speak slowly and clearly and use uncomplicated language especially when non-natives speakers are involved in the conversation.
5. Don't anticipate yourself! Avoid assuming the opinions and identifications of other participants.
6. Learning; if you don't understand something, just ask. You may be directed to a book, website or

skill share to learn more. It's ok to make mistakes. Please show appreciation for the hard work of others and be considerate when you offer criticism.

7. Everyone has their turn; give each person the time and space to speak. In large groups, or for groups using facilitation: Raise your hand to speak.

8. Calling out; if you have acted or spoken harmfully, even if unintentionally, expect that someone will bring this up to you. If this happens, listen and reflect on what they are saying even if you think they may be wrong. Don't try to absolve yourself of responsibility.

This policy should be expanded with specific measures and practices to promote the creation of safer spaces.

7.4.2 Anti Sexual Harassment protocol

FYEG has a zero-tolerance policy on sexual harassment at all its events, within all its structures and during all activities. This protocol is applicable for those participating in an FYEG activity (General Assembly, Strategic Planning Committee, Working Group Meeting or any other activity), members of a Member Organization (MO), or members of an online structure of FYEG, referred to as "this organization" from now onwards in this protocol.

Anyone who is subject to sexual harassment can approach one of the designated contact points responsible for receiving complaints of sexual harassment. The Executive Committee will designate an Awareness Group for anyone presenting allegations of physical, verbal or online sexual harassment. In accordance with the IRPs, the Awareness Group will be formed by two persons from the EC who are of different genders. Additionally, every Prep - Team will designate one person to be an independent contact person in our projects. However, this person shall always inform the official contact points if a procedure starts, in the case of their absence, the main contact will be the Project Manager.

When one of these procedures is open in the organization, the EC as a whole must be informed of the procedure without details of the people involved or the presented allegations to respect confidentiality. If a case involves someone from the EC, the case will be brought to the Advisory Committee (AC). The Advisory Committee will act as contact points when a case arises, following this protocol. However, the EC will not be informed until a final decision is made.

Important note:

These procedures will follow general principles such as the privacy of the survivor, confidentiality of the process and survivor's choice and preference. We respect the presumption of innocence of any alleged harasser which is why this procedure is in place and has been approved in the General Assembly. However, as a feminist organization, we also believe in the principle of believing the survivor and putting the burden of the proof on the alleged harasser.

This procedure might be applied to an internal case of a MO if this case is related to FYEG activity or if the people involved take part in any FYEG structure. However, we will not be able to extend sanctions or disciplinary measures beyond FYEG. MOs can however adapt this protocol to their own organization.

When the designated people receive a complaint of sexual harassment, they shall:

1. Immediately record the dates, times and facts of the incident(s);
2. ascertain the views of the survivor as to what outcome they want, ensure the survivor feels safe

- and ensure the survivor is separated from the alleged offender unless the survivor wishes otherwise;
3. ensure that the survivor and the alleged harasser understands FYEG protocol for dealing with the complaint;
 4. discuss and agree the next steps with the alleged survivor, informal, formal or outside complaints procedure (police, hospital, embassy, etc.), on the understanding that choosing to resolve the matter informally does not preclude the survivor from pursuing a formal complaint if they are not satisfied with the outcome;
 5. keep a confidential record of all discussions. Records will be destroyed if the alleged survivor requests it, or before the change to a new EC. However, a record of sanctions and a brief description of the reason will be kept in a safe place;
 6. respect the choice of the survivor;
 7. and ensure that the survivor knows that they can lodge the complaint outside of FYEG through the relevant country/legal framework.

INFORMAL COMPLAINTS PROCEDURE

If the survivor wishes to deal with the matter informally, the designated person will:

- Approach the alleged harasser saying that the behaviour is offensive, unwelcome and must be stopped;
- Inform the harasser that FYEG has a zero tolerance policy on sexual harassment and that disregarding this policy may result in the person's exclusion from the organization
- give an opportunity to the alleged harasser to respond to the complaint;
- ensure that the alleged harasser understands the complaints mechanism;
- facilitate discussion between both parties to achieve an informal resolution which is acceptable to the complainant, provided the alleged survivor agrees,
- ensure that a confidential record is kept of what happened;
- follow up after the outcome of the complaints mechanism to ensure that the behaviour has stopped and that there is no risk of its repetition;
- And ensure that the above is done accurately and at the latest within 10 days of the complaint being made. During events, the procedure shall take place within 48 hours.

FORMAL COMPLAINTS PROCEDURES

If the survivor wants to make a formal complaint or if the informal complaint mechanism has not led to a satisfactory outcome for the survivor, the formal complaint mechanism should be used to resolve the matter.

The designated person who initially received the complaint will communicate to the rest of contact points the opening of a formal complaint procedure. The EC will be informed of this, respecting the confidentiality of the alleged survivor and the allegations. The designated person who initially received the complaint will carry out the investigation with the assistance of the Awareness Group and the independent contact person at the moment in which allegations were presented, if any. They will help the investigator with the analysis and decision making process. A procedure for online harassment shall be developed.

The person carrying out the investigation will:

- interview the survivor and the alleged harasser separately
- interview other relevant third parties separately
- decide whether the incident qualifies as sexual harassment within the meaning of this protocol
- produce a report detailing the investigations, findings and any recommendations
- if the harassment took place, decide what the appropriate remedy for the survivor is, in consultation with the survivor (i.e. an apology, a change of structure, suspension...)
- follow up to ensure that the recommendations are implemented, that the behaviour has stopped and that the survivor is satisfied with the outcome
- if it cannot determine that the harassment took place, they may still make recommendations to ensure proper functioning of the organization

- keep a record of all actions taken
- ensure that all records concerning the matter are kept confidential
- ensure that the process is done as quickly as possible and in any event within 15 days of the complaint being made

The general rule is to avoid the presence of the alleged harasser in those places/structures in which the alleged survivor moves. It is vital that the wishes and needs of the survivors are incorporated into the outcome of the complaints mechanism.

A data protection protocol will be developed.

OUTSIDE COMPLAINT MECHANISM

This protocol seeks to create a fast and appropriate response to allegations of sexual harassment. However, it does not seek to substitute existing regulation and legislation on this issue. We want to make clear that FYEG wants to be fully supportive with every decision of the alleged survivor.

A person who has been subject to sexual harassment can at any time make a complaint outside of the organization. Even though this organization cannot offer legal advice, the contact point(s) will accompany the person to the instance this person prefers (hospital, police, ombudsperson, law courts, embassies, etc.) if they request it.

SANCTIONS AND DISCIPLINARY MEASURES

Anyone who has been found to have sexually harassed another person under the terms of this policy may be sanctioned. Sanctions may include but are not limited to one of the following :

- Verbal or written warning
- Suspension from an elected or non-elected FYEG structure, in line with FYEG IRPs when appropriate
- Dismissal/expulsion

Depending on the seriousness of the allegations, the EC, upon request of the Awareness Group may suspend someone from taking part in any FYEG structure or activity during the duration of the process. Confidentiality of the survivor will be maintained.

In case of sexual harassment, violence or discrimination by a member of an elected body within FYEG (Financial Control Committee, Advisory Committee or Ecosprinter Board) the EC can exclude the offender after consulting the full MOs. (cf. 2.2.2). If the case arises within the EC, the Advisory Committee can exclude the offender after consulting the full MOs.

The nature of the sanctions will depend on the gravity and extent of the harassment. Suitable deterrent sanctions will be applied to ensure that incidents of sexual harassment are not treated as trivial. Certain serious cases, including physical violence, will result in the immediate dismissal of the harasser.

7.4.3 Guidelines for persons of contact

Read the protocol and understand every aspect

What is sexual harassment?

It is unwanted behaviour of a sexual nature which:

- Violates your dignity
- Makes you feel intimidated, degraded or humiliated
- Creates a hostile or offensive environment

Sexual harassment “can include, but is not limited to”, these examples:

Touching, pinching, stroking, squeezing, or brushing against someone

- Leering or ogling
- Making LGBTIAQ+-phobic or GSRM (Gender, Sexual and Romantic Minorities)-phobic comments and sexually suggestive signals, winking
- Sending unwanted e-mails, text messages, posting sexually-explicit jokes or content on FYEG communication channels
- Sexual comments or jokes
- Making insults based on a person’s sex or rating their sexuality
- Turning work discussions to sexual topics
- Physical behaviour, including unwanted sexual advances, touching and various forms of sexual assault
- Displaying pictures, photos or drawings of a sexual nature

Remember: Whether harassing intentionally or unintentionally, we all have a responsibility to monitor our behaviour and respect each other. Anyone who reports an incident has the right to remain anonymous. They also have the right to feel safe and respected.

Listen and Support

It’s tough to be prepared when someone tells you that they have been the survivor of sexual harassment. Remember, you can only provide support

- Support and understanding are essential. It takes a lot of courage for a survivor to share their experience;
- Try to provide a safe/non-judgmental environment, emotional comfort and support for the survivor to express feelings;
- Let them know that they can talk with you. Listen. Don’t rush to provide solutions.

Believe

The most common reason people choose not to tell anyone about sexual abuse is the fear that the listener won’t believe them. People rarely lie or exaggerate about abuse; if someone tells you, it’s because they trust you and needs someone to talk to.

- People rarely make up stories of abuse. It is not necessary for you to decide if they were “really hurt.” If the survivor says they were hurt, that should be enough
- Believe what the person tells you. It may have been difficult for them to talk to you and trust you. Unless proven wrong harassment has happened.

Reassure

- Sexual assault is NEVER the survivor’s fault. No one asks to be sexually assaulted by what they wear, say or do. Let the survivor know that only the perpetrator is to blame;

- The survivor needs to hear that fears, anxieties, guilt and anger are normal, understandable and acceptable emotions;
- Remember, no one ever deserves to be abused or harassed.

Be Patient

Don't press for details – let the person decide how much to tell you. Ask them how you can help; Survivors have to struggle with complex decisions and feelings of powerlessness, trying to make decisions for them may only increase that sense of powerlessness; You can be supportive by helping them to identify all the available options and then help them by supporting their decision making process (here refer to the protocol). The survivor can't just "forget it" or just move on. Recovery is a long term process and each individual moves at their own pace

Encourage

Encourage the survivor to seek medical attention, report the assault, and or contact a professional if needed. Remember, the survivor must ultimately make the decision as to what to do. They are the experts in their own lives. Don't push. Remember, support their choices no matter what they decide.

Respect Privacy - Confidentiality

Don't tell others what the survivor tells you. Let the individual decide who they will tell. It is important not to share information with others who are not involved; If you do need to share information for their safety, get permission by letting them know what you will share and with whom it will be shared; ie. the rest of contact points in case of a formal complaint

Establish Safety

An important part of helping the survivor is to identify ways in which the survivor can re-establish their sense of physical and emotional safety. You are a step in the process. Ask them what would make them feel safe and how you can help them accomplish this. If the stalking or harassment is ongoing, help them to develop a plan of what to do if they are in immediate danger. Having a specific plan and preparing in advance can be important if the harassment escalates.

Things you can say

It is hard to know what to say to a person when they confide in you. Refrain from asking a lot of questions, instead, support them with these phrases. Let the person know that you believe that they have the strength and capacity to heal.

- It's not your fault
- I'm sorry this happened
- I believe you
- How can I help you?
- I am glad you told me
- I'll support your choices
- You're not alone