



6° INTERNATIONAL CONFERENCE OF OMBUDS INSTITUTIONS FOR THE ARMED FORCES
26-28 OCTOBER 2014 | GENEVA, SWITZERLAND

CONFERENCE PROGRAMME

WITH THE SUPPORT OF

L'ORGANISATION INTERNATIONALE DE LA FRANCOPHONIE (OIF)
SWISS FEDERAL DEPARTMENT OF DEFENCE, CIVIL PROTECTION AND SPORT (DDPS)

Hosted by



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CONFERENCE PROGRAMME

*TRANSFER FROM THE HOTEL TO CONFERENCE VENUE AND FUNCTIONS WILL TAKE PLACE ON BOTH MONDAY 27 AND TUESDAY 28.
PLEASE SEE TIMETABLE IN PROGRAMME.

SUNDAY, 26 OCTOBER 2014

Royal Manotel Hotel, Rue de Lausanne 41, Geneva

TIME

All day **Arrival of participants**
18:30 – 19:30 **Aperitif**
19:30 – 22:00 **Welcome Dinner**

MONDAY, 27 OCTOBER 2014

United Nations WMO Building, Avenue de la Paix, 7bis, Geneva

TIME

Bus 8:45	09:30 – 10:00 10:00 – 10:15 10:15 – 10:30 10:30 – 12:00 12:00 – 13:00 13:00 – 14:30 15:00 – 16:30 16:30 – 17:00 17:00 – 18:45	Conference Opening - Ambassador Theodor H. Winkler, Director, DCAF Group photo Coffee break and media opportunities TRACK 1: SOCIAL MEDIA Panel 1. Use of social media by and within the armed forces Lunch at WMO Restaurant Panel 2. Role of social media in ombuds institutions for the armed forces Coffee break TRACK 2: IMAGE OF THE ARMED FORCES IN SOCIETY Panel 3. Standing of the armed forces in society: issues and strategies for improving their image Launch of mapping studies Free time
Bus 18:45	18:45	Transfer to restaurant
Bus 21:45	19:00 22:00	Reception dinner at Restaurant Les Armures Transfer to hotel

TUESDAY, 28 OCTOBER 2014

United Nations WMO Building, Avenue de la Paix, 7bis, Geneva

TIME

Bus 8:45	09:00 – 10:30 10:45 – 12:15 12:15 – 13:15 13:15 – 14:45 14:45 – 15:00 15.30 – 16:00 16:00 – 16:15	Panel 4. Role of ombuds institutions in shaping the image of the armed forces Coffee break TRACK 3: CAPACITY DEVELOPMENT Panel 5. Making complaints-handling mechanisms more effective Lunch at WMO Restaurant Panel 6. Maintaining and improving effective relations between armed forces and ombuds institutions Announcement of the 7th ICOAF in Prague, October 25-27, 2015 Coffee break Conclusions and adoption of the conference statement Closing remarks
Bus 16:15	16.15 – 18:30	Visit to ICRC Museum and cocktail reception

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OBJECTIVES AND FORMAT OF THE CONFERENCE

OBJECTIVES

The participants listed on the programme will use the short presentation to share comments as well as to initiate the discussions on the relevant themes and topics they had chosen. We anticipate that each participant listed on the panels will speak for 10-15 minutes before starting a broader roundtable discussion on the subjects addressed in the different tracks.

VENUES AND DETAILS

GENEVA CORNAVIN (TRAIN STATION)	Place de Cornavin, 1201 Geneva, Geneva Switzerland MAP
HOTEL	Hotel Manotel Royal Rue de Lausanne, 41-43 CH-1201 Geneva WEBSITE
CONFERENCE VENUE	United Nations World Meteorological Organisation Building, Room C1 Avenue de la Paix, 7 bis CH-1211 Geneva
RESTAURANT LES ARMURES	Rue du Puits-Saint-Pierre 1, CH-1204 Geneva MAP
ICRC MUSEUM	Avenue de la Paix, 17 CH-1202 Geneva MAP

POINTS OF CONTACT

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DETAILED PROGRAMME

TRACK 1 - SOCIAL MEDIA

27 OCTOBER

United Nations WMO Building, Avenue de la Paix, 7bis, Geneva

Objective

The first track explores the opportunities and challenges present in social media use for ombuds institutions for the armed forces. It will focus on the use of social media by and within the armed forces (panel 1) as well as by ombuds institutions (panel 2). The first panel addresses the use (and potential for abuse) of social media in the armed forces, in official and unofficial, institutional and individual capacities. The discussion for this panel will centre on risks associated with such use, the matter of regulatory frameworks for social media engagement, and limitations to individual rights arising from their enforcement. The second panel considers the notion of social media as a tool for both outreach and complaints-handling, and advances discussion points on how ombuds institutions may better engage with social media in their functions.

10:30 – 12:00

Panel 1. USE OF SOCIAL MEDIA BY AND WITHIN THE ARMED FORCES
Moderator: **Dr. Hans Born**, Deputy Head of the Research Division, DCAF

Presenter 1	Mr. Hellmut Königshaus Parliamentary Commissioner for the Armed Forces, Germany
Presenter 2	Mr. Saša Janković Protector of Citizens (Ombudsman), Serbia
Presenter 3	Ms. Natia Katsitadze Head of Justice Department, Office of the Public Defender, Georgia

DISCUSSION POINTS

- What is the regulatory framework of social media policy for the armed forces and its personnel in your country? (formal and informal approaches to social media engagement)
- Which institutional perspectives and cultures prevail with regards to the use of social media within and by the armed forces? (e.g. in terms of operational security, modern communication, transparency and openness)
- Which human rights and limitations apply to the use of social media by armed forces personnel? (examination of the balance between benefits and potential harm and of individual rights to free expression and privacy)

13:00 – 14:30

Panel 2. ROLE OF SOCIAL MEDIA IN OMBUDS INSTITUTIONS FOR THE ARMED FORCES
Moderator: **Ms. Maija Sakslin**, Deputy Parliamentary Ombudsman, Finland

Presenter 1	Mr. Armen Grigoryan Deputy Ombudsman for Military Affairs, Human Rights Defender of the Republic, Armenia
Presenter 2	Dr. Chemuta Divine Banda President, National Commission on Human Rights and Freedoms, Cameroon
Presenter 3	Lieutenant Colonel Dominique Peeters Complaints Officer, Ministry of Defence, Belgium

DISCUSSION POINTS

- Why should ombuds institutions be engaged in social media usage? Do ombuds institutions have a choice whether to make use of social media or not? What are your experiences?
- Do you see a role of social media in complaints-handling mechanisms? (e.g. filing complaints and documenting abuses)
- Does the use of social media increase or decrease the effectiveness, accountability, transparency and credibility of the ombuds institution?

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Objective

These panels seek to examine the role of the armed forces as a 'good' employer, as well as their institutional attractiveness and public perception. These aspects will be discussed in close relation to their standing on matters of human rights and maladministration, and consequences for the role of the ombuds institution.

15:00 – 16:30

Panel 3. STANDING OF THE ARMED FORCES IN SOCIETY: ISSUES AND STRATEGIES FOR IMPROVING THEIR IMAGE
Moderator: **Mr. Christian Giner**, Controller General of the Armed Forces, Superior Council for Military Function, France

Presenter 1	Mr. Emmanuel Jacob President, European Organisation of Military Associations (EUROMIL)
Presenter 2	Mr. Moustapha Elhadji Kollo Technical Adviser, Ombudsperson, Niger
Presenter 3	Mr. Boško Šiljegović Parliamentary Military Commissioner, Bosnia & Herzegovina

DISCUSSION POINTS

- What are the key challenges for the armed forces to become an attractive employer, able to compete with other organizations in the labour market?
- How does a positive or negative role of the armed forces in the recent past impact on the current image of the armed forces in society? (e.g. success or failure in past peacekeeping operations, role of armed forces in civil war or under authoritarian regime)?
- To what extent do the developments in technology or changes in operational needs require armed forces to consider reputation and image in non-traditional ways? (e.g. to attract a more diverse workforce)
- Which strategies have been used by armed forces to improve their image, in particular their standing as good employer?

28 OCTOBER

United Nations WMO Building, Avenue de la Paix, 7bis, Geneva

09:00 – 10:30

Panel 4. IMAGE OF THE ARMED FORCES AND ITS CONSEQUENCES FOR THE FUNCTIONING OF OMBUDS INSTITUTION
Moderator: **Mr. Joseph Perez**, Chief, Assistance & Investigations
Headquarters, United States European Command

Presenter 1	Mr. Jean-Albert Andrianasolo Deputy Ombudsperson, Madagascar
Presenter 2	Lieutenant-General Ing. B.H. Hoitink M.Sc. Inspector General of the Armed Forces, Netherlands
Presenter 3	Mr. Mamadou Chérif Thiam Chief Mission Advisor, Office of the Ombudsperson, Senegal

DISCUSSION POINTS

- What type of complaints do ombuds institutions receive and investigate related to the armed forces as an employer?
- To what extent is a negative image of the armed forces caused by the failure to mainstream gender in its organisation, policies and operations?
- Do ombuds institutions receive complaints related to recent reforms in the armed forces, including transformation from conscript to volunteer armed forces, budget cuts or other defence reform projects?
- Is there any role for the ombuds institutions to contribute to better image and standing of the armed forces in society as a good employer? If yes, how could this be achieved?

Objective

The final two panels advance perspectives on the overarching theme of capacity building. They draw from feedback and exchanges with participating ICOAF ombuds institutions, retrieving valuable experiences and pressing concerns relative to their present-day functions. The focus of these two panels is on effective complaints-handling mechanisms, specifically on addressing shortcomings in their processes, overcoming limitations in their institutional design and in reducing any institutional distance, between themselves and the armed forces that may hamper their effectiveness.

10:45 – 12:15

Panel 5. MAKING COMPLAINTS-HANDLING MECHANISMS MORE EFFECTIVE
Moderator: **Ms. Breda Bunič**, Human Rights Lawyer, Undersecretary, Ministry of Defence, Slovenia

Presenter 1	Mr. Geoff Earley Inspector General of the Defence Forces, Australia
Presenter 2	Ms. Oyunchimeg Purev Commissioner, National Human Rights Commission, Mongolia
Presenter 3	Mr. Brian Said Senior Investigating Officer, Office of the Ombudsman, Malta

DISCUSSION POINTS

- How have ombuds institutions actively shaped or extended their mandate in order to make complaints mechanisms more effective? What do success or failure stories reveal about capacity building?
- To what extent do ombuds institution evaluate over/under reporting, for example, by using surveys and other evaluation methods? What systemic trends can be discerned in the issue of underreporting? In this context, how can ombuds institutions improve complaint mechanisms?
- What measures do ombuds institutions take to protect complainants against threats of reprisal? To what extent are they effective?

13:15 – 14:45

Panel 6. MAINTAINING AND IMPROVING EFFECTIVE RELATIONS BETWEEN ARMED FORCES AND OMBUDS INSTITUTIONS
Moderator: **Dr. Hans Born**, Deputy Head of the Research Division DCAF

Presenter 1	Lieutenant-General Themba Matanzima (Ret) Military Ombud, South Africa
Presenter 2	Mr. Bogdan Kryklyvenko Head of the Secretariat, Parliament Commissioner for Human Rights, Ukraine
Presenter 3	Ms. Alima Déborah Traore Ombudsperson, Burkina Faso

DISCUSSION POINTS

- How can ombuds institutions foster close and effective relations with the armed forces without losing their independence and impartiality?
- To what extent are ombuds institutions faced with armed forces that do not respect the formal mandate and legal powers of the ombuds institutions? Did armed forces hinder your work by denying access to premises, documents or members of the armed forces? How did you remedy this situation?
- To what extent are ministers of defence and armed forces chiefs complying with recommendations of the ombuds institutions? How can the 'compliance' rate of recommendations be improved?

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