

The Armed Forces under Pressure

Ombuds Institutions and the Duty of Care to Service Members







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PROGRAMME **OVERVIEW**

Monday, 30 September

| All day | Arrival of conference participants |
|---------------|---|
| Until 15:45 | Registration, issue of badges, and receipt of conference materials in the lobby of Hotel Steigenberger am Kanzleramt (Ella-Trebe-Straße 5, 10557 Berlin) |
| 16:00 | Delegates meet in the lobby of Hotel Steigenberger am Kanzleramt for a walk together to the Reichstag Building |
| 17:00 | Guided tours of the Reichstag Building in German, English, and French |
| 18:45 – 21:30 | Reception and welcome dinner in Rooftop Garden Restaurant Käfer (Platz der Republik 1, 11011 Berlin, West Entrance of the Reichstag Building) in the German Bundestag, with opening remarks by Dr. Eva Högl and Amb. Nathalie Chuard |

Tuesday, 1 October

| 8:00 – 8:30 | Guided walks to the conference venue from the lobby of Hotel Steigenberger am Kanzleramt (Ella-Trebe-Straße 5, 10557 Berlin) |
|---------------|--|
| 8:30 – 9:00 | Arrival and security check-in at the conference venue Marie- Elisabeth-Lüders House (Adele-Schreiber-Krieger-Straße 1, 10117 Berlin) |
| 9:00 – 10:00 | Conference Opening (Room 3.101, Assembly Room) |
| 10:00 – 10:30 | Group Photo (Room 1.101, Assembly Lobby) |
| 10:30 – 12:00 | Session 1: Understanding Forces – Pressures and Demands on the Military (Room 3.101, Assembly Room) |
| 12:00 – 13:00 | Lunch (Room 1.101, Assembly Lobby) |
| 13:00 – 14:30 | Session 2: Support and Care Prior to Deployment – Families of Service Members (Room 3.101, Assembly Room) |

| 14:30 – 15:00 | Coffee Break |
|---------------|---|
| 15:00 – 16:30 | Session 3: Support and Care During Deployment – Women in the Armed Forces (Room 3.101, Assembly Room) |
| 16:30 – 18:00 | Free time |
| 18:00 | Delegates meet in the lobby of Hotel Steigenberger am Kanzleramt (Ella-Trebe-Straße 5, 10557 Berlin) for a group departure by bus to the cultural activity |
| 18:30 – 21:45 | Cultural Activity: Visit to the <i>German Resistance Memorial Centre</i> , reception hosted by H.E. Boris Pistorius, Federal Minister of Defence of Germany |

Wednesday, 2 October

| 8:00 – 8:30 | Guided walks to the conference venue from the lobby of Hotel Steigenberger am Kanzleramt (Ella-Trebe-Straße 5, 10557 Berlin) |
|---------------|--|
| 8:30 – 9:00 | Arrival and security check-in at the conference venue Marie- Elisabeth-Lüders House (Adele-Schreiber-Krieger-Straße 1, 10117 Berlin) |
| 9:00 – 10:30 | Session 4: Support and Care After Deployment – Veteran Aftercare (Room 3.101, Assembly Room) |
| 10:30 – 11:00 | Coffee Break |
| 11:00 – 12:30 | Session 5: Beyond the Uniform – Paving the Pathway to Civilian Life (Room 3.101, Assembly Room) |
| 12:30 – 13:30 | Lunch |
| 13:30 – 14:00 | Adoption of the Conference Statement (Room 3.101, Assembly Room) |
| 14:00 – 14:15 | Announcement of the 17 th ICOAF in South Africa 2025 |
| 14:15 – 14:30 | Closing Remarks |

ABOUT THE CO-HOSTS

DCAF – the Geneva Centre for Security Sector Governance is dedicated to improving the security of states and their people within a framework of democratic governance, the rule of law, respect for human rights, and gender equality. Since its founding in 2000, the organisation has contributed to making peace and development more sustainable by assisting partner states, and international actors supporting these states, to improve the governance of their security sector through inclusive and participatory reforms. DCAF creates innovative knowledge products, promotes norms and good practices, provides legal and policy advice, and supports capacity-building of both state and non-state security sector stakeholders.

DCAF is committed to supporting ombuds institutions by virtue of their capacity to hold state institutions accountable and strengthen democratic governance. To this end, the DCAF ombuds programme promotes the key role of ombuds institutions vis-àvis the armed forces and international actors, engages directly with ombuds institutions bi-laterally, and furthermore fosters and facilitates cooperation among and between them to enhance their effectiveness and capacity.

The German Parliamentary Commissioner for the Armed Forces is this year's co-host of ICOAF16. The Parliamentary Commissioner for the Armed Forces acts as an auxiliary organ of the Bundestag in the exercise of parliamentary oversight of the armed forces. The core tasks of the Parliamentary Commissioner for the Armed Forces include safeguarding the basic rights of service personnel and the principles of *Innere Führung* (leadership and civic education). The Parliamentary Commissioner for the Armed Forces documents her findings on the conditions within the Bundeswehr in an extensive report, presented annually to the German Bundestag.



Deutscher Bundest
Die Wehrbeauftragte



COOPERATION PARTNERS

The 16th International Conference of Ombuds Institutions for the Armed Forces (16ICOAF) has been made possible thanks to the close cooperation and generous support of the German Federal Foreign Office sponsoring DCAF's ombuds programme.



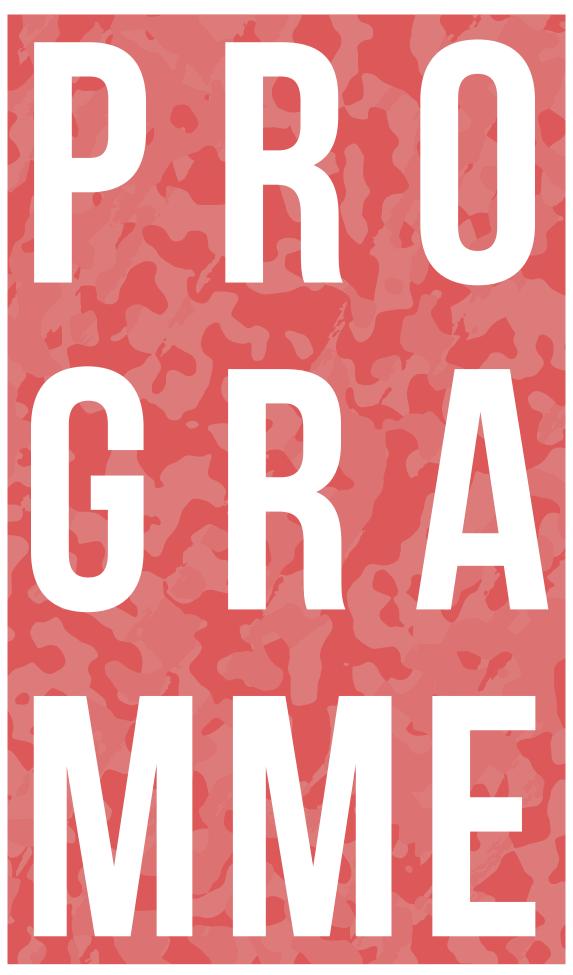
OBJECTIVES AND

METHODOLOGY

This conference hopes to draw upon lessons learned from previous ICOAFs and to continue fostering a dynamic and participatory environment conducive to generating new ideas and insights.

The objectives of 16ICOAF are to raise awareness, facilitate and foster peer-to-peer exchange of knowledge and best practices, and articulate future policy responses among ombuds institutions on "The Armed Forces Under Pressure – Ombuds Institutions and the Duty of Care to Service Members", against the backdrop of challenges that emanate from global military spending surges amid war or the prospect thereof, rising tensions, and insecurity. To this end, participants are invited to explore and reflect on these issues across carefully curated panel sessions, as well as across the various spaces for dialogue provided by the framework of the conference. Good practices shared during the conference are furthermore compiled and endorsed by participants in a non-binding Conference Statement at the conference's closing.

Prior to the conference, a registration form and accompanying questionnaire is routinely circulated among the ICOAF community on issues pertaining to the conference programme. The resulting data and insights will be presented at the event. Participants possess vast experiences in handling and responding to complaints. They are expected and encouraged to share their experiences - both positive practices and gaps in capacity - to draw out valuable lessons and identify pertinent areas of need that may prove to be informative to their peers. The participation at the conference is by invitation only, and registration is compulsory. The conference opening and first session are open to the press. The rest of 16ICOAF, however, is confined to invited participants and will operate under Chatham House Rules.



MONDAY 30 SEPT. 24

12:00 - 15:45

Conference Participant Registration

Steigenberger am Kanzleramt, Hotel Lobby

Ella-Trebe-Straße 5, 10557 Berlin

A dedicated registration desk will be set up in the lobby of the *Steigenberger Hotel am Kanzleramt* allowing arriving conference participants to register in person and collect the conference package. Importantly, the conference package will include a badge that is required to enter the premises of the conference venue. Please note that the badge will grant access only to designated areas within the Parliament Buildings and will be valid during specific times and days of the conference. Our friendly staff will be on hand to assist you with any inquiries or special requests you may have. We kindly request that you bring a valid form of identification for the registration process.

16:00

Assembly and Group Walk to the Reichstag Building

Steigenberger am Kanzleramt, Hotel Lobby

Ella-Trebe-Straße 5, 10557 Berlin

Delegates are invited to gather in the lobby of the Steigenberger Hotel am Kanzleramt for a guided walk to the Reichstag Building (Platz der Republik 1, 11011 Berlin, West Entrance of the Reichstag Building). Conference staff will be on hand to guide participants in small groups to the designated entrance for ICOAF participants. To ensure smooth entry and timely completion of security checks, we kindly request that all participants join one of these guided groups. The venue can be difficult to navigate independently, so we ask that you avoid going on your own. This walk is also a great opportunity to network with fellow attendees before the conference begins. Please arrive promptly to ensure ample time for the security process.

17:00 Guided Tours of the Reichstag Building

Reichstag Building

Platz der Republik 1, 11011 Berlin, West Entrance of the Reichstag Building

Guided tours of the Reichstag Building will be available in German, English, and French. These tours offer valuable insights into the building's history and significance, while also providing an overview of the workings of the German Parliament.

18:45-21:30 Reception and Welcome Dinner

Rooftop Garden Restaurant Käfer

Reichstag Building, Platz der Republik 1, 11011 Berlin

Welcome Remarks:

- Dr. Eva **Högl**, German Parliamentary Commissioner for the Armed Forces
- Amb. Nathalie Chuard, Director, The Geneva Centre for Security Sector Governance (DCAF)

Delegates are invited to a reception and welcome dinner at the Rooftop Garden Restaurant Käfer in the German Bundestag. Attendees will have the opportunity to network over dinner with panoramic views of Berlin. The dinner is generously hosted by the German Parliamentary Commissioner for the Armed Forces.

TUESDAY 1 OCT. 24

8:00 - 8:30

Guided Walks to the Conference Venue

Delegates are invited to gather in the lobby of the Steigenberger Hotel am Kanzleramt for guided walks to the conference venue. Conference staff will be on hand to guide participants in small groups to the designated entrance for 16ICOAF. To ensure smooth entry and timely completion of security checks, we kindly request that all participants join one of these guided groups. The venue can be difficult to navigate independently, so we ask that you avoid going on your own. This walk is also a great opportunity to network with fellow attendees before the conference begins. Please arrive promptly to ensure ample time for the security process.

8:30 - 9:00

Arrival and Security Check-in at the Conference Venue

Upon arrival at the conference venue, participants will undergo a security checkin process. Please ensure you have your conference badge and a valid form of identification readily available. To avoid delays, we recommend arriving with one of the guided groups, as staff will assist in navigating the venue and ensuring a smooth entry. To ensure a prompt start to the conference and to avoid unnecessary queues or inconvenience, we kindly ask you arrive at the conference venue with ample time for security check-in procedures. By arriving early, you will also have the opportunity to network and reconnect with fellow conference participants, familiarize yourself with the conference venue, and prepare yourself mentally for the enriching program ahead.

9:00 - 10:00

Conference Opening



Speakers:

- Yvonne Magwas, Vice President of the German Bundestag
- Dr. Eva Högl, German Parliamentary Commissioner for the Armed Forces
- Amb. Nathalie Chuard, Director, The Geneva Centre for Security Sector Governance (DCAF)
- Reinhold Robbe, Former German Parliamentary Commissioner for the Armed Forces

10:00 - 10:30

Photo opportunity

10:30 - 12:00

SESSION 1: Understanding Forces – Pressures and Demands on the Military



Moderator:

 Amb. Nathalie Chuard, Director, The Geneva Centre for Security Sector Governance (DCAF)



Speakers:

- Elisabeth Braw, Senior Fellow, Atlantic Council
- Robert Laimer, Executive Chairman of the Austrian Parliamentary, Commission for the Federal Armed Forces, Member of the National, Council of Austria, Austria
- Emmanuel Jacob, President, European Organisation of Military Associations and Trade Unions (EUROMIL)



Objective:

The first session aims to frame and explore the various pressures and rising demands that increasingly manifest within armed forces across the globe. The session seeks to explore the geopolitical, technological, and societal factors contributing to these challenges, and how these translate to the realm of militaries – both on the organisational and individual level.

The geopolitical flux of the past years - marked by uncertainty, complexity, and intensified threats to the rules-based international order - shows no signs of abating. On the contrary, the deteriorating and highly volatile security environment continues to compel governments to re-evaluate their defence priorities and increase military expenditure. Responses have focused on developing new military capabilities against the prevalence of hybrid warfare tactics and rectifying shortcomings of defenceindustrial capacities following years of under-investment, neglect, and reactionary as opposed to precautionary measures. These modernisation efforts are informed by a realisation that embracing newer technologies cannot be done at the cost of maintaining traditional capacities. Furthermore, the brazen application of military power to pursue claims - most apparent in the Russian invasion of Ukraine grinding towards its third year - has ushered in a new era of insecurity and a concomitant desire by like-minded states for stronger bilateral and multilateral defence ties. Armed forces across the globe thus face rising demands and pressures, against the backdrop of a shrinking workforce, outdated equipment and diminishing munition stocks. Service members are forced to rapidly acquire new skills, adapt to evolving warfare tactics, and manage the psychological strain associated with the prospect of deployment.

?) Guiding Questions:

- **Geopolitical changes:** How do rising demands and increasing pressures impact on the posture, doctrine, and mandate of the armed forces?
- Impact on the organisation: How have the new threats translated to changes in doctrine, organisation, and budget of the armed forces? Has the current context of greater military expenditure provided opportunities for your institution to address age-old problems or generated challenges in keeping up with shifting military priorities and capabilities?
- Impact on the individual: What has changed for the individual members of the armed forces? What are the most pertinent challenges that stem from rising demands and increasing pressures?

12:00 - 13:00 **Lunch**

13:00-14:30 SESSION 2: Support and Care Prior to Deployment – Families of Service Members



Moderator:

Anahit Manasyan, Human Rights Defender of the Republic of Armenia, Armenia



Speakers:

- Reinier van Zutphen, Ombudsman, The National Ombudsman and Ombudsman for Veterans, the Netherlands
- Remzie Zeqiraj, Parliamentary Commissioner, Parliamentary Commissioner for the Kosovo Security Force, Kosovo
- Mr. Yuriy Kovbasa, Representative of the Commissioner for Human Rights in the System of Security and Defense Bodies, Ukrainian Parliament Commissioner for Human Rights, Ukraine



Objective:

After unpacking how rising demands and pressures are experienced by the armed forces, the following sessions contend with the question of how these translate to the realm of ombuds work. The first of these sessions provides the space for ombuds practitioners to focus specifically on the families of service members who share their burden. It examines the role of ombuds institutions in supporting families through a preventative lens – focusing on the measures and systems that seek to identify and mitigate potential risks and challenges before they manifest. While the primary focus is on preventative measures, participants should not feel constrained by this lens; contributions that explore other aspects of support for service members' families, including reactive strategies and direct interventions, are equally valued and encouraged.

As armed forces personnel increasingly face the prospect of deployment and endure higher levels of psychological and physical demands, establishing proactive support and care systems for their families is essential to fulfilling the duty of care. Families of service members encounter unique and diverse challenges and risks as they navigate the uncertainties of close relatives deployed or seconded abroad. Relocating families often face challenges that disrupt education, careers, and social integration for spouses and children. More commonly, challenges arise from extended period of separation. Families of spouses deployed over extended periods require comprehensive support including, among others, psychological counselling and access to family support groups, financial and legal guidance, or broader logistical support for housing, education, and healthcare. Furthermore, it is vital to ensure that families coping with the deployment of their loved ones are well-informed about the status of deployed service members and have access to resources that help them understand and manage the deployment context. Thereby, pre-deployment support frameworks that go beyond the immediate needs relevant for the mission and extend their scope towards families – understood in their broadest sense - are crucial elements to strengthen the resilience and readiness of the deployed individual for the task ahead. Ombuds institutions can advocate for a comprehensive care and support framework that takes into account the emotional, financial, and logistical challenges families face during the deployment period. Depending on their mandate, ombuds institutions can gather valuable insights on the well-being of service members by analysing complaints from family members or engaging with family spokespersons. Addressing shortcomings within the preparatory and support framework that centres on families enhances a service member's resilience and fosters an environment conducive for them to meet the operational demands of emerging challenges.

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Guiding Questions:

- What are primary challenges that families of service members face during deployment? How do these differ from those challenges faced by families of seconded personnel? How do current societal perspectives on families and close social networks influence the armed forces and their personnel?
- How can the comprehensive support systems currently in place for the families
 of deployed military personnel be strengthened? How can ombuds institutions
 facilitate better access to support and care services for families of service
 members?
- What innovative approaches can be taken to foster community and peer support among families of deployed services members?

15:00 - 16:30

SESSION 3: Support and Care During Deployment – Women in the Armed Forces



Moderator:

 Mariette Hughes, Service Complaints Ombudsman, Service Complaints Ombudsman for the Armed Forces, United Kingdom



Speakers:

- Helena Carreiras, Former Minister of National Defence of Portugal, Portugal
- Dr. Almut Nolte, Chief of Staff Bundeswehr Medical Service Headquarters, Germany
- Roald Linaker, Armed Forces Ombud, The Parliamentary Ombud's Committee for the Norwegian Armed Forces, Norway



Objective:

The third session enables participants to share experiences and best practices of ombuds institutions in ensuring the duty of care extends to all members of the armed forces, regardless of their age, gender or background.

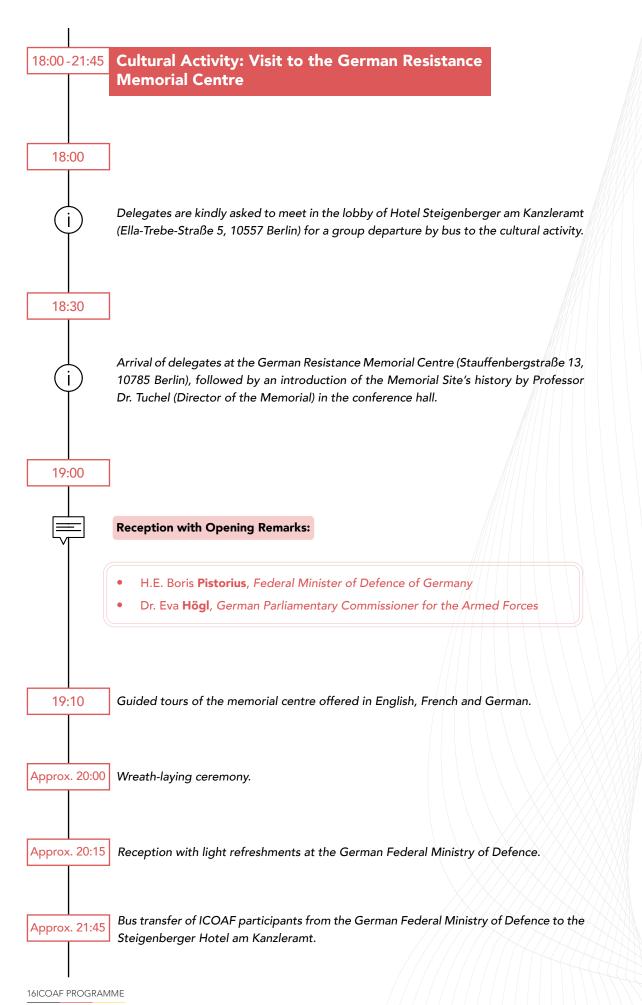
Ombuds institutions play a crucial role in ensuring robust access to care and support services to military personnel deployed on mission. Amidst the backdrop of shifting demographics within the armed forces and increasingly complex operational demands, an ombuds institution's responsibility herein centres on providing redress for grievances and complaints through reliable, efficient, and confidential reporting mechanisms, as well as by conducting systemic investigations and troop visits. An ombuds institution's recommendations on the basis of complaint patterns or following a systemic inquiry enables corrective action, and helps mediate the impact of increasing demands on individual service members, particularly those that are most vulnerable. In addressing shortcomings in working conditions and rectifying underlying grievances ombuds institutions contribute to

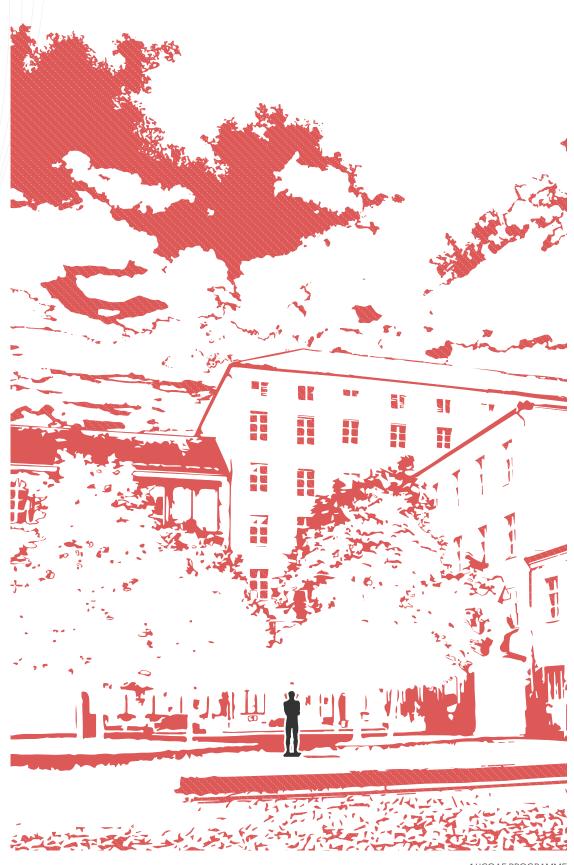
the collective combat readiness of a deployed force. Furthermore, this role allows ombuds institutions to feed into the wider policy discourse on how the armed forces may adapt their strategies in an evolving operational landscape characterised by growing demands. However, a challenge remains in ensuring the duty of care obligation extends to all members of the armed forces, including members of different backgrounds, gender identities, and ages. Women in particular face unique challenges, and ombuds institutions can advocate for and ensure that female service members receive equitable access to care and support. This involves addressing gender-specific grievances, combating discrimination, and ensuring policies and practices are inclusive and gender-sensitive. Ensuring complainants from reprisal and repercussions, especially the marginalised and vulnerable, remains a critical priority in the complaints handling process. It is also vital to promote diversity within the ombuds institution to ensure a more comprehensive understanding of the unique contexts surrounding each complaint.

?) Guiding Questions:

- What are the most common barriers to entry, promotion, and retention facing women in the armed forces? How does these interlink with challenges that arise from increasing demands and pressures on the armed forces more generally?
- How can ombuds institutions develop and implement strategies to address gender-specific grievances and prevent discrimination within the armed forces, ensuring equitable treatment and opportunities for women service members to access support and care frameworks?
- In what ways can ombuds institutions contribute to creating a safer and more supportive environment for reporting and addressing sexual harassment and gender-based violence, enhancing the duty of care for women in the military? In what ways can ombuds institutions facilitate the integration of gender perspectives into the armed forces to ensure a more inclusive culture?

16:30 - 18:00 Free time





16ICOAF PROGRAMME

WEDNESDAY 2 OCT. 24

08:00 - 08:30

Guided Walks to the Conference Venue

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08:30-09:00

Arrival and Security Check-in at Conference Venue

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09:00 - 10:30

SESSION 4: Support and Care After Deployment - Veteran Aftercare



Moderator:

 Halimatou Dibba, Commissioner, National Human Rights Commission, The Gambia



- Prof. Dr. Peter Zimmermann, Commissioner of the Federal Ministry of Defence for Deployment-Related Post-Traumatic Stress Disorders and Deployment-Traumatized Persons, Germany
- Lt. Gen. (ret.) Vusumuzi **Masondo**, *Ombudsman, South African Military Ombud* (SAMO), South Africa
- Atty. Beda Angeles Epres, Commissioner of the Commission on Human Rights, The Philippines



Objective:

The fourth session sheds light on how ombuds institutions can uphold and enhance the various systems of care and support for veterans, focusing on supporting veterans with physical and mental health concerns.

Service members encounter a variety of unique dangers that affect both their physical safety and psychological well-being. These hazards range from direct exposure to combat and the emotional trauma of witnessing harm to the indirect stressors associated with misinformation, public scrutiny, or operating on advanced military technologies. As the scope and complexity of military operations evolve, these stress factors are likely to intensify, underscoring the critical need for comprehensive mental and physical health support systems widely accessible to returning service members. To enhance medical aftercare for veterans, different ombuds institutions may make use of various mechanisms used to monitor the effectiveness of post-deployment support systems, identify gaps in medical aftercare, and correspondingly issue recommendations for improvement. Leveraging feedback from veterans and their families, ombuds institutions may further advocate for policy changes that enhance veteran aftercare and support. Similarly, they may seek collaboration with various other organisations, such as military organisations, veterans' associations, and civilian support networks and build bridges among the various nodes of the existing medical care ecosystem. Doing so, however, requires a deep understanding of the complex medical needs that arise from service-related injuries and the psychological impacts of deployment, including PTSD and the linkages of mental and physical health concerns particularly relevant in recovery. This integrated approach is essential for supporting veterans in overcoming the complex health challenges posed by their service and deployment experiences.

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Guiding Questions:

- What are the most common mental and physical health concerns observed among veterans today, and how do these issues intersect to affect overall well-being? What specific challenges do veterans face in accessing mental and physical health services, and how can these barriers be effectively removed or reduced?
- How can ombuds institutions effectively advocate for and ensure the implementation of specialized services tailored to the unique health-related challenges faced by military veterans? What mechanisms and strategies can ombuds institutions employ to monitor and improve the long-term healthcare available to veterans?
- What are practical solutions and approaches that have proven to be effective in enhancing the well-being of veterans, specifically related to their physical and mental well-being?

10:30 - 11:00

Coffee Break

11:00 - 12:30

SESSION 5: Beyond the Uniform – Paving the Pathway to Civilian Life



Moderator:

Dr. Hans Born, Assistant Director, Head of the Policy and Research Department,
 The Geneva Centre for Security Sector Governance (DCAF)



Speakers:

- Prof. Dr. Meredith Kleykamp, Professor of Sociology, University of Maryland, Director, Center for Research on Military Organization
- Col. (Ret.) Nishika Jardine, Veterans Ombud, Office of the Veterans Ombud, Canada
- Brig. Tracy Garrett, Deputy Inspector-General, Inspector-General of the Australian Defence Force (IGADF), Australia



Objective:

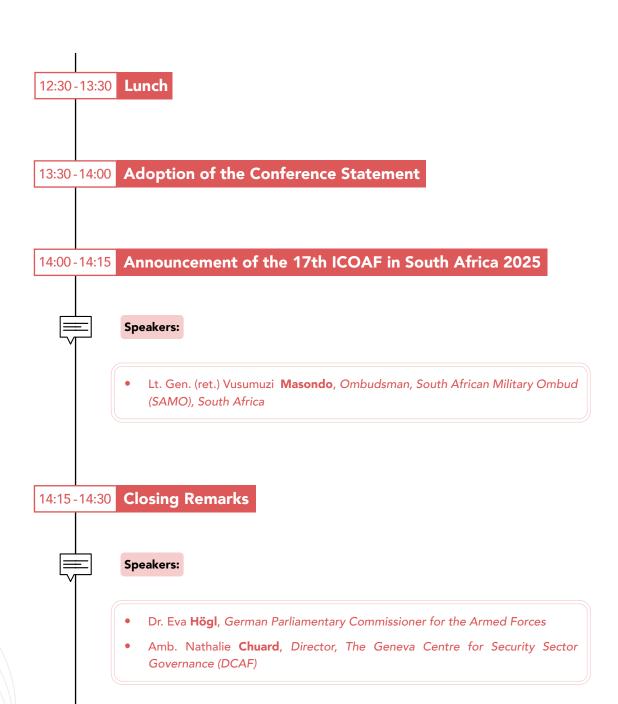
This fifth session will explore the critical role of ombuds institutions in supporting veterans as they navigate the transition to civilian life, focusing on best practices in addressing the needs of transitioning personnel.

Armed forces personnel endure a profession that is demanding, intense, and fraught with danger. Yet, transitioning from military to civilian life poses its own risks and challenges due to the significant shift across all facets of everyday life. Service members may find it difficult to part ways with friends that served alongside them and thereby share a special bond and level of camaraderie unlikely to be replicated or understood by civilian counterparts. Similarly, it can be challenging to re-connect with family members following periods of extended absence or to establish new daily routines without the robust framework structurally embedded into the military chain of command. Adjusting to the new levels of freedom and an environment with more ambiguity requires veterans to create their own structure, and – in the lack thereof – struggle in managing financial obligations or basic necessities such as food, clothing, housing, or insurance. Veterans will also have to navigate the paperwork and bureaucracy associated with obtaining benefits or services.

As former service members re-enter the work force, they are furthermore required to translate their skills to a civilian environment or acquire new skills. This may coincide with a general sense of loss and fulfilment, due to civilian work being perceived as lacking the same sense of purpose and identity. Civilian workplaces are also often characterised by a more competitive work culture standing in stark contrast to the collaborative camaraderie experienced in the military. Ombuds institutions have a large role to play in advocating for these needs and ensuring that veterans receive tailored support services. Beyond the immediate benefits for individual veterans, strengthening the pathway from military to civilian life will have positive effects on the attractiveness of a military career.

? Guiding Questions:

- What are the most common challenges faced by former service members who have left the military? To what extent are current support systems effectively addressing key challenges faced by service members transitioning to civilian life?
- How can ombuds institutions effectively advocate for and ensure the implementation of specialized services tailored to the unique post-service challenges faced by military veterans? In what ways can ombuds institutions collaborate with military organizations, veteran associations, and civilian networks to strengthen the support ecosystem for veterans transitioning to civilian life?
- What are examples of successful and unsuccessful transitions from military to civilian life among armed personnel, and what lessons can be drawn from these experiences?



LIST OF

PARTICIPANTS

| * ALBANIA | | |
|--|------------------------|---|
| | Besnik Deda | Commissioner |
| People's Advocate of Albania | Edlira Cimbi | Assistant Commissioner |
| | | |
| ARMENIA | | |
| Human Rights Defender of the | Anahit Manasyan | Human Rights Defender of Armenia |
| Republic of Armenia | Nina Pirumyan | Secretary-General |
| NIZ | | |
| AUSTRALIA | | |
| Commonwealth Ombudsman | lain Anderson | Ombudsman |
| Inspector-General of the Australian Defence Force | Brig. Tracy Garrett | Deputy Inspector-General |
| - <u></u> | | |
| AUSTRIA | | |
| | Robert Laimer | Executive Chairman, Member of Parliament (National Council) |
| Austrian Budian autom | Dr. Reinhard Bösch | Chairman, Former Member of Parliament (National Council) |
| Austrian Parliamentary Commission for the Federal Armed Forces | Friedrich Ofenauer | Chairman, Member of Parliament (National Council) |
| | Karl Schneemann | Director |
| | Sophia Schneider | Head of Unit |
| | | |
| BELGIUM | | |
| | V. Adm. Jan De Beurme | Inspector General |
| General Inspectorate | Col. Jean-Paul Nocarte | Deputy Inspector General |
| | Maj. Bertrand Buyse | Complaints Manager |

| BOSNIA AND HERZEGOVII | NA | |
|--|------------------------------|---------------------------------------|
| Parliamentary Military | Boško Šiljegović | Parliamentary Military Commissioner |
| Commissioner of Bosnia and Herzegovina | Alma Tajić-Kurto | Expert Advisor |
| CANADA | | |
| National Defence and Canadian | Robyn Hynes | Interim Ombuds |
| Armed Forces Ombudsman | Dania Hadi | Senior Advisor |
| Office of the Veterans | Col. (Ret.). Nishika Jardine | Veterans Ombudsman |
| Ombudsman | Lt. Col. (Ret.). Jamie Morse | Senior Policy Advisor |
| CÔTE D'IVOIRE | | |
| Médiateur de la République (Republic Ombudsman) | Kone Tanguy Dimitri Ulrich | Director of Legal Affairs |
| | | |
| CZECH REPUBLIC | | |
| Ministry of Defence, Office of the Main Inspector for Human Rights Protection | Šárka Černocká | Inspector |
| | | |
| ESTONIA | | |
| Chancellor for Justice of Estonia | Alar Ambros | Advisor |
| FRANCE | | |
| General Inspectorate - National | | Inspector General of the Armed Forces |

| FRANCE | | |
|--|--------------------|--|
| General Inspectorate - National Gendarmerie | Gen. Bruno Jockers | Inspector General of the Armed Forces – Gendarmerie |
| | | |
| GAMBIA | | |

| National Human Rights | Emmanuel Daniel Joof | Commission Chairperson |
|-----------------------|----------------------|------------------------|
| Commission | Halimatou Dibba | Commissioner |
| | | |

| GEORGIA | | |
|---|------------------|-----------------------------------|
| Office of the Public Defender (Ombudsman) of Georgia | Elene Gudushauri | Deputy Public Defender of Georgia |

GERMANY

| Dr. Eva Högl | Parliamentary Commissioner for the Armed Forces |
|-------------------------------|---|
| Reinhold Robbe | Former Parliamentary Commissioner for the Armed Forces |
| Bettina Petzold | Director, Chief Administrator and Deputy of the Parliamentary Commissioner |
| Dr. Jörg Krämer | Head of Division |
| Sebastian Jüngst | Personal Advisor to the Parliamentary Commissioner |
| Annika Blümel | Senior Officer |
| Mariana Rieck Moncayo | Senior Officer |
| Ernst Engert | Administrative Officer |
| Lilli Risto | Administrative Officer |
| Kathrin Cicilia Tönnies | Administrative Assistant |
| Nastassia Frey | Student Assistant |
| Yilmaz Güney Rahatsöz | Student Assistant |
| Dr. Almut Nolte | Chief of Staff Bundeswehr Medical Service Headquarters |
| Prof. Dr. Peter Zimmermann | Commissioner for Deployment-Related Post-Traumatic Stress Disorders and Deployment-Traumatized Persons |
| Dr. Sissy Schmidt-Buhse | Adjutant to the Chief of Staff Bundeswehr Medical Service Headquarters |
| | Reinhold Robbe Bettina Petzold Dr. Jörg Krämer Bebastian Jüngst Annika Blümel Mariana Rieck Moncayo Ernst Engert Lilli Risto Kathrin Cicilia Tönnies Nastassia Frey Yilmaz Güney Rahatsöz Dr. Almut Nolte Prof. Dr. Peter Zimmermann |

HUNGARY

| Office of the Commissioner for Fundamental Rights of Hungary | Dr. Kozma Ákos | Commissioner for Fundamental Rights of Hungary |
|--|----------------------|--|
| | Borbély Csenge | Head of Cabinet |
| | Dr. Wildner Domonkos | Director for Police Complaints |
| | Sárik Györgyi | Interpreter |



IRELAND

| Ombudsman for the Defence | Alan Mahon | Ombudsman |
|---------------------------|---------------|----------------|
| Forces | Brian O'Neill | Head of Office |

| ■ ISRAEL | | |
|--|--|--|
| Military Ombudsman for Israel Defense Force | Brig. Gen. (res.) Rachel Tevet-Wiezel | Israeli Military Ombudsman |
| KENYA | | |
| Commission on Administrative Justice (Office of the Ombudsman) | Mercy Wambua | Commission Secretary, Chief Executive Officer |
| KOSOVO | | |
| | Naim Qelaj | Ombudsperson |
| Ombudsperson Institution of Kosovo | Majlindë Sinani Lulaj | Deputy Ombudsperson |
| | Tafil Rrahmani | Director of Standardization and Coordination |
| Parliamentary Commissioner for Kosovo Security Force | Hon. Remzie Zeqiraj | Parliamentary Commissioner for Kosovo Security Force |
| KYRGYZSTAN | | |
| Ombudsman of the Kyrgyz Republic | Emil Dzhandaev | Head of the Department for the Observance of Human Rights and Legal Interests by Law Enforcement and Other Bodies in Places of Detention and Restriction of Liberty |
| LATVIA | | |
| Ministry of Defence, Audit and | Inga Puikevica-Puikevska | Inspector General |
| Inspection Department | Lt. Col. Aigars Smalkais | Senior Inspector |
| • MALTA | | |
| Office of the Ombudsman | Dr. Brian Said | Senior Investigating Officer |
| ™ MOLDOVA | | |
| | Ceslav Panico | People's Advocate (Ombudsman) |
| Office of the People's Advocate | Zubco Alexandru | Department Head, Torture Prevention Department |
| (Ombudsman) of the Republic of Moldova | Catalina Graur | Senior Legal Advisor, Monitoring and Reporting Department |

Victor Morari

Main Consultant, Department for the Examination of Complaints and the Protection of Persons



| Ombudsman of Namibia | Adv. Basilius Dyakugha | Ombudsman |
|---|------------------------------------|---------------|
| Ministry of Defence and Veterans Affairs | Flight Officer Ernesto Namuhuya | Legal Officer |

NETHERLANDS

| Inspector General of the | Lt. Gen. Frank van Sprang | Inspector General of the Netherlands Armed Forces |
|---|---------------------------|--|
| Netherlands Armed Forces | Josephine van den Berg | Staff Officer |
| | Reinier van Zutphen | National Ombudsman, Ombudsman for Veterans |
| The National Ombudsman of the Netherlands | Paulus Stephanus Sjouke | Strategic Advisor |
| | Yvonne Kraan-van Zuijlen | Investigator |



NORWAY

| The Parliamentary Ombud's | Roald Linaker | Armed Forces Ombud |
|---|---------------------|--------------------|
| Committee for the Norwegian Armed Forces | Lise Veronica Huynh | Advisor |



PHILIPPINES

| Commission on Human Rights of the Philippines | Hon. Beda Angeles Epres | Commissioner |
|---|-------------------------|--------------|
|---|-------------------------|--------------|



POLAND

Office of the Commissioner for Human Rights (Biuro Rzecznika Praw Obywatelskich)

Tomasz Oklejak

Head of the Department of Soldiers and Officers Affairs

Szymon Cheba

Senior Lawyer



SOUTH AFRICA

| | Lt. Gen. Vusumuzi Masondo | Military Ombud |
|------------------------------|------------------------------|------------------------------|
| South African Military Ombud | Johann Behr | Director Intake and Analysis |
| | Kgomotso Mokgethi | Research Manager |

SOUTH KOREA

| | Park Hongkeun | Director-General |
|--|---------------|------------------|
| National Human Rights Commission of Korea | An So-Wook | Deputy Director |
| | Ha Joon Son | Interpreter |

+ SWITZERLAND

| Independent Confidence Center for Members of the Swiss Armed | Silvia Schär Hahn | Co-Head |
|--|-------------------|---------|
| Forces | Stefan Junger | Co-Head |

★ TOGO

| Médiateur de la République Togolaise (Ombudsman) | Akpelozim Lokoun | Officer in Charge of Appeals and Investigations |
|---|------------------|---|

TUNISIA

| | Col. Maj. Mustapha Ben Chaoued | Inspector |
|---------------------|-----------------------------------|--|
| Ministry of Defence | Lt. Col. Othmane Bettaher | Member of the Mediation and Reconciliation Unit |
| | Maj. Najet Sbai | Member of the Mediation and Reconciliation Unit |

UKRAINE

| Secretariat of the Ukrainian Parliament Commissioner for Human Rights | Yuriy Kovbasa | Representative of the Commissioner for Human Rights in the System of Security and Defense Sector Bodies |
|---|-------------------|--|
| | Stanislav Kulish | Head of Department for Monitoring of Rights in the Defence Sector and Rights of Veterans and Military Personnel, Prisoners of War and Members of their Families |
| | Svitlana Malikova | Chief Specialist of the Unit for Cooperation with Foreign Diplomatic Missions and Protocol |

UNITED KINGDOM

| Service Complaints Ombudsman | Mariette Hughes | Ombudsman |
|------------------------------|-----------------|-------------------------|
| for the Armed Forces | Tariq Khan | Chief Operating Officer |

UNITED STATES

| Department of Defense Office of Inspector General | Marguerite Cheryl Garrison | Deputy Inspector General for Administrative Investigations |
|---|-------------------------------|---|
|---|-------------------------------|---|

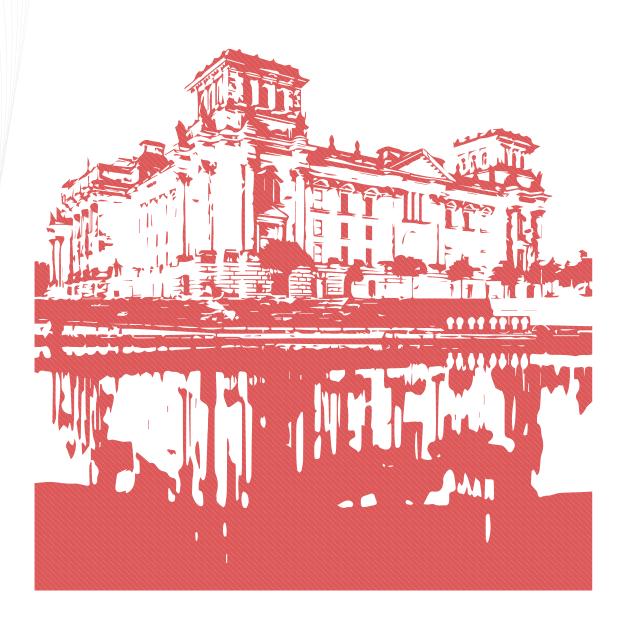
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ZAMBIA

| Office of the Public Protector Zambia | Hon. Caroline Zulu | Ombudsman |
|--|-------------------------|--|
| | Victor Siulanda | Chief Investigations Officer |
| Ministry of Defence | Col. Mwizukanji Namwawa | Deputy Director General Army Legal Services |

ORGANISATIONS

| Elisabeth Braw | Senior Fellow |
|--|--|
| Amb. Nathalie Chuard | Director |
| Dr. Hans Born | Assistant Director, Head of the Policy and Research Department |
| Maj. Gen. (Ret.) Philippe Boutinaud | Security and Strategy Advisor |
| Daniel Reimers | Programme Manager |
| Ajla Kuduzovic | Project Officer |
| Takahiro Takeuchi | Project Officer |
| Matthias Kalusch | Ombudsperson |
| Angelos Pappas | Chief Adjutant of European and Border Standing Corps |
| Indra Medina-Kano | Acting Head of Quality and Process Management, Operational Preparedness and Deployment, Operational Support Division |
| Mariusz Okapiec | Senior Support Officer, Deputy to Head of Unit Operational Preparedness and Deployment |
| Emmanuel Jacob | President |
| Dimitra Koutouzi | Policy Officer |
| Dr. Luka Glušac | Assistant Director, Research Fellow |
| Prof. Dr. Helena Carreiras | Professor of Sociology, Public Policy and Research Methodology, Former Minister of National Defence of Portugal |
| Prof. Dr. Meredith Kleykamp | Associate Dean for Research, Director of the Center for Research on Military Organization |
| | Amb. Nathalie Chuard Or. Hans Born Maj. Gen. (Ret.) Philippe Boutinaud Daniel Reimers Ajla Kuduzovic Takahiro Takeuchi Matthias Kalusch Angelos Pappas Indra Medina-Kano Mariusz Okapiec Emmanuel Jacob Dimitra Koutouzi Or. Luka Glušac Prof. Dr. Helena Carreiras |



ADMINISTRATIVE

INFORMATION

30 SEPTEMBER - 2 OCTOBER 2024

Berlin, Germany

Dear participants,

The Geneva Centre for Security Sector Governance (DCAF) and the Bundestag's Office of the Parliamentary Commissioner for the Armed Forces look forward to greeting you at the 16th International Conference of Ombuds Institutions for the Armed Forces (16ICOAF). The conference is taking place under the title "The Armed Forces under Pressure – Ombuds Institutions and the Duty of Care to Service Members".

The Conference will run from Monday, 30 September 2024, to Wednesday, 2 October 2024, at the German Bundestag in Berlin, a location which receives almost three million visitors per year, making it the most visited parliament in the world. On the afternoon of the arrival day, Monday, 30 September, guided tours through the historical Reichstag Building will be offered in German, English and French. Thereafter, the Parliamentary Commissioner for the Armed Forces, Dr Eva Högl, will welcome you to a reception, which will be followed by a dinner at the Käfer restaurant on the roof terrace of the Reichstag Building. On Tuesday, 1 October, conference participants are invited to visit the German Resistance Memorial Centre. After this visit, Defence Minister Boris Pistorius will host a reception at the Federal Ministry of Defence. On Wednesday, 2 October, the Conference will end with the adoption of a joint declaration and the announcement of the host for 2025. Following this, you will be able to round off the day in a leisurely fashion in Berlin.

Below, you will find the most important administrative information, which is intended to assist you with your outward and inward travel, your stay in Berlin and your participation in the conference.

ARRIVAL

The Berlin-Brandenburg (BER) airport is well connected to the public transport network, allowing you to reach Berlin's main railway station (*Hauptbahnhof*) quickly, comfortably and cheaply by rail. The station at BER airport can be found in Terminal 1, on the underground level U2.

- The fastest way to travel is on the Airport Express (FEX) or on one of the regional (RE/RB) trains. The FEX, along with RE and RB23 allow you to travel directly from the airport to the Hauptbahnhof in 35 minutes. These trains leave every 15 minutes. Exact departure times, ticket prices and further information can be found here (www.vbb.de/fahrinformation/ber/).
- The regional trains RE8 and RB 23 also stop at other centrally located stations: Alexanderplatz, Friedrichstraße and Zoologischer Garten, where you can change to the S-Bahn (suburban railway) or U-Bahn (metro) networks. Further information can be found here (www.vbb.de/fahrinformation/ber/).
- You can also choose to board an S-Bahn train at the airport. S-Bahn lines S9 and S45 depart every 20 minutes for Berlin's city centre. However, the journey on the S-Bahn lasts around 10-20 minutes longer. Further information can be found here (sbahn.berlin/fahren/infos-fuer-berlin-besucher/berlins-flughafen-berlin-brandenburg-ber/).
- From Berlin Hauptbahnhof, the main conference hotel (Steigenberger Hotel am Kanzleramt) can be reached in 5 minutes on foot, since the hotel is directly adjacent to the Hauptbahnhof. The conference location (Marie-Elisabeth-Lüders House) can be reached in 15 minutes on foot.

REGISTRATION

On Monday, 30 September 2024, a registration desk will be available in the lobby of the *Steigenberger Hotel* from 12:00 to 15:45 hrs, where all participants can register and receive a conference pack. Please note that all conference participants will be given personalised badges in the hotel lobby, permitting access to the conference premises. The badges will be cross-checked with passports on issuance. For those who arrive late on Monday evening or early on Tuesday morning, or anybody who has questions, the registration desk will remain open on Tuesday and Wednesday morning from 09:00 to 12:00 hrs. We ask all conference participants to register on Monday, if possible, in order to allow the conference to begin on time and avoid unnecessary queues and inconveniences.

CONFERENCE VENUE

Entrance to the Marie-Elisabeth-Lüders

© Deutscher Bundestag / Axel Hartmann Fotografie

Deutscher Bundestag

Marie-Elisabeth-Lüders-Haus Adele-Schreiber-Krieger-Straße 1 10117 Berlin On Tuesday and Wednesday, the conference sessions will take place at the German Bundestag, in the Marie-Elisabeth-Lüders House, in Berlin's government quarter. Signs will point the way to the conference location. A suitable meeting point at the conference location is the entrance to the Marie-Elisabeth-Lüders House, which can be found at Adele-Schreiber-Krieger-Straße 1, 10117 Berlin (c.f. photo). In order to allow the conference to run smoothly, various precautionary measures will be implemented.

The staff of the German Bundestag are aware of the conference taking place and will do their best to ensure that there are no problems with access. However, we ask that you comply with the following:

- You will receive your personalised badge at the registration desk in the Steigenberger Hotel am Kanzleramt. This badge cannot be transferred to any other person and is required to enter the conference premises. Please have your badge ready to show when you enter the premises of the German Bundestag and wear it visibly on all three conference days.
- You will be in a parliament where normal parliamentary business is being conducted. You are therefore not permitted to walk independently around the buildings of the German Bundestag. Staff from the German Bundestag will accompany you as you move around. As the premises of the German Bundestag are fairly expansive and must mainly be covered on foot, please ensure suitable footwear.
- Please make sure you leave enough time for the security procedures required to enter the conference premises. We recommend that you arrive at the entrance to the Marie-Elisabeth-Lüders House by 08.30 hrs at the latest on 1 and 2 October. The conference begins at 09:00 hrs on each of the days.
- On Tuesday and Wednesday, staff from the office of the Parliamentary
 Commissioner for the Armed Forces will be present in the lobby
 of the Steigenberger Hotel to accompany you to the conference
 premises. We strongly advise you to join these groups in order to
 avoid any complications upon arrival.
- Printed copies of the most important documents for the conference will be handed out directly on arrival at the registration desk in the hotel, as well as at the conference itself – these include the conference programme, conference declaration, list of participants, etc.
- A formal dress code applies for the conference. This includes full uniform for participants with a military background, as well as ceremonial or religious clothing. On Wednesday, 2 October, the wearing of ties is optional.

SECURITY INFORMATION

- Please always have your official ID or passport at the ready when entering the German Bundestag.
- Please note that you will be required to go through an access control system with an X-ray security check and bag check in order to access the Bundestag's premises. We therefore ask that you refrain from carrying any sharp objects, weapons or tools. Any of the above would be taken away on entry to the buildings.
- N.B.: Anybody with a pacemaker will not have to go through the access-control system and X-ray security check, but will be separately searched and patted down.

COMMUNICATION

Participants are asked to advertise the conference on social media under the hashtag #16ICOAF. Please bear in mind in this context that the conference sessions – with the exception of the opening and the first session – will be held under Chatham House rules. At the end of the conference, relevant documents, including the opening speeches, photos and press statements, will be published via the ICOAF website (www.icoaf.org).

The official language at the conference is English and French. The key conference documents will be available in English, French and German. Simultaneous interpretation into English, French and German will be provided.

CONFERENCE ACCOMMODATION

Steigenberger Hotel am Kanzleramt

Ella-Trebe-Straße 5

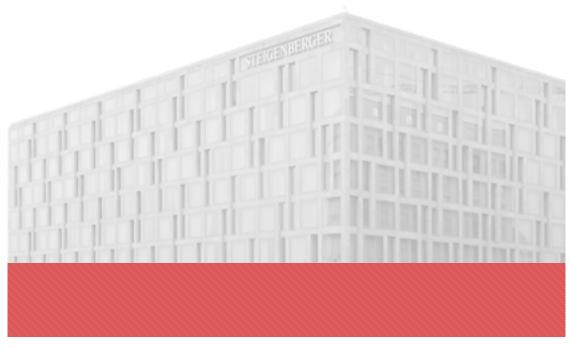
10557 Berlin

+49 30 7407430

kanzleramt-berlin@steigenberger.com

Most participants in this year's ICOAF will be staying in the Steigenberger Hotel am Kanzleramt, which is very close to the government quarter. It takes roughly 15 minutes to walk from the hotel to the Reichstag Building – where the guided tour and the reception on 30 September will take place.

The Marie-Elisabeth-Lüders House – where the conference sessions will be held on the second and third days – can also be reached in around 15 minutes on foot from the hotel. Staff from the Office of the Parliamentary Commissioner for the Armed Forces will be available during the conference in the lobby of the *Steigenberger Hotel* to guide ICOAF participants to the conference venue. Please consult the programme for exact timings.



CULTURAL PROGRAMME DURING THE CONFERENCE

MONDAY, 30 SEPTEMBER 2024

On Monday, 30 September, following check-in, accreditation and issuance of badges and conference pack, participants will walk together at 16:00 hrs to the Reichstag Building. There, guided tours of the building will take place at 17:00 hrs in English, French and German. After this, a reception with the Parliamentary Commissioner for the Armed Forces, Dr Eva Högl, will take place in the *Käfer* restaurant on the roof terrace of the Reichstag Building. The formal dinner begins at 18:45 hrs. **The dress code for the evening is formal**, including full uniform for participants with a military background, as well as ceremonial or religious clothing.

German Bundestag

Platz der Republik 1 11011 Berlin



TUESDAY, 10CTOBER 2024

On the evening of Tuesday, 1 October, ICOAF participants are invited to take part in a visit to the **German Resistance Memorial Centre** and a reception at the **Defence Ministry**. The German Resistance Memorial Centre is a memorial site and learning centre in remembrance of the German resistance against National Socialism in its entirety.

Participants are requested to meet at around 17:45 hrs in the lobby of the *Steigenberger Hotel* to make sure that the transfer to the German Resistance Memorial Centre at 18:00 hrs and subsequently to the Federal Ministry of Defence can take place on time. The visit to the Memorial Centre begins at 18.30 hrs. This will be followed by a visit to the Defence Ministry, with a reception hosted by the Federal Minister of Defence, Boris Pistorius. **The dress code for the evening is formal**, which includes full uniform for participants with a military background, as well as ceremonial or religious clothing.

Federal Ministry of Defence

Stauffenbergstraße 18

10785 Berlin

+49 30 182400

Gedenkstätte Deutscher Widerstand

Stauffenbergstraße 13

10785 Berlin

+49 30 26995000



WEDNESDAY, 2 OCTOBER 2024

The conference ends on 2 October, after the adoption of the declaration and the presentation of the host for 2025. After this, you can round off the day in a leisurely fashion in Berlin or depart individually.

GENEVA CENTRE FOR SECURITY SECTOR GOVERNANCE (DCAF)

AJLA KUDUZOVIC

DANIEL REIMERS

HANS BORN

Project Officer

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Programme Manager

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Head of Department

h.born@dcaf.ch +41 79 430 30 28

OFFICE OF THE PARLIAMENTARY COMMISSIONER FOR THE ARMED FORCES, DIVISION WB 6

DR JÖRG D. KRÄMER

MARIANA RIECK MONCAYO

Head of Division WB 6

joerg.kraemer@bundestag.de +49 30 227 38260 +49 160 9725 1163

Senior Officer

mariana.rieck-moncayo@bundestag.de +49 30 227 38275 +49 151 2618 7224

EMERGENCY NUMBERS

The emergency numbers can be dialled free of charge from any telephone in Germany (European emergency number: from every EU country). The European emergency number 112 can also be rung from locked mobile phones (without entering the PIN).

| Single European emergency number | 112 |
|--|-----------------|
| Fire service, ambulance and emergency doctor | 112 |
| Police | 110 |
| On-call medical service | 116 117 |
| Emergency chemist | 0800 0 02 28 33 |



International Conference of Ombuds Institutions for the Armed Forces









