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1. An integrity policy for CATAPA

For the first time in 2019, at the initiative of volunteers within the movement, outspoken actions were taken around integrity. This began through an analysis of CATAPA as an organisation and place for people to come together and some recommendations to make CATAPA more inclusive and aware.

Then, at the request of and also by volunteers, several workshops were organised in 2020 and 2021 around power and privilege, safer spaces, decolonisation, sustainable activism and collective care. In 2022, the safe(r) space / safer spaces policy was adopted as an integral part of CATAPA's volunteer policy.

In 2024, we brought all these initiatives together in our integrity policy and signed the [integrity charter](#) of the sector, for us a logical step in the journey we were already on.

We established a clear code of ethics that provides clarity to our partners and external parties. The integrity policy and code of ethics were approved by the CATAPA General Assembly on 28.11.24. Within five years, we will review our integrity policy movement-wide and look at what we can still improve.

2. Roles and mandates within the integrity policy

We believe that as a movement, we should remind ourselves and each other of the code of ethics and monitor it together. Every person who is part of CATAPA: employee, volunteer, intern, general assembly member or board member is a Catapista. Each Catapista embodies the code and is responsible for making others aware of it. In addition, there are specific roles within the organisation that have a defined duty to implement our integrity policy.

Who?

Integrity counsellor

If you want to talk about an integrity violation within CATAPA (this could be about a violation of integrity, insecurity, inclusion, diversity or other concerns or incidents) or want to know more about our integrity policy you can contact the integrity counsellor. This person will help you further in our integrity policy. This person can also help you file a formal complaint with the integrity complaint manager. The integrity counsellor also makes sure that the movement takes enough preventive action. Annually, the integrity counsellor reports to the General Assembly on the number of times they have been contacted and what kind of questions were asked.

The current integrity counsellor is Aida Krnic. You can reach Aida at the e-mail address integrity@catapa.be.

Integrity complaints manager

You can submit a formal complaint to the integrity complaint manager who then handles your complaint. The integrity complaint manager is a member of CATAPA's General Assembly but not a board member or office employee of the organisation, that way the person is most outside possible implicit power structures.

The current integrity complaints manager is Tille Dewulf. Tille can be reached via the following e-mail address: integritycomplaints@catapa.be. The backup for the integrity complaints manager is the partner responsible for Karlijn Van den Broeck. Complaints will only be handled by Karlijn in the exception when Tille is unavailable.

Ad hoc integrity officer on CATAPA activities

During CATAPA activities, the coordinators and facilitators of the activity always appoint an ad hoc integrity person (also called a safer space officer) who is introduced at the beginning of the activity and is clearly recognisable to everyone (after all, the integrity counsellor cannot be present at all times). They can take immediate action themselves if required or guide the person to the integrity counsellor or integrity complaint manager.

NGO federation

In case of complaints about CATAPA violating its code of ethics as an organisation or the sector's integrity charter, NGO federation can handle the complaint confidentially.

3. Integrity action plan

Because we see integrity as an active responsibility, we drew up an integrity action plan.

Organisation

- We organise our movement and goals on our common strategy which gives direction and clarity to the movement, both on an individual and collective level (see strategic management).
- We translate our code of ethics on our global policies (partnerships, gender, etc...).
- We do thorough screening of collaborations and this for:
 - Partnerships: we prefer to prevent rather than put out fires later. So we search ourselves for sufficient information about a potential partner and we actively engage in a conversation about our shared values and norms.
 - Speakers and moderators at our activities to identify and avoid problematic and discriminatory statements on stage.
 - Funds and grant makers to ensure they meet our criteria and are in line with our code of ethics
 - When we collaborate with other organisations/movements in organising events or activities, we do not only work with organisations from the international justice & solidarity world. We look further: refugee, anti-racist, feminist, queer movements, etc...

Education & training

- We include workshops on power, privileges and safer space during our movement weekends. We alternate workshops organised by our own members with workshops by external experts, so everyone keeps learning. This way, all Catapistas are involved in these topics and contribute to safeguarding our code of ethics.

- We do sessions on sustainable activism and make space for stillness and connection during our weekends and activities. We also do this in the activities we organise with partners. We actively seek ways to avoid burnout for Catapistas and instead ensure sustainable and regenerative activism. We follow up on these workshops and activities and further integrate reflections into our integrity policy.

Communication

In internal communication

- Our code of ethics is communicated as well as the existing hotlines at job interviews / volunteer intakes / conversations with partners and internal communication channels
- Language is important. We communicate in different languages so that all Catapistas understand and can participate, both in events and communication. Prioritising the minority, we change the language to the one we can all understand. If that is not possible, we work with whisper translation.

In external communication

- Website
 - We share our code of ethics and complaints form.
- Events / activities:
 - We always add a disclaimer on our event page that we repeat during the activity that there is no place for sexism, racism, homophobia, transphobia or other forms of hatred and a link to our code of ethics.
 - We indicate which languages are or will be spoken during the events and offer the possibility of translation.
 - We communicate at the beginning of the activity about who the ad hoc integrity person is (safer space officer) and about our code of ethics.
 - In volunteer activities, we start with a safe(er) space session where we discuss with the attendees the necessary topics that participants need to feel safe and heard during the activity. This is then a temporary addition to our code of ethics, of course it never replaces it.

- In the case of discussions, weekends, we ask participants to write their pronouns under their name tags.
 - We use accessible, not just academic language and ensure translation is available.
 - We value privacy and ask permission from everyone at the beginning of an activity before any photos are taken or names published anywhere. If people do not give permission, this is taken into account. This can also be done, for example, by using stickers or bracelets.
 - We conclude activities with an opportunity for feedback and do not shy away from criticism and discussion.
 - We ensure that toilets are gender-inclusive (we provide gender-inclusive symbols and bins in all toilets).
- E-mail:
 - Modes of addressing in an e-mail: We address the person by name instead of Mr/Mrs. When talking about another person and we don't know their pronouns we use the name in references or use the gender-neutral pronouns they/them. This also applies to external communication.
 - Catapistas add their pronouns to their e-mail signature and a link to our code of ethics.
- Vacancies:
 - We use m/f/x in the job description.
 - We work with 'pluses' and profiles in the job description.
 - We emphasise different qualities in our job description, not just typically masculine qualities.
 - We add that ALL people are encouraged to apply.
 - We include the following phrase to each vacancy: "We are committed to diversity and equal opportunities. We select on the basis of attitude and skills. People's qualities are decisive, regardless of degree, gender, sexual orientation, age, religion, colour or disability."

- We do not create unrealistic job descriptions that could demotivate people from applying, especially for those who take on care roles.
- We distribute our vacancies through various platforms.
- We refer to our code of ethics.
- Our code of ethics is included in our contracts (employees, freelancers or volunteers) and cooperation agreements partners in Belgium, Europe or South America).
- We refer to our code of ethics and that it should be respected in partnerships.

Financial accessibility:

- We remove as many financial barriers as possible by offering free activities and workshops and using inclusive entrance fees.
- To support volunteers to attend meetings, team activities and events, CATAPA offers reimbursement of transport costs, if they use the cheapest public transport. The full reimbursement policy is described [here](#).
- We repeatedly mention that there is reimbursement possible for travel expenses to meetings/workshops. Staff emphasise this during communication prior to each activity and during the activity itself. This is something the volunteer should be informed about at the start of their volunteering and during their time as a volunteer.
- We do not assume that everyone is financially able to eat out or have a drink at a bar. Food is provided during activities for a free contribution.
- We also recognise that training costs are a barrier to participation. Therefore, CATAPA reimburses training costs depending on various conditions. The full policy is described in [our volunteer policy](#).

Physical accessibility

- The CATAPA office is neither wheelchair accessible nor easily accessible for people with other disabilities. It seems impossible to change this at the building level. This is a reality that must be taken into account. Therefore:
 - By default, we do not allow meetings in the office if we are not sure that everyone attending can easily enter the office.
 - We always mention that there is an option to meet at another, more accessible place.
 - We ensure that events are wheelchair accessible as far as possible, and mention this in the event invitation.
 - If the venue is not wheelchair accessible, we always mention that there is an option to meet at another, more accessible place.
 - We stress that we can look for alternative ways for a volunteer to participate. For example, if possible, via video calls. Or at a location close to where volunteers live.
 - We have a buddy system: people who want to come but don't dare, feel uncomfortable or can't do it alone, are paired with someone else who is going to the event so they can go together and feel comfortable.

4. CATAPA's reactive actions in cases of integrity violations:

The code of ethics should be supported by everyone and not only after a complaint from an individual. We try to do this wherever possible in an open and direct way so that bystanders also learn about and help guard CATAPA's values.

During activities:

If a person is aware of the code of ethics but continues to violate it, the ad hoc person has the right to take any action necessary to keep the event, activity, space (online and physical) a safe space for all, such as:

- Asking the person to stop the statements/action.
- Shut down the activity to address the incident.
- Inform the person(s) of the boundaries they have crossed and continue the conversation (on the spot with the ad hoc integrity person or afterwards with the integrity counsellor).
- Provide the person with additional information and suggestions of reading or workshops that could prevent a future violation.
- Removing the offending person(s) from the room.
- The integrity counsellor (afterwards) or the ad hoc integrity person (on site) can organise mediation if all parties agree.

After an integrity violation:

After an integrity violation, you can contact the integrity counsellor (integrity@catapa.be) for more info on the integrity policy in CATAPA and possible steps you can take.

If you want to report an integrity violation you can file a complaint to our integrity complaint manager (integritycomplaints@catapa.be).

CATAPA has a complaints procedure for integrity violations. The complaint procedure aims to preserve efficient and proper handling of complaints and reports regarding integrity violations.