



**RESPONSE PROTOCOL IN THE FACE OF  
VALUES  
AND VIOLENCE**

AOL LATINOAMÉRICA





## ÍNDICE

1.PRESENTATION	4
2.GENERAL OBJECTIVES	4
3.VALUES AND PRINCIPLES OF OUR PRACTICES AND COEXISTENCE	5
4.AREAS OF APPLICATION	5
5.PRINCIPAL UNACCEPTABLE CONDUCT FOR THE ENTIRE ACTIVE AOL COMMUNITY	6
6.REGIONAL AND NATIONAL ETHICS COMMITTEES	6
1.Composition	6
2.Functions	7
3.Principles for comprehensive care of reported cases	8
4.Penalty powers	10
5.shaping process	10
6.Validity	11
7.COMPREHENSIVE LISTENING SYSTEM	11
8.MECHANISMS FOR COMPREHENSIVE CARE OF CASES	13
A.Reception of cases or reports	13
B.Confirmation of receipt of the case or report	15
C.Confirmation of the case or report (only when it is a complaint or complaint)	15
D.Investigation of cases or reports	16
E.Analysis and resolution of cases	17
F.Communication of determinations	18
G.Conditions and appeal procedure	18
H.Closure of case file or report	19
9. PRECAUTIONARY OR PROTECTIVE MEASURES	19
10.POSSIBLE SANCTIONS	20
11.GENERAL CONSIDERATIONS	22
ANNEXES	
Glossary of terms	
Legal framework	24



## | 1. PRESENTATION

The Art of Living (AOL, for its acronym in English) in Latin America has developed the Protocol for Response to Violations of Values and Violence (hereinafter Protocol), a tool that will guide the actions of our organization in situations of non-compliance or non-compliance with the Code of Values and Conducts.

With this protocol, we join the effort for society to banish violence, discrimination and inconsistencies with human values and the ethical principles of the organization from coexistence in the spaces of public life and private life.

This instrument responds to the fact that while El Arte de Vivir is a dynamic organization open to broad social sectors, it is no stranger to behaviors that result from inequality between people derived from their multiple identity conditions, such as sex, gender, sexual identity, disability, ethnicity, nationality, age, socioeconomic, religious and political status, among others, which translate into various expressions of violence.

In the face of incidents of violence and breaches of values that may arise in the context of AOL's activities, our coordination

bodies promote the design and implementation of principles of prevention, attention and, where appropriate, sanctions in the face of these problems. Which will be attended mainly by the Regional and National Ethics Committees that are formed in each of the Latin American countries.

For these principles to become a reality, those of us who make up the organization must be aware of the problem, have a self-critical attitude and be alert to maintain an attitude of respect and justice towards all people.

**With the adoption of this Protocol, the values and principles for a comprehensive, egalitarian, inclusive and violence-free community that recognizes and guarantees a safe space for the diversity of our community are reiterated.**

## | 2. GENERAL OBJECTIVES

Establish the processes of prevention, attention, intervention, follow-up and resolution that allow The Art of Living to build a community free of violence and ethical faults, with respect for diversity and an inclusive disposition, which contributes to the eradication of violence, discriminaciones, desigualdades e injusticias.

Provide our organization with the tools that allow it to manage through a comprehensive process of attention to cases or reports of non-compliance or non-compliance with the values and principles of The Art of Living.

Provide an expeditious, empathetic, responsible, adequate, private, confidential, individualized, effective response, with specialized support and without revictimization, to cases of violence that occur in the context of the activities of our organization

## | 3. VALUES AND PRINCIPLES OF OUR PRACTICES AND COEXISTENCE

At El Arte de Vivir we are committed to observing the procedures of the Protocol for your due diligence. That is, to ensure that the organization, through the Code of Conduct and Values, of the National and Regional Ethics Committees, acts in a comprehensive, effective, efficient and comprehensive manner in cases of violence and lack of ethics reported by the active community.

With the aim of guaranteeing the seriousness of the Protocol's action and resolution mechanisms, those who make up the organization's Ethics Committees will conduct themselves from an understanding ethic that intends not to judge.

In other words, they will act in a spirit of respect and honor for all people in their diversity and will speak out against all discrimination and exclusion.

In all places and under any circumstance, at El Arte de Vivir we put our values of peace and unity in the world first during practices, services and interactions in the context of the organization. And, therefore, we commit ourselves to make the necessary decisions to face situations contrary to our principles of non-violence and solidarity.

#### | 4. AREAS OF APPLICATION

This Protocol of Response to Violations of Values and Violence applies in all spaces of interaction and for the entire active community of The Art of Living in the Latin American region, including those who are linked to the organization through activities or practices. in force.

Therefore, its obligation extends to all full-time or full-time staff, part-time or part-time staff, facilitators or instructors, volunteers, General Coordinators, boards and/or representatives. laws of each country, as well as the people participating in the different educational programs, courses or current certifications.

**In case there is doubt or ambiguity about the status of any person considered part of the active community of AOL Latin America, the Regional or National Ethics Committee will be responsible for defining their type of membership and validity.**

Similarly, these instances are responsible for approving the activation of the Protocol for the attention of cases due to non-compliance or non-compliance with the Code of Values and Conducts, as well as determining the start and end times of said mechanism.

#### | 5. TOP UNACCEPTABLE BEHAVIOR FOR THE ENTIRE ACTIVE AOL COMMUNITY

**In response to the action commitments set forth in our Code of Values and Conduct, at El Arte de Vivir we consider it a priority to prevent, identify, report, attend to, verify and sanction the following non-exhaustive list of behaviors and attitudes:**

Behaviors that violate the personal and intimate space of the body and sexuality:

- Behaviors that coerce affected persons and/or victims (hereinafter only affected).
- Behaviors that violate the prestige or image
- Behaviors that incite violence, discrimination or situations of risk
- Ethical faults and conflict of interest

In addition to the aforementioned and the rules of integrity set forth in the Code of Values and Conduct, the National and Regional Ethics Committees will deal with any situation or fact that contravenes the values of the organization and that has occurred in the context of its practices or spaces.

To this end, these instances have the power to consider, analyze and approve or refute the attention of a case based on this response mechanism.

| 6.

## REGIONAL AND NATIONAL ETHICS COMMITTEE

### 1. Composition

The Art of Living Latin America will have two instances for decision-making regarding the values and principles for an equal and inclusive community:

- Regional Ethics Committee: Instance in charge of coordinating the strategies for the dissemination and compliance with the Code of Values and Conduct, as well as this Protocol within our organization in LATAM. It sanctions inadmissible acts or situations, with the help of the National Committees or active members that it deems pertinent.
- National Ethics Committee: Instance in charge of attending and following up at the national level on compliance with our Code of Values and Conduct, as well as with this

Protocol. Supports the Regional Committee in the tasks of prevention, attention, verification, investigation, analysis and resolution of the cases or reports received.

It should be noted that the Latin American region is made up of the following countries: Argentina, Bolivia, Brazil, Chile, Colombia, Costa Rica, Cuba, Ecuador, El Salvador, Guatemala, Mexico, Nicaragua, Panama, Paraguay, Peru, Caribbean Region, Dominican Republic, Uruguay and Venezuela.

### 2. Functions

The Regional Ethics Committee, with the support of the National Ethics Committees as it decides, has the following functions:

1. Present, track implementation and communicate updates to the active AOL community on the values and principles to be an equitable and inclusive community, this for its due adoption and dissemination.
2. Establish, disseminate and promote the set of mechanisms and channels provided by each country for receiving reports or cases on actions, attitudes or situations that



- contravene the human values and ethical principles of the organization. Hereinafter referred to as Comprehensive Listening System.
3. **Receive, attend to, verify, monitor and resolve the cases or reports presented within the framework of the Code of Values and Conduct, as well as this Protocol.**
  4. **Initiate processes of verification and investigation to collect information and evidence that contributes to the resolution of the cases or reports presented.**
  5. **Initiate processes of verification and investigation to collect information and evidence that contributes to the resolution of the cases or reports presented.**
  6. **Determine precautionary measures to safeguard the integrity of the people involved and the community in general.**
  7. **Lead the process of investigation and analysis of reported cases to determine the consequences and corresponding response actions.**
  8. **Determine the procedures to excuse oneself from participating in any case in which conflicts of interest may arise.**
  9. **Communicate the resolutions or determinations of the cases handled in writing.**
  10. **Attend, follow up and resolve the appeal procedures initiated by any of the parties involved in the case when they are dissatisfied with the resolutions.**
  11. **Implement strategies for the prevention of violence, discrimination and violations of the organization's values, as well as actions that promote a culture of listening to raise awareness and care for everyone.**
  12. **Generate collaboration strategies and links with organizations that work for equity, inclusion and diversity.**

### 3. Principles for comprehensive care of reported cases

The members of the Committees commit ourselves to the protection of Human Rights and the non-revictimization of those who are involved in the processes of prevention, identification, complaint, verification, care, monitoring, resolution, punishment and eradication of acts of violence and offenses. to values, as stipulated by the Code of Values and Conduct, as well as by this Protocol.

Likewise, we recognize our responsibility to safeguard the integrity of our active community at all times, as well as to promote a culture of peace and violence prevention.

For this reason, we are committed to undertaking a comprehensive process of attention to the cases or reports that we receive, in accordance with the following principles:

- I. **Provide expeditious attention to those who report any situation of non-compliance or non-compliance with our Code of Values and Conduct, that is, in the times and forms determined by this Protocol. This implies monitoring the completeness and impartiality of each one of the**

stages of the report, as well as reporting progress, pauses or setbacks in a timely and clear manner.

- II. **Provide empathetic treatment, from the recognition of the emotions and needs expressed by the affected people, as well as with respect for their suffering. Our attention will be based on solidarity and understanding of the material and mental conditions that affected people live as a result of the violence or misconduct to which they were subjected.**
- III. **Act in accordance with local, national and international laws throughout the process, in order to restore the rights of the affected people and correspond to the trust they have placed in the Ethics Committees for the proper attention of the case.**
- IV. **Provide care based on respect for Human Rights and the dignity of the people involved. In this sense, we will avoid actions, attitudes or speeches of a discriminatory nature**

or based on prejudices or gender stereotypes.

- V. Investigate each of the cases or reports with due diligence, independence and impartiality. This means immediate, competent attention and follow-up, within a reasonable period of time (no more than 75 business days) and by members of the active community who are capable of and commit to using the established procedures (Regional and National Ethics Committee).
- VI. Conduct yourself at all times from the beginning pro person: interpret the rules of integrity and attention mechanisms in a way that favors the protection and integrity of people in its broadest sense.
- VII. Act responsibly and appropriately, in accordance with AOL's values and principles. Be aware of the decisions and attitudes that are taken, insofar as these have direct or high-impact consequences on the lives of the people involved in the cases.
- VIII. **Protect the privacy and confidentiality of the case in all phases of the process, especially**

of the affected people so as not to re-victimize them. We will perform careful documentation and limited review of records; Only those who integrate the Ethics Committees will have access to sensitive and personal information. The purpose is to prevent affected people from experiencing any kind of reprisals or acts of intimidation so that they do not report or withdraw from the process; as well as guaranteeing the physical and psychological integrity of the people involved. If necessary, the files will be consulted by professionals who provide specialized support (medical, legal or psychological) to the people involved.

- IX. Address each case specifically or individually to identify the specific needs and characteristics that distinguish it from other situations. The attention, follow-up and sanction of the cases will be disinterested or free of corrupt practices, through a detailed and responsible analysis. Channel affected people who so require and wish with professionals

who provide them with specialized support and follow-up in psychological, medical and legal terms. Therefore, we will have a network of professionals whom we can recommend to guarantee, as far as possible, the well-being of the affected person and/or victim.

#### 4. Powers of sanction

The Regional Ethics Committee, as a decision-making body, is empowered to issue sanctions, disciplinary actions and proportional recommendations focused on redressing the damage caused by violence or breach of AOL's values.

For this, it will have the support of the National Ethics Committees and may consult with the LATAM Board or Gurudev Sri Sri Ravi Shankar if necessary.

In particular, it will give priority to cases or reports presented by the active community of the organization that involve situations of abuse, harassment or sexual crimes, or other criminal or improper conduct such as financial misconduct, fraud, bribery or irregularities committed by members. activities that could compromise or damage the security and integrity of those of us who make up AOL in Latin America.

#### 5. Shaping process

The Regional Ethics Committee will be made up of active members who will be proposed by the LATAM Board through a process of conversation and consensus, where other voices of the organization will be taken into account and those who meet the requirements will be considered mainly. they retain their inspiration and, above all, they are experienced in taking responsibility. The proposal will be approved by Gurudev Sri Sri Ravi Shankar.

For their part, the National Ethics Committees will be made up of active members, preferably of a different sex-gender identity, who meet the following requirements:

- I. Being people recognized for their taking on responsibilities at the national level or in the region, as well as for their capacity for active listening, empathy and impartiality.
- II. Have been trained or commit to receive training on gender issues, diversity, violence, human rights and psychosocial risk factors.
- III. Have more than 5 years as an active instructor of the organization.
- IV. Having held leadership positions within the organization, as a member of the Board or the coordination of a country, for at least a couple of years.
- V. Know the Code of Values and Conducts to adopt it in their daily practices and interactions.

In this regard, it should be noted that the General Coordinators of each country together with the Regional Ethics Committee and the senior instructors will actively participate in the preparation of a proposal of members for the National Ethics Committees, in the same way, from a process of conversation and consensus.

In addition, they will take into account the proposals of other people, as well as the active members who want to self-propose

for said roles and who meet the aforementioned requirements.

Finally, the proposal will be notified to Gurudev Sri Sri Ravi Shankar for his approval.

## 6. Validity

The term of the Regional and National Ethics Committee will be 3 years, with the possibility of re-election. After this period, the Regional Ethics Committee and the LATAM Board will once again present their respective proposals to Gurudev Sri Sri Ravi Shankar for due approval.

## | 7. COMPREHENSIVE LISTENING SYSTEM

The Art of Living, through the Regional and National Ethics Committee, will make available to the active community of Latin America a set of mechanisms and channels to present cases or reports on any action, attitude or situation that violates or deviates from the Code of Values and Behaviors of the organization.

### CURRENT LISTENING AND COMPLAINT CHANNELS

[etica@elartedevivir.org](mailto:etica@elartedevivir.org)

Through the indicated email, the active community of AOL LATAM can formally share with the Regional and National Ethics Committee any matter or case for its due

reception, verification, attention, follow-up and resolution.

For a clear and strategic listening, the reports or cases received will be categorized by the Committees in the following way according to their characteristics:

- **Complaints:** Acts or situations that are considered inadmissible in the Code of Values and Conduct, and that merit some sanction.
- **Complaints:** Pointing out about a person or situation in the context of the organization that, in some way, affects respectful, empathetic and inclusive coexistence.
- **Comments:** Mention about the personal experience in the organization that can contribute to the continuous improvement of the dynamics of coexistence of AOL.
- **Requests:** Guidance on the process of reporting an act of violence or lack of values; as well as information on the values and principles of the organization to be a fair and inclusive community.

The Regional and National Ethics Committees reserve the right to ignore any

report that aims to attack or harm the image of a person or the organization; as well as any manifestation of hatred, threats or speeches that incite violence or discrimination.

The Regional and National Ethics Committees will determine if the reported case merits the activation of the Response Protocol for Violations of Values and Violence, or what processes and measures should be considered for its attention.

For proper follow-up, the reported cases must be verified, attended to, investigated, analyzed and resolved in a confidential, respectful and empathetic manner, according to the principles of Human Rights protection and non-revictimization.

Similarly, through the Comprehensive Listening System, those who make up the active AOL community can receive guidance or advice on the process of reporting an act of violence or violation of values.

## | 8. MECHANISMS FOR COMPREHENSIVE CARE OF CASES

### A. Reception of cases or reports

To safeguard integrity and guarantee a fair process, the affected person, that is, the

person who was directly affected, will be the only one who can report acts of violence or breaches of AOL's values for formal follow-up and due resolution.

In the event that the affected person is a minor, they may present the case or report their father, mother or guardian through the aforementioned channels.

However, people who have witnessed an act of violence, discrimination or lack of values may report what happened to the Ethics Committees so that they are aware of what happened.

If the affected person refuses to present the formal report to the organization or if the fact is reported anonymously, it is up to the Ethics Committees to undertake the investigations and actions they deem necessary to resolve the case and, above all, to safeguard the integrity of the active community, as well as to guarantee compliance with the Code of Values and Conduct.

The initial report or case may be submitted in writing through the email provided by the Regional and National Ethics Committees. And it must contain the following information:

- Name of the affected person and/or victim or who submits the report or comment.
- Country of origin.
- Function or role within the active community or, failing that, current link with the organization.
- Contact information to follow up on the report or case (phone and/or email).
- Possible reason for approach:
  - a. Request information about the values and principles of the organization to be a fair and inclusive community.
  - b. Request guidance for reporting a case of violence or lack of AOL values.
  - c. File a complaint about any situation or behavior contrary to AOL's values and rules of integrity, in accordance with the Code of Values and Conduct.
  - d. Submit a complaint about a person or situation that occurred in the context of the organization that in some way affects respectful, empathetic and inclusive coexistence.
  - e. Issue a comment about personal experience in the organization that can



contribute to continuous improvement.

- Report of the facts that have motivated the complaint or complaint to present; or details of the request for information or guidance.
- Mention if there are intentions to continue with the formal process of the report or case to reach a resolution of it.

Regarding the possible reasons for approaching, the Committees have the power to classify the messages as they deem pertinent and independently of what was reported by the affected person.

In the event of filing a complaint about any situation or behavior contrary to AOL's values and rules of integrity, it is recommended that people include the following information in detail:

- About the events: when did they happen, where, how and who was involved.
- Name of the person who committed the offense or violence (hereinafter the person reported).
- Name of the people who could give testimony of what happened; or

failing that, indicate if there are witnesses.

- Mention if the affected person and/or victim needs some type of specialized or professional support (psychological, medical, legal or other).
- Mention if the affected person and/or victim runs any risk or danger for reporting or denouncing the facts.
- Indicate if there is any way in which the damage derived from the situation experienced could be repaired.

Finally, it is worth mentioning that the cases or reports received by email will be confidential, direct and private, according to the comprehensive care commitments acquired by the Ethics Committees.

## **B. Confirmation of receipt of the case or report**

Through the means of contact provided by the affected person, and in a period not exceeding 5 business days, the Ethics Committees will confirm the formal receipt of the report and will provide information on the following phases of the process according to the characteristics of the case.

- **Complaint. The process of attention, verification,**



investigation, analysis and resolution of the case will be briefly and punctually explained. And the means of contact will be confirmed to continue and follow up on the complaint.

- **Complain.** The care and follow-up process will be explained. If this is the case, specific actions will be mentioned to avoid repetitions or stop the situations, actions or behavior reported.
- **Comment.** Shared information, its importance and contribution to the organization will be appreciated.
- **Requests.** Detailed information about the reporting process or AOL's values and principles to be a fair, safe and inclusive community will be provided.

### **C. Confirmation of the case or report (only when it is a complaint or complaint)**

The Ethics Committees will establish contact in a respectful manner with the affected person through the means they have requested, so that, in a period of no more than 10 business days, they hold a virtual verification meeting (video call or telephone call) that allows them to corroborate and complement the information for the follow-up of the complaint or complaint.

The affected person will be explained what the meeting consists of (objectives and dynamics), the times and means available.

In general, the virtual verification meeting is made up of the following moments: presentation and orientation of the process; damage assessment; supplementation of information; risk assessment and channeling; closing of the interview.

In addition, the Ethics Committees will immediately inform the affected person of the existence of alternative ways to resolve the case. Likewise, the scope of the resolution actions of this Protocol will be explained.

It should be clear to the affected person that the investigation process followed by this Protocol does not prevent them from resorting to legal channels to obtain justice, according to the legislation applicable to each country.

It is important to reiterate to the affected person the confidentiality of the process as far as possible, insofar as the processes of attention, verification, investigation, analysis, resolution and communication of the same imply collegiate deliberative mechanisms. In the same way, it will be necessary to guarantee the affected person a safe environment, of trust and continuous accompaniment.

In case of discomfort or resistance on the

part of the affected person to complement the information in the complaint, the Committees will offer the option of continuing with the verification meeting in another session or expanding it in writing.

Once the meeting has been held, within a maximum period of 5 business days, the Committees must identify whether the complaint or complaint filed:

- a) It agrees with the acts of violence or misconduct established by the organization's Code of Values and Conduct.
- b) If the person denounced or reported is part of the active community.

In the event that the complaint filed exceeds the possibilities of action of this Protocol, channeling and accompaniment will be offered to the affected person towards instances, policies or mechanisms that cover their complaint.

If the complaint filed applies to the scope of this Protocol, the investigation of the case will continue and the affected person will be notified of the formal start of the same.

In the event that any member of the Ethics Committee who has received the complaint is in a possible conflict of interest or risk (either due to the closeness with the person denounced/reported or with the affected person, or because of being in a

relationship direct subordination to any of the aforementioned persons), you must immediately notify other members and excuse yourself from participating in the investigation process.

#### **D. Investigation of cases or reports**

The Ethics Committees will initiate the actions of investigation, collection of evidence and corresponding documentation for the subsequent analysis and resolution of the case.

At any time during the investigation process, the relevance of establishing precautionary or protection measures that guarantee non-revictimization and offer the affected person a safe space to continue their daily activities in the community will be assessed.

The Committees will request, within a maximum period of 10 business days (after identifying the type and modality of violence or misconduct), an interview with the person denounced/reported in which:

- You will be informed in writing that there is a current complaint that involves your person, so it is in an investigation process.
- You will be asked to sign a confidentiality agreement and a letter of warning of non-retaliation, as well as the consequences of trying by your own means or

through third parties to make the affected person desist from the process.

- You will be offered the opportunity to narrate your version of the events; identify witnesses that allow you to corroborate said version or present evidence.

In order to have more information about the case and thus reach a determination, the Committees may summon the persons identified as witnesses, both by the affected person and by the person denounced/reported. This within a maximum period of 15 business days after the interviews with the people involved in the complaint.

The evidence, findings and recommendations for sanctions will be included in the case files, as well as the actions to be followed to ensure that acts of violence or breaches of identified values are not repeated. The documentation will be made within a maximum period of 15 business days after the necessary information is collected.

To guarantee the non-revictimization of people, as well as the principles of confidentiality and due diligence, interviews will not be conducted in common spaces or at the same time.

## E. Analysis and resolution of cases

Based on the evidence and information collected on the case, the Ethics Committees will review the following elements in a period not exceeding 10 business days:

- Identification of the parties involved.
- Accuracy of the type, modality and level of violence or lack of values committed.
- Rectification of the responsibility of the denounced/reported person.
- Verification of the damage caused to the affected person and/or victim, as well as to the organization.
- Identification of disciplinary actions or sanctions proportional to the damage caused.
- Define the conditions for the participation of the denounced/reported person in specific AOL courses or activities, without this implying that they represent the organization.
- Determine external communication mechanisms when the case or report warrants it.

For the proper resolution of cases or reports, the Ethics Committees may resort to professionals external to the

organization that they consider pertinent. Similarly, they can go to Gurudev Sri Sri Ravi Shankar to receive guidance on the treatment and resolution of cases or reports according to AOL's human values.

In the face of a false accusation, AOL will undertake strategies to support the person's innocence, without discouraging the culture of reporting and caring in the community.

#### **F. Communication of determinations**

Once the analysis and resolution are available, the Ethics Committees will notify the people involved in writing of the determinations established for the case or report within a period of no more than 5 business days.

In case of expulsion or if the community is at risk, the Ethics Committee may disclose the identity of the sanctioned person through official means.

#### **G. Conditions and appeal procedure**

Any of the parties involved may file an appeal against the determination of the Committees, in a period not exceeding 15 business days, if any of the following assumptions is updated:

1. Errors are identified in the investigation process described in this Protocol.
2. There is new relevant evidence that

can modify the result of the determination and which was not available during the course of the investigation.

The Committees will have a period of 5 business days to determine if the appeal proceeds. If applicable, they will request the presentation of the evidence in order to ratify their determination or modify its meaning within a maximum period of 10 business days after the appeal is admitted.

Finally, the Committees will notify in writing, within no more than 5 business days, the people involved in the case or complaint, the ratification or modification of the meaning of the appealed determinations.

#### **H. Closing of case file or report**

Once the determination of the case or report is issued and the appeal period is over, or when the appeal procedure is resolved, the file is closed and archived as part of the organization's confidential documents.

### **| 9. PRECAUTIONARY OR PROTECTIVE MEASURES**

In any part of the process of attention and follow-up of the complaint, precautionary measures or protection actions may be issued with the aim of safeguarding the integrity of the people involved, among

which the following are contemplated:

1. Treat the case or report anonymously with the authorization of the affected person to avoid retaliation or re-victimization by the person denounced/reported or any other person in the active community.
2. Promote awareness processes for a particular group or person.
3. Physical relocation or change of activities of the affected person or of the person denounced/reported.
4. Change of schedule of any of the people involved.
5. Authorization to perform functions outside of AOL spaces so that the people involved do not have any type of interaction.
6. Paid leave or suspension of activities while the case or report is under investigation.
7. The affected person, as well as the reported/denounced person, may count on the accompaniment of one or more senior instructors if they deem it necessary.
8. To avoid lynching or social singling out of the person denounced/reported during the investigation process, the Ethics

Committee will develop strategies to remind the community of the principle of presumption of innocence and the importance of trusting the processes established by the organization.

9. In cases considered as minor faults, the identity of the reported person will be protected so that this does not impact their process of change and commitment to non-repetition.
10. Other measures considered by the Committees to contribute to the protection of the affected person and the community environment.

#### | 10. POSSIBLE SANCTIONS

Based on the results of the investigation and analysis of the case, the Committees may decide on the following measures for compensation for the damage and the guarantee of non-repetition:

1. Warning or call for attention. Make the person denounced/reported aware of the principle of zero tolerance for acts of violence or lack of values committed.
2. Offer awareness-raising processes to the aggressor and/or to the aggressor's area of collaboration.
3. Order the aggressor to compensate the damage and offer an apology to

the affected person.

4. Change of schedule of any of the people involved.
5. Restriction of activities or benefits for being part of the community.
6. Physical relocation or change of area/activities of the affected person or of the person denounced/reported.
7. Temporary or indefinite suspension of the reported person from activities related to the community.
8. Expulsion of the aggressor from the community.

people involved maintain an active relationship or continue to participate in AOL.

If the report or case does not proceed because the people involved are no longer part of the active community, the Ethics Committees will prepare an incident record that allows the organization to document the facts for evaluation purposes and not repetition.

The people denounced, witnesses and any other person who has been included in the process of attention, verification, investigation, analysis and resolution of the cases or reports must sign a confidentiality agreement, non-revictimization and protection of the Human Rights of both the person affected as well as the person denounced or reported.

## | 11. GENERAL CONSIDERATIONS

Cases or reports of situations, acts or behaviors contrary to the values and principles of the organization can be presented at any time. In other words, this Protocol does not establish a time limit for reporting or denouncing acts of violence or breaches of values.

However, it must be taken into consideration that the scope of this Protocol is limited to administrative consequences or impact on the activities carried out in the context of the organization. Therefore, the investigation of the reported cases will proceed only if the

Finally, it should be clarified that the affected person can interrupt the process of comprehensive care of their case or report at the time they wish; for this, he must submit and sign a written request, in which he accepts that if he resumes the process, he must start it again. Once the request is received, the Ethics Committee must close the file as described above.

## | ANNEXES

### Glossary of terms

For the purposes of this Protocol and in accordance with various legal provisions and local, national and international regulations, the following definitions are presented:

**Workplace harassment:** Form of violence that occurs in a series of events that aim to intimidate, exclude, overshadow, flatten, intimidate or emotionally or intellectually consume the victim (affected person), causing physical, psychological, economic and labor damage. -professional. This can be presented horizontally, vertically ascending or vertically descending, either in the workplace or outside it, as long as it is linked to the employment relationship.

**Sexual harassment:** Form of violence in which, although there is no subordination, there is an abusive exercise of power that leads to a state of defenselessness and risk for the victim (affected person), regardless of whether it is carried out in one or more events.

**Cases or reports:** The act by which a fact is made known to the Ethics Committee through the channels established by it.

**Conflict of interest:** Situation in which the judgment of the person is unduly influenced by their private interests, which

are frequently of an economic or personal nature, as opposed to those of the institution in which they work, affecting the integrity of their decisions and the predominance of the collective interest.

**Human Rights:** These are rights inherent to people who, solely because of their status as such, protect their dignity without any discrimination. They have been enshrined and guaranteed in international instruments and incorporated into national legislation.

**Discrimination:** It is the different and prejudicial treatment given to a person or group, for reasons of physical characteristics or way of life, ethnic or national origin, sex, gender expression or identity, age, disability, social or economic status, health status, pregnancy, language, religion, opinions, sexual preferences, marital status and other differences that may be grounds for distinction, exclusion or restriction of rights.

**Sexual harassment:** Exercise of power, in a relationship of real subordination of the victim (affected person) against the aggressor in the workplace and/or school. It is expressed in verbal or physical conduct, or both, related to sexuality with a lewd connotation.

**Investigation:** Process by which the Regional or National Ethics Committee gathers the necessary information to



determine if the case or report received is subject to this Protocol, prepares a report of findings and issues, if applicable, the applicable sanctions.

**Aggressor person:** Person who has committed acts of violence or breaches of values in the context of The Art of Living.

**Damaged person and/or victim:** Individual who has directly or indirectly suffered damage or impairment of their fundamental rights as a result of a violation of human rights or the commission of a crime in the workplace and/or community of El Arte de Vivir .

**Person denounced:** Person indicated by the affected person as the perpetrator of the acts of violence contemplated in this Protocol in the context of The Art of Living.

**Members of the Committee:** People of the organization who meet the requirements indicated in the section National and Regional Ethics Committees of this Protocol.

**People involved:** All people in the active AOL community who have knowledge or some type of participation in the processes of comprehensive care of a case or report. Among which is, by way of example and not limitation: affected person; person denounces or reported; aggressor person; witness person; member of the Regional and National Ethics Committee. It also

includes specialists who provide a particular accompaniment.

**Reported person:** Person indicated in any complaint or comment for considering that he or she failed to comply with or detached himself from the values and principles of The Art of Living, without this representing a serious offense.

**Witness person:** Person who may have heard or seen something about the case that is reported either to confirm or deny; that can properly describe the relationship between the affected person and the person denounced or reported or who have been mentioned in the rest of the interviews, which may include people who have harassed, harassed or violated by the same person denounced or reported.

**Re-victimization:** Unnecessarily exposing the victims or affected persons to repeatedly remember, verbalize and recount the facts of the case.

**Violence in the Community:** Individual or collective acts that violate the fundamental rights of people and encourage their denigration, discrimination, marginalization or exclusion in the public sphere.

**Labor and teaching violence:** It is exercised by people who have a labor, teaching or analogous relationship with the victim (affected person), regardless of the hierarchical relationship, it consists of an



act or omission in abuse of power that damages self-esteem, health, integrity, freedom and security of the victim, and prevents their development and violates equality. It can consist of a single damaging event or a series of events whose sum produces the damage. It also includes harassment or sexual harassment.

Psychological violence: Any act or omission that damages psychological stability, which may consist of negligence, abandonment, repeated neglect, jealousy, insults, humiliation, devaluation, marginalization, indifference, infidelity, destructive comparisons, rejection, restriction of self-determination and threats, which lead the victim to depression, isolation, the devaluation of their self-esteem and even suicide. Any other similar forms that harm or are likely to harm the dignity, integrity or freedom of people.

Gender violence: A type of physical, psychological, sexual, economic, patrimonial, political or digital harm that is exercised against any person based on their sex, gender identity or expression, or sexual orientation.

### Legal framework

This Protocol is limited to the following international instruments:

- Charter of the United Nations

### Organization

- International Covenant on Civil and Political Rights.
- International Covenant on Economic, Social and Cultural Rights.
- American Convention on Human Rights.
- Inter-American Convention to Prevent, Punish and Eradicate Violence against Women (Convention of Belém do Pará).
- Convention on the Elimination of All Forms of Discrimination Against Women (CEDAW).
- Convention on the Rights of Persons with Disabilities.
- Children's rights convention.
- International Convention on the Protection of the Rights of all Migrant Workers and Members of Their Families.
- Universal Declaration of Human Rights.
- American Declaration of the Rights and Duties of Man.
- Declaration on the Elimination of Violence Against Women.

- United Nations Declaration on the Rights of Indigenous Peoples.
- American Declaration on the Rights of Indigenous Peoples.
- Declaration on the Rights of Persons Belonging to National or Ethnic, Religious and Linguistic Minorities.
- Declaration on the Basic Principles of Justice for Victims of Crime and Abuse of Power.