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# **The 5<sup>th</sup> International Conference of Ombuds Institutions for the Armed Forces (ICOAF)**

**Oslo 20–22 October 2013**

## **Agenda**

Time	Sunday, 20 October 2013
All day	<p>Arrival of participants – transfer by train from the airport to Oslo  Check-in at The Grand Hotel, Karl Johans gate 31, Oslo  Registration (Conference registration will take place at the hotel)</p>
18:30 – 19:30 19:30 – 22:00	<p>Aperitif, The Grand Hotel  Welcome dinner, The Grand Hotel</p> <p>Hosted by H.E. Amb. Theodor H. Winkler, Director of the Geneva Centre for the Democratic Control of Armed Forces (DCAF) and Kjell Arne Bratli, Parliamentary Commissioner for the Norwegian Armed Forces.</p>
Monday, 21 October 2013	
08:30	<p>Meet in the hotel lobby for walk to the Parliament of Norway, Karl Johans gate 22, Oslo</p>
09:00 – 09:45	<p>Conference Opening  Welcome remarks</p> <p>Olemic Thommessen, President of the <i>Storting</i>  His Excellency Ambassador Theodor H. Winkler, Director of the Geneva Centre for the Democratic Control of Armed Forces  Kjell Arne Bratli, Parliamentary Commissioner for the Norwegian Armed Forces  Corporal Grunde Almeland, Spokesman for the Conscript Soldiers, Norway</p>
09:45 – 10:00	<p>Group photo</p>
10:00 – 10:15	<p>Walk to the Conference Venue at the Grand Hotel</p>
10:15– 10:45	<p>Coffee break / Media opportunities</p>
10:45 – 11:00	<p>Conference Proceedings</p> <p>Kjell Arne Bratli, Parliamentary Commissioner for the Norwegian Armed Forces</p>

11:00 – 12:30	<p><b>Track A: Veterans</b></p> <p><b>Panel 1. Veterans: current status, challenges and future trends</b></p> <p>The aim of the first panel is to explore the current issues at stake as well as the main challenges with which veterans are confronted. It also seeks to identify the future trends in ICOAF participating states, including those states that have suffered from civil war.</p> <p>Moderator: Theodor H. Winkler</p> <p>Speakers:</p> <ul style="list-style-type: none"> <li>➤ Major General Robert Mood, Head of Veteran Affairs at Norwegian Defence</li> <li>➤ Tomasz Oklejak, Senior Specialist at the Department for Soldiers and Uniformed Services, Office of the Human Rights Defender, Poland</li> </ul> <p>Points for discussion/questions:</p> <ul style="list-style-type: none"> <li>➤ What is a veteran? To what extent are benefits linked to the definition of a veteran and do all veterans (including dependants) have equal access?</li> <li>➤ What are the main challenges and obstacles for veterans?</li> <li>➤ What are the different challenges facing male and female veterans?</li> <li>➤ Which are the future issues and trends with regards to veterans?</li> </ul>
12:30 – 13:30	<p><b>Lunch at Palmen (The Palm Court Restaurant) at the Grand Hotel</b></p>
13:30 – 15:00	<p><b>Panel 2. The role of ombuds-institutions in receiving and investigating complaints from veterans</b></p> <p>The panel will focus on the role of the ombuds-institution with regards to veterans.</p> <p>Moderator: Ilmar Kikkas, Military Ombudsman, Estonian Defence Forces</p> <p>Speakers:</p> <ul style="list-style-type: none"> <li>➤ Hellmut Königshaus, The Parliamentary Commissioner for the Armed Forces, Germany</li> <li>➤ Mr Saša Janković, Protector of Citizens (Ombudsman), Serbia</li> </ul> <p>Points for discussion/questions:</p> <ul style="list-style-type: none"> <li>➤ What is the mandate of the ombuds-institution with regards to veterans? Do other institutions exist that are mandated to receive and investigate complaints from veterans?</li> <li>➤ How does the ombuds-institution appreciate and use relations with military associations with regards to veterans?</li> <li>➤ What are the most common complaints of veterans? Did the ombuds-institution conduct thematic investigations in the area of veterans?</li> <li>➤ What are frequent recommendations of the ombuds-institution in this area and are they followed up by the armed forces?</li> </ul>

15:00 – 15:30	Coffee Break
15:30 – 17:00	<p><b>Panel 3. The way ahead for improving the role of ombuds-institutions in the area of veterans</b></p> <p>The aim of this panel is to be forward looking with a view of improving the functioning of ombuds-institutions in the area of veterans.</p> <p>Moderator: Ben Buckland, DCAF</p> <p>Speakers:</p> <ul style="list-style-type: none"> <li>➤ Guy Parent, Veterans Ombudsman, Canada</li> <li>➤ Lieutenant-General A. van Ede, Inspector General of the Armed Forces, Netherlands</li> <li>➤ Hans Born, Deputy Head of the Research Division and Senior Fellow, DCAF</li> </ul> <p>Points of discussion/questions:</p> <ul style="list-style-type: none"> <li>➤ What are best practices with regards of policies, activities, treatments, benefits for veterans in your country? What did work and what did not work?</li> <li>➤ What lessons and best practices, if any, has the ombuds-institution learned on account of the experience with receiving and investigating veterans related complaints?</li> <li>➤ Which recommendations can you formulate on the basis of your experiences?</li> </ul>
18:45	Gather in hotel lobby for a short walk to the Old Town Hall
19:00	<p>Reception at Old Town Hall, Nedre Slottsgate 1, Oslo</p> <p>Hosted by Kjell Arne Bratli and the Parliamentary Commission for the Norwegian Armed Forces</p>
22:00	Walking Back to Grand hotel

<b>Tuesday, 22 October 2013</b>	
09:00 – 10:30	<p><b>Track B: Gender</b></p> <p><b>Panel 4. The role of women in the Armed Forces: current status, challenges and prospects</b></p> <p>The first session on gender and armed forces will explore the current roles, legal frameworks and practices relating to women in the armed forces and seeks to identify some of the key issues and challenges.</p> <p>Moderator: Paul Kiss, Head of the Office of the Austrian Parliamentary Commission for the Armed Forces</p> <p>Speakers:</p> <ul style="list-style-type: none"> <li>➤ Elizabeth Broderick, Sex Discrimination Officer, Australia</li> <li>➤ Colonel Ingrid M. Gjerde, Infantry Officer, Former Commander of Norwegian forces in Afghanistan</li> <li>➤ Charlotte Isaksson, NATO Gender Advisor</li> </ul> <p>Questions/issues for discussion:</p> <ul style="list-style-type: none"> <li>➤ What is the current status of women in the armed forces, in terms of numbers, positions, exclusion from certain units/positions, and trends?</li> <li>➤ What are the main challenges for women working in the armed forces, including harassment and sexual violence?</li> <li>➤ How does the integration of women contribute to operational effectiveness?</li> <li>➤ What is the current situation, experiences and roles of women in military operations abroad, including frontline and combat operations</li> </ul>
10:30 – 10:45	<b>Coffee Break</b>
10:45 – 12:00	<p><b>Panel 5. Gender and ombuds institutions</b></p> <p>Moderator: Jussi Pajuoja, Deputy Ombudsman, Finland</p> <p>Speakers:</p> <ul style="list-style-type: none"> <li>➤ Dr. Susan Atkins, Service Complaints Commissioner, UK</li> <li>➤ Megan Bastick, Gender and Security Fellow, DCAF</li> </ul> <p>Questions/issues for discussion:</p> <ul style="list-style-type: none"> <li>➤ What is and what should be the role of ombuds institutions in protecting and promoting the human rights of women serving in armed forces?</li> <li>➤ To what extent women do not come forward, even when there are clear grounds for a complaint? If the phenomenon of underreporting exists, what are the reasons for it and how could ombuds institutions address the issue?</li> <li>➤ Which role does and should the ombuds-institution play with regard to the role of women in military operations, including frontline and combat operations?</li> </ul>

12:00 – 13:00	Lunch at Palmen (The Palm Court Restaurant) at the Grand Hotel
13:00 – 14:00	<p><b>Track C: Capacity Development</b></p> <p><b>Panel 6. ICOAF, DCAF and International capacity building</b></p> <p>The aim of this panel to explore the current status and activities as well as possible future approaches for bilateral/international cooperation between ombuds-institutions with a view of strengthening these institutions</p> <p>Moderator: Hans Born, Deputy Head Research and Senior Fellow, DCAF</p> <p>Speakers:</p> <ul style="list-style-type: none"> <li>➤ Lieutenant-General Themba Matanzima (Ret), South African Military Ombudsman, South Africa</li> <li>➤ Major-General (Ret.) Pierre Daigle, Ombudsman for the Department of National Defence, Canada</li> <li>➤ Riina Turtio, Research Assistant, DCAF</li> </ul> <p>Points of discussion/questions</p> <ul style="list-style-type: none"> <li>➤ What are the greatest capacity needs of ombuds-institutions (both old and new)?</li> <li>➤ What were the most useful and least useful activities in terms of strengthening ombuds-institutions?</li> <li>➤ What should be focus of future international cooperation? Which type of activities are most desired?</li> <li>➤ What role can and should ICOAF play in strengthening the functioning of ombuds-institutions?</li> <li>➤ What elements should be included in a possible handbook on gender and ombuds institutions?</li> </ul>
14:00 – 14:15	Coffee break
14:15 – 14:30	Closing of 5th ICOAF and special address by Mr. Bratli
14:30 – 14:45	Announcement of the Sixth International Conference of Ombudsman Institutions for the Armed Forces in Paris in 2014
14:45 – 15:30	Break for the consolidation of the final conference statement
15.30 – 16:00	<p><b>Closing ceremony</b></p> <p>Conclusions and adoption of the conference statement</p> <p>Kjell Arne Bratli and the Parliamentary Commission for the Norwegian Armed Forces</p>