

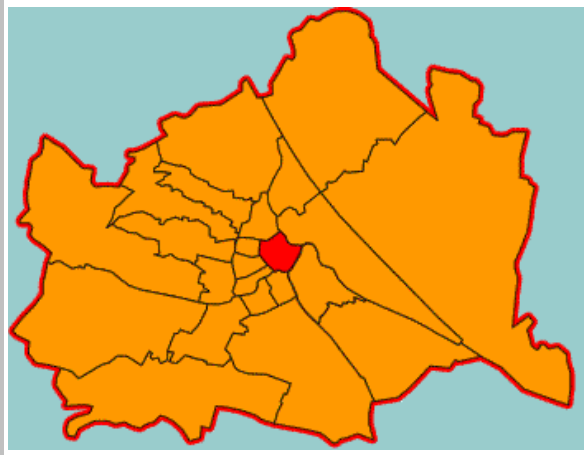
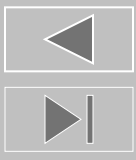


# Prevention of Corruption in the City of Vienna

November 8, 2017

[www.antikorruption.wien.at](http://www.antikorruption.wien.at)





Vienna is the national **capital of Austria** and one of Austria's nine federal provinces (“Bundesländer”).  
total size: 414 square kilometres  
**population: 1,84 million**

→ largest municipality in the country

**fields of activity:** water supply, housing, kindergarten, fire service, waste management, building inspection, hospitals, traffic management, social welfare, legal affairs

**65.000 civil servants** (e.g. hospitals: 30.000, fire service: 2.000, kindergarten: 6.000, waste management: 3.000)

**budget: 12,8 bn Euro (2017)**



# What does corruption mean?

Corruption is the **abuse of power** in both, the public and private sectors that violates the law or other regulations such as codes of conduct.

In most cases, this **misuse of power** is carried out for personal gain and it may harm individuals or the public.

**Corruption** creates a bad image of public administration and business. Corruption is a threat as it can endanger our social system.



Rule of thumb if you are in a delicate situation.



# Where does corruption happen?

**Corruption** can be everywhere.

**No area** and no department is automatically protected against corruption.

**No level** of hierarchy is automatically excluded from corruption.

**Everybody** can be affected.



We can all fight  
against  
corruption.

**You can stop  
CORRUPTION**

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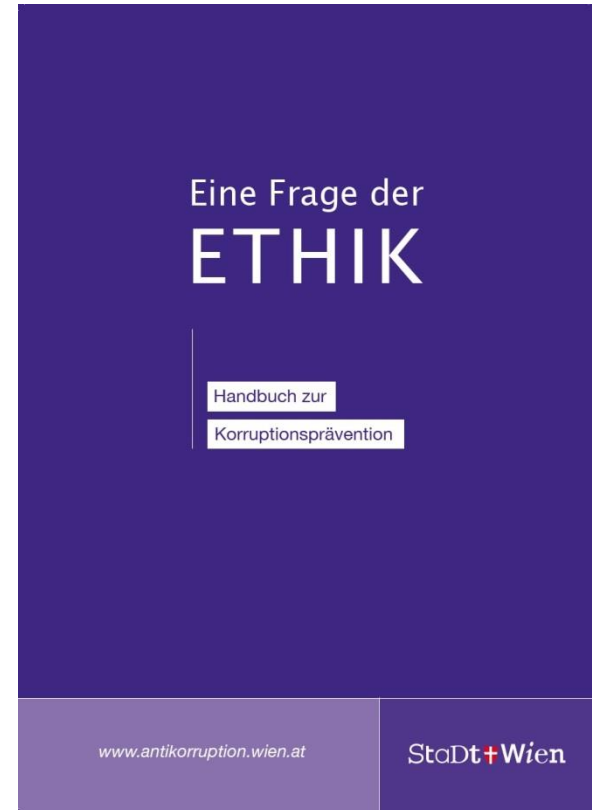
# What can public administration do against corruption?



- **Education and training** (awareness building, behavioral training)
- **Recruiting of employees** (reliability, resisting corruption)
- **Advising** employees
- **Mission Statement – Business Ethics** (guidelines, codes of conduct)
- **Secondary employment** (checking incompatibility, evaluating at regular intervals)
- **Staff rotation** (avoiding “close relations”)
- **Repression** (strictly prosecuting breaches of obligations)
- **Risk analysis**
- **Corporate culture** (integrity and transparency instead of accepting gifts)
- **Serving as a role model**
- **Internal Control Systems**



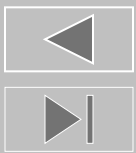
- **Code of Conduct for all employees of the Vienna City Administration**
- **2016: 3rd edition**
- **75,000 copies**
- **Basis for training and education**



# Homepage

For **employees**, there is a website on the **Intranet** "Vienna Intern" available. **Citizens** can find information on the **Internet** under "wien.at".


The image displays two overlapping screenshots of the City of Vienna's website. The foreground screenshot shows the public website 'wien.at' with a navigation menu including 'THEMEN', 'VIRTUELLES AMT', 'STADTPLAN', 'wien.at TV', and 'BEZIRKSÜBERSICHT'. The main content area features the 'Wiener Antikorruptionsprogramm' article, which includes a sub-header 'Korruption ist ein gesellschaftliches Phänomen...' and a list of links such as 'Korruptionsprävention in der Wiener Stadtverwaltung' and 'Antikorruptionstelefon - 4000-82400'. The background screenshot shows the 'wien.at Intern' intranet page, which also features the 'Wiener Antikorruptionsprogramm' article and includes a 'Kontakt' section with a red ribbon graphic and a 'Recht & Risiko' section with links to 'Dienstrecht' and 'Strafgesetzbuch'.



[www.staedtebund.gv.at/](http://www.staedtebund.gv.at/) 

## Rules of Conduct for Austrian Cities and Towns

In **2011**, the Austrian Association of Cities and Towns (in cooperation with the Cities of Graz, Villach, and **Vienna**) developed an e-learning program for the prevention of corruption.

 **Eine Frage der Ethik**  
Wohlverhaltensregeln für den österreichischen Gemeindedienst

Korruption gefährdet unser soziales System und steht im Widerspruch zu einer unbestechlichen, transparenten Verwaltung. Korruption darf nicht geduldet werden. Sie ist mit Kunden- und Bürgerorientierung rechtlich und ethisch unvereinbar.  
Dieses Lernprogramm zur Korruptionsprävention besteht aus vier Modulen. Die Module eins bis drei vermitteln Informationen zum Thema "Wohlverhaltensregeln" und sollen sowohl als praktische Handlungshilfe als auch der Sensibilisierung dienen. In Modul 4 erwartet Sie ein kurzer Test, mit dem Sie überprüfen können, ob Sie in Fragen der Ethik richtig entscheiden können.

**Lernprogramm noch nicht abgeschlossen!**

- Modul 1 (offen)
- Modul 2 (offen)
- Modul 3 (offen)
- Modul 4 (offen)

<p><b>Eine Frage der Ethik (Modul 1)</b></p> <p>Einführung: Warum ein Verhaltenskodex?</p> <p><input type="button" value="Start"/></p> <p>Lernzeit: 20 min</p>	<p><b>Eine Frage der Ethik (Modul 2)</b></p> <p>Verhaltenskodex – Inhalte und Aktivitäten</p> <p><input type="button" value="Start"/></p> <p>Lernzeit: 40 min</p>
<p><b>Eine Frage der Ethik (Modul 3)</b></p> <p>Fallbeispiele und Anwendungsaufgaben</p> <p><input type="button" value="Start"/></p> <p>Lernzeit: 10 min</p>	<p><b>Eine Frage der Ethik (Modul 4)</b></p> <p>Abschlusstest</p> <p><input type="button" value="Start"/></p> <p>Lernzeit: 15 min</p>





In **2005**, the Vienna Anticorruption Hotline (4000 82 400) was started to deal with questions of employees about legally and ethically correct behaviour to prevent corruption.

Since **2006** citizens and customers of the Vienna City Administration can call this hotline too ([www.antikorruptionstelefon.wien.at](http://www.antikorruptionstelefon.wien.at)).

In **2007**, the number has been part of the official “emergency numbers” of the City of Vienna ([www.wien.at](http://www.wien.at)).

Since **2011**, the city of Vienna is a member of the NGO Transparency International – Austrian Chapter; the anticorruption hotline is named as a contact point in suspected cases of corruption.

Requests are answered by the anticorruption team of the Internal Audit Department. **If we receive hints to potential cases of corruption, the Internal Audit Department takes immediate action.**



The topic has been **integrated** into various trainings, ranging from Newcomer Education to Management training programs.

**Special focus** has been put on:

- basic training (“Handling the danger of corruption“)
- seminars (“Codes of conduct an prevention of corruption“, “Anticorruption as a management task“)
- lecture (“Know the rules! – Fighting corruption from a legal point of view“)
- E-learning program („Rules of conduct“)

From **2003** until **2016** **25.413** employees of the City of Vienna could be reached by this training program. **4.582** were reached by e-learning.



- **No area** and no department is automatically **protected** against corruption.
- Initially, measures are to be taken in endangered areas.
- The degree of endangerment depends on the **type of tasks**.
- **Faults within the system** will increase the risk.

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The following → **risk matrix** provides a way to identify risks

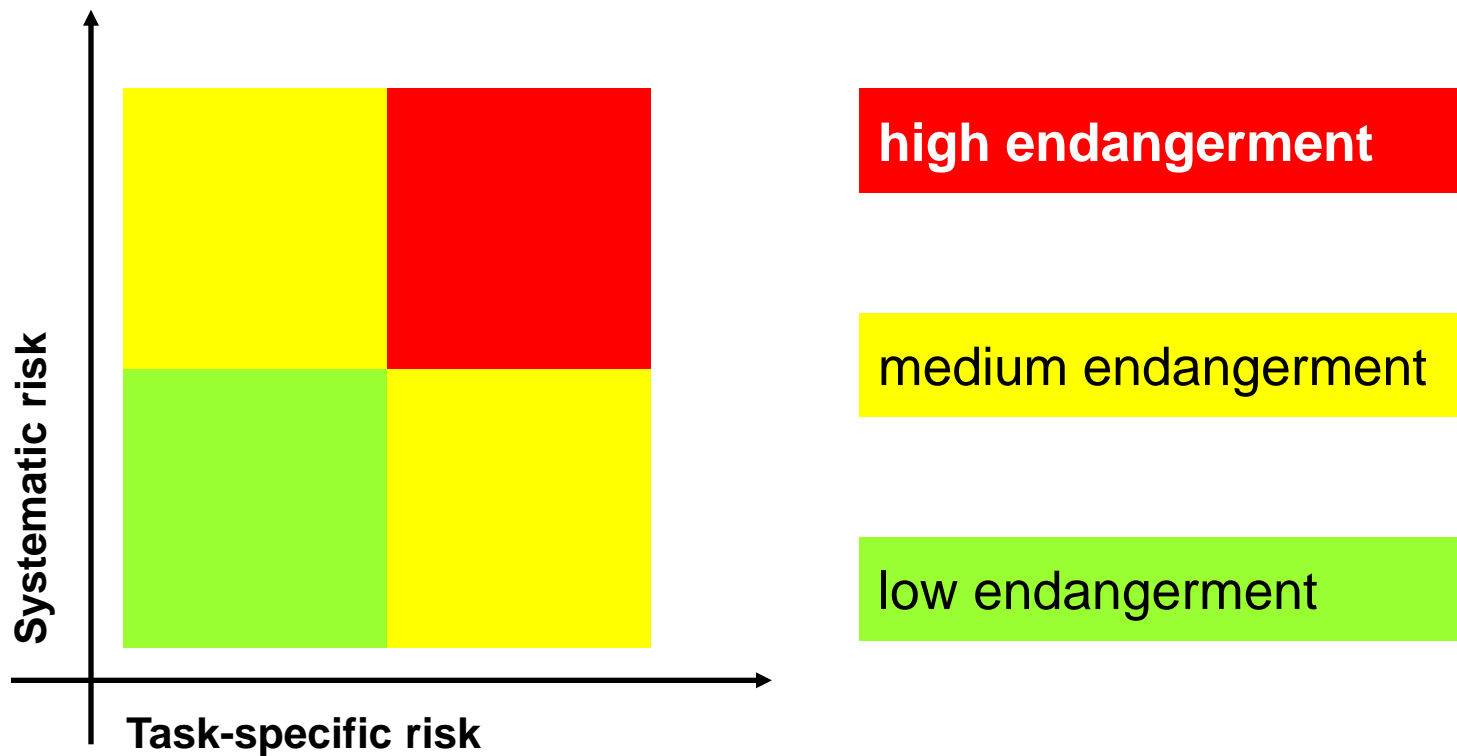
# Analysis – Systematic factors

<b>Concentration of tasks on single public officials</b>			
<b>Many external contacts</b>			
<b>Importance of the public official for the decision</b>			
<b>Increased amount of budget for a public procurement</b>			
<b>Increased duration of processes</b>			
<b>Influence of other (internal) departments</b>			
<b>Increased leeway in decision-making</b>			
<b>Lack of expertise/ lack of leadership</b>			
<b>Concentration of approval and control</b>			
<b>Importance for the applicant</b>			
<b>Lack of control systems (four-eyes principle, supervision)</b>			
<b>High cost for the applicant</b>			
<b>Lack of distinction between public and private interests</b>			
<b>Complex and confusing provisions of law</b>			
<b>Lack of procedural transparency</b>			
<b>Unintended power of decision of single public officials</b>			

# Analysis – task-specific factors

<b>Solid waste management (environmental specifications)</b>			
<b>Government contracting, procurement (purchasing)</b>			
<b>Constructions (construction above and below ground)</b>			
<b>Licenses (e.g. approval of hospitals, issuance of passports)</b>			
<b>Outsourcing services (e.g.maintenance, facility management)</b>			
<b>Land use planning</b>			
<b>Public sponsorship, subsidies (e.g. cultural funding)</b>			
<b>Research assignments, expertises (appraiser)</b>			
<b>Integration law</b>			
<b>Large-scale projects (business and environment)</b>			
<b>Real estate management</b>			
<b>Supervisions, controlling, monitoring (auditing)</b>			
<b>Motoring, driving licences, Rode traffic rules and -monitoring</b>			
<b>Food control, veterinary control (meat processing)</b>			
<b>Market places and trade fairs</b>			
<b>Human resource management</b>			
<b>Tax audit, event management</b>			
<b>Business development, subsidies</b>			
<b>Housing, residential building subsidies</b>			
<b>Authorisations (e.g. pharmaceuticals)</b>			

# Analysis – Risk matrix



The method serves the departments to evaluate their level of risk (**Risk-Self-Assessment**).



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