

IASC Task Team on  
Accountability to  
Affected Populations  
and Protection from  
sexual Exploitation and  
Abuse (AAP/PSEA)

PSEA focussed  
IASC AAP PSEA TT meeting

8<sup>th</sup> of Dec 2016

# **Agenda:workstream update: Inter Agency Collaboration on PSEA**

**Objective 3.1 Ensure the PSEA workstream complements other PSEA-related initiatives and addresses gaps at field and global levels :**

- **Presentation on the work of the Special Coordinator on UN Response to SEA and role of IOM as Liaison (Tristan Burnett IOM and Coralie Colson UNHCR)**
- **Draft letter to the Resident Coordinator (Jaqueline Carlson UNDP)**

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- **Victim assistance protocol (Saudami Siegriest UNICEF/ Yasna Uberoi CDU)**

**Objective 3.3 Incorporate lessons learned from the PSEA CBCM pilot project into the IASC CAAP**

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- **PSEA in Malawi (Stella Okuni UNICEF)**

**Objective 3.5 Interagency awareness campaign**

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## Update on the work of the Special Coordinator on UN Response to SEA

- IASC Liaison to the UNWG
- Incident/Consent Form
- Victim Assistance Protocol
- Reporting obligations (Management Letter on PSEA and Reporting)
- Global Conference on Preventing SEA



## NEWSLETTER

Office of the Special Coordinator on improving the UN response to Sexual Exploitation and Abuse

Office of the Special Coordinator on improving the UN response to Sexual Exploitation and Abuse

### PURPOSE

The purpose of this newsletter is to provide informal updates on key initiatives underway system-wide to combat sexual exploitation and abuse.

### IN THIS ISSUE

Presentation:

- ✓ Office background
- ✓ What we do

Initiatives under way:

- ✓ Mission newsletter (MINUSCA)
- ✓ Baseline survey
- ✓ Reporting brochure
- ✓ E-learning programme
- ✓ Infographic tool
- ✓ Repository
- ✓ Institutional conference

### CONTACT US

United Nations  
Secretariat Building  
27th floor, room 2707  
Focal point: [oscsca@un.org](mailto:oscsca@un.org)

### OFFICE BACKGROUND

In February 2016, the Secretary-General appointed Jane Holl Lute as Special Coordinator on improving the United Nations response to Sexual Exploitation and Abuse. On behalf of the Secretary-General, the Special Coordinator is focusing efforts system-wide to align, strengthen, build on and track measures that are under way in the areas of prevention, enforcement and remedial measures. The Special Coordinator chairs the sexual exploitation and abuse working group, through which she integrates and coordinates the ongoing work, reinforcing the existing roles and responsibilities of actors in the Secretariat and across the United Nations system with regard to combatting sexual exploitation and abuse (SEA).

### WHAT WE DO

The working group is carrying out a gap analysis with regard to sexual exploitation and abuse, finalizing an accountability chart to set out the roles and responsibilities of United Nations actors in preventing and responding to sexual exploitation and abuse, developing a common incident reporting form, and drafting a comprehensive manual for leaders on prevention and response, a victim assistance protocol and an information-sharing policy. Regarding troop contributing countries (TCCs), the working group is focused on creating a repository of military legal frameworks, and a "no excuse" pocket card.

## SEA prevention and response initiatives underway in the United Nations

### FOCUS ON SEXUAL EXPLOITATION AND ABUSE IN MISSION NEWSLETTER

LEAD: CONDUCT AND DISCIPLINE TEAM AT MINUSCA

In September 2016, the Conduct and Discipline Team (CDT) at the United Nations Multidimensional Integrated Stabilization Mission in the Central African Republic (MINUSCA) released its first newsletter, with a focus on the prevention of sexual exploitation and abuse. Read the newsletter on the [Missions' website](#).

### BASELINE SURVEY

LEAD: OFFICE OF THE SPECIAL COORDINATOR

In August 2016, the Office of the Special Coordinator conducted a survey to gather baseline information about awareness of the United Nations standards of conduct and prohibitions relating to sexual exploitation and abuse amongst United Nations personnel in specific locations. More than 6,000 responses have been received. The results are being compiled and reviewed.

### BROCHURE ON REPORTING SEXUAL EXPLOITATION AND ABUSE

LEAD: OFFICE OF THE UNITED NATIONS HIGH COMMISSIONER FOR REFUGEES

The Office of the United Nations High Commissioner for Refugees (UNHCR) has developed a brochure on how to report sexual exploitation and abuse in the field and at Headquarters. The brochure, available in Arabic, English, French, Russian and Spanish, was sent to all United Nations staff this month and can be found at the [UNHCR website](#).

### INFOGRAPHIC TOOL ON SEXUAL EXPLOITATION AND ABUSE

LEAD: DEPARTMENT OF PEACEKEEPING OPERATIONS & DEPARTMENT OF FIELD SUPPORT

The DPKO/DFS Public Affairs Section, in consultation with the DFS Conduct and Discipline Unit, has designed and developed an infographic tool that is now available on their [peacekeeping website](#) under the conduct and discipline page. It is aimed at visualizing the investigation process in a clear, linear and color-coded way and highlighting a victim-centered approach in its policy, signaling that it is a dynamic and circular process.

### REPOSITORY OF LEGAL FRAMEWORKS OF TROOP- AND POLICE-CONTRIBUTING COUNTRIES

LEAD: DEPARTMENT OF PEACEKEEPING OPERATIONS (OFFICE OF MILITARY AFFAIRS) & OFFICE OF THE SPECIAL COORDINATOR

A website is under development to compile national policies, rules and regulations relating to military authority of troop-contributing countries to address offences of sexual exploitation and abuse. The purpose is to increase transparency and awareness with regard to how offences are approached by each TCC. As of 31 October, following a note verbale sent to all permanent missions on 20 April 2016, only 13 troop-contributing countries have submitted complete answers. The Office of the Special Coordinator will continue to follow up with the relevant permanent missions on the status of this request. The information provided will be published on the [website of the Department of Peacekeeping Operations](#) not later than December 2016.

The following countries have provided complete information: Australia, Austria, Czech Republic, Ecuador, El Salvador, Finland, Guatemala, India, Malawi, Nepal, Pakistan, Slovenia & Uruguay.



### LAUNCH OF AN E-LEARNING PROGRAMME

LEAD: DEPARTMENT OF FIELD SUPPORT, FUNDED BY THE GOVERNMENT OF JAPAN

On 13 September 2016, the Department of Field Support (DFS) launched a new online training programme on the prevention of sexual exploitation and abuse. The programme uses scenarios based on case studies and short videos to educate personnel and raise their awareness. The purpose is to strengthen training on standards of conduct, as well as the expectations of accountability and individual responsibility. The programme will be available for all field personnel in November 2016 and for all Secretariat personnel early in 2017.



### UPCOMING CONFERENCE ON COMBATTING SEA

LEAD: OFFICE OF THE SPECIAL COORDINATOR

An institutional conference on combatting sexual exploitation and abuse will be organized in 2017. The aim is to bring together international, regional and non-governmental organizations, governments and academics, to stand together against sexual exploitation and abuse and engage in honest dialogue on best practices for prevention, response and remedial action.

The desired outcomes are:

- ✓ to share best practices/promote ideas;
- ✓ to have troop-contributing countries pledge their commitment to addressing sexual exploitation and abuse;
- ✓ to launch a comprehensive handbook.



# Glossary on SEA will be forwarded to Task team members

United Nations

## Glossary on Sexual Exploitation and Abuse

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Thematic Glossary of current terminology related to Sexual  
Exploitation and Abuse (SEA) in the context of the United Nations

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This glossary aims at compiling existing terminology and nomenclature related to SEA to provide conceptual clarity and a common understanding of key terms used by different United Nations entities

Prepared by the Task Team on the SEA Glossary for the  
Special Coordinator on improving the United Nations response to  
sexual exploitation and abuse

5 October 2016

## Draft letter to the Resident Coordinator

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As a follow-up to the ERC's message to HC's on their PSEA responsibilities, UNDP drafted a similar message to RCs that it is currently with UN DOCO

## Draft Victim Assistance Protocol on Sexual Exploitation and Abuse

What ?

This Protocol provides direction to relevant organizations of the United Nations common system on the provision of assistance and support to complainants and victims of sexual exploitation and abuse (SEA) by United Nations staff and related personnel or by military personnel associated with a UN mandate

Task team involvement

Task team members have been offered the possibility to comment and input on the protocol developed by the UN SEA working group ( CDU / UNICEF leading on this)  
Most comments aimed at ensuring coherence with other key documents such as the CBCM best Practice guide and the global SOPS

An updated version has been circulated to task team members for a second round of comments.

What is new ?

Inputs were appreciated and incorporated and that the draft has been submitted for the High Level Steering Group meeting next week.

We will share an updated draft and any feedback following the meeting.

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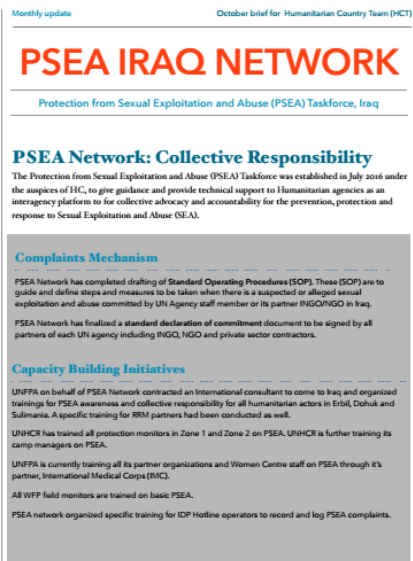
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- Prevention of Sexual Exploitation and Abuse (PSEA) by humanitarian staff was under-prioritized by the HCT and as a consequence little implemented or monitored on a collective basis is in place .
- PSEA was not sufficiently well understood by all stakeholders in Iraq
- There were few real accountability mechanisms existed to ensure that it is mainstreamed throughout the response .
- Hence recommendation for: Iraq to develop and Implement a significant step-change to bring accountability to affected people at the centre of the humanitarian response i.e by developing an overall AAP framework which is explicit in how it ‘takes, gives and is held to account’.
- Ensuring that Prevention of Sexual Exploitation and Abuse (PSEA) and the Secretary General’s bulletin are understood by all & are being prioritized and that concrete measures are being implemented and monitored.



- Presentation on PSEA to Humanitarian Country Team to raise awareness and garner HCT commitment
- Formed in July 2015 (with UNFPA and WFP co chairing)
- Nomination of Agency focal points by Heads of agencies (Humanitarian Coordinator directive)
- Development of Terms of Reference
- Joint work-plan to guide network operation and collective accountability
- Customised/localised Standard Operating Procedures development
- Information, Education, Communication materials for beneficiaries and Humanitarian Workers (translated in Arabic/Kurdish languages)
- Since activation , the PSEA network members conducts Monthly meetings.
- Monthly briefs to the HCT on collective accountability (serves as an advocacy document for more action)
- Joint trainings and awareness raising



- The support of the Resident Coordinator/ Humanitarian Coordinator pushing for both AAP and PSEA.
- Accepting Leadership by (UNFPA and WFP representatives)
- Involvement of national NGOs and civil society along with the UN in the training and awareness raising
- Office of the Resident Coordinator/Humanitarian Country Team is funding the PSEA work including dedicated PSEA coordinator (to sit in UNFPA)
- Monthly reports to Humanitarian Country Team, has gained us resources to step up PSEA in Iraq (USD250,000 from Office of the Resident Coordinator's budget)
- Customized Standard Protocols and training for Iraq.
- Prepositioned PSEA for MOSUL response. Humanitarian workers trained and materials for awareness were made ready ahead of MOSUL (one of the complex emergencies of the world) for partners. Information, Education, Communication materials in strategic points in camps receiving Internally Displaced People

**STEP UP FOR  
COLLECTIVE  
RESPONSIBILITY**

SEXUAL EXPLOITATION AND ABUSE (SEEA) MEANS ANY ACTUAL OR ATTEMPTED ABUSE OF HUMANITARIAN WORKERS TO POWER, DIFFERENTIAL OR TRUST, FOR SEXUAL PURPOSES, INCLUDING, BUT NOT LIMITED TO, PROFITING MORE FINANCIALLY, SOCIALLY OR POLITICALLY FROM THE SEXUAL EXPLOITATION OF ANOTHER.

**PREVENTION OF SEXUAL  
EXPLOITATION AND ABUSE**

BENEFICIARIES MAY NOT KNOW THAT THEY HAVE THE RIGHT TO SAY NO OR THAT THEY WILL BE ABLE TO OBTAIN HUMANITARIAN

The IASC AAP PSEA task team has been always available to provide strategic guidance on the following:

- In-country Visit to Iraq as we were to establish the network (presentation to HCT and ICCG became a push for setting up PSEA)...including advocacy to have AAP/PSEA as part of HRP and pool fund
- Providing framework documents , that have guided development of our PSEA framework in Iraq
- Technical support (teleconferences; technical comments to the draft Documents; training support; recommending and linking with Useful resource persons eg for initial roll out training)



*Illustration from the  
CBCM lessons learned  
workshop in Kigali*

## CONTACT US

### TO YOUR NEAREST:

Women centres in Non camp and camp location  
Child friendly spaces  
Camp manager

### CALL

Toll free No. **8006999** UN IDP Call centre  
REMEMBER: Your complaint will be kept confidential.

In case you decide to call, you only have to mention that you want to report a case of sexual exploitation and abuse.

Complaints can be made anonymously or on behalf of another person. \* If you are not sure about what organization the alleged perpetrator works for, just mention when you report.

### EMAIL OR ACCESS ONLINE COMPLAINT:

[pseairaq@gmail.com](mailto:pseairaq@gmail.com)

## PROTECTION FROM SEXUAL EXPLOITATION AND ABUSE

COMMITTED BY UN STAFF  
AND ITS PARTNER  
ORGANIZATIONS IN IRAQ

You have the obligation  
to stop Sexual  
Exploitation and Abuse  
by reporting it and not  
keeping silent.

## PSEA with the AAP and the protection work + Protection Mainstreaming

- PSEA is part of the Communicating with Communities (CwC)
- Mainstreaming of PSEA in other clusters including training to other clusters and camp managers. (Education cluster, Food, CCCM, Shelter, Protection)
- PSEA/AAP part of the Humanitarian pool fund criteria
- Training of IDP call center operators on PSEA and how to receive PSEA cases ( customized intake form for call centre)
- Inclusion of IDP call centre hotline on PSEA IEC materials
- Tailor made Training on PSEA to Rapid response mechanisms (RRM) Distributors (frontline Aid distributors in Iraq)



# WHAT DO I DO NOW ?

CALL THE IRAQ IDP INFORMATION CENTRE  
WE'LL HELP YOU FIND THE ANSWER

**(80069999)**

WE CONNECT PEOPLE IN NEED  
WITH SERVICES THAT HELP.

The hotline is an inter-agency UN and NGO collaboration.  
FEMALE OPERATORS ARE AVAILABLE. CALL US. COMMUNICATION SAVES LIVES.

## Future plan

- Strength inter agency capacity building (planning for rafiki modality of Agency with more PSEA capacity to assist those who are weak)
- Dedicated PSEA coordinator being hired (under UNFPA- with RCO funding)
- Going Digital with the PSEA data collection and reporting

Thank You !





## Protection Cluster support to form a PSEA Network in Malawi

### Gaps identified

- Absence of PSEA Focal Point Persons network
- Limited knowledge on PSEA and accountability to affected populations framework/mechanism
- Absence of coherent AAP-PSEA framework owned and shared by all actors hence making coordination and use of existing systems challenging

### Actions

### Advocacy

- Letters to UN Resident Coordinator and the Principal Secretary to the Vice President
- Presentations to HCT, ICCG, Humanitarian Response Committee meeting

### Consultation process

- Consultations and bilateral advocacy with multiple stakeholders including communities
- Development of a concept note
- Series of Workshops including district level participants
- Development of tools for community consultation and provision of training and information
- Provision of contact lists of service providers for referral purposes

Results to  
date

## Plans to continue support AAP and PSEA in Malawi

- Trained 287 humanitarian actors on PSEA and they have all signed the Statement of Commitment on Elimination of SEA
- Support from the UN Resident Coordinator who designated the Protection Cluster to take lead ( UNICEF co-lead and cluster coordinator)
- Discussion planned with UNCT on 15<sup>th</sup> December
- 19 PSEA focal persons nominated including from the government

Future  
plans

- Train the PSEA Focal Point Persons,
- Develop ToRs and action plan.
- Form a PSEA In Country Network
- Build upon existing expertise and existing systems at individual organization level
- Win donors support for the initiative

Challenges

- Fear and reluctance from some stakeholders
- Need for dedicated funding to support PSEA activities



Support will be requested from the IASC AAP PSEA task team on expertise, guidance on thematic issues, training material, funding information, and advocacy

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- 

# IOM PSEA visual contest



## «AFFICHE TON TALENT» FOR OIM

The International Organization for Migration (IOM) is launching its very first competition for communications and graphic arts schools in Switzerland.

Students are invited to participate from 01/02/2017 to 31/03/2017.

The winning project will be used in all the countries where IOM works and the student with the winning design will have the opportunity not only to see his/her work duly credited and used by IOM but will also have the possibility to visit one of the IOM field locations where the material will be used.

### WHAT ARE WE LOOKING FOR?

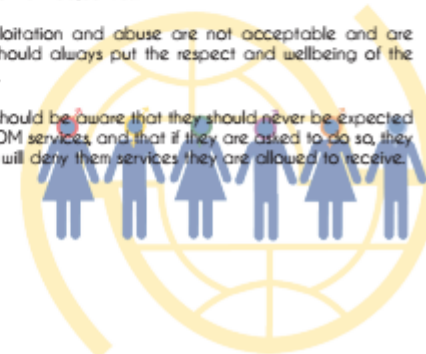
Sexual exploitation and abuse is a serious issue that is impacting the humanitarian community, and is one which IOM is committed to eradicating. We have developed a series of prevention activities, including training and awareness-raising materials.

What is it? Sexual exploitation and abuse occurs when a member of a humanitarian agency sexually abuses a beneficiary or asks for sexual services from the beneficiary in exchange for services that is due to the beneficiary and normally free, or when a humanitarian worker attempts to remove a service from a beneficiary if a sexual service is not provided by the beneficiary.

This is of course a major misconduct that jeopardizes completely the trust that beneficiaries have on the humanitarian system and negates the very reason why IOM is present in a given country.

IOM has a zero tolerance policy against sexual exploitation and abuse, and the design chosen for this campaign should have two main objectives:

1. To remind IOM staff that sexual exploitation and abuse are not acceptable and are not part of IOM's values. IOM staff should always put the respect and wellbeing of the beneficiary at the center of their work.
2. To inform IOM beneficiaries that they should be aware that they should never be expected to exchange sex or anything else for IOM services, and that if they are asked to do so, they should report this immediately. No one will deny them services they are allowed to receive.



**HEARTLAND  
ALLIANCE**  
INTERNATIONAL

Heartland Alliance International

**PREVENTING SEXUAL HARASSMENT,  
EXPLOITATION & ABUSE (SHEA) POLICY**

Effective Date: 06/01/2012  
Revision Date: 10/16/2014

- Mentioned in employment contracts for each HAI employee
- Mentioned in HAI subaward agreement with partner organizations



# Network of Gender Focal Points and SHEA reporting agents

| 1  | Country | Gender Focal Points             | Emails   | SHEA reporting agents                          | Emails   |
|----|---------|---------------------------------|--|--|--|
| 2  | Iraq    | Nehad El Gamal                  | <nelgamal@heartlandalliance.org>   | Salah Ali<br>Lili Nikolova                     | saali@heartlandalliance.org<br>lnikolova@heartlandalliance.org                                   |
| 3  |         | Charles Strickland              | <cstrickland@heartlandalliance.org>  |  |  |
| 4  |         | Kany Mamood                     | <a href="mailto:kmamood@heartlandalliance.org">kmamood@heartlandalliance.org</a> |  |  |
| 5  | DRC     | Justin Ketu                     | <JKetu@heartlandalliance.org>  | Jacques Matebaro                               | jkashemwa@heartlandalliance.org  |
| 6  |         | Sylvie Rwizibuka Mapendo        | <SMapendo@heartlandalliance.org>   | Victorine Bitondo                              |  |
| 7  |         |                                 |  | Pelagie Misasa                                 | pelagimisasa2@gmail.com  |
| 8  |         |                                 |  | Ezechiel Mulumeoderwa                          | ebagalwa@heartlandalliance.org   |
| 9  | Mexico  | Maria Erendira Garnica Calderon | egarnica@heartlandalliance.org   | None Selected Yet                              |  |
| 10 |         |                                 |  |  |  |
| 11 | Chicago | Marie De Cenival                | <MDeCenival@heartlandalliance.org>   | Kelly Spence<br>Johanna Sharrard<br>Will Evans | kspence@heartlandalliance.org<br>wevans@heartlandalliance.org<br>jsharrard@heartlandalliance.org |
| 12 |         | Anne Ambeu                      | <a href="mailto:aambeu@heartlandalliance.org">aambeu@heartlandalliance.org</a>   |  |  |

## ABUSE OF POWER

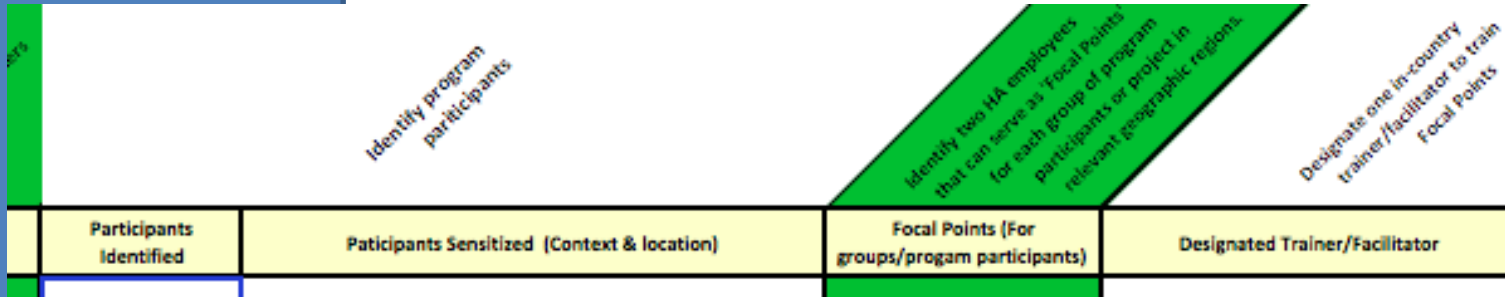
Someone who has legitimately been entrusted with power seeks to use that power for personal benefit rather than in the manner and for the purposes that it was entrusted.





# Implementation steps

| <b>Country Office Implementation Steps</b>   |   |  |  |
|--|---|--|--|
| <b>A. Conduct initial SHEA Training of Trainers and Designate Focal Points</b>                               |   |  |  |
| <b>1</b>   | <b>Train country office leadership in preventing and reporting on SHEA</b>  | Regional training approach?<br>Selected trainers?? Adapt training strategy based on country office       | Country Director with support from the Senior Gender Advisor |
| <b>2</b>   | <b>Following initial training, Country Team votes for two main focal points/facilitators for the country office (ideally, one man and one woman)</b>  | During initial training workshop from HAI Chicago/ Regional???   | Country Team and Chicago Program Director                    |
| <b>3</b>   | <b>Provide investigation tools/ customized training to focal points, including discussions on how appropriate and confidential response will be defined in cases of SHEA: protection measures, retaliation, other actions</b> | Provide external resources available and HAI SHEA Policy, including reporting tools                      |  |
| <b>4</b>   | <b>Identify appropriate services for medical / psychological / legal support at each program site</b>   | In case an incident is reported, focal points may provide referrals to services available in the region. | Country Focal Point and Project Managers                     |
| <b>B. Conduct 'Step Down' Training with all Program Staff, <u>Subrecipients</u> and Program Participants</b> |   |  |  |
| <b>5</b>   | <b>Conduct 'step down' SHEA sensitization/training with</b>   | Dedicate at least a half day to the topic. either in existing  | Project Managers and Focal Points                            |



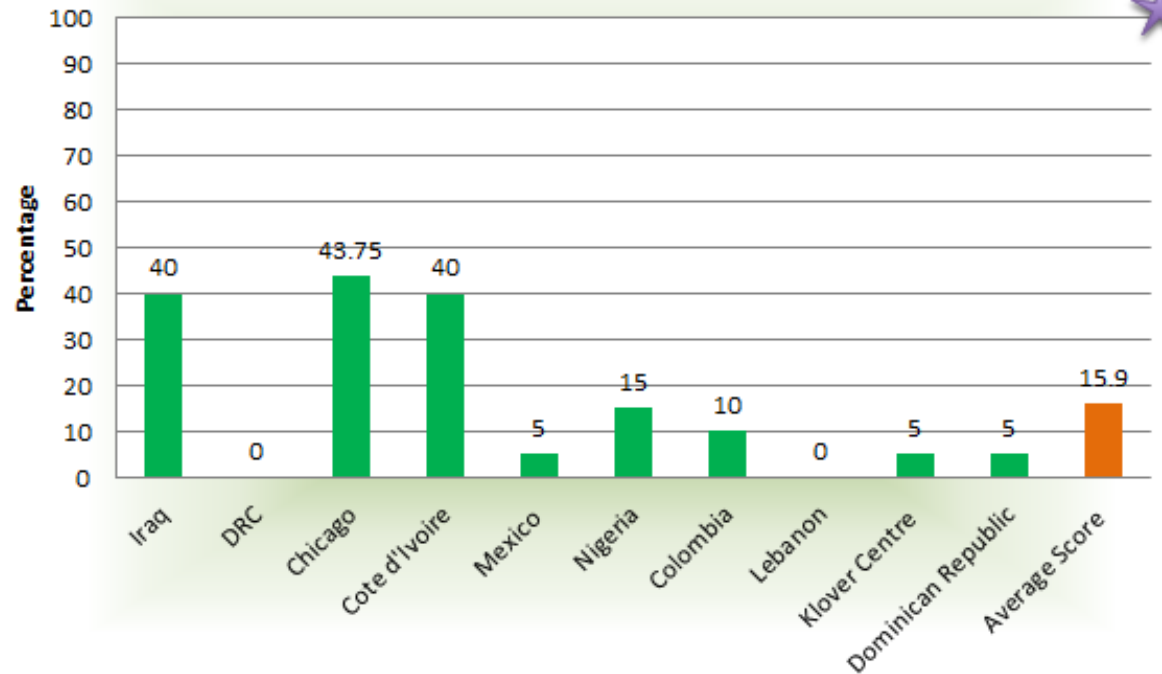
Yes

[9/8/15, 3:01:11 PM] Fiona Si they will be trained to "notify" a via a short one pager about SH towards the posters and report points and an organization that in assisting with any issues.

[9/8/15, 3:01:56 PM] Fiona Si will not be expected to read the their case worker will notify the on how to do so by the focal po

[2/18/2016]

## SHEA Compliance



## Case study discussions

- CASE STUDY 2
- **Paulette tells her colleague Peter** the following story: their boss has consistently tried to flirt with her for the last 8 months. Three months ago she rejected him violently as he pushed her against a wall. She made clear that she was not interested and went back to work. Yesterday night he threatened to not renew her contract, arguing about budgetary issues. She is not sure that there is a link but she suspects that he is retaliating against her. Knowing the boss, **Peter is convinced she is telling the truth and he insists that she should put up a complaint** using the SHEA reporting system. Paulette is scared; she does not trust that Chicago can offer any help in the matter. Peter eventually convinces her to come tell her story to one of the “SHEA reporting agents”.

- “The person does not trust that HAI could solve the problem adequately”
- “The reporting agents, his/her supervisor or the Country Director might have participated in the harassment dynamic”
- “The person might be embarrassed to share his/her story for cultural reasons”

The person might also be afraid to have to talk openly about his/her gender orientation.

### 3. The victim states that no action should be taken on his/her behalf. Should HAI reaction to this kind of anonymous complaint?

- “Yes, of course, HAI should definitely react; otherwise, we silently encourage this and other similar behavior. We have to convey a strong message that we do not tolerate such actions.”
- “Yes, to prevent further damage at the very least. Not reacting would send a very negative message that this kind of behavior is ok, and the victim would feel worse.”
- “We need to try to find out what level of action this individual would be ok with. But, because this is a direct violation of HAI policies, we’re mandated to act.”

In this particular case, not reacting would increase the victim’s conviction that HAI does not care, and provoke more harm. Faced with this anonymous complain, inaction may result in a complete loss of trust in the organization, causing this person to reach out to others less to

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