

ZERO TOLERANCE for sexual misconduct **Sexual Misconduct perpetrated by UNRWA Personnel** **ZERO TOLERANCE** for sexual misconduct

GBV PERPETRATOR	GBV SURVIVOR
UNRWA PERSONNEL	BENEFICIARY

UNRWA TREATS IT AS:
Sexual Exploitation and Abuse (SEA)

EXAMPLES

- Pay for sex with money, employment, preferential treatment, goods or services.
- Sexual relationships or activities with anyone under the age of 18.

UNRWA RESPONSE

GBV PERPETRATOR	GBV SURVIVOR
<ul style="list-style-type: none"> Complaint/report. Investigation. Disciplinary and/or managerial action. (possibly) referral to national authorities. 	<p>GBV SPECIALISED STAFF, INTERNAL AND EXTERNAL REFERRAL.</p> <p>If beneficiary is a minor:</p> <ul style="list-style-type: none"> CHILD PROTECTION SPECIALIST AND GBV SPECIALISED STAFF. INTERNAL AND EXTERNAL REFERRAL.

YOUR RESPONSE AS UNRWA STAFF

- Inform all beneficiaries of their rights and the complaint system.
- Mandatory reporting of any concern or suspicion regarding sexual exploitation or abuse by fellow worker.
- Create and maintain an environment that prevents sexual exploitation and abuse.

Refer To:

DIOS Hotline
+962 (0) 6 5808686 | hotline@unrwa.org
online complaint form: <https://intranet.unrwa.org/DIOS/Pages/DIOSHotline.aspx>

Area SEA Focal Points

JFO Focal Point for beneficiaries
Assistant GBV-Project Associate
079-8694717 | R.al-khatib@unrwa.org

GBV PERPETRATOR	GBV SURVIVOR
UNRWA PERSONNEL	UNRWA PERSONNEL

UNRWA TREATS IT AS:
Sexual Harassment (SH)

EXAMPLES

- Off-color jokes about the physical appearance of a colleague.
- Request of sexual activity to obtain a promotion.

UNRWA RESPONSE

GBV PERPETRATOR	GBV SURVIVOR
<ul style="list-style-type: none"> Informal resolution OR Formal complaint Investigation Disciplinary and/or managerial action (possibly) referral to national authorities 	<p>GBV SPECIALISED STAFF, INTERNAL AND EXTERNAL REFERRAL</p>

YOUR RESPONSE AS UNRWA STAFF

- Not to engage in or condone prohibit conduct.
- Familiarize with relevant policies.
- Create and maintain an environment that prevents sexual harassment and abuse of authority.

Refer To:

DIOS Hotline
+962 (0) 6 5808686 | hotline@unrwa.org
online complaint form: <https://intranet.unrwa.org/DIOS/Pages/DIOSHotline.aspx>

Area SEA Focal Points

JFO Focal Point for staff
Staff Relations Officer
079-9703041 | S.sulaiman@unrwa.org

Other forms of GBV of concern to UNRWA

GBV PERPETRATOR	GBV SURVIVOR
BENEFICIARY/EXTERNAL ACTOR	UNRWA PERSONNEL

UNRWA TREATS IT AS:
Sexual Violence against personnel

EXAMPLES

- An UNRWA staff member, who is harassed (for instance) by a beneficiary or an employee of a partner organization who insists on beginning an emotional or sexual relationship and perseveres after refusal.

UNRWA RESPONSE

GBV PERPETRATOR	GBV SURVIVOR
<ul style="list-style-type: none"> Police. If beneficiary is a minor: CHILD PROTECTION SPECIALIST AND GBV SPECIALISED STAFF 	<ul style="list-style-type: none"> FIELD SECURITY. UNDSS. SUPERVISOR. Field Legal Office. GBV SPECIALISED STAFF, INTERNAL AND EXTERNAL REFERRAL.

YOUR RESPONSE AS UNRWA STAFF

- Follow and adhere to security recommendations and procedures.
- Be aware of the contact details of the relevant staff.

Refer To: 911

Supervisor of the GBV survivor
National Police: 911

Area Staff 24 hours radio room: 079 55 44 137

International Staff (UNDSS) : 079 50 79 97

Field Legal Office

GBV PERPETRATOR	GBV SURVIVOR
BENEFICIARY/EXTERNAL ACTOR	BENEFICIARY

UNRWA TREATS IT AS:
(Other) GBV

EXAMPLES

- UNRWA student who is sexually abused by schoolmates.
- A female student who drops out from UNRWA school because she is going to be married.
- A woman beaten or raped by her husband.

UNRWA RESPONSE

GBV PERPETRATOR	GBV SURVIVOR
<ul style="list-style-type: none"> Only if beneficiary is a minor: CHILD PROTECTION SPECIALIST AND GBV SPECIALISED STAFF INTERNAL AND EXTERNAL REFERRAL 	<ul style="list-style-type: none"> GBV SPECIALISED STAFF, INTERNAL AND EXTERNAL REFERRAL (coordination with Child Protection Specialist if required)

YOUR RESPONSE AS UNRWA STAFF

- Provide Psychological First Aid.
- Refer immediately to GBV specialized staff.
- Ensure and protect confidentiality, safety and dignity of the beneficiary.

Refer To:

GBV NETWORK: GBV Focal Points & GBV JFO Team

GBV Hotlines
07914 07118
07914 07119
07914 07115
07914 07057
07914 07163
07914 07071
07914 07112
07914 07069

Souf Camps/ Jerash Camp
Zarka Camp
Irbid Camp/Husn Camp
Amman New Camp
Marka Camp
Baqaa Camp
Hussein/Nuzha Camp
Talbyeh

GBV PERPETRATOR	GBV SURVIVOR
BENEFICIARY	BENEFICIARY

UNRWA TREATS IT AS:
GBV in Emergencies (GBViE)

EXAMPLES

- Wrong location or installations of toilets within UNRWA shelters increases the risk of sexual violence.
- Lack of partitions can increase sexual assault.

UNRWA RESPONSE

GBV PERPETRATOR	GBV SURVIVOR
ACCORDING TO SETTING	GBV SPECIALISED STAFF

YOUR RESPONSE AS UNRWA STAFF

- Familiarize with relevant documents.
- Assume that GBV is happening and increasing during emergencies and treat it as a serious and life-threatening problem.

Refer To:

Chief, Area Office
Shelter Managers
Others according to emergency setting