

TOOLS FOR INFORMATION MANAGEMENT



SAMPLE SGBV/CP REGIONAL INFORMATION SHARING PROTOCOL (RISP)

Sample of Regional Information Sharing Protocol



PURPOSE

This regional information sharing protocol is to set out the guiding principles and describe procedures for sharing anonymous aggregated data on reported cases²⁵ of sexual and gender-based violence (SGBV) and children at risk within the Region.

RSSN members in the Americas recognize that sharing and receiving consolidated SGBV and Child Protection (CP) data will contribute towards improved inter-agency coordination, identifying and targeting gaps, prioritization of actions, and improved programming of prevention and response efforts. It may also result in improved advocacy efforts, increased leverage for fundraising and resource mobilization, and improved monitoring. All agencies will protect information to ensure that no harm comes to any survivor, child or the community from information sharing efforts.



GROUND RULES

Information submitted by signatories of this protocol to **(name of the entity)** will only be submitted in the agreed-upon format and will not contain any identifying information of survivors, children or organizations, unless for case management purposes²⁶ and in accordance with the safeguards established in this protocol. In some contexts, UNHCR will have a dual role as the data consolidating agency and a RSSN/RISP member responsible for data collection.

25. Refers specifically to overall numbers of reported incidents and transfers

26. Multi-country Case Management context

The information shared by entities as part to this protocol will be consolidated by the consolidating agency into national and regional reports. These reports may be shared externally, meaning with others outside those adhering to this information sharing protocol, only with written authorization and agreement from all RISP members. All RISP members agree to adhere to the terms in this protocol.

See Annex 1 for a list of names of all approved agencies/organizations/entities for data sharing.

Any survivor and child specific data that could lead to identification of the survivor will not be shared, e.g., name, initials, province, date of birth, etc.

When issuing regular reports of aggregated data or when written authorization for external aggregated data sharing is attained, **the consolidating agency** must share such data along with the following relevant caveats:

- **The data is only from reported cases.** The consolidated data is in no way representative of the total incidence or prevalence of SGBV and child protection risk in one location or group of locations.
- The aggregate data is based on quarterly consolidated reports submitted from UNHCR and partners for the purposes of:
 - SGBV prevention and response and Child Protection program planning, monitoring and evaluation
 - Identification of programming and service delivery gaps
 - Prioritization of actions and next steps
 - Improved service delivery
 - Policy and advocacy
 - Resource mobilization
 - SGBV and CP multi-country case management



QUARTERLY REPORTS²⁶ AND INFORMATION SHARING PROCEDURE

1. The RISP members will submit the quarterly report of aggregated numbers to the UNHCR focal point in the area. This report will then be sent to the consolidating agency.
2. The reports will be submitted the **(date)** of each quarter.
3. The reports will include data defined in the Quarterly Reporting Tables (see Annex 2)
4. One (1) week after receipt of the reports from RISP members (2nd week of the quarter), the consolidating agency.

26. See Annex to this document for list and samples of reporting tables.

5. Two (2) weeks after receipt of the reports from each **entity, (entity)** will consolidate all national reports. The aggregate report for each country operation and an aggregate report of regional data will be sent back to all RISP members identifying information deleted.
6. Areas of coverage: The aggregate reports will reflect the following geographical areas based on the RSSN members providing data.



DATA PROTECTION

Coordinators, focal points and members of the RISP will ensure that all data is safe and secure and will implement appropriate procedures to maintain confidentiality of the data. For example, each RSSN/RISP member (organization or agency) will ensure that they have already clarified and are implementing their internal data sharing protocols in accordance with data and information protection standards. Members will submit a filled template for that quarter (password protected excel file). The passwords for these submitted files will be agreed among issuing agencies and receptor (focal points).

the coordinating and consolidating agency has outlined during the creation of this protocol how the data will be:

- Received
- Shared (referred/transferred)
- Stored/deleted
- Protected in the computer
- Used by whom (who has access to the data and the computer) and for which purposes (Information management/case management)



COORDINATOR AND CONSOLIDATOR AGENCY

The quarterly reports are shared with consolidating entity of the RISP. In the event of changes in the coordination roles and responsibilities, the information sharing protocol will be reviewed by each of the RSSN/RISP members and signatories of this protocol.



WHEN OTHERS REQUEST SGBV/CP INFORMATION

All RISP signatories are authorized to use consolidated data for their internal reporting requirements. When sharing data for their internal reporting requirements, organizations and agencies must maintain data protection standards of confidentiality and security.

Each time external agencies or actors, not already approved for data sharing by the RISP members, submit a request for regional SGBV and CP information, **the Coordinator agency** will issue a written request to each of the RISP members for authorization to share data. Each request for authorization to share consolidated SGBV and/ or CP data will specify: the reason/purpose for the request for information, what the information will be used for and how the information will be used.

The consolidated data will be shared only after receiving authorization from all signatories to this protocol. When a request for authorization to share data is submitted by **the Coordinator**, the signatory organizations will respond through the national coordinators to the request within five (5) working days.

A party that has been authorized to receive consolidated SGBV and CP data must direct any request they receive for access to this shared data to the Coordinator of **(entity)**.

Names of non-signatory agencies / organizations / entities that have been approved to access consolidated data here:

AGENCY/ORGANIZATION/ENTITY	TYPE OF REPORT
	Quarterly Regional Report
	Quarterly Regional and National Report
	Quarterly Regional Report
	Annual Regional Report
	Annual Regional Report
	Annual Regional Report
	Annual Regional Report

By this information sharing protocol, the RISP members understand that they can refer any request for SGBV and CP consolidated information to the Coordinator of the **RISP** who can then share the data after receiving authorization from all RISP members in response to the written request.



TIME LIMIT

Once agreed, this information sharing protocol will take effect on **[DATE]**, and will be on trial basis until **[DATE]**, upon which the data gathering organizations will review the effectiveness of, use of and adherence to the protocol.

Data gathering organizations reserve the right to stop sharing data for any reason at any time, and will inform **[NATIONAL CONSOLIDATION AGENCY]** in writing if/when they do so.



BREACHES

In cases of breach by any of those participating in this information sharing protocol, information sharing will cease until resolved, responsible parties will be held accountable and the information sharing protocol will be reviewed.

The data gathering organizations reserve the right to refuse sharing information about SGBV reported cases to any external actor.



ANNEX 1

Names of all approved agencies/organizations/entities for data sharing

Name of entity

LOCATION	ORGANIZATION	FOCAL POINTS

RISP members

LOCATION	SERVICES PROVIDED TO SGBV SURVIVORS	FOCAL POINTS



ANNEX 2

Signatures of parties to the RISPs

Name
Designation
Agency
Signature
Date

Name
Designation
Agency
Signature
Date

Name
Designation
Agency
Signature
Date

Name
Designation
Agency
Signature
Date

Name
Designation
Agency
Signature
Date

Name
Designation
Agency
Signature
Date

Name
Designation
Agency
Signature
Date

Name
Designation
Agency
Signature
Date

Name
Designation
Agency
Signature
Date

Name
Designation
Agency
Signature
Date

Name
Designation
Agency
Signature
Date

Name
Designation
Agency
Signature
Date

Name
Designation
Agency
Signature
Date

Name
Designation
Agency
Signature
Date

Name
Designation
Agency
Signature
Date

Name
Designation
Agency
Signature
Date

Name
Designation
Agency
Signature
Date

Name
Designation
Agency
Signature
Date

Name
Designation
Agency
Signature
Date

Name
Designation
Agency
Signature
Date



ANNEX 3 REPORTING TEMPLATE (also available in Excel)

The following tables are sample of tables to be shared by RISP members.

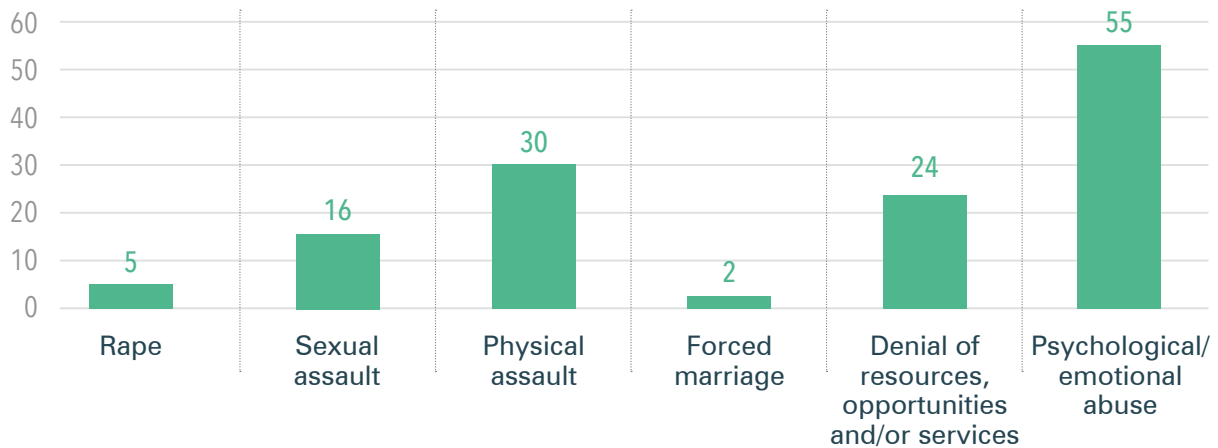
TYPE OF SGBV	1. Number of Incidents by Type of SGBV, Age and Sex												TOTAL
	Age 0-11			Age 12-17			Age18-64			Age 65+			
	F	M	I	F	M	I	F	M	I	F	M	I	
Rape													
Sexual assault													
Physical assault													
Forced marriage													
Denial of resources, opportunities and/or services													
Psychological/emotional abuse													
TOTAL													

TYPE OF SGBV	2. Number of Incidents by Violence against persons of diverse SOGI by type of SGBV, Age and Sex												TOTAL
	Age 0-11			Age 12-17			Age18-64			Age 65+			
	F	M	I	F	M	I	F	M	I	F	M	I	
Rape													
Sexual assault													
Physical assault													
Forced marriage													
Denial of resources, opportunities and/or services													
Psychological/emotional abuse													
TOTAL													

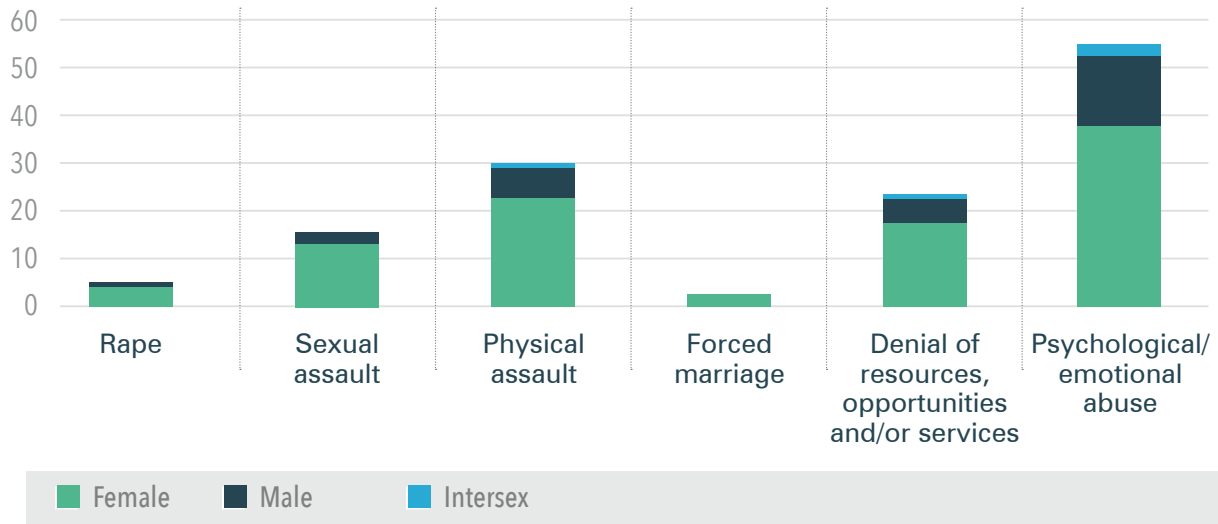
3. Number of Incidents by Violence by type of SGBV, Country of Origin and Sex

TYPE OF SGBV	Country 1			Country 2			Country 3			Other			TOTAL
	F	M	I	F	M	I	F	M	I	F	M	I	
Rape													
Sexual assault													
Physical assault													
Forced marriage													
Denial of resources, opportunities and/or services													
Psychological/emotional abuse													
TOTAL													

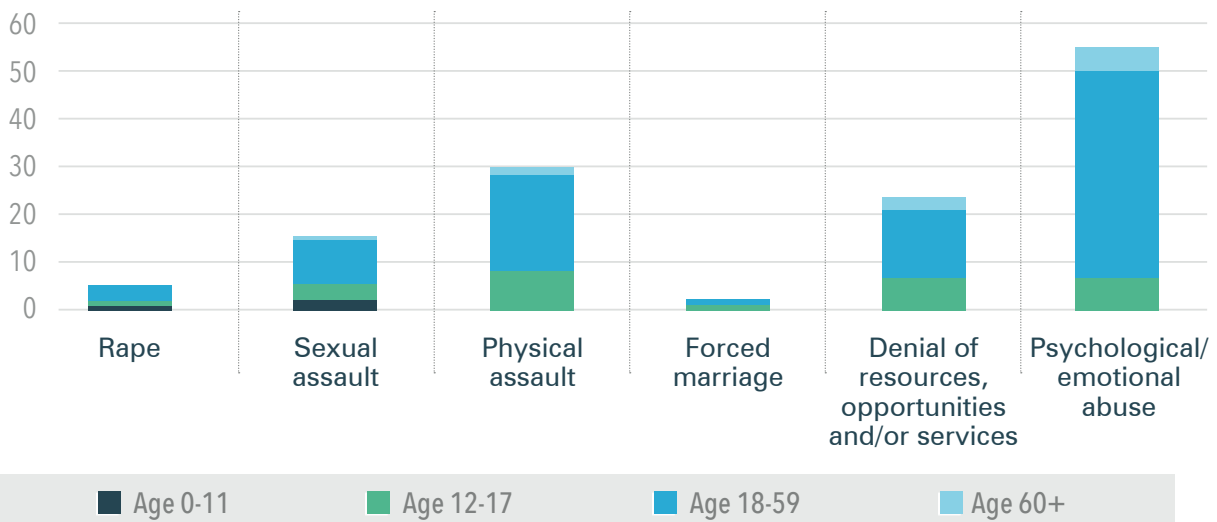
NUMBER OF INCIDENTS BY TYPE OF SGBV



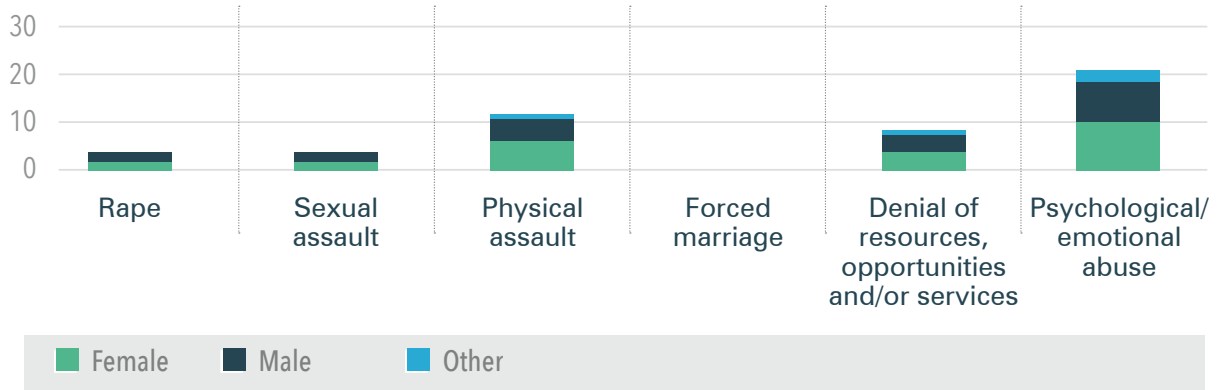
NUMBER OF INCIDENTS BY TYPE OF SGBV AND SEX



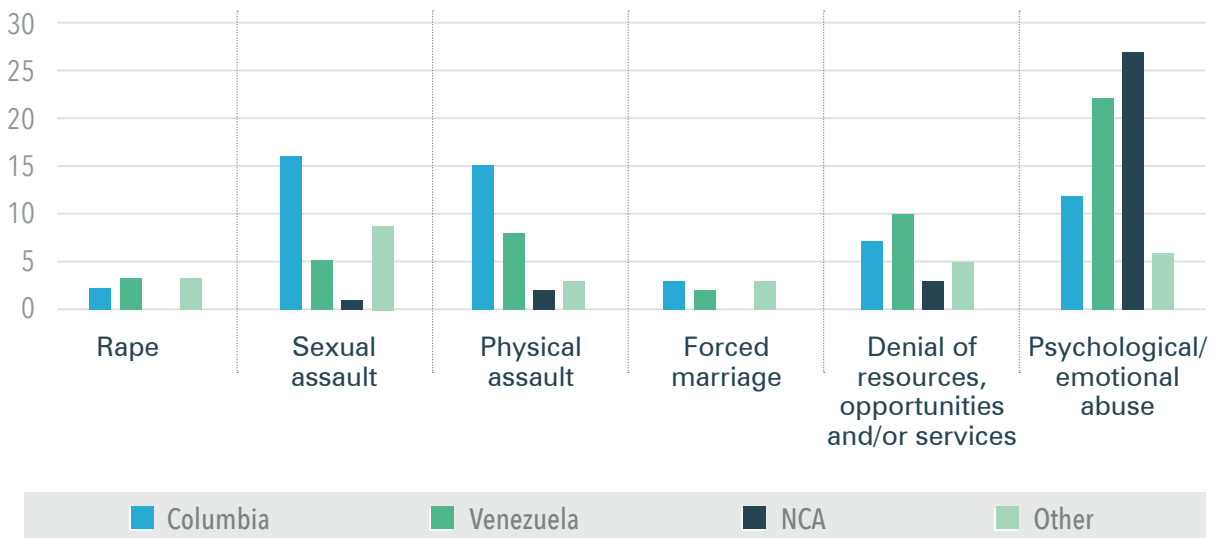
NUMBER OF INCIDENTS BY TYPE OF SGBV AND AGE



NUMBER OF INCIDENTS BY TYPE OF SGBV AND GENDER



REPORTED INCIDENTS BY TYPE OF SGBV AND COUNTRY OF ORIGIN





REGIONAL INFORMATION SHARING PROTOCOL IMPLEMENTATION ACTION PLAN

REGIONAL SAFE SPACES NETWORK

Country Operation:

Date:

INFORMATION SHARING PROTOCOL IMPLEMENTATION ACTION PLAN				
OBJECTIVE	ACTIVITY	RESPONSIBLE ACTORS/ INDIVIDUALS	ACTORS/ INDIVIDUALS INVOLVED	DATES
1-COORDINATION	Internal coordination meeting			
	Coordination meeting with partners			
	Identification of SGBV/CP information gaps			
	Selection of tools to obtain information			
	Selection of SGBV/CP IM Focal Points			
	RLU consultation process			
2. PLANNING	SGBV /CP case managers and service provider mapping			
	Consider personnel required			
	Data protection checklist			
	Implementation planning workshop			
	Modify tools			
	Incorporate in/align with protection strategy			
	Focal point training planning & preparation			
3. IMPLEMENTATION	Focal point training			
	Organizations train key staff			
	Data collection begins			
	Data compilation begins			
4. MAINTENANCE	Initial refresher training			
	RISP review meetings			
	RSSN coordination group meetings			
	RSSN at local, national and regional levels			
	Refresher trainings			



SAMPLE SOPS FOR SGBV DATA PROCESSING

Note: This is a sample living document that can be used as a template for the SOPs on the SGBV module in ProGres v4, which can be adapted and/or contextualized to the needs and situation of each operation.

Sample SOPs for SGBV Data Processing (Americas)

TABLE OF CONTENTS

1.1	Procedure for requesting user access rights to the SGBV module	132
1.2	Opening an SGBV case in proGres v4	133
1.2.1	Obtaining informed consent	133
1.2.2	When to open an SGBV case in proGres v4	133
1.2.3	Opening (creating) a SGBV Case	134
1.2.4	Mandatory and optional fields	135
	GENERAL	135
	INCIDENT	135
	CASE NARRATIVE	136
	ACTION PLAN	136
	OTHER DOCUMENTATION	137
1.2.5	How to set the case Priority level (Case Details)	137
1.3	When to create a new SGBV incident record	137
1.3.1	How to determine Incident Type and Incident Sub-Type	137
1.3.2	Multiple SGBV incidents	139
1.4	Alleged Perpetrators	140
1.4.1	Different numbers of alleged perpetrators or survivors	140
1.5	Incident location type vs. Incident location	141
1.6	How to record consent	141
1.7	Referral of an SGBV Case	142
1.7.1	Internal referrals	142
1.7.2	External referrals	143
	1.7.2.1 ProGres v4 users	143
	1.7.2.2 Non-proGres v4 users	143
1.8	Case Closure	144
1.9	Create a VIEW of SGBV Incidents by Type	145

SAMPLE SOPS FOR SGBV DATA PROCESSING (AMERICAS)

1.1 | Procedure for requesting user access rights to the SGBV module

The SGBV module is a case management tool for UNHCR and partner Protection staff with responsibility for SGBV case management. User access rights for the SGBV module in proGres v4 are limited and, in each operation, the UNHCR Protection Officer at national level is responsible for reviewing each request for user access before approval is granted.

UNHCR Protection Staff:

1. The **UNHCR Protection Officer** designates the UNHCR Protection staff members with SGBV focal point and back up focal point responsibilities based on SGBV case management knowledge and experience.
2. The **UNHCR Protection staff member** emails the **proGres v4 focal point** in the UNHCR National Office or Branch Office to request user access rights to the SGBV module **with their Protection Officer and Head of Office in copy.**
3. The proGres v4 focal point in the operation (Requesting User) fills out the Single proGres v4 User Access Form or Multiple proGres v4 Users Access Form and emails it to the ranking UNHCR Protection Officer in the National or Branch Office (Approving User) for review.
4. The UNHCR Protection Officer in the National or Branch Office reviews the level of user access rights according to the responsibility level of the Protection staff member. Additional information is requested as necessary.
5. When approval is granted, the proGres v4 focal point emails the Request Form to the Global Service Desk
6. The **proGres v4 focal point** advises the UNHCR Protection staff member with the Protection Officer, Head of Office in the field and national level Protection Officer in copy accordingly:
 - a. No access granted and reasons why.
 - b. Access granted.

Partner Staff:

1. The **Partner Supervisor** designates the staff members with SGBV focal point and back up focal point responsibilities based on SGBV case management knowledge and experience.
2. The **Partner staff member** emails the **proGres v4 focal point** in the UNHCR National Office or Branch Office to request user access **with the Partner Supervisor in copy.**

3. The **proGres v4 focal point** in the operation (Requesting User) fills out the Single proGres v4 User Access Form or Multiple proGres v4 Users Access Form and emails it to the ranking UNHCR Protection Officer in the National or Branch Office (Approving User) for review.
4. The **UNHCR Protection Officer in the National or Branch Office** reviews the requested level of user access rights according to the responsibility level of the **Partner staff member**. Additional information is requested as necessary.
5. When approval is granted, the **proGres v4 focal point** emails the Request Form to the Global Service Desk
6. The **proGres v4 focal point** advises the Partner staff member accordingly with the Partner Supervisor, UNHCR Protection Officer at national level and Head of Office in the field in copy:
 - a. No access granted and reasons why.
 - b. Access granted: User ID and login information shared.

1.2 | Opening an SGBV case in proGres v4

During the SGBV case management process, the details of an SGBV case or incident and the required follow up actions related to the case can be recorded, monitored and updated on an ongoing basis.

■ 1.2.1 OBTAINING INFORMED CONSENT

The trained interviewer must obtain the informed consent of the SGBV survivor to:

1. Share information with other service providers;
2. Share anonymous information about the incident for reporting purposes.

A Consent Form must be filled out and signed by the survivor and the survivor's wishes related to information sharing can be recorded in the case record (see section **1.6 How to record Consent**).

■ 1.2.2 WHEN TO OPEN AN SGBV CASE IN PROGRES V4

Open an SGBV case¹ in the following scenarios:

1. The survivor reports an SGBV incident (discloses) to the Protection focal point responsible for receiving SGBV cases.
2. The survivor is present at the time of reporting an SGBV incident.
3. A survivor reports an SGBV incident (discloses) while receiving services (e.g. psychosocial support, legal assistance, medical/health services, SGBV case management, safe shelter, security and protection services, etc.).

1. proGres in Partnership User Guide: SGBV Protection.

4. A trained UNHCR or partner Protection staff member has received an SGBV case referral in order to provide SGBV case management services.
5. A trained UNHCR or partner Protection staff member has been assigned the SGBV case and has user access rights to proGres v4 SGBV module;
6. For child survivors, open a Child Protection case. Each child who is an SGBV survivor requires a Best Interests Assessment (BIA). This form is found in the CP module.
7. **DO NOT OPEN AN SGBV CASE** if specialized services are unavailable to the survivor. It is unethical to collect the information of an SGBV survivor that is not receiving services. A survivor should be referred to a qualified Protection staff member (UNHCR or partner) as soon as possible to ensure appropriate follow up and case management.
8. **DO NOT OPEN AN SGBV CASE** if an SGBV incident is reported by a third party. In such case, other appropriate follow up by the Protection staff will be required.

■ 1.2.3 OPENING (CREATING) A SGBV CASE

To create a new SGBV Case follow these steps:

1. Click on the **Main Menu** button and go to the **Registration module**.
2. Expand the **Registration navigation** group and click on **Individuals** to open the Individuals main grid.
3. Select or open the desired Individual record.
4. Click on **Create SGBV Case**.
5. A **New SGBV Case** form opens.
6. You will notice that three additional sections are included to this form: **SGBV Incident**, **SGBV Alleged Perpetrator**, and **Incident Location** so that information about the main incident, perpetrator, and incident location are captured at the same time as the creation of the SGBV Case.

Make sure that you have all the necessary information before you try to open the case.

RULES

- **There must be at least one non-Erroneous SGBV Incident associated to an Active, Hold, or Inactive SGBV Case.**
- **There must be at least one non-Erroneous SGBV Alleged Perpetrator and Incident Location associated to an Active, Hold, or Inactive SGBV Incident.**

7. Enter the desired and mandatory information. In the Incident section, select one of the following Incident sub-types:
 - a. Rape
 - b. Sexual assault
 - c. Physical assault or abuse
 - d. Forced marriage
 - e. Denial of Resources, Opportunities and Services

- f. Psychological / Emotional Abuse
All caseworkers entering SGBV cases/incidents should be trained on the GBVIMS classification of SGBV incidents, even if they are not using the full set of GBVIMS tools. The GBVIMS Classification tool provides a systematic and harmonized way of recording incidents.
- 8. Click on **Save** or **Save & Close**.
- 9 The SGBV Case is created for the selected Individual.
- 10 In addition, an SGBV Incident, an SGBV Alleged Perpetrator and an Incident Location are created using the information provided in the corresponding sections of the New SGBV Case.

Note that only mandatory fields for the Incident, Alleged Perpetrator and Location are displayed in the case creation form – to enter additional information (e.g. incident description), you will need to open the individual records after you have created the case.

■ 1.2.4 MANDATORY AND OPTIONAL FIELDS

Information relevant to the operation:

All mandatory fields are marked with a red asterisk (*). A new SGBV case record can only be saved and created after all mandatory fields contain information. Relevant fields for this operation include both mandatory and optional fields:

GENERAL

Individual Info is entered during Registration.

Specific needs: The SGBV Case will need to be created and saved before a new or additional Specific Need can be added. Approved codes for the operation below:

Recent Contact

Field Name	Action required
Last Seen Date	<ul style="list-style-type: none"> • Enter the date of the most recent SGBV interview
Last Seen by	<ul style="list-style-type: none"> • Enter the name of the last known interviewer (the case manager): <ul style="list-style-type: none"> ○ UNHCR Protection staff with SGBV case management responsibility (proGres user) ○ Partner staff with SGBV case management responsibility (proGres user)

***Note:** UNHCR will not ask for confidential case information from partners who are the SGBV case management organization (proGres users or non-proGres users).

INCIDENT

Incident Details:

(See section 1.2.1 How to determine Incident Type and Incident Sub-Type)

Alleged Perpetrator:

(See section 1.3 Alleged Perpetrators)

Incident Location:

(See section 1.4 Incident Location Type vs. Incident Location)

CASE NARRATIVE

Complete the optional fields:

Field Name	Action required
Case Summary	<ul style="list-style-type: none"> Enter a brief narrative to explain the current state of the SGBV case.
Personal History	<ul style="list-style-type: none"> Enter narrative to explain protection-relevant past events.
Comments	<ul style="list-style-type: none"> New: Additional comments can be entered. Protected: Default setting is "No". Select "Yes" if the comments should be protected and only visible to the case owner and supervisor(s).

Create and save the SGBV case to enter additional information in:

- **SGBV Assessments**
- **Incidents**
- **Counselling**

ACTION PLAN

Complete the optional fields:

Field Name	Action required
Action Plan Description	<ul style="list-style-type: none"> Enter narrative to explain planned future actions to be taken by UNHCR, partners, government agencies or the survivor. Includes explanation why some actions have NOT been taken.

Create and save the SGBV case to enter additional information in:

- **Interventions**
- **Referrals:** (See section 1.6 Referral of an SGBV Case)

OTHER DOCUMENTATION

***Note:** Documents saved under this section in the SGBV module are **VISIBLE** to any proGres user that accesses the individual case record through any other module.

■ 1.2.5 HOW TO SET THE CASE PRIORITY LEVEL (CASE DETAILS)

Opening Date:

Date you created the new SGBV case will be automatically entered

Information relevant to the operation:

Priority levels and follow up required

- Emergency
 - **Child:** Recommended response before leaving the child or within 24 hours and follow-up twice per week.
 - **Adult:** Recommended response within 72 hours for an adult and follow-up in coordination and agreement with the adult survivor.
- High – **Child/Adult:** Case priority is considered urgent and a response is recommended within 3 days and weekly follow up.
- Medium – **Child/Adult:** Recommended response within 1-3 weeks and follow up every 2 weeks to 1 month.
- Low – Requires response and periodic follow up.

1.3 | Opening an SGBV case in proGres v4

An SGBV incident must be recorded in order to open a new SGBV case. Only one SGBV incident can be recorded at a time.

■ 1.3.1 HOW TO DETERMINE INCIDENT TYPE AND INCIDENT SUB-TYPE

Incident Details

1. Single incident: Create a new incident for each separate SGBV incident. Incidents occurring in the past (several days, months or years ago) can be recorded as separate incidents.

Field Name	Action required
Incident Type	<ul style="list-style-type: none"> • For all SGBV incidents, type in or click on the search icon and select “Freedom from Violence and Torture”.

INCIDENT DETAILS


Incident Type *





Field Name	Action required
Incident Sub-Type	<ul style="list-style-type: none"> Select one of the 6 Sub-Types based on the SGBV Classification Tool questions (see Figure 1).

Figure 1: SGBV Classification Tool used to select the type of SGBV for each incident (Incident Sub-Type in proGres v4).

Instructions for using the GBV Classification Tool

 To determine the appropriate GBV classification for the incident described to you by the survivor, ask yourself the following questions in their given order.

 If the answer to the question is "No" based upon the description of the reported incident, continue down the list to the next question. Stop at the first question that can be answered "Yes" based upon the description of the reported incident. The GBV type corresponding to this question is what should be used to classify the incident.⁶

 The GBVIMS only records incidents reported directly by the survivor (or by the survivor's guardian if the survivor is a child or unable to report due to a disability) in the context of service provision. Thus any incident in which the victim has died prior to the report, should not be recorded for the GBVIMS.⁷

1. Did the reported incident involve **penetration**?
If yes → classify the GBV as "**Rape**".
If no → proceed to the next GBV type on the list.
2. Did the reported incident involve **unwanted sexual contact**?
If yes → classify the GBV as "**Sexual Assault**".
If no → proceed to the next GBV type on the list.
3. Did the reported incident involve **physical assault**?
If yes → classify the GBV as "**Physical Assault**".
If no → proceed to the next GBV type on the list.
4. Was the incident an act of **forced marriage**?
If yes → classify the GBV as "**Forced Marriage**".
If no → proceed to the next GBV type on the list.
5. Did the reported incident involve the **denial of resources, opportunities or services**?
If yes → classify the GBV as "**Denial of Resources, Opportunities, or Services**".
If no → proceed to the next GBV type on the list.
6. Did the reported incident involve **psychological/emotional abuse**?
If yes → classify the GBV as "**Psychological / Emotional Abuse**".
If no → proceed to the next GBV type on the list.
7. Did the reported incident involve GBV?
If yes → Start over at number 1 and try to reclassify the type of GBV again. (If you have tried to classify the GBV multiple times, ask your supervisor or GBVIMS focal point for support)
If no → classify the violence as "**Non-GBV**"

2. Multiple types of SGBV during one incident can be recorded in the Case Narrative and SGBV assessment sections. For purposes of data collection, the SGBV Classification Tool is used to select one type of SGBV for an incident. The classification of the incident for data collection purposes does change how a caseworker would create an action plan with the survivor to address urgent follow up issues and specific needs.

■ 1.3.2 MULTIPLE SGBV INCIDENTS

1. **Multiple SGBV incidents - same survivor, same perpetrator:** The caseworker will have to decide if this should be recorded as one or multiple incidents. Start with the incident the survivor is seeking assistance for during the current interview.
2. **Multiple SGBV incidents - same survivor, different perpetrators:** Record the current SGBV incident being reported. The caseworker can record each previous incident as a separate SGBV incident if the survivor has provided enough information to fill all mandatory fields. However, the survivor should not be pushed for details of previous incidents.
3. **Multiple SGBV incidents at the same time to separate survivors (by the same or different perpetrators):** Enter at least one incident per survivor. If an incident involves more than one survivor at more or less the same time, SGBV incidents can be linked using the Linked Grids entity and a list of **Linked Incidents** will appear in each survivor’s case record.
4. **Ongoing SGBV incidents:** Examples of ongoing SGBV incidents may be domestic violence, survival sex or the threat of SGBV (i.e. child marriage, female genital mutilation, removal from school, etc.). Create one SGBV incident and select the Incident Sub-Type using the SGBV Incident Classification Tool.
5. **Incident linked to ongoing incident:** An additional incident can be entered, at the discretion of the case manager, if the most recent incident related to why the survivor has come to seek services differs from the ongoing incident (e.g. ongoing incident type = physical assault; most recent incident linked to ongoing incident = sexual assault). Furthermore, an additional incident could be entered at the discretion of the case manager if the incident linked to the ongoing incident occurred in the past and the survivor discloses this information (e.g. ongoing incident = physical assault; incident last year linked to ongoing incident = rape).

Field Name	Action required
Incident Start Date	<ul style="list-style-type: none"> • Same as Date of Incident. If the incident is a type of SGBV that is still ongoing, the start date can be recorded as an estimated or known date in the past.
Incident Occurrence	<ul style="list-style-type: none"> • Select Occurred if domestic violence is ongoing. Select At Risk if the incident being reported is a threat of SGBV.

****Note:** For determining how many incidents to record, use a survivor-centered approach. A survivor is not required to provide detailed information about the incident that occurred. If full details are not provided about other incidents in the past, the case manager **should not** push for more information for purposes of data collection. Entering additional incidents is not required.*

1.4 | Alleged Perpetrators

Separate records can be created within an SGBV case record of one or more alleged perpetrators of SGBV. The case worker will have to use discretion and a survivor-centred approach **to determine how many incidents should be recorded** based on the details of the case shared willingly by the survivor. This will depend on the number of alleged perpetrators, survivors and the given period of time.

■ 1.4.1 DIFFERENT NUMBERS OF ALLEGED PERPETRATORS OR SURVIVORS

1. One alleged perpetrator: fill in the mandatory fields and estimate age if alleged perpetrator type is an identifiable individual.
2. One alleged perpetrator, multiple incidents: create a new incident record for each incident. This applies to one survivor or if there were multiple survivors.
3. Multiple alleged perpetrators, one survivor: Add each alleged perpetrator in a separate record under Alleged Perpetrators if they are identifiable individuals

Field Name	Action required
Alleged Perpetrator Sex	<ul style="list-style-type: none"> Options: Male, Female, Other, Unknown. Select “Other” if the known sex of the perpetrator was not male or female. Select “Unknown” if the perpetrator was unidentifiable and the sex was unknown.
Relationship to Victim/Survivor	<ul style="list-style-type: none"> If there are multiple relationships between the Survivor and the Perpetrator including Intimate Partner, select “Intimate Partner / Former Partner”.
Perpetrator Type	<ul style="list-style-type: none"> If the perpetrators were a “Group of individuals”, enter an estimated Age Group. If the range of ages does not fit the given fields, a primary perpetrator can be identified and an Age Group selected. Age group can be estimated.
Alleged Perpetrator Main Occupation	<ul style="list-style-type: none"> If the main occupation does not appear, mark “Other”.
Alleged Perpetrator Occupation	<ul style="list-style-type: none"> Enter an occupation to provide a more specific response

1.5 | Incident location type vs. Incident location

Incident Location Type refers to a category of locations relevant at field, sub-office or national level to help detect possible trends of where incidents of SGBV may be taking place. This field must contain information for a new SGBV case to be created.

In order to save additional, more specific **Incident Location** details (country of incident, address if known, etc.).

Information relevant to the operation:

Field Name	Action required
Incident Location Type	<ul style="list-style-type: none"> Select “Survivor’s Residence” if the survivor and perpetrator share the same residence.
Incident Location	<ul style="list-style-type: none"> Create and save an SGBV case. Create an SGBV Incident within the SGBV case. Add details under Incident Location.
Country	<ul style="list-style-type: none"> Record the name of the Country of Incident

1.6 | How to record consent

The areas to record consent related to an SGBV case are divided into two parts in proGres v4. The first part related to biometric information is located within the Registration module and the second part related to the SGBV case is within the SGBV module.

Field Name	Action required
PoC agrees to share this information	<ul style="list-style-type: none"> Select “No” if the survivor does not wish to have information about the SGBV case shared with anyone besides the case worker. Select “Yes” after obtaining the informed consent of a survivor (see Note below).
Person not capable of providing consent	<ul style="list-style-type: none"> Select “No” for adult; Select “Yes” for a child or a person with a mental disability or other condition who is unable to make their own decisions. Additional mandatory fields will appear.

***Note:** A paper Consent Form, agreed by all organizations, should be signed by the survivor after receiving their **INFORMED CONSENT** and stored in a locking file cabinet separate from any notes or details on the SGBV case. For more information on Informed Consent, see SGBV Case Management Guidelines.

1.7 | Referral of an SGBV Case

N.B. Be careful not to include sensitive information in the Referrals entity, noting that referrals are widely visible in proGres. If you would like to track more sensitive information about a referral service, you can create an intervention record and enter the details there.

It is important to note that INTERNAL means only UNHCR.

A due date can be recorded to indicate to a proGres user (UNHCR or partner staff) receiving the referral within proGres when the action requested in the referral should be completed. A due date can also act as a record and reminder to the SGBV case manager to follow up on the pending action if the referral is to a non-proGres user.

Field Name	Action required
Due Date	<ul style="list-style-type: none"> Enter a referral due date corresponding to the Priority level of the case and the priority of the action requested.

1.7.1 INTERNAL REFERRALS

Information relevant to the operation

- Psychosocial support or counseling (UNHCR)**
 - Service type: Psycho-social assistance
 - Referral type: internal
 - Referred to: proGres User
 - Service Provider: department or unit
 - Recommended action: case management
- Legal/protection counseling (UNHCR)**
 - Service type: Legal/protection counseling
 - Referral type: internal
 - Referred to: proGres User
 - Service Provider: department or unit
 - Recommended action: legal assistance and counselling on access to justice
- Livelihoods services (UNHCR)**
 - Service type: Livelihoods
 - Referral type: internal
 - Referred to: proGres User
 - Service Provider: department or unit
 - Recommended action: provision of livelihoods counseling and information
- SGBV cash assistance (UNHCR)**
 - Service type: Cash assistance
 - Referral type: internal
 - Referred to: proGres User
 - Service Provider: department or unit
 - Recommended action: provision of CBI counseling

■ 1.7.2 EXTERNAL REFERRALS

An external referral of an SGBV case describes a referral by UNHCR to another entity for counseling, assistance or service provision. The entity may be a proGres v4 user (for example, an implementing partner) or a non-proGres v4 user (for example, an operational partner or government agency).

1.7.2.1 *proGres v4 users*

Information relevant to the operation

- **Psychosocial support or counseling (implementing partner)**
 - Service type: Psycho-social assistance
 - Referral type: external
 - Referred to: proGres User
 - Service Provider: search for and select code of partner
 - Recommended action: assessment, action plan and follow up support
- **Livelihoods services (implementing partner)**
 - Service type: Livelihoods
 - Referral type: external
 - Referred to: proGres User
 - Service Provider: search for and select code of partner
 - Recommended action: provision of livelihoods counseling and information

1.7.2.2 *Non-proGres v4 users*

Information relevant to the operation

- **Psychosocial support or counselling**
 - Service type: Psycho-social assistance
 - Referral type: external
 - Referred to: Non-proGres User
 - Service Provider: search for and select code of partner
 - Recommended action: assessment, action plan and follow up support
- **Legal assistance**
 - Service type: Legal aid
 - Referral type: external
 - Referred to: Non-proGres User
 - Service Provider: search for and select code of partner
 - Recommended action: legal assistance and counselling on access to justice
- **Livelihoods services**
 - Service type: Livelihoods
 - Referral type: external
 - Referred to: Non-proGres User
 - Service Provider: search for and select code of partner
 - Recommended action: provision of livelihoods counselling and information

- **Temporary safe shelter**
 - o Service type: Accommodation
 - o Referral type: external
 - o Referred to: Non-proGres User
 - o Service Provider: search for and select code of partner
 - o Recommended action: provision of temporary safe shelter for case and “X” number of dependents
- **Long term safe shelter**
 - o Service type: Shelter assistance
 - o Referral type: external
 - o Referred to: Non-proGres User
 - o Service Provider: search for and select code of partner
 - o Recommended action: counseling and assistance with locating long term safe shelter for case and “X” number of dependents

Additional procedures will be created for transfer of cases.

1.8 | Case Closure

Cases can be closed when a survivor’s needs are met and they no longer need services (ideally agreed by both case manager and survivor); when the survivor wants to close the case; if a survivor is not contactable for 30 days or more or is relocated to another area.

Make sure to have checked the statuses of all of the associated Incidents, Assessments, Interventions and Referrals – all of these should be ‘closed’ or ‘completed’.

If the case is closed because the survivor’s needs are met, an Assessment should have been completed, reflecting this and recommending closure prior to changing the process status. If a survivor wishes to close, disappears, or is relocated, the case can be closed, indicating the reason, adding reasons / details in the comments section, or completing an Assessment with additional information.

To set the Process Status of a SGBV Case or multiple SGBV Cases to Close follow these steps:

1. Login as a SGBV user.
2. Navigate to the SGBV module and select SGBV Cases. A list of SGBV Cases gets displayed.
3. Select SGBV cases with process status Active, Hold, Inactive or Erroneous.
4. From the ribbon, click on Change Process Status and select Close. A dialogue box gets displayed.
5. The process status date defaults to today’s date. The Process status date cannot be blank and cannot be in the future. The Process status change Reason cannot be blank and can be set to one of the following values:

- a. Resolved / Completed
- b. Durable solution
- c. No further action
- d. Death
- e. Not reachable
- f. Withdrawn
- g. Relocation / transfer
- h. Other

Should there be any Incidents, SGBV Assessments or Interventions with [Process Status] NOT Closed or Erroneous associated with the Case then the following warning message is displayed to the user: (“At least one active Incident, Assessment, or Intervention is associated with the selected Case(s). If you proceed, the Process Status of all these records will be changed”).

Fill in an appropriate value for the process status date and fill in all the mandatory fields. Complete the dialogue. The process status of the SGBV cases is set to Closed.

- 6. The process status change reason is set to the value entered by the user. The process status date is set to the value entered by the user.

For all associated Incidents, Interventions, SGBV Assessments, Alleged Perpetrator records or Incident Location records where Process Status is NOT Closed or Erroneous the changes are as follows:

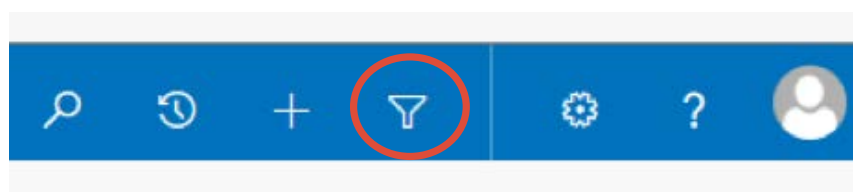
- a. [Process Status] is set to Closed.
- b. [Process Status Date] is set to SGBV Case’s [Process Status Date]
- c. [Process Status Change Reason] is set to:
 - 1. SGBV case’s [Process Status Change Reason] for associated Incidents.
 - 2. Blank for associated Interventions or SGBV Assessments

The SGBV case records remain or become non-editable.

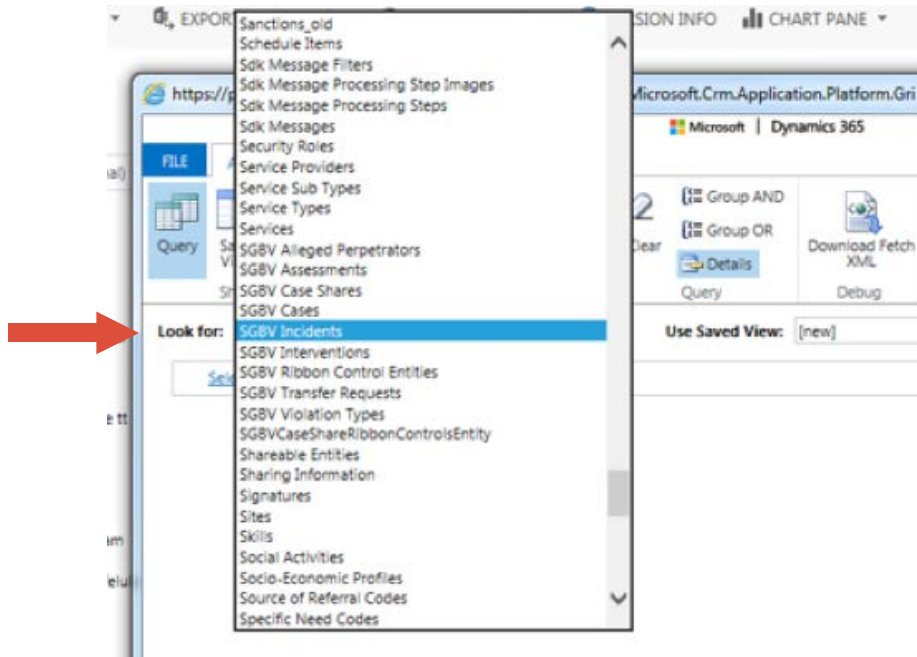
1.9 | Create a VIEW of SGBV Incidents by Type

It is possible to create VIEWS in proGres v4 for various purposes. For example, a VIEW can be created to help the user keep track of cases recorded and pending actions. Standard VIEWS can be created and shared by managers with users in their team or between UNHCR and partners. One example of a useful VIEW that can be created is SGBV Incidents by Type (Incident Sub-Type).

- 1. Click on the **Filter Icon** in the Ribbon to open the Advanced Find window;



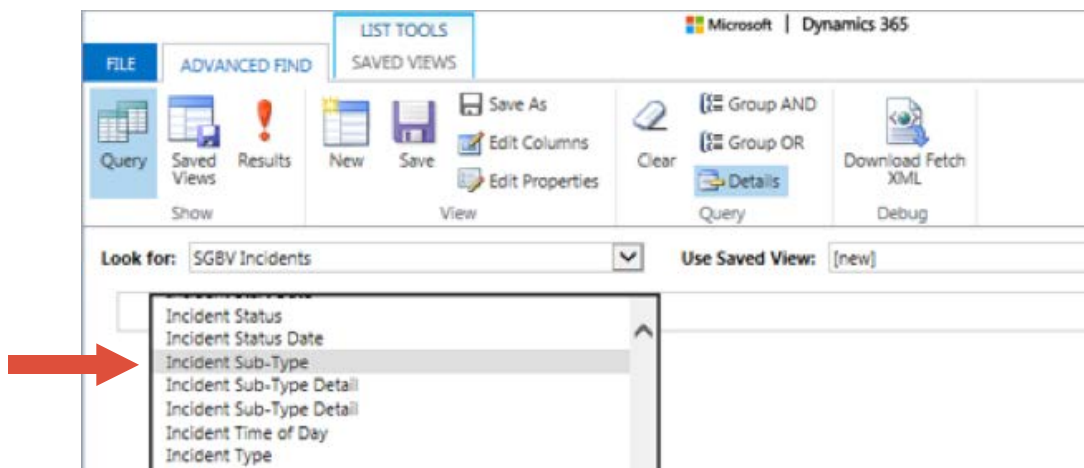
2. Locate Look for: and select “**SGBV incidents**” from the pulldown menu;



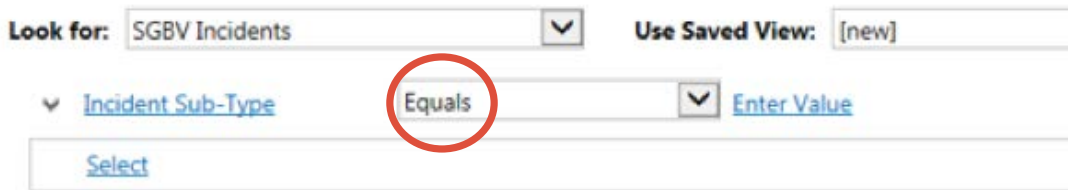
3. Notice that **Use Saved View** reads: [new]. Click on **Select** under SGBV Incidents.



4. Select “**Incident Sub-Type**” from the pulldown menu.



5. Select **Equals** in the pulldown menu to the right of Incident Sub-Type.

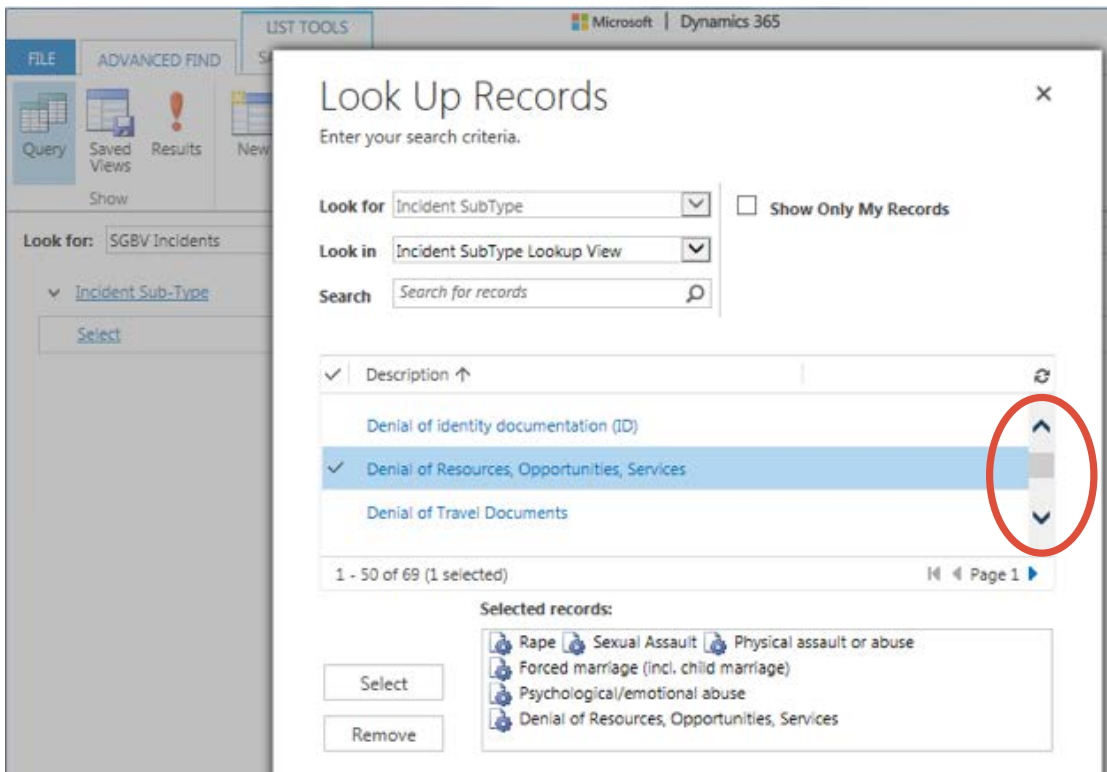


6. To the right of **Equals**, roll over **Enter Value** and click on the search icon that appears to the right of the text box.



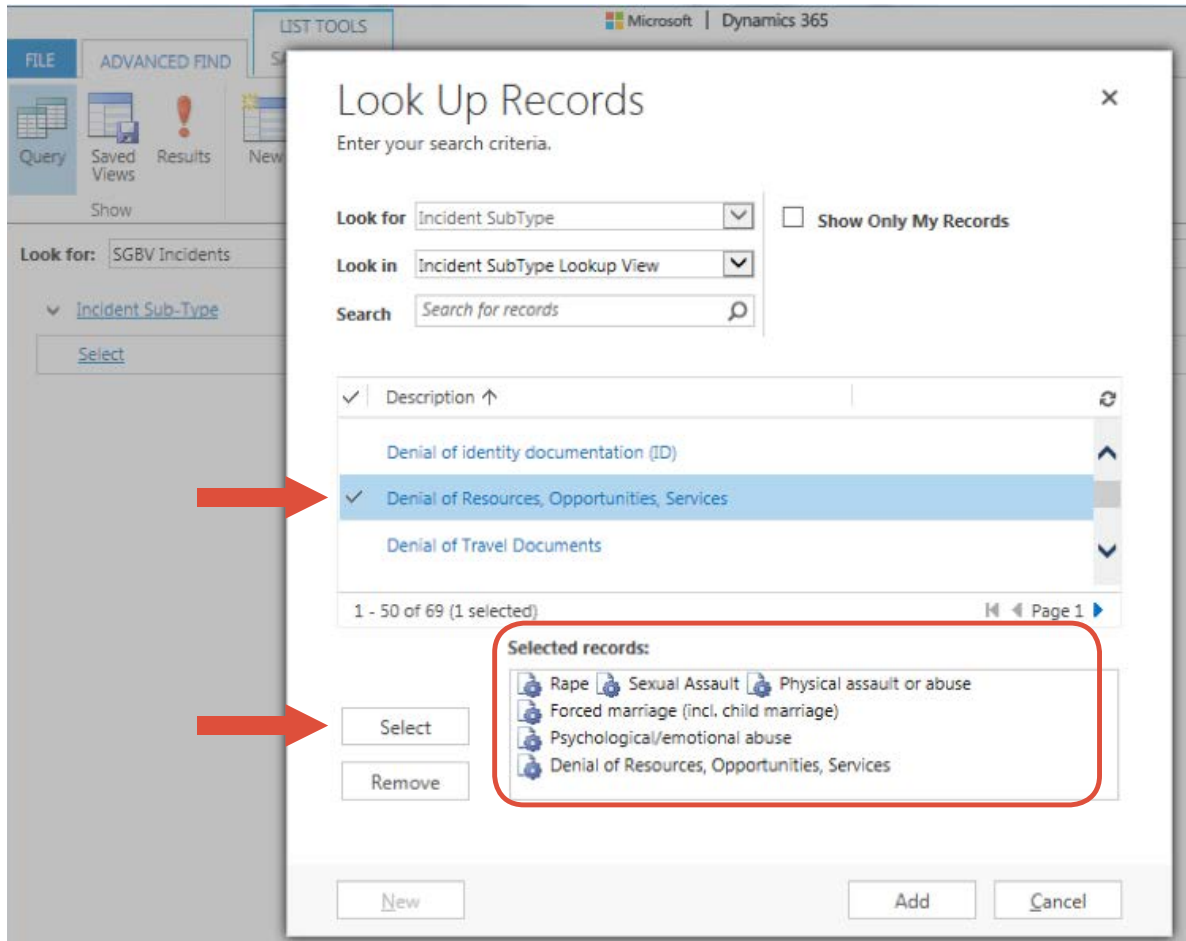
7. Use the **scroll bar** and the **page advance button** in the **Look Up Records** window to locate the following 6 types of SGBV:

- Rape
- Sexual Assault
- Physical assault or abuse
- Forced marriage (incl. child marriage)
- Denial of Resources, Opportunities, Services
- Psychological/emotional abuse

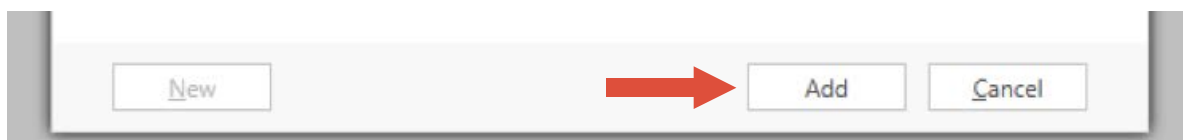


- Highlight each type of SGBV one at a time and click the **Select** button to add them to the box called **Selected records**.

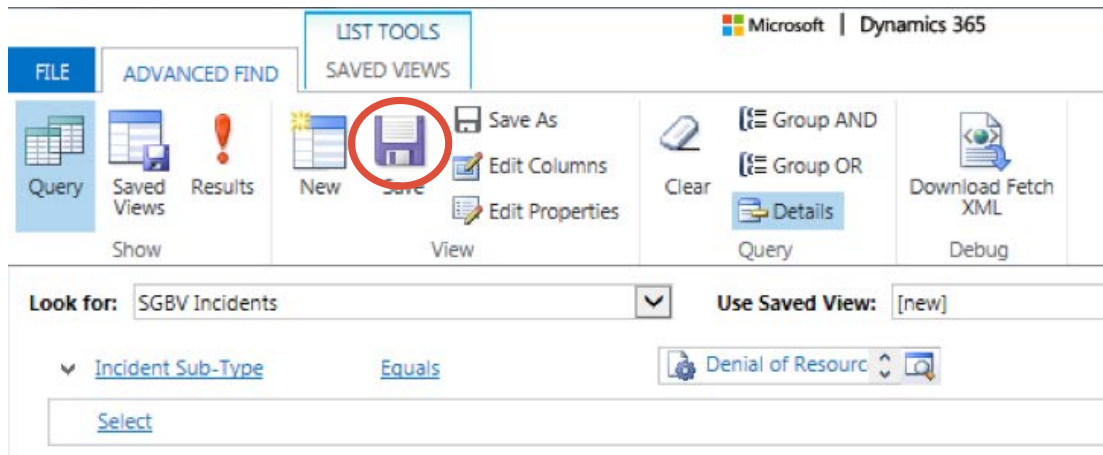
**Note: Clicking on the term in blue will open a new window with an explanation of the term. Instead, click on the blue area highlighted around the term.*



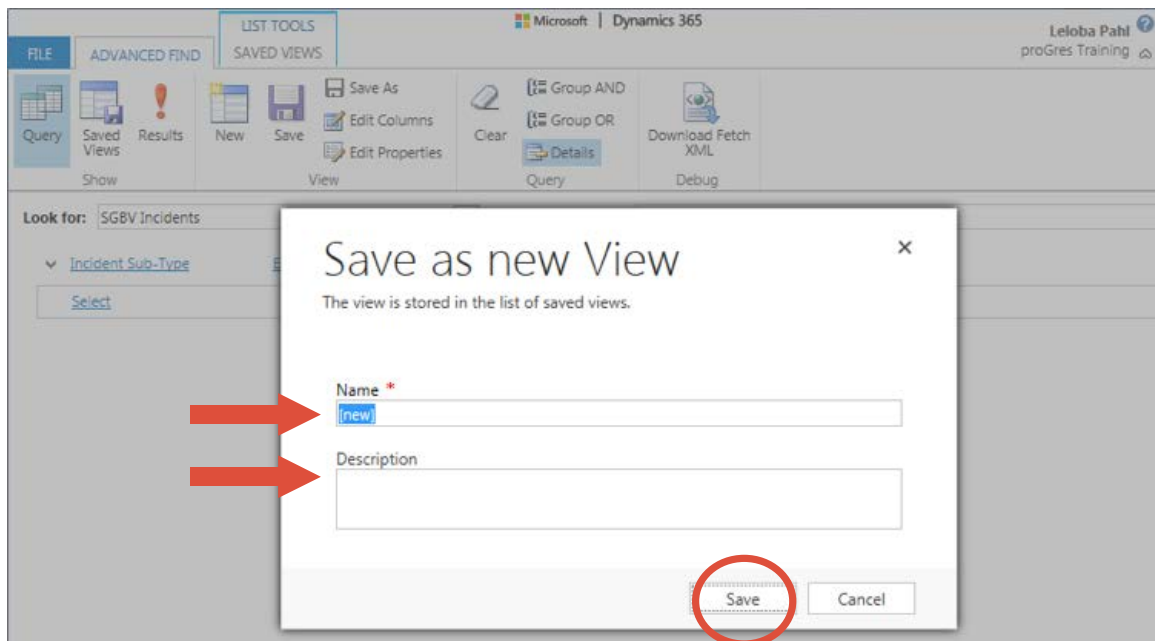
- Click **Add** after all 6 types of SGBV appear in the Selected records box.



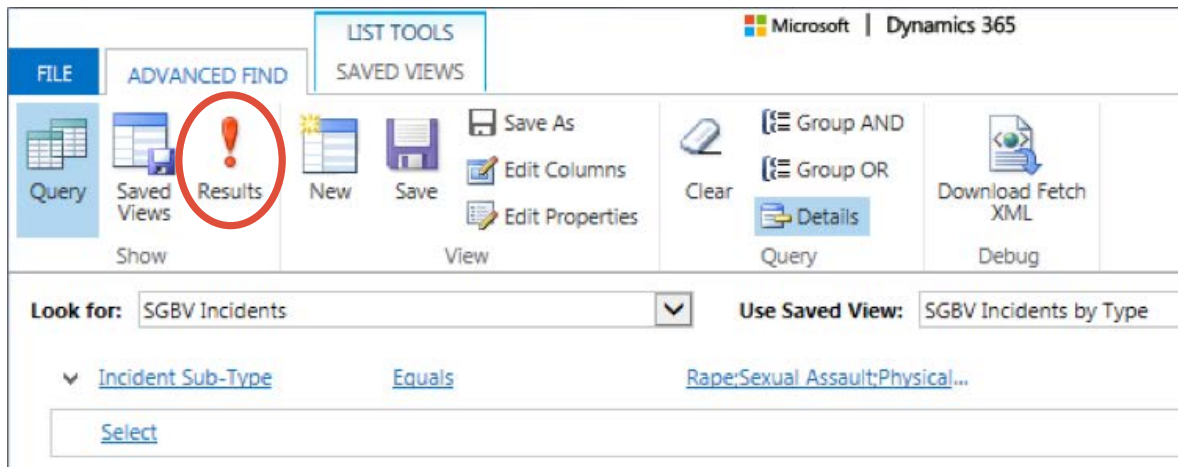
10. Click on the **Save** button (disk icon) to save the view.



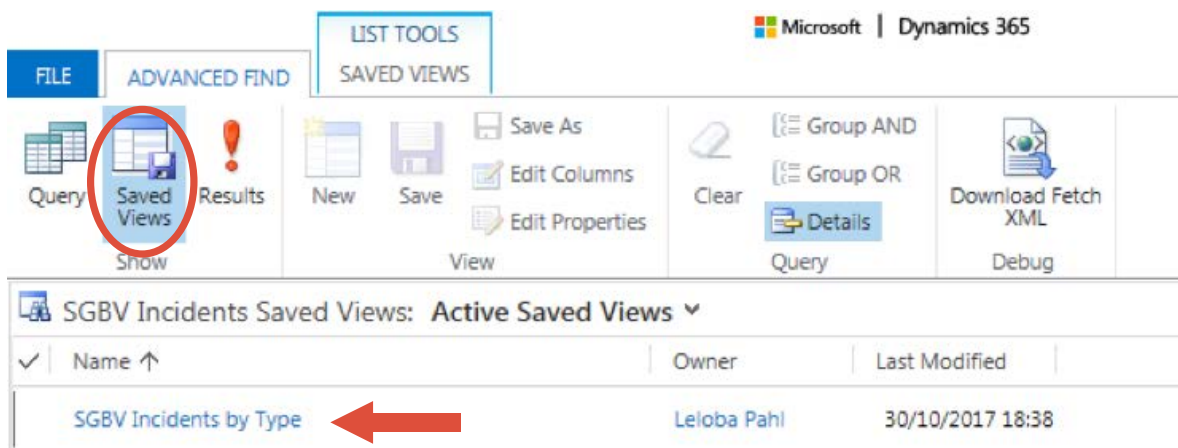
11. Enter the name for this view: **“SGBV Incidents by Type”** and enter a short description: **“This view shows SGBV incidents classified under the 6 types of SGBV: Rape; Sexual assault; Physical assault; Forced marriage; Denial of Resources, Opportunities, Services; and Psychological/emotional abuse.”** Click Save.



12. Click on the **Results** button to view an updated list of SGBV Incidents by Type.



13. Click on **Saved Views** to see the view **SGBV Incidents by Type** and all other newly created views.





CONSENT FOR RELEASE OF INFORMATION

Incident ID

Client Code

CONFIDENTIAL Consent for Release of Information¹

This form should be read to the survivor or guardian in her first language. It should be clearly explained to the survivor that she / he can choose any or none of the options listed.

I, _____, give my permission for (Name of Organization) to share information about the incident I have reported to them as explained below:

1. I understand that in giving my authorization below, I am giving (Name of Organization) permission to share the specific case information from my incident report with the service provider(s) I have indicated, so that I can receive help with safety, health, psychosocial, and/or legal needs.

I understand that shared information will be treated with confidentiality and respect, and shared only as needed to provide the assistance I request.

I understand that releasing this information means that a person from the agency or service ticked below may come to talk to me. At any point, I have the right to change my mind about sharing information with the designated agency / focal point listed below.

I would like information released to the following:

(Tick all that apply, and specify name, facility and agency/organization as applicable)

- | Yes | No | |
|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | Security Services (specify): ----- |
| <input type="checkbox"/> | <input type="checkbox"/> | Psychosocial Services (specify): ----- |
| <input type="checkbox"/> | <input type="checkbox"/> | Health/Medical Services (specify): ----- |
| <input type="checkbox"/> | <input type="checkbox"/> | Safe House / Shelter (specify): ----- |
| <input type="checkbox"/> | <input type="checkbox"/> | Legal Assistance Services (specify): ----- |
| <input type="checkbox"/> | <input type="checkbox"/> | Livelihoods Services (specify): ----- |
| <input type="checkbox"/> | <input type="checkbox"/> | Other (specify type of service, name, and agency): ----- |

1. Authorization to be marked by client:
(or parent/guardian if client is under 18)

Yes

No

1. Reprinted from GBVIMS Consent for Release of Information Form Version 2 (Finalized October 2010) http://gbvims.com/wp/wp-content/uploads/IntakeandConsentForm_Feb20112.pdf

2. I have been informed and understand that some non-identifiable information may also be shared for reporting. Any information shared will not be specific to me or the incident. There will be no way for someone to identify me based on the information that is shared. I understand that shared information will be treated with confidentiality and respect.

2. Authorization to be marked by client:
(or parent/guardian if client is under 18)

Yes

No

Signature/Thumbprint of client:
(or parent/guardian if client is under 18)

Caseworker Code: -----

Date: -----

INFORMATION FOR CASE MANAGEMENT:
(Optional delete if not necessary)

Client's Name: -----

Name of Caregiver (if client is a child): -----

Contact Number: -----

Address: -----

(Write questions for Survivor Code Here)



SGBV INCIDENT CLASSIFICATION TOOL¹

The humanitarian community has not been able to collect, classify and analyze Sexual and Gender-Based Violence (SGBV) -related information in a way that produces comparable statistics. At present, it is nearly impossible to compile and analyze data across programs and field sites. This cannot be solved without taking a new approach to how types of GBV are classified. To address this problem, the UN High Commissioner for Refugees (UNHCR), the UN Population Fund (UNFPA), and the International Rescue Committee (IRC) have developed a new SGBV classification tool strictly for the purposes of standardizing SGBV data collection across SGBV service providers.

The criteria used to generate the classification tool's six types of SGBV were:

- Universally-recognized forms of sexual and gender-based violence
- Mutually exclusive (they do not overlap)
- Focused on the specific act of violence; separate from the motivation behind it or the context in which it was perpetrated

Each of the definitions below refers to the concept of **consent**.² Consent is when a person makes an informed choice to agree freely and voluntarily to do something. There is **no consent** when agreement is obtained through:

- the use of threats, force or other forms of coercion, abduction, fraud, manipulation, deception, or misrepresentation
- the use of a threat to withhold a benefit to which the person is already entitled, or a promise made to the person to provide a benefit.

Six Core Types of SGBV.³ The six core SGBV types were created for data collection and statistical analysis of SGBV.⁴ They should be used only in reference to SGBV even though some may be applicable to other forms of violence which are not gender-based.

1. The SGBV Classification Tool was developed as part of the GBVIMS project initiated in 2006 by OCHA, UNHCR, and the IRC. The GBVIMS global team has counted on technical guidance from the Inter-Agency Standing Committee's (IASC) Sub-Working Group on Gender and Humanitarian Action, throughout the project.

2. Many laws set an age of consent. These legal parameters do not apply to the SGBV types proposed for this system. For the purposes of the GBVIMS a child is any survivor who was under 18 at the time when the incident occurred.

3. Case definitions used in the context of SGBV programming are not necessarily the legal definitions used in national laws and policies. Many forms of SGBV may not be considered crimes, and legal definitions and terms vary greatly across countries and regions.

4. Several resources were considered when preparing this document. Most importantly, the IASC Guidelines for Gender-based Violence Interventions in Humanitarian Setting, and Sexual and Gender-Based Violence against Refugees, Returnees, and Internally Displaced Persons, Guidelines for Prevention and Response (UNHCR)

1. RAPE

Non-consensual penetration (however slight) of the vagina, anus or mouth with a penis or other body part. Also includes penetration of the vagina or anus with an object.

2. SEXUAL ASSAULT

Any form of non-consensual sexual contact that does not result in or include penetration. Examples include: attempted rape, as well as unwanted kissing, fondling, or touching of genitalia and buttocks. FGM/C is an act of violence that impacts sexual organs, and as such should be classified as sexual assault. *This incident type does not include rape, i.e., where penetration has occurred.*

3. PHYSICAL ASSAULT

An act of physical violence that is not sexual in nature. Examples include: hitting, slapping, choking, cutting, shoving, burning, shooting or use of any weapons, acid attacks or any other act that results in pain, discomfort or injury. *This incident type does not include FGM/C.*

4. FORCED MARRIAGE

The marriage of an individual against her or his will.

5. DENIAL OF RESOURCES, OPPORTUNITIES OR SERVICES

Denial of rightful access to economic resources/assets or livelihood opportunities, education, health or other social services. Examples include a widow prevented from receiving an inheritance, earnings forcibly taken by an intimate partner or family member, a woman prevented from using contraceptives, a girl prevented from attending school, etc. Reports of general poverty should not be recorded.

6. PSYCHOLOGICAL/ EMOTIONAL ABUSE

Infliction of mental or emotional pain or injury. Examples include: threats of physical or sexual violence, intimidation, humiliation, forced isolation, stalking, harassment, unwanted attention, remarks, gestures or written words of a sexual and/or menacing nature, destruction of cherished things, etc.

EXPLANATION:

Any incident involving SGBV can often involve more than one form of violence (i.e. a woman who is raped, beaten and psychologically abused during the course of an incident). **This system can only capture one type of SGBV per incident.** To ensure valid and statistically comparable data, all those using the same system must use the same approach to determine how to classify a given incident based upon the type of SGBV it involved. **The types of SGBV are listed in a specific order to ensure statistically comparable data.**⁵ The instructions below allow us to use a process of elimination to determine the most specific incident type to use in classifying a reported incident.

5. The order is NOT intended to express an implied 'value' of the SGBV types (i.e. rape is worse than forced marriage).

INSTRUCTIONS FOR USING THE SGBV CLASSIFICATION TOOL

To determine the appropriate SGBV classification for the incident described to you by the survivor, ask yourself the following questions in their given order.

If the answer to the question is “No” based upon the description of the reported incident, continue down the list to the next question. Stop, at the first question that can be answered “Yes” based upon the description of the reported incident. When you reach a question that’s answer is “Yes” is for the description of the reported incident. The corresponding SGBV type listed next to this question is what should be used to classify the SGBV involved in this incident.⁶

The GBVIMS only records incidents reported directly by the survivor (or by the survivor’s guardian if the survivor is a child or unable to report due to a disability) in the context of receiving services. Thus any incidents in which the victim has died prior to the report, are excluded from data being recorded for the GBVIMS.⁷

1. Did the reported incident involve **penetration**?
If yes ► classify the SGBV as **“Rape”**.
If no ► proceed to the next SGBV type on the list.
2. Did the reported incident involve **unwanted sexual contact**?
If yes ► classify the SGBV as **“Sexual Assault”**.
If no ► proceed to the next SGBV type on the list.
3. Did the reported incident involve **physical assault**?
If yes ► classify the SGBV as **“Physical Assault”**.
If no ► proceed to the next SGBV type on the list.
4. Was the incident an act of **forced marriage**?
If yes ► classify the SGBV as **“Forced Marriage”**.
If no ► proceed to the next SGBV type on the list.
5. Did the reported incident involve the **denial of resources, opportunities or services**?
If yes ► classify the SGBV as **“Denial of Resources, Opportunities, or Services”**.
If no ► proceed to the next SGBV type on the list.
6. Did the reported incident involve **psychological/emotional abuse**?
If yes ► classify the SGBV as **“Psychological / Emotional Abuse”**.
If no ► proceed to the next SGBV type on the list.
7. Did the reported incident involve **SGBV**?
If yes ► Start over at number 1 and try again to reclassify the type of SGBV (*If you have tried to classify the SGBV multiple times ask your supervisor or GBVIMS focal point for support*)
If no ► classify the violence as **“Non-SGBV”**

Service providers are encouraged to continue to capture all the information of reported incidents needed for service provision as described by their clients in their case notes. The type of information appropriate to collect and record may differ between services.

6. For example, within this system, an incident where a woman reports having been beaten by her husband and also forced to have sex with him the SGBV would be classified as “rape”.

7. This rule was established to avoid 3rd party reports outside of the context of service delivery.



GUIDANCE ON THE USE OF STANDARDIZED SPECIFIC NEEDS CODE

Note:

Multiple needs codes may be used per individual.¹

Those with a tick mark in front of the codes are specific needs that can be identified with minimal training. They can be collected with very little complication during mass registration exercises.

Code	Description	Definition
CR	Child at risk ²	<p>Person below the age of 18³ who is at risk due to his/her age, dependency and/or immaturity.</p> <p>Note: If the risk relates only to the unaccompanied or separated status, use the SC category ("unaccompanied and separated child"). For Children who are at risk of or are exposed to SGBV or Torture should use the SV and TR codes.</p>
√ CR-CP	Child parent	Parent below the age of 18.
√ CR-CS (former CR-MS)	Child spouse	<p>Person below the age of 18 who is married.</p> <p>Note: For the purpose of application of the code CR-CS, the legality of the marriage in the country of residence or country of origin is not relevant. For instance, even if in a given country marriage is permitted by law at age 13, the child would still be considered a "child spouse". UNHCR defines "child marriage" as the union of two persons at least one of whom is under 18 years of age.</p> <p>Note: For marriage which was forced, use also SV-FM Forced marriage.</p>
CR-CC (former CR-CH)	Child carer	<p>Person below the age of 18, who is not an unaccompanied child and who has assumed responsibility as head of household.</p> <p>For example, a child who still lives with parents, but have taken on the role of caring for them (and possible siblings) due to the fact that the parents are ill, disabled, etc.</p> <p>Note: For unaccompanied child who is the head of household, use SC-CH.</p>
√ CR-TP	Teenage pregnancy	<p>Pregnant girl below the age of 18 who may face social, protection and/or medical risks and, as a result, has specific support and assistance needs. The pregnancy may be the result of a pre-marital relation, rape, early or forced marriage. The girl may be under pressure to abort the child and/or lack access to safe abortion.</p> <p>Note: A girl who subsequently, during the period of lactation, needs to be enrolled in a targeted supplementary feeding and nutrition programme, for medical or other reasons, should be recorded as "Women at risk – Lactation (WR-LC)"</p> <p>See also: SM-DP – Difficult pregnancy</p>

¹ At registration, an individual may present one or more vulnerabilities. Registration staff should code each specific need separately, seeking the most appropriate category but avoid multiple vulnerability codes for the same characteristic. For example: a single older person grandparent head of household should be coded ER-MC only, not ER-MC and SP-GP.

² See ExCom, *Conclusion on Children at Risk*, 5 October 2007, No. 107 (LVIII) – 2007, <http://www.unhcr.org/refworld/docid/471897232.html>.

³ The Convention on the Rights of the Child (CRC) defines, in Article 1, a "child" as "every human being below the age of eighteen years unless under the law applicable to the child, majority is attained earlier". See: <http://www.unhcr.org/refworld/docid/3ae6b38f0.html>.

Code	Description	Definition
CR-LW	Child engaged in worst forms of child labour	Person below the age of 18 who is engaged in the worst forms of child labour, which include all forms of slavery or practices similar slavery (such as the sale and trafficking of children, debt bondage and serfdom and forced or compulsory labour, including forced or compulsory recruitment of children for use in armed conflict); the use, procuring or offering of a child for prostitution, for the production of pornography or for pornographic performances; the use, procuring or offering of a child for illicit activities, in particular for the production and trafficking of drugs as defined in the relevant international treaties; work which, by its nature or the circumstances in which it is carried out, is likely to harm the health, safety or morals of children. ⁴
CR-LO	Child engaged in other forms of child labour	Person below the age of 18 who is engaged in forms of child labour other than the worst forms, such as work that is likely to be hazardous or to interfere with his/her education, or to be harmful to his/her health or physical, mental, spiritual, moral or social development. ⁵ UNICEF defines child labour as work that exceeds a minimum number of hours, depending on the age of a child and on the type of work. Such work is considered harmful to the child: ages 5-11: at least one hour of economic labour or 28 hours of domestic labour per week; ages 12-14: at least 14 hour of economic labour or 28 hours of domestic labour per week; ages 15-17: at least 43 hours of economic or domestic work per week. ⁶
CR-NE	Child at risk of not attending school	Person below the age of 18 who is unable or unwilling to attend school, or is at heightened risk of interruption or discontinuation of his/her education.
CR-SE	Child with special education needs	Person below the age of 18 who has physical, mental, sensory or intellectual impairments or who otherwise requires special attention whether in general or through specialized education. Note: See also: DS, SC-IC.
CR-AF (former CR-CC)	Child associated with armed forces or groups	Person below the age of 18 who is or has been recruited into, or used by, an armed force or armed group in any capacity, including as fighter, cook, porter, messenger, spy, or for sexual purposes or forced marriage. It does not only refer to a child who is taking or has taken a direct part in hostilities. ⁷
CR-CL	Child in conflict with the law	Person below the age of 18 who is, or has been, charged or convicted for an infringement of the law.
SC	Unaccompanied or separated child	Person below the age of 18 who is currently not under the care of either parent or other legal or customary primary caregiver.
SC-SC	Separated child	Person below the age of 18 who is separated from both parents and his/her legal or customary primary caregiver, but not necessarily from other relatives. This may, therefore, include boys and girls accompanied by other adult family members. ⁸

⁴ See International Labour Organization (ILO), *Worst Forms of Child Labour Convention*, No. 182, <http://www.unhcr.org/refworld/docid/3ddb6e0c4.htm>

⁵ See article 32 CRC.

⁶ See ILO, *Minimum Age Convention*, No. 138, <http://www.unhcr.org/refworld/docid/421216a34.html>, and UNICEF's definition of child labour: http://www.unicef.org/protection/index_childlabour.html.

⁷ UNICEF, *The Paris Principles. Principles and Guidelines on Children Associated With Armed Forces or Armed Groups*, February 2007, Definition 2.1, p. 7, <http://www.unhcr.org/refworld/docid/465198442.html>.

⁸ *Inter-Agency Guiding Principles on Unaccompanied and Separated Children*, January 2004, p. 13, <http://www.unhcr.org/refworld/docid/4113abc14.html>.

Code	Description	Definition
SC-UC (former SC-UM)	Unaccompanied child	Person below the age of 18 who has been separated from both parents and other relatives and is not being cared for by an adult who, by law or custom, is responsible for doing so. ⁹
√ SC-CH	Child-headed household	A household headed by a person below the age of 18 who is left without any adult to care for him/her (i.e. an unaccompanied child) and therefore assumes responsibility of a head of household ¹⁰
SC-IC (former SC-UC)	Child in institutional care	Person below the age of 18 who has been placed under institutional care, such as care often operated by a religious institution, governmental body, non-governmental organization or specialized agency to meet the basic needs of the child. These children may have been orphaned, unaccompanied, separated, from destitute families, abused or abandoned. Institutional care should be viewed as a last resort.
SC-FC (former SC-UF)	Child in foster care	Person below the age of 18 who is cared for in a household outside his/her family. Foster care is usually understood to be a temporary arrangement and in most cases, the birth parents retain their parental rights and responsibilities. Foster care includes a variety of arrangements as follows: - traditional or informal foster care, where the child is taken into the care of a family or other household that may or may not be related to the child's family. No third party is involved in these arrangements, although they may be endorsed or supported by the local community and involve clear obligations and entitlements; - spontaneous foster care, where a family or other household takes into its care a child without any prior arrangement. This is a frequent occurrence during emergencies and may involve families from a different community in the case of refugee children; - arranged foster care, where a child is taken into the care of a family as part of an arrangement made by a third party, usually an agency involved in social welfare such as a government department, a religious organization, a national or international non-governmental organization, or in certain cases UNHCR.
WR	Woman at risk¹¹	Woman of 18 years old or above, who is at risk because of her gender, such as single mothers or caregivers, single women, widows, older women, women with disabilities and survivors of violence. Note: For girls under the age of 18, use a code from the CR ("Child at risk") or SC ("Unaccompanied or separated child") categories instead wherever appropriate. Note: This code should be used in conjunction with other specific codes.
WR-WR	Woman at risk	Woman of 18 years old or above, who is at risk because of her gender, such as single mothers or caregivers, single women, widows, older women, women with disabilities and survivors of violence. This category takes into consideration the presence and severity of a range of risk factors. These factors in the wider protection environment can result from security problems threatening or exposing women to sexual and gender-based violence (SGBV) or other forms of violence; problems accessing and enjoying assistance and services; the position of women in society leading to inequalities; legal systems and protection mechanisms that do not adequately respect protect and fulfil women's rights; and the absence of solutions. Individual risk factors which threaten the rights of women can result from civil

⁹ *Idem.*

¹⁰ *Idem*, p.50.

¹¹ See ExCom, *Conclusion on Women and Girls at Risk*, 6 October 2006, No. 105 (LVII) – 2006, <http://www.unhcr.org/refworld/docid/45339d922.html>.

Code	Description	Definition
		status or situation in society; previous exposure or risk of exposure, to SGBV and other forms of violence; and the need for specific health care or other support. Note: Use this code in conjunction with other specific needs categories, for example with female single parent (SP-PT); Victim/ survivor of SGBV in country of asylum (SV-VA) etc.
WR-SF (former WR-HR)	Single woman at risk	Woman, without partner, unmarried, widowed, divorced or separated, and without children. Not all single women are at risk. This code should only be used where her single status has a resulting protection concern. Note: For a female single parent, use code SP-PT instead.
WR-LC (former PG-LC)	Lactation	Woman or girl who, during the period of lactation, needs to be enrolled in a targeted supplementary feeding and nutrition programme, for medical or other reasons.
ER	Older person at risk	Person of 60 years old¹² or above, with specific need(s) in addition to his/her age. This includes single older persons and older couples. They may be the sole caregivers for others, suffer from health problems, have difficulty adjusting to their new environment, and/or otherwise lack psychological, physical, economic, social or other support from family members or others.
√ ER-NF (former ER-UR)	Single older person	Person of 60 years old or above, without any family members in the country of asylum. The person may or may not receive some assistance from the community. Note: If the person cannot take care of him or herself, also record ER-FR.
√ ER-MC (former ER-MC & ER-SC)	Older person with children	Person of 60 years old or above who is the sole caregiver of children (below the age of 18), including his/her own children, grandchildren, other child relatives and non-related children. Note: See also SP-GP Single HR – grandparent.
ER-FR	Older person unable to care for self	Person of 60 years old or above who is unable to care for him-/herself on a daily basis. This includes older persons who are physically weak, easily disoriented, without opportunity for economic or income-generating activities and who lacks psychological, physical, economic, social or other support from family members or others. Note: See also the DS category.
SP	Single parent or caregiver	Single person of 18 years or above with one or more dependants, including biological or non-biological children, or other dependants (such as an older person). The single parent/caregiver is both the primary income earner and/or caregiver. Note: In case of a single child parent household, use CR-CH instead.
√ SP-PT	Single HR – parent	Single parent (male or female) household, with one or more biological children who are all under the age of 18.

¹² The UN-agreed cut-off is 60 years to refer to older persons, but exceptions can be made to the age requirement depending on the physical state of the individual. See, for example, World Health Organization, *Definition of an older or elderly person*, <http://www.who.int/healthinfo/survey/ageingdefnolder/en/>.

Code	Description	Definition
√ SP-GP	Single HR – grandparent	Single grandparent (grandmother or grandfather) household, with one or more grandchildren who are all under the age of 18. Note: In case of an older person, use ER-MC instead.
SP-CG	Single HR – caregiver	Single caregiver (male or female) household, with one or more dependants other than biological children. These could be non-biological children, siblings or older parents requiring protection and care.
DS	Disability	Physical, mental, intellectual or sensory impairments from birth, or resulting from illness, infection, injury, trauma or old age. These may hinder full and effective participation in society on an equal basis with others. Note: Assessment of the patient to define whether the condition is moderate or severe would require a specialist/ qualified personnel.
√ DS-BD	Visual impairment (including blindness)	Person who has a visual limitation from birth or resulting from illness, infection, injury or old age, which impacts daily life, may restrict independent movement, or require on-going treatment, special education or regular monitoring.
√ DS-DF	Hearing impairment (including deafness)	Person who has a hearing limitation from birth or resulting from illness, infection, injury or old age, which impacts daily life, and may require regular treatment, special education, monitoring or maintenance of artificial hearing device. The person may be able to communicate through sign language.
√ DS-PM	Physical disability – moderate	Person who has a physical impairment from birth or resulting from illness, injury, trauma or old age, which does not significantly limit the ability to function independently. This category may include mine victims and persons who lost fingers or limbs, which may be corrected with a prosthetic device. Note: See also the SM-MI code.
DS-PS	Physical disability – severe	Person who has a physical impairment from birth or resulting from illness, injury, trauma or old age, which severely restricts movement, significantly limits the ability to function independently or pursue an occupation, and/or requires assistance from a caregiver. Note: See also the SM-MI code.
DS-MM	Mental disability – moderate	Person who has a mental or intellectual impairment from birth or resulting from illness, injury, trauma or old age, which does not significantly limit the ability to function independently and interact, but may require special education, some monitoring and modest medication. Note: See also code SM-MI.
DS-MS	Mental disability – severe	Person who has a mental or intellectual impairment from birth or resulting from illness, injury, trauma or old age, which significantly limits the ability to function independently or to pursue an occupation. It requires assistance from a caregiver, and may require medication and/or medical treatment.
DS-SD	Speech impairment/disability	Person who is unable to speak clearly from birth or resulting from illness, injury, trauma or old age, which restricts or limits the ability to function independently, and may require speech therapy or medical intervention. The person may be able to communicate through sign language.

Code	Description	Definition
SM	Serious medical condition	<p>Serious medical condition that requires assistance, in terms of treatment or provision of nutritional and non-food items, in the country of asylum.</p> <p>Note: Exercise discretion and respect for confidentiality. In case of disability, use the above-mentioned DS codes ("disability"), as appropriate.</p> <p>Note: Assessment of the patient to define whether the condition is moderate or severe would require a specialist/ qualified personnel.</p>
SM-MI	Mental illness	<p>Person who has a mental or psychological condition which impacts on daily functioning. This includes both persons formally diagnosed and persons suspected of having a mental illness. Characteristics of this category include obviously confused thinking; disorientation in time, place or person; marked inattention; obvious loss of contact with reality; clearly peculiar behaviour and severe withdrawal, anxiety, or depression such that daily functioning is affected. Mental illness also includes risk of harm to self or others.</p> <p>Note: A mental impairment is defined as "disability", when it is long-term and may hinder full and effective participation in society on an equal basis with others. When this is the case, the relevant disability codes (DS-MM and DS-MS) may also apply.</p>
SM-MN	Malnutrition	<p>Person who is either moderately or severely suffering from acute malnutrition as measured by "weight-for-height criteria", "mid-upper-arm circumference" (MUAC) or other recognized anthropometric (=body mass) measurements, and would benefit from supplementary (or therapeutic) feeding and nutrition programme¹³.</p>
SM-DP (former PG-HR)	Difficult pregnancy	<p>Woman or girl who is diagnosed with a difficult pregnancy, which requires increased medical attention and additional assistance (such as supplementary feeding and nutrition programmes or special travel arrangements). This includes women pregnant as a result of rape, pregnant women without partner or a support network, pregnant women with HIV/AIDS, and malnourished pregnant women.</p>
SM-CI	Chronic illness	<p>Person who has a medical condition which requires long-term treatment and medication under the supervision of a physician. Such conditions include diabetes, respiratory illness, cancer, tuberculosis, HIV/AIDS and heart disease.</p> <p>Note: The specific condition or illness should not be recorded. In particular, note that a person living with HIV or AIDS should be assigned this code, but it should NOT be recorded that he/she has HIV or AIDS.</p>
SM-CC	Critical medical condition	<p>Person who has a life-threatening medical condition which requires immediate, life-saving intervention or treatment.</p>
SM-OT	Other medical condition	<p>Person who has a medical condition not otherwise mentioned, which has a serious impact on the ability to function independently. The condition requires caregiver support, but may not require hospitalization or continuous medical care.</p>
SM-AD	Addiction	<p>Person who has an alcohol, drugs or any other substance addiction that hinders, restricts or impacts his/her daily functioning. This may result in violent behaviour towards family members and/or inability to support family.</p>

¹³ See further: UNHCR, *Handbook for Emergencies*, Third edition, February 2007, Chapter 16, <http://www.unhcr.org/refworld/docid/46a9e29a2.html>.

Code	Description	Definition
FU	Family unity	The right to family unity is inherent to the universal recognition of the family as the fundamental group unit of society and as a fundamental principle of refugee protection. The right to family unity may, depending on the circumstances, be infringed on when action is taken to separate an existing family unit, or when family members who already have been separated are not able or permitted to reunite.
FU-TR (former LP-TC)	Tracing required	Person who needs to trace the whereabouts of family members or legal or customary caregivers, whose whereabouts are unknown but who are possibly in a particular location or in contact with an international agency (e.g. UNHCR or ICRC). The objective of tracing is family reunification, and is especially important if it involves children. Note: See also FU-FR, SC, ER
FU-FR (former LP-FR)	Family reunification required	Person of any age, male and female, who has family members known to be elsewhere in the country of asylum, in the country of origin or in a third country and with whom they need and want to be reunited in order to establish or re-establish long-term care. Normally, family reunification is required for members of the nuclear family such as spouse and children, or, where the applicant is a child, the parent(s). Family reunification may also be required for other family members where there is a significant social, emotional or economic dependency. Note: See also FU-FR, SC, ER
LP	Specific legal and physical protection needs	Person with legal protection needs because of a threat to life, freedom or physical safety.
LP-ND	No legal documentation	Person without legal documentation.
LP-BN	Unmet basic needs	Person who is unable to achieve, in spite of existing livelihood opportunities (whether formal or informal), a minimum standard of living, including access to food, clothing, sanitary material, housing/shelter, water, sanitation, and medical care. ¹⁴
LP-NA	No access to services	Person who is deprived of access to services, such as assistance distribution, health care, or legal services, which is otherwise available to the community and/or persons of concern. Note: This may be a consequence of other specific legal and physical protection needs such as marginalization from society or community (LP-MS); no legal documentation (LP-ND), unmet basic needs (LP-BN) etc. Use this code in conjunction with the other codes as appropriate.
LP-MM	Mixed marriage	Person who is married to a spouse of a different race, ethnicity, nationality or religion which exposes the family to physical risk or marginalization within their community in the country of asylum (camp or accommodation) and gives limited options for a durable solution (voluntary repatriation or local integration) in view of local political and social conditions ¹⁵ .

¹⁴ See further: UNHCR, *Handbook for Emergencies*, Third edition, February 2007, Section III, <http://www.unhcr.org/refworld/docid/46a9e29a2.html>; Sphere Project, *Sphere Handbook: Humanitarian Charter and Minimum Standards in Disaster Response*, 2004, <http://www.unhcr.org/refworld/docid/3d64ad7b1.html>.

¹⁵ See further UNHCR, UNHCR, *Guidelines on International Protection No. 6: Religion-Based Refugee Claims under Article 1A(2) of the 1951 Convention and/or the 1967 Protocol relating to the Status of Refugees*, 28 April 2004, para 12, page 4-5, <http://www.unhcr.org/refworld/docid/4090f9794.html>; Universal Declaration of Human Rights Article 16, <http://www.un.org/Overview/rights.html#a16>.

Code	Description	Definition
LP-MD	Multiple displacements	Person who has been repeatedly displaced due to compelling external circumstances, either in the country of origin, a transitory country or in the country of asylum.
LP-RR (former LP-TR)	At risk of refoulement	Person who is at risk of being returned to the frontiers of territories where his/her life or freedom would be threatened, or where he/she is at risk of persecution for one of more grounds of the 1951 Refugee Convention, including interception, rejection at the frontier or indirect <i>refoulement</i> . Exceptionally, the principle of <i>non-refoulement</i> does not apply to a person when there are reasonable grounds for regarding him/her as a danger to the security and public safety of the country of asylum. This exception must, however, be interpreted very restrictively, subject to due process safeguards, and as a measure of last resort. In cases of risk of torture, no exceptions are permitted to the prohibition against <i>refoulement</i> .
LP-RD (former LP-TD)	At risk of removal	Person who is at risk of any form of removal other than refoulement, including deportation or expulsion by the government of a country of asylum to his/her country of origin or a third country. Note: In some cases, these persons are identified by the government of the country of asylum, and UNHCR is informed of pending removal. ¹⁶ If amounting to <i>refoulement</i> , LP-RR should be used.
LP-DA (former LP-DN & LP-DP)	Detained/held in country of asylum	Person who is, or has been, detained, imprisoned or otherwise in captivity or solitary confinement in the country of asylum, including a person who is or has been denied freedom of movement. Note: Specify the charges and location of detention in the comment box, if applicable. To determine, if this is at present or in the past, use 'from' – 'to' fields, if feasible. If the detention is related to a conviction, use LP-CR instead.
LP-DO	Detained/held in country of origin	Person who has been detained, imprisoned or otherwise in captivity or solitary confinement in the country of origin, including a person who is or has been denied freedom of movement. This also includes persons who have been detained informally by family or community members under the pretext of their own protection. Note: For formal detention, specify the charges and location of detention in the comment box, if applicable. To determine, when this happened, use 'from' – 'to' fields, if feasible. If the detention is related to a conviction, use LP-CR instead.
LP-DT	Detained/held elsewhere	Person who has been previously detained in a country other than the country of asylum or origin. Note: Specify the charges and detention details in the comment box. If detention is related to a conviction, use LP-CR instead.
LP-IH	In hiding	Person who is in hiding because he/she fears being identified or found. Note: When hiding is related to e.g. draft evasion, threat of honour crimes, forced marriage or other protection risks, in addition, use the relevant specific needs code.

¹⁶ See further Article 32 of the 1951 *Convention relating to the Status of Refugees* ("1951 Refugee Convention") on the expulsion of refugees lawfully in the country of asylum. See: <http://www.unhcr.org/refworld/docid/3be01b964.html>.

Code	Description	Definition
LP-WP	Absence of witness protection	Person who is, or has been, a witness in legal proceedings and whose physical security and integrity is threatened due to a lack of effective witness protection.
LP-AN	Violence, abuse or neglect	Person of any age, who is at risk of physical and/or psychological violence, abuse, neglect or exploitation. The perpetrator may be any person, group or institution, including both state and non-state actors. Note: In cases of sexual or gender-based violence, use SV codes.
LP-RP (former LP-UP)	At risk due to profile	Person who is at risk of serious harm because of his/her profile in society. This may include prominent and/or vocal former government members, members of the political opposition, religious minorities, and members of civil society including human rights activists and business leaders. Due to their activities or public pronouncements in the country of origin or country of asylum which are controversial or encounter strong opposition, they are exposed to risks relating to their physical security and integrity. This may be evidenced by current or past detention, violence, or credible verbal or written threats to their physical safety.
LP-MS (former LP-ES)	Marginalized from society or community	Person who, due to his/her age, personal history, ethnicity, religion, nationality, social group, caste, illness, disability, gender, sexual orientation or other factors, is marginalized or exposed to discrimination, harassment, vilification, exclusion from participation and/or physical abuse by his/her society. Such marginalization or discrimination may be the result of prejudices, homophobia, xenophobia or other forms of intolerance.
LP-LS	Lack of durable solutions prospects	Person who lacks any prospects of local integration, voluntary repatriation and resettlement in the foreseeable future. Such person can not be expected to return to his/her country of origin within the foreseeable future, is not able to achieve minimal self-reliance and may require prolonged and individual assistance, and for whom resettlement has been pursued and has proven unobtainable.
LP-AP (former LP-VP)	Alleged perpetrator	Person who is alleged to directly have inflicted, supported or condoned violence or other abuse against a person or a group of persons. Perpetrators are often in a position of real or perceived power, decision-making and/or authority. This category includes suspected and charged perpetrators. Note: The accused individual is innocent until proven guilty. The confidentiality of the alleged perpetrator should be respected.
LP-CR	Criminal record	Person who has been convicted of a crime in the country of origin or the country of asylum.
LP-ST	Security threat to UNHCR/partner staff or others	Person who has made threats or shown aggression towards UNHCR staff, staff of partner organizations or others (including refugees). This person may appear unstable and may also be a threat to him-/herself.
LP-AF	Formerly associated with armed forces or groups	Person of 18 years old or above who has been formerly associated with armed forces or armed groups, and/or has directly or indirectly participated in any hostilities. Such person may be at risk of (excessive) punishment for draft evasion or desertion. Reintegration issues may be involved. Note: Persons falling under this category could be excludable from refugee status for committing war crimes; crimes against peace or crime against humanity etc. ¹⁷ For persons below the age of 18, use CR-AF.

¹⁷ See further the exclusion clauses in Article 1F of the 1951 Refugee Convention.

Code	Description	Definition
TR	Torture	<p>Any act by which severe pain or suffering, whether physical or mental, is intentionally inflicted on a person for such purposes as obtaining from him or a third person information or a confession, punishing him for an act he or a third person has committed or is suspected of having committed, or intimidating or coercing him or a third person, or for any reason based on discrimination of any kind, when such pain or suffering is inflicted by or at the instigation of or with the consent or acquiescence of a public official or other person acting in an official capacity. It does not include pain or suffering arising only from, inherent in or incidental to lawful sanctions.¹⁸</p> <p>Torture, therefore, includes four main elements: 1) severe physical or mental pain and suffering; 2) intent; 3) purpose; and 4) State involvement. Acts of torture may include, but are not limited to, beatings, kicks, burns, cuts, electric shock, suffocation, submersion, suspension, solitary confinement, toe/finger nail removal, and sexual assault/violence.</p> <p>Note: Certain forms of SGBV have been found to amount to torture, e.g. FGM and rape. For such cases, use the TR code plus the relevant SV code.</p> <p>Note: For those who are victims/ survivors of torture record only "TR".</p>
TR-PI	Psychological and/or physical impairment due to torture	<p>Person who has a permanent or temporary psychological and/or physical impairment due to torture. Symptoms may include insomnia, lack of appetite, headaches, (acute) anxiety, nightmares, flashbacks, depression, suicidal tendencies, or behavioural problems.</p> <p>Note: Use this code when the person is in need of specialist rehabilitation.</p>
TR-HO	Forced to egregious acts	<p>Person who is or has been forced to inflict serious harm on self or others. This may include killing, mutilation, rape or other humiliating and extreme acts, such as eating or drinking bodily fluids or parts, or behaving as animals.</p>
TR-WV	Witness of violence to other	<p>Person who has witnessed physical violence against or killing of others (including family members or close friends).</p>
SV	SGBV	<p>Any act of violence that results in, or is likely to result in, physical, sexual or psychological harm or suffering to persons on the basis of their sex or gender, including threats of such acts, coercion or arbitrary deprivation of liberty whether occurring in public or private life.</p> <p>It encompasses, but is not limited to: (i) physical, sexual and psychological violence occurring in the family, including battering, sexual abuse of female children in the household, dowry-related violence, marital rape, female genital mutilation and other traditional practices harmful to women, non-spousal violence and violence related to exploitation; (ii) physical, sexual and psychological violence occurring within the general community, including rape, sexual abuse, sexual harassment and intimidation at work, in educational institutions and elsewhere, trafficking in women and forced prostitution; (iii) physical, sexual and psychological violence perpetrated or condoned by the State, wherever it occurs.</p>

¹⁸ *Convention against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment*, 1984, Article 1, <http://www.unhcr.org/refworld/docid/3b00f2224.html>.