

TOOL 6

VISUAL INFORMATION MATERIALS ON PSEA/SH REPORTING IN THE AMERICAS

Leaflet for communities

IF YOU HAVE EXPERIENCED SEXUAL EXPLOITATION OR ABUSE PLEASE REPORT IT TO US

WE WANT TO HEAR YOU

ALL service providers take reports of exploitation and sexual abuse very seriously. We will investigate them independently and confidentially and action will be taken to stop this happening again.

- ▶ You can report to a service provider in any country and they will listen to you and follow-up your complaint.
- ▶ Your safety will always be carefully considered when following up on a complaint or report.
- ▶ The person you tell will be able to help advise and help you with the support you need for assistance.
- ▶ Investigations will be conducted by an independent person and action will be taken against service providers if found guilty of inappropriate behaviour.



INDIVIDUALS WHO WORK FOR SERVICE PROVIDERS OF HUMANITARIAN ASSISTANCE must comply at all times to **HIGH STANDARDS OF BEHAVIOUR** in their personal and professional lives.

SEXUAL EXPLOITATION AND ABUSE of anyone from the local populations (including refugees, displaced population, and migrants and other populations receiving services). **WILL NOT BE TOLERATED**

REMEMBER,

ACTS OF SEXUAL EXPLOITATION AND ABUSE COMMITTED AGAINST YOU are **NOT YOUR FAULT**






IT IS NOT ALLOWED FOR ANY SERVICE PROVIDER TO ASK FOR OR FORCE YOU TO PROVIDE THEM WITH ANY SEXUAL FAVOUR OR ACT!



WHAT IS SEXUAL EXPLOITATION AND ABUSE?

Sexual exploitation is service providers accepting sexual relations or favours in exchange for assistance, services, money, shelter, food or other property.

Sexual abuse is the threat or use of force by a service provider to have sexual relations with another person.

ANY ACT OF SEXUAL EXPLOITATION OR SEXUAL ABUSE committed by a service provider (staff, volunteer, personnel) is serious misconduct and can be grounds for disciplinary action and termination of their contract. The following behaviours are prohibited by service providers:

- ▶ All sexual intercourse with children (under the age of 18) regardless of the age of majority or consent
- ▶ The offering of money, employment, goods or services in exchange for sex
- ▶ Offering assistance and services in exchange for sex
- ▶ Any sexual relationship maintained by force or by coercion or of a degrading nature.



YOU OR SOMEONE YOU KNOW:

- Where you forced or asked to exchange sex or do any action of a sexual nature for any assistance, food, shelter, money, or any other kind of support?
- Were you forced by anyone from a service provider to have sexual relations or any other act of a sexual nature?
- Were you threatened by anyone from a service provider to engage in sexual intercourse or any other act of a sexual nature?
- Do you know or are you a person under the age of 18 that has had or been asked for sexual relations, of any sort, with someone from a service provider?



HOW TO MAKE A COMPLAINT OR REPORT?

-  You have the right to make a report or a complaint in-person, anonymously or on behalf of someone else.
-  Reporting an incident or raising concerns will NOT prevent you from receiving assistance and support and will not stop the provision of services.
-  You can contact any trusted service provider in the Americas to raise an issue, regardless of which country the incident happened.
-  You can tell a trusted person that you want to make a complaint of sexual exploitation and abuse and an official will contact you to follow-up.
-  You can use a designated phone number in your country.
-  You can submit a complaint to a service providers office, complaint box.

YOU CAN ALSO DIRECTLY CONTACT THE UN HERE:

UN Office of Internal Oversight Services (OIOS)
Report online: <https://oios.un.org/content/contact-us>
Call: +1 212 963 1111 (24 hours)

UNHCR Inspector General's Office (IGO)
Report online: <https://www.unhcr.org/uk/making-complaint.html> | Call: +41 22 7398844
Email: inspector@unhcr.org





SEXUAL EXPLOITATION AND ABUSE
have no place in the work of humanitarian actors and service providers.

If any service provider worker attempts or has exchanged any assistance for sex or sexual favors, or money or goods, with you or someone you know, or forced you or any other person to have sex or any act of a sexual nature **REPORT THEM.**



You can make a report or complaint to any service provider, directly, anonymously or on behalf of someone else. Making a report of sexual exploitation or abuse will **NOT** prevent you from receiving assistance or cause service provision to stop.

HOW TO REPORT?

- 🗨️ Approach a staff member or go to an office of the service provider to make a complaint in person
- 📞 Call or write a message to
UN OFFICE OF INTERNAL OVERSIGHT SERVICES (OIOS)
Report online: <https://oios.un.org/content/contact-us> | Call: +1 212 963 1111 (24 hours)
UNHCR INSPECTOR GENERAL'S OFFICE (IGO)
Report online: <https://www.unhcr.org/uk/making-complaint.html> | Call: +41 22 7398844
Email: inspector@unhcr.org

YOUR COMPLAINT WILL BE LISTENED TO AND WE WILL TAKE ACTION TO MAKE SURE YOU ARE SAFE!

Poster for concerned populations





SEXPLOITATION AND ABUSE, AND SEXUAL HARASSMENT are **NOT ACCEPTABLE** behaviour by humanitarian personnel.

WE ARE CLEAR THAT:

- We must respect the local population of concern with respect and dignity at all times
- Sexual exploitation and abuse threaten the lives of those we are here to serve and support.
- Asking for anything from concerned populations in exchange for providing services is prohibited.
- Asking for sexual favors, sex, money or goods from concerned populations are prohibited.
- Sexual exploitation and abuse constitute acts of gross misconduct and are therefore grounds for termination of employment.
- Any form of sexual harassment against a fellow colleague or service provider is unacceptable and will not be tolerated.

ALL PERSONNEL MUST ABIDE BY THESE RULES:

SEXUAL ACTIVITY WITH CHILDREN (PERSONS UNDER THE AGE OF 18) IS PROHIBITED regardless of the age of majority or age of consent locally. Mistaken belief regarding the age of a child is not a defense.

EXCHANGE OF MONEY, EMPLOYMENT, GOODS, OR SERVICES FOR SEX IS PROHIBITED, including sexual favors or other forms of humiliating, degrading or exploitative behaviour. This includes exchange of assistance that is due to beneficiaries and concerned populations.

ANY SEXUAL RELATIONSHIP BETWEEN THOSE PROVIDING HUMANITARIAN ASSISTANCE AND PROTECTION and a person benefitting from such humanitarian assistance and protection that involves improper use of rank or position is prohibited. Such relationships undermine the credibility and integrity of humanitarian aid work.

Where a humanitarian worker develops concerns or suspicions regarding sexual abuse or exploitation by a fellow worker, whether in the same agency or not, **THEY MUST REPORT** such concerns via established agency reporting mechanisms.

Humanitarian workers **ARE OBLIGED TO CREATE AND MAINTAIN AN ENVIRONMENT WHICH PREVENTS SEXUAL EXPLOITATION AND ABUSE AND PROMOTES THE IMPLEMENTATION OF THEIR CODE OF CONDUCT.** Managers at all levels have particular responsibilities to support and develop systems which maintain this environment.



ALL HUMANITARIAN PERSONNEL CAN REPORT ANY CONCERN OR SUSPICION TO A PSEA FOCAL POINT OF ANY SERVICE PROVIDER IN THE AMERICAS, REGARDLESS OF WHICH COUNTRY THE INCIDENT OCCURRED.

Poster for personnel