PROTECTION FROM SEXUAL EXPLOITATION AND ABUSE POLICY
### Acronyms

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Full Form</th>
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<tr>
<td>CBCM</td>
<td>Community-Based Complaint Mechanism</td>
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<td>CBO</td>
<td>Community-Based Organisation</td>
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<td>CP</td>
<td>Child Protection</td>
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<td>FP</td>
<td>Focal Point</td>
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<td>GBV</td>
<td>Gender-Based Violence</td>
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<td>GBVIMS</td>
<td>Gender-Based Violence Information Management System</td>
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<td>HOM</td>
<td>Head of Mission</td>
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<td>HQ</td>
<td>Head Quarters</td>
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<td>HR</td>
<td>Human Resources</td>
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<td>IACPIMS</td>
<td>Inter-Agency Child Protection Information Management System</td>
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<td>IASC</td>
<td>Inter-Agency Standing Committee</td>
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<td>IGO</td>
<td>Intergovernmental Organisation</td>
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<td>IP</td>
<td>Implementing Partner</td>
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<td>MOS-PSEA</td>
<td>Minimum Operating Standards on PSEA</td>
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<td>NGO</td>
<td>Non-Governmental Organisation</td>
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<tr>
<td>PSEA</td>
<td>Protection from Sexual Exploitation and Abuse</td>
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<td>SEA</td>
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<td>SOP</td>
<td>Standard Operating Procedure</td>
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<td>TORs</td>
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Key definitions

The following definitions will serve as a guide in connection with this policy, although contextualised forms of sexual exploitation and abuse must also be identified by each INTERSOS Country Mission:

**Sexual Exploitation:** “Any actual or attempted abuse of a position of vulnerability, differential power, or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another.”

**Sexual Abuse:** “The actual or threatened physical intrusion of a sexual nature, whether by force or underunequalorcoerciveconditions.”

**Sexual Harassment versus SEA:** “Sexual harassment is any unwelcome sexual advance, request for sexual favour, verbal or physical conduct or gesture of a sexual nature, or any other behaviour of a sexual nature that might reasonably be expected or be perceived to cause offence or humiliation to another, when such conduct interferes with work, is made a condition of employment or creates an intimidating, hostile or offensive work environment.” Sexual harassment is not SEA. SEA occurs against a beneficiary or another member of the community. Sexual harassment occurs between personnel/staffs. Sexual harassment is not covered by this policy, although procedures for reporting sexual harassment allegations may be the same as for reporting SEA complaints.

**Gender-Based Violence versus SEA:** GBV is “an umbrella term for any harmful act that is perpetrated against a person’s will and that is based on socially-ascribed (i.e. gender) differences between males and females. It includes acts that inflict physical, sexual or mental harm or suffering, threats of such acts, coercion, and other deprivations of liberty.” Sexual exploitation and abuse are particular forms of GBV. The procedures in this policy only cover SEA complaints.

**Child:** “A person under the age of 18, regardless of the age of majority or age of consent locally.”

**Beneficiary:** “A person who receives assistance as part of either emergency relief or development aid through assistance programmes. Persons under this title include members of affected populations including refugees, internally displaced persons and other vulnerable individuals, as well as host community members. Sexual exploitation or abuse of a beneficiary is SEA, however the individual need not be in a vulnerable position; a differential power or trust relationship is sufficient to establish SEA.”

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1 UN Secretary-General’s Bulletin on Special measures for protection from sexual exploitation and sexual abuse (ST SGB/2003/13), 9 October 2003.
3 UN Secretary-General’s Bulletin on Prohibition of discrimination, harassment, including sexual harassment, and abuse of authority (ST/SGB/2008/5), 11 February 2008.
5 UN Glossary on Sexual Exploitation and Abuse, 5 October 2016.
6 IASC PSEA Global Standard Operating Procedures on Inter-Agency Cooperation in Community-Based Complaint Mechanisms, May 2016.
**INTERSOS Personnel and Associates:** Any person employed by or working with INTERSOS. Specifically, INTERSOS personnel refers to all individuals who have entered into an employment or collaboration contract with INTERSOS, including staffs, volunteers, community committee members, interns and consultants, regardless of whether or not they are compensated monetarily, and regardless of the type or duration of their contract; while INTERSOS associates refers to all personnel of other entities or individuals who have entered into a cooperative arrangement with INTERSOS, including contractors, partners and visitors.

**Humanitarian Aid Worker:** Any person involved in providing assistance to affected populations. It refers to all personnel of humanitarian agencies and organisations, including UN Agencies, IGOs, NGOs, IPs and relevant CBOs, as well as anyone performing a task on behalf of any humanitarian agency or organisation, regardless of whether or not they are compensated monetarily, and regardless of the type or duration of their contract.

**Types of SEA Incidents:**

- **Type 1:** SEA which is NOT committed by an INTERSOS personnel member or associate, or a humanitarian aid worker at large. It may be perpetrated by a member of the affected or local community against a beneficiary of INTERSOS programmes or another member of the community that is not involved in INTERSOS activities.

- **Type 2:** Any violation of the PSEA Policy and related standards of behaviour which is committed by an INTERSOS personnel member or associate. SEA which is committed by another humanitarian aid worker is also considered a SEA Incident Type 2.

**Survivor:** A person who is, or has been, sexually exploited or abused.

**Perpetrator:** A person, or group of persons, who commits an act of SEA.

**Focal Point:** The person designated to receive complaints and reports about alleged acts of SEA involving INTERSOS personnel or associates, or other humanitarian aid workers.

**Complainant:** The person making the complaint or report about an alleged act of SEA in accordance with the established procedures, including the survivor.

**Subject of the Complaint:** The person alleged to have sexually exploited or abused the survivor.

**Investigator:** A person who is authorised and responsible to conduct an investigation.

**Witness:** Any person giving testimony or evidence in the investigation, including but not limited to the alleged survivor, the complainant, the subject of the complaint, a beneficiary, an INTERSOS personnel member or associate, or another humanitarian aid worker.

**Need-To-Know Principle:** The term “need-to-know” describes the limiting of information that is considered sensitive, and sharing it only with those individuals for whom the information will enable to protect the survivor. Any sensitive and identifying information collected on survivors should only be shared on a need-to-know basis with as few individuals as possible.
INTRODUCTION
INTERSOS is a non-profit humanitarian aid organisation that works to bring assistance to people in danger, victims of natural disasters and armed conflicts. Established in 1992 with support from the Italian Federation of Trade Unions, its actions are based on the values of solidarity, justice, human dignity, equal rights and opportunities for all people, and respect for diversity and coexistence, paying particular attention to the most vulnerable.

Based on affirming INTERSOS determination to promoting within its work the six core principles relating to sexual exploitation and abuse adopted by the IASC Member Agencies in 2002 (see Resource 1: IASC Six Core Principles Relating to Sexual Exploitation and Abuse), INTERSOS is committed to actively prevent acts of SEA by its own personnel and associates, and respond to SEA incidents that are perpetrated against its beneficiaries or other members of the community, in compliance with the Statement of Commitment on Eliminating Sexual Exploitation and Abuse by UN and Non-UN Personnel and the Minimum Operating Standards for Protection from Sexual Exploitation and Abuse by own Personnel. INTERSOS recognises its responsibility to contribute to the humanitarian community’s fight against sexual exploitation and abuse, and to fulfil this commitment in all its humanitarian response operations in order to strengthen its accountability to affected populations.

This policy builds on common values, principles and beliefs, and describes the steps that will be taken to ensure protection from sexual exploitation and abuse.

The Protection from Sexual Exploitation and Abuse Policy was adopted by the Secretary General, September 2017.
OUR VALUES, PRINCIPLES AND BELIEFS
INTERSOS Charter of Values states that INTERSOS is committed to non-discrimination ("working without borders"), impartiality (need-based assistance free from political, religious or social distinctions), solidarity, transparency, sensitivity to local cultures, promoting human dignity, participation and dialogue.

INTERSOS Charter of Values and Code of Ethics guide our commitment to protection from sexual exploitation and abuse based on the principles within the Universal Declaration of Human Rights and the European Convention on Human Rights, the UN Convention on the Rights of the Child (UNCRC) and the Convention on the Elimination of all forms of Discrimination Against Women (CEDAW). All INTERSOS personnel and associates must uphold and promote the highest standards of ethical and professional conduct, and abide by INTERSOS policies.

The need for this policy flows from a recognition that in emergency situations, conditions such as displacement and the destruction of community structures due to natural disaster or conflict increase the vulnerability of affected populations, especially women and children. Our work often puts INTERSOS personnel and associates in positions of power or influence in relation to the communities we work with. As humanitarian aid organisation, INTERSOS has a duty of care towards the most vulnerable populations and must not abuse the power and influence that might have over the lives and well-being of the beneficiaries of its programmes.

INTERSOS considers all forms of sexual exploitation and abuse to be incompatible with universally recognised international norms and standards, the principles upon which humanitarian action is based, its core values and fundamental belief in the human dignity of all people. Therefore, the PSEA Policy sets out specific standards of behaviour which build on existing general obligations under the INTERSOS Charter of Values and Code of Ethics, as well as the measures that need to be taken and the procedures that INTERSOS personnel and associates must follow in order to prevent and respond to cases of SEA, and thus further protect the most vulnerable populations.
OUR BEHAVIOUR PROTOCOLS
The following specific standards of behaviour apply to all INTERSOS personnel - including staffs, volunteers, community committee members, interns and consultants - while under collaboration with INTERSOS and at all times, this includes both within working hours and outside of standard working hours:

1. INTERSOS personnel must not request any service or sexual favour from beneficiaries of INTERSOS programmes or other members of the communities in which INTERSOS works in return for protection or humanitarian assistance, and must not engage in sexually exploitative relationships.

2. INTERSOS personnel must not exchange money, employment, goods or services for sex, including sexual favours or other forms of humiliating, degrading or exploitative behaviour. This prohibition against exchange of money for sex means that INTERSOS personnel must not engage the services of sex workers while on INTERSOS assignment, including in INTERSOS premises or accommodations, and while travelling to/from or attending meetings, workshops and trainings, regardless of the local or national law concerning sex work or prostitution in the country in which they work.

3. INTERSOS personnel must refrain from having sex or engaging in sexual activity with beneficiaries because there is an inherent conflict of interest and potential for abuse of power in such a relationship. If a personnel member has sex or engages in sexual activities with a beneficiary, he/she must disclose this conduct to his/her supervisor. Failure to report such a conduct will lead to disciplinary action.

4. INTERSOS personnel must refrain from sexual activity with any person under the age of 18, regardless of the age of majority or age of consent locally, i.e. the local or national law of the country in which they work. Ignorance or mistaken belief of the child’s age is not a defense. Failure to report such a conduct will lead to disciplinary action.

5. INTERSOS personnel must not support or take part in any form of sexual exploitative or abusive activity, including, for example, pornography or trafficking of human beings.

6. INTERSOS personnel must report in a timely manner any concern or suspicion they have regarding possible violations of the PSEA Policy and related standards of behaviour via INTERSOS established reporting procedures. INTERSOS personnel must report any concern or suspicion regarding sexual exploitation or abuse via INTERSOS established reporting procedures even when the alleged perpetrator is another humanitarian aid worker. Information related to SEA incidents involving INTERSOS personnel or associates, or other humanitarian aid workers, must be shared only with the in-country PSEA Focal Point or his/her alternate who will take over the case and inform immediately the in-country PSEA Referent to discuss the way forward.

7. INTERSOS personnel must create and maintain a living and working environment which prevents sexual exploitation and abuse, and promotes the implementation of the PSEA Policy.

8. INTERSOS personnel must challenge poor practices, and report potential risks which might lead to sexual exploitation or abuse.
All INTERSOS personnel are obliged to adhere to these standards of behaviour. Any violation of these standards constitutes serious misconduct. Failure to comply with these standards or failure to report sexual exploitation or abuse is grounds for disciplinary action. This action may include termination of contract or summary dismissal, and may result in the case being forward to the local authorities for criminal prosecution where appropriate and in accordance with applicable national laws.

The standards set out above are not intended to be an exhaustive list. Other types of sexually exploitive or abusive behaviour may be grounds for disciplinary action pursuant to the INTERSOS Charter of Values and Code of Ethics. INTERSOS personnel must not engage in any form of humiliating, degrading or exploitative behaviour under any circumstances.
OUR STRATEGIC APPROACH
This policy affirms INTERSOS commitment to achieving full implementation of the of Commitment on Eliminating Sexual Exploitation and Abuse by UN and Non-UN Personnel 9 and the Minimum Operating Standards for Protection from Sexual Exploitation and Abuse by own Personnel10.

INTERSOS recognises that the successful implementation of the PSEA Policy depends on the individual and collective responsibility of all those who work for and with INTERSOS, including partners, communities and beneficiaries themselves.

INTERSOS intends to fulfil its commitment to protection from sexual exploitation and abuse through the following approach:

- **Awareness:** Ensuring that all INTERSOS personnel and associates, as well as beneficiaries and target communities, are aware of what SEA is, the risks and consequences related to SEA, and INTERSOS zero tolerance towards SEA.

- **Prevention:** Ensuring prevention of SEA by INTERSOS personnel and associates through safe recruitment, safe cooperative arrangements, safe programming and safe communication practices, and by promoting an environment where all INTERSOS personnel and associates work to minimise the risks of SEA.

- **Reporting:** Ensuring that complaint mechanisms for reporting SEA are in place and accessible, particularly to beneficiaries of INTERSOS programmes, and that all INTERSOS personnel and associates are clear what procedures to follow where concerns or suspicions arise regarding a SEA incident.

- **Response:** Ensuring that appropriate measures are taken to protect and support survivors where concerns arise regarding a SEA incident, and that commensurate actions are taken where suspicions of SEA are validated.

- **Promoting culture of openness, sensitivity and support:** Ensuring that INTERSOS management favours open lines of communication and dialogue, and an atmosphere of support in order to implement and improve INTERSOS SEA prevention practices and response procedures.

**Roles and responsibilities**

Although it is the responsibility of all INTERSOS personnel and associates to create and maintain an environment which prevents sexual exploitation and abuse, INTERSOS recognises that a clearly defined management and technical support structure will facilitate implementation of and adherence to the PSEA Policy.

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9 Statement of Commitment on Eliminating Sexual Exploitation and Abuse by UN and Non-UN Personnel, August 2008 and revised December 2011

10 Minimum Operating Standards for Protection from Sexual Exploitation and Abuse by own Personnel (MOS-PSEA), April 2012
The following outlines relevant management and technical support roles and responsibilities within the Organisation:

- **Executive Management:** The INTERSOS Board of Directors and Secretary General will have overall responsibility for the implementation of and adherence to the PSEA Policy, as well as for mobilizing the associated necessary resources.

- **Senior Management:** The INTERSOS Director General, Director of Programmes, Director of Human Resources, Coordinator of Logistics Unit and Coordinator of Communication and Fundraising Unit at HQ will be responsible for ensuring the implementation of and adherence to the PSEA Policy across the Organisation. The INTERSOS Regional Directors and Heads of Mission will be responsible for developing and regularly revising the country-specific PSEA strategies and related SOPs, as well as for ensuring the implementation of and adherence to the PSEA Policy within the country missions. The INTERSOS Regional Directors and Heads of Mission will also be responsible for mobilizing the associated necessary resources at the regional and country level.

- **Technical Support:** The INTERSOS Global Protection Advisor, Regional Protection Advisors and Country Protection Coordinators will be responsible for providing technical support for the implementation of and adherence to the PSEA Policy at the global, regional and country level. These positions will also be responsible for supporting the development and revision of the country-specific PSEA strategies and related SOPs.

A **PSEA Policy Steering Committee** will be established to monitor and regularly report on progress to implement and adhere to the PSEA Policy to the INTERSOS Board of Directors and Secretary General. The PSEA Policy Steering Committee will be composed by the INTERSOS Director General, Director of Programmes, Director of Human Resources, Coordinator of Logistics Unit, Coordinator of Communication and Fundraising Unit, and Global Protection Advisor at HQ. The PSEA Policy Steering Committee will meet on ad-hoc basis to provide oversight and management support for alleged SEA Incidents Type 2. Moreover, the PSEA Policy Steering Committee will be responsible for regularly revising the PSEA Policy.

A **HQ PSEA Focal Point** will also be appointed to coordinate the work of the PSEA Policy Steering Committee and lead the development of training and awareness materials on the content of the PSEA Policy and related standards of behaviour. The HQ PSEA Focal Point will be the person designated to receive complaints and reports about alleged SEA Incidents Type 2 in the HQ.
OUR GLOBAL PRACTICES
AND OPERATIONAL GUIDELINES
Training and Awareness

For effective implementation, INTERSOS commitment to protection from sexual exploitation and abuse needs to be understood clearly and accurately by all INTERSOS personnel and associates, as well as beneficiaries and target communities.

Therefore, INTERSOS is committed to the following:

● Include in the induction process for all new staffs, volunteers, community committee members, interns and consultants - international and national – a module on what SEA is and the content of the PSEA Policy in order to ensure that all INTERSOS personnel is aware of the PSEA Policy guiding principles, the related standards of behaviour, the implications of breaching these standards and the incident reporting procedures.

● Conduct repeated refresher training for personnel at both field and HQ level on the content of the PSEA Policy and related standards of behaviour. Appropriate support should be made available to training participants who experience an emotional reaction to the topics covered.

● Raise awareness widely amongst target communities on what SEA is, their right to be safe from SEA, INTERSOS zero tolerance towards SEA and options for reporting SEA incidents.

● Inform beneficiaries of INTERSOS programmes of the fact that assistance to them is never to be conditioned on sexual favours, INTERSOS zero tolerance towards SEA and options for reporting SEA incidents in a manner which is age, gender and diversity sensitive. This includes organising workshops with beneficiaries to define acceptable and unacceptable behaviour, and discuss openly with them about their contacts and relationships with INTERSOS staffs and others. Appropriate support should be made available to workshop participants who experience an emotional reaction to the topics covered.

● Make the PSEA Policy summary available in local languages and develop a child-friendly version to be disseminated in target communities, with partners and other relevant stakeholders. Posters of the PSEA Policy commitments and related standards of behaviour must also be displayed in each country office/base.

● Monitor and regularly review the effectiveness of the PSEA training and awareness materials and programmes.
Safe Recruitment

INTERSOS is committed to undertake SEA-safe recruitment and screening practices before formalising collaboration with staffs, volunteers, community committee members, interns and consultants.

Recruitment Process:
The mandatory practices required for recruitment of international and national positions are:

- All job advertisements will state that INTERSOS has a PSEA Policy that the successful candidate will be expected to comply with and promote.

- Candidates who are short-listed for interview will be provided with the abstract of the PSEA Policy in advance of their interview (see Annex 1: Abstract of the INTERSOS PSEA Policy) and there will be specific standardised interview questions on protection from sexual exploitation and abuse (see Annex 2: Guidelines for Safer Recruitment).

- Particular attention will be paid to gaps in an individual’s employment history and frequent changes of employment and/or address.

- All prospective staffs and consultants will be required to provide at least two references, including the last line manager. References from family members will not be accepted. References will be checked on any allegation of SEA, and dismissal or pending investigation into behavioural misconduct (see Annex 2: Guidelines for Safer Recruitment).

- Volunteers and interns will also be required to provide at least two references, if possible including at least one among the staffs of the entity they have previously been working or volunteering for. References from family members will not be accepted.

- The successful candidate will be required to provide proof of identity (passport or national identity document) and a personal declaration stating any criminal conviction, including spent convictions (see Annex 3: Declaration of Criminal Convictions). Where possible, a criminal record check in the candidate’s country of origin will be conducted.

- The PSEA Policy will be included in the proposal of collaboration.

- All staffs, volunteers, community committee members, interns and consultants will be required to acknowledge in writing the receipt, understanding and commitment to the PSEA Policy and related standards of behaviour prior to commencement of their contract/placement (see Annex 4: Declaration of Agreement to be Bound by and Uphold the INTERSOS Global CP Policy and the INTERSOS PSEA Policy for Personnel). The signed statement of commitment to the PSEA Policy will be kept on file together with the signed employment or collaboration contract.

- An assessment of the individual’s commitment to comply with and promote implementation of the PSEA Policy will be included in the standard internal performance review process cycle (see Annex 2: Guidelines for Safer Recruitment).
**Hiring Restrictions:**
INTERSOS reserves the right not to hire or employ an applicant if the recruitment process or background check reveals that the applicant has been previously reported for a SEA incident or is not suitable to work with beneficiaries. INTERSOS will not hire or employ anyone with a prior conviction for SEA or related offence. In the case that applicable national laws prohibit this rule, no person with such a conviction will be hired into, or permitted to hold a position with direct contact with beneficiaries or access to their personal information, including photographs.

**Safe Cooperative Arrangements**

**Contractors:**
INTERSOS will not enter into contractual agreements for the supply of goods, services or works with contractors which are known to utilise sexual exploitative or abusive practices, or are involved in any other humiliating, degrading or exploitative behaviour.

The Logistics Unit at the HQ and country level will be responsible for supporting the implementation of the following mandatory practices:

- As part of the pre-qualification and bidding processes, all potential contractors will be required to submit together with the official documentation the Supplier/Tenderer’s Declaration to the effect they are aware and formally agree to abide by the ethics clauses specified in the INTERSOS Organisation Management and Control Model and INTERSOS Code of Ethics, and commit to immediately inform INTERSOS if any change occurs in this respect at any stage of the award process or during the fulfilment of the contract itself. This declaration must cover all the partners in joint venture/consortium, as well as all the sub-contractors and suppliers of the potential contractor.

- Where possible, an independent background check into the contractor’s business practices will be conducted to inform the pre-qualification assessment or bid analysis.

- The Supplier/Tenderer’s Declaration and the information from a possible independent background check will be used by the Evaluation Committee in the selection process. Copies of all official documentation will be kept on file.

- The above-mentioned ethics clauses will be integral part of any supply, service or works contract.

INTERSOS reserves the right to suspend or cancel a contractual agreement for the supply of goods, services or works, if sexual exploitative or abusive practices, or any other humiliating, degrading or exploitative behaviour, are discovered at any stage of the award process or during the fulfilment of the contract itself on the basis of investigation into SEA allegations. However, INTERSOS will ensure that termination of a contractual agreement is carefully considered as a last resort and dependent on the contractor’s mishandling of the SEA concern rather than on the basis of the SEA concern having arisen, reported and handled according to the INTERSOS PSEA Policy.
**Partners:**

Acceptance of and compliance with the PSEA Policy and related standards of behaviour must be a condition of every partnership agreement or sub-agreement. INTERSOS will not enter into partnership arrangements with entities – international or national, humanitarian or institutional – which do not recognise that all forms of SEA violate universally recognised international norms and standards, and do not commit to protection from sexual exploitation and abuse.

INTERSOS must ensure the following mandatory practices when working with partners:

- An assessment about the partner’s commitment and capacity to prevent and respond to SEA will be conducted prior to signing a partnership agreement or sub-agreement, as well as at regular intervals during the implementation.

- Partners which do not have their own robust PSEA Policy will be required to sign up to the INTERSOS PSEA Policy as a condition of any partnership arrangement (see Annex 5: Declaration of Agreement to be Bound by and Uphold the INTERSOS PSEA Policy for Partners). The statement of commitment to the INTERSOS PSEA Policy must be signed by the legal representative of the partner and will be kept on file by both parties. The personnel of the partner will need to be made aware of the content of the INTERSOS PSEA Policy and related standards of behaviour.

- Where possible, training will be offered to partners to identify SEA risks and define related SEA mitigation measures throughout programming, as well as to develop their own robust PSEA Policy.

INTERSOS reserves the right to suspend or cancel a partnership agreement or sub-agreement on the basis of investigation into SEA allegations. However, INTERSOS will ensure that termination of a partnership agreement or sub-agreement is carefully considered as a last resort and dependent on the partner’s mishandling of the SEA concern rather than on the basis of the SEA concern having arisen, reported and handled according to the INTERSOS PSEA Policy.

**Visitors:**

Visitors to INTERSOS or INTERSOS partners’ programme activities will also be bound by the PSEA Policy standards of behaviour.

In order to protect beneficiaries from SEA, the following practices are applied for visitors, including journalists, photographers, celebrity ambassadors, authorities, donors, personnel of other agencies or organisations, and other stakeholders:

- All visitors should be advised that the PSEA Policy prohibits unannounced visits.

- A clear agenda should be developed and approved by the HOM prior to visit. If the visit involves children, the agenda will also be referred to confirm with the Country Protection Coordinator, Regional Protection Advisor or Global Protection Advisor for clearance.
Prior to commencement of their visit, visitors should be provided with the abstract of the PSEA Policy (see Annex 1: Abstract of the INTERSOS PSEA Policy), briefed about the related standards of behaviour by an INTERSOS representative at the HQ or country level, and required to sign a declaration to the effect they are aware and formally agree to comply with these standards (see Annex 6: Declaration of Agreement to be Bound by and Uphold the INTERSOS PSEA Policy Standards of Behaviour for Visitors).

All visitors will be accompanied during the visit by an INTERSOS staff member trained on PSEA. The presence of a partner staff member cannot replace the presence of a qualified and appointed INTERSOS staff member.

INTERSOS and INTERSOS partners’ personnel must never disclose information that identifies beneficiaries to any unauthorised person or make such information available to the general public. In the case this may be necessary, a written informed consent of the subject must be gathered and the need to disclose identifying information discussed with the HOM prior to submitting any request to the beneficiary.

For interviews with beneficiaries, visitors will be required to gain a written informed consent of the beneficiary (see Annex 7: Informed Consent for Communication).

If a visitor is found in breach of the PSEA Policy standards of behaviour, INTERSOS reserves the right to suspend or terminate the visit, and handle the case in accordance with the established procedures.

Safe programming

All INTERSOS programmes need to be designed and implemented to minimise actual or potential risks which might lead to sexual exploitation and abuse by INTERSOS personnel and associates against beneficiaries or other members of the community they come into contact with or impact upon directly or indirectly, especially women and children. INTERSOS is committed to ensuring SEA-safe programmes by identifying risk factors for vulnerability to SEA which may be related to the context or the specificity of the programmes themselves, and taking all necessary mitigation measures.

SEA-safe programming considerations need to be mainstreamed throughout the programme cycle phases: assessment, planning, resource mobilization, implementation and evaluation.

It will be the responsibility of the INTERSOS Regional Directors and Heads of Mission to conduct SEA risk analyses and elaborate SEA mitigation strategies at the country level. This process should include categorization of interventions and implementation modalities by risk significance level.

It will be the responsibility of the INTERSOS Regional Directors, Heads of Mission and Programme Managers to integrate SEA considerations into the design of needs assessment and new project proposals, including identification of activity-specific SEA risks and related SEA mitigation measures.
● It will be the responsibility of the INTERSOS Programme Managers and Project Managers for all sectors to undertake review of on-going projects in order to ensure that activity-specific SEA risks are taken into consideration and related SEA mitigation measures developed.

● It will be the responsibility of the INTERSOS Programme Managers and Project Managers for all sectors to ensure that the SEA mitigation measures designed are put into practice during the project implementation.

● It will be the responsibility of the INTERSOS Programme Managers and Project Managers for all sectors to monitor and regularly review the effectiveness of the SEA mitigation measures designed, and report about any challenge faced in implementation.

SEA-safe programming should involve the participation of beneficiaries and target communities as and where appropriate.

The INTERSOS Country Protection Coordinators, Regional Protection Advisors and Global Protection Advisor will be responsible for technically supporting both the design and the implementation of SEA-safe programmes.

Safe communication

INTERSOS has a duty of care towards the beneficiaries of its programmes and at all times must put their best interests first. Beneficiaries have the right to be accurately represented and INTERSOS accepts its responsibility not to portray a manipulated or sensationalized image of the beneficiaries’ well-being and circumstances. Beneficiaries must be presented as human beings with their own identity and dignity preserved.

All INTERSOS personnel and associates need to be aware that photos and other identifying details of beneficiaries represent a risk to their safety and dignity, particularly in conflict and post-conflict situations. The “Do No Harm” principle must guide the collection and use of images and information about beneficiaries.

All INTERSOS personnel and associates are obliged to adhere to the following standards of behaviour when recording and using images and stories:

● Ensure when making images of beneficiaries (photos, video, etc.) that they are respectful, that people are adequately clothed and that sexually suggestive poses are avoided.

● Choose images and related messages based on values of respect and equality. Images should represent a broad range of people – male and female, and various ages, abilities and origin -and not present them as victims.

● Truthfully represent the particular situation both in its immediate and wider context.

● Avoid approaches that potentially stereotype or sensationalise people, situations or places.
● Ensure that people whose situation is being represented have the opportunity to communicate their stories themselves.

● Take and use images and stories only with the full understanding and permission of the subject (parent/legal guardian/caregiver where applicable). The informed consent needs to be signed (or verbally agreed to) and filed in a secure location (see Annex 7: Informed Consent for Communication). No image and/or story where beneficiaries are identifiable can be made public through the INTERSOS website or other means without the informed consent or assent of the subjects.

● Change the names of beneficiaries to protect their identity, unless they have explicitly stated a preference that their genuine name should be used, and security implications are not a factor.

● Do not disclose personal information (such as location) which could put beneficiaries at risk on the INTERSOS website or in public literature.

● Report in a timely manner any concern or suspicion about inappropriate or intrusive images through the same procedures as for reporting SEA concerns or suspicions.

Social media – e.g. blogs, facebook or twitter entries - generated by INTERSOS are subject to the same safe communication practices as outlined above.

All media folders and photographs need to be stored in a secure area to which a limited number of people have access on need basis. Disclosure of these photographs to the INTERSOS Communication and Fundraising Unit at HQ or third parties can be made only with approval of the HOM. Questionable photographs will be referred to confirm with the Country Protection Coordinator, Regional Protection Advisor or Global Protection Advisor for clearance prior to being placed on the INTERSOS database or disclosed with third parties. In certain specific activities (such as family tracing and reunification), images may be necessary for the purposes of verification and photographs may play an important part of the process where information are insufficient; these photographs can be disclosed only on approval by the Project Manager in charge.

**Complaint Mechanisms**

Each INTERSOS Country Mission will be responsible to ensure that complaint mechanisms for reporting SEA are developed and integrated within complaint and feedback structures existing at the base and country level. In order to be accessible and effective:

● Complaint mechanisms for reporting SEA should be developed and regularly reviewed with the involvement of beneficiaries and target communities, based on Humanitarian Accountability Partnership Standard in Accountability and Quality Management\(^\text{11}\).

● Complaint mechanisms for reporting SEA should have multiple entry points, allowing individuals the opportunity to report at the organisational level or at the community level.

\(^{11}\) Humanitarian Accountability Partnership (HAP) Standards in Accountability and Quality Management, 2010.
● Complaint mechanisms for reporting SEA should blend both formal and informal community structures, where individuals are able and encouraged to safely report incidents of SEA.

● Beneficiaries and target communities need to be aware of their right to be safe from SEA and INTERSOS zero tolerance towards SEA.

● Beneficiaries and target communities need to be enabled to recognise inappropriate behaviour by INTERSOS staffs and others.

● Beneficiaries and target communities need to be aware of the existing complaint mechanisms for reporting SEA and know how to access them.

Awareness amongst beneficiaries and target communities needs to be raise in a manner which is age, gender and diversity sensitive, and language appropriate.

**In-country CP Focal Point and Referent**

Each INTERSOS Country Mission will be responsible to identify among the mission staffs at least one PSEA Focal Point who will be the person designated to receive complaints and reports about alleged acts of SEA involving INTERSOS personnel or associates, or other humanitarian aid workers, in the field. Where appropriate, a PSEA Focal Point can be identified for each country office/base. The in-country PSEA FP(s) must commit to the TORs for the role (see Annex 8: In-Country PSEA Focal Point Terms of Reference) and meet the following minimum requirements:

● Basic knowledge and understanding of protection, and specifically gender-based violence, fundamental concepts and guiding principles;

● Medium to senior level national staff;

● Fluent in English;

● Demonstrated sensitivity to cultural diversity and gender issues;

● Demonstrated experience of working directly with affected/local communities;

● Proven integrity, objectivity and professional competence;

● Proven communication skills;

● Have enough time to dedicate to the role.

Since the in-country PSEA FP(s) should be person(s) the other mission staffs trust, it is advisable to involve all staffs in the identification, while the senior management team (including the Head of Mission and the Country Protection Coordinator where present) must guarantee that the person(s) identified to cover the role meet the minimum requirements as outlined above.
All mission personnel and partners, as well as beneficiaries and target communities, needs to be properly and widely informed of the role and identity of the in-country PSEA FP(s), and know how to contact them.

Upon appointment, the in-country PSEA FP(s) will undergo specific and systematized training on protection from sexual exploitation and abuse.

The in-country PSEA FP(s) will perform their tasks with the support and under the supervision of the in-country PSEA Referent who needs to be appointed by the senior management team among the mission protection staffs. The in-country PSEA Referent must commit the TORs for the role (see Annex 9: In-Country PSEA Referent Terms of Reference) and meet the following minimum requirements:

- In-depth knowledge and understanding of protection, and specifically gender-based violence, fundamental concepts and guiding principles;
- Senior level international or national staff (if possible, Coordinator or Manager);
- Fluent in English;
- Demonstrated sensitivity to cultural diversity and gender issues;
- Demonstrated experience of working directly with affected/local communities;
- Proven integrity, objectivity and professional competence;
- Proven communication skills;
- Have enough time to dedicate to the role.

Where there is no senior level protection staff within the mission, the in-country PSEA Referent role needs to be covered by the HOM who will perform the related tasks with the support of the Regional Protection Advisor or Global Protection Advisor.

**Reporting procedures**

It is essential that all INTERSOS personnel and partners, as well as beneficiaries and target communities, understand that:

1. SEA may be committed by staffs, volunteers, community committee members, interns or consultants within INTERSOS, INTERSOS partners or other INTERSOS associates;
2. SEA may be committed by other humanitarian aid workers.
3. SEA may be committed by authorities or leaders.
4. SEA may occur within families, communities, institutions or other care arrangements.
5. Beneficiaries may also be perpetrators of SEA.
When there is a complaint, concern or suspicion of harm perpetrated against a child who benefits from INTERSOS programmes or a child who is not involved in INTERSOS activities, this needs to be handled in accordance with the procedures illustrated in the flowchart below.

When alleged acts of SEA involve INTERSOS personnel or associates, or other humanitarian aid workers:

- The complainant must report the case to the in-country PSEA FP or his/her alternate within 24 hours from when the complaint, concern or suspicion arises.
- The complainant must fill out the Incident Reporting Form as soon as possible and submit it to the in-country PSEA FP or his/her alternate (see Annex 10: Incident Reporting Form).

For cases where he/she wishes to remain anonymous, the informant can use the complaint mechanisms for reporting SEA existing at the base or country level.
It is MANDATORY for all INTERSOS personnel to handle complaints, concerns or suspicions of SEA in accordance with the established procedures. This includes acts or omissions resulting in placing an individual at risk of SEA, or an act of SEA itself. When an INTERSOS personnel member is aware of a SEA incident involving INTERSOS personnel or associates, or other humanitarian aid workers, and fails to report it, he/she may be subject to disciplinary action, up to and including dismissal.

Any intentionally false, malicious or vexatious statement, misrepresentation or accusation against another INTERSOS personnel member or third party will also be considered serious misconduct.

Confidentiality and data protection

Confidentiality of information is extremely important when working with SEA survivors and incidents, and needs to be addressed with the utmost care. It is essential that all INTERSOS personnel and associates understand the importance of this principle and ensure that the data protection and sharing protocols outlined below are adhered to. Any breach of the data protection and sharing protocols may be subject to disciplinary action, up to and including dismissal.

Each INTERSOS Country Mission will be responsible to develop a data protection system for recording, storing and sharing data related to SEA survivors and incidents, and protect information, at the base and country level (see Annex 11: Data Protection Checklist).

The following protocols need to be observed when handling data related to SEA survivors and incidents (including case files, photos and other personal details):

- Data will not be shared with any unauthorised person and will never reveal the identity or identifying features of survivors.

- When coordinating with other actors or entering data into information management systems such as the GBVIMS or IACPIMS, data will be safeguarded, accessed and shared only by staffs trained on data sharing protocols and relevant SOPs. This includes the sharing of incident reports, trends analyses and referral pathways.

- For the purposes of case management meetings or other inter-agency support mechanisms, information about an individual survivor may be discussed but identifying information (including the name of the person affected) will NOT be disclosed to other agencies, organisations or government bodies.

- Information related to SEA incidents involving INTERSOS personnel or associates, or other humanitarian aid workers, are particularly sensitive and will be shared only with the in-country PSEA FP or his/her alternate who will take over the case and inform immediately the in-country PSEA Referent to discuss the way forward.

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12 When concerning child sexual exploitation or abuse, please also consult the Global Child Protection Policy.
All materials pertaining to complaints and reports about alleged acts of SEA involving INTERSOS personnel or associates, or other humanitarian aid workers, will be handled in strict confidence in order to protect the rights of all involved. However, such complaints and reports may be used, where necessary, for action taken pursuant to Section 5.10 Response procedures below.

**Response Procedures**

**Interviews with SEA survivors:**

The in-country PSEA FP(s) and their alternate(s) need to be properly trained by qualified staffs on interviewing techniques and methodologies before conducting interviews with alleged SEA survivors. Repeated interviews with survivors can contribute to a survivor’s trauma. Therefore, coordination must be maintained with all other stakeholders to avoid duplication of interviews with an individual survivor. Furthermore, the following protocols need to be observed when interviewing alleged SEA survivors:

- Survivors will be told of the purpose of the interview and informed consent must be sought before the interview is conducted.

- Interviewers will ensure that survivors feel safe at all times.

- Interviews will not be conducted in any space where it may create suspicion amongst outsiders (including authorities, community members, etc.).

- All efforts will be made to ensure that survivors do not feel exposed or vulnerable during the interview.

- Interviewing techniques and methodologies should be age- and gender-appropriate.

- As much as possible, follow-up interviews/discussions will be conducted by the same interviewer.

- Survivors will be informed of all possible steps and must, including referral for assistance and eventual investigation.

- At all times, interviewers must ensure the “Do No Harm” principle is adhered to.

Appropriate measures will be taken in order to ensure safety and protection for survivors, as well as alleged perpetrators and complainants if different from the survivors. Where there is any conflict of interest between the survivor and another involved party, the survivor’s wishes must be the principle consideration in case handling, particularly when there is a risk of additional physical and/or emotional harm.

**Referral of CP Cases for Assistance:**

Identified cases of SEA need to be referred immediately to internal and/or external GBV/CP specialized services as per GBV/CP response procedures established at the base or country level, ensuring that the principles of the survivor-centred approach are adhered to, including informed consent or assent. Information is to be shared only on a need-to-know basis with the service provider, and the safety of the survivor and others involved paramount.
Where INTERSOS Country Missions and partners are not engaged in providing directly GBV/CP case management services, adequate mechanisms need to be established in order to guarantee that SEA survivors are provided with timely and appropriate access to comprehensive assistance and care. Each INTERSOS Country Mission will be responsible to ensure that GBV/CP referral pathways and related SOPs are operational and regularly updated in each country office/base in accordance with the standard Inter-Agency Child Protection and Gender-Based Violence SOP guidance, and the following steps:

- Identify GBV/CP case management services provided by different agencies, organisations or structures at the base and country level.

- Agree on SOPs for case referral with each agency, organisation and structure that INTERSOS will refer cases to.

- Display the local referral SOPs in each country office/base. If security considerations do not allow the display of this information publically, the local referral SOPs can be kept with pertinent staffs, including the in-country PSEA FP(s) and their alternate(s).

- Update the information in the local referral SOPs for each country office/base at minimum on a bi-annual basis.

- Ensure that agencies, organisations and structures that INTERSOS refers cases to, act according to a survivor-centred approach and relevant guiding principles. In line with the “Do No Harm” principle, where there are serious concerns related to meeting standards of care and relevant guiding principles, INTERSOS should seek an alternative service solution based.

Pertinent staffs need to be trained on safe and ethical referral, as well as the established referral pathways and related SOPs.

When SEA incidents involve INTERSOS personnel or associates, considering that INTERSOS or INTERSOS partner’s case management team may know the alleged perpetrator, referral to a third party service provider is recommended even if INTERSOS or one of its partners provide directly GBV/CP case management services.

The in-country PSEA FP will be responsible to follow-up on the case together with the specialized case management team (internal or external), record action taken and support provided, keeping the in-country PSEA Referent up to date. All response strategies need to be developed in a manner that balances respect for due process with a survivor-cantered approach in which the survivor’s wishes, safety, and well-being remain a priority in all matters and procedures.
Investigation into SEA allegations:
When a case of SEA is determined as alleged SEA Incident Type 2, this needs to be handled in accordance with the procedures illustrated in the flowchart below.

- The in-country PSEA Referent will inform the HOM and the HQ PSEA FP within 24 hours from when the incident is reported.

- The personnel member(s) involved will be immediately suspended on full pay and cease contact with beneficiaries until all investigations are completed. In the event of an allegation that involves a criminal offence, the subject of the complaint will be informed that, in addition to disciplinary action, the case may be forwarded to the appropriate local authorities for further investigation.

- An initial clarification will be conducted by the in-country PSEA FP, the in-country PSEA Referent and the HOM (the HQ PSEA FP will allocate an independent investigator where one of these is implicated) who will record all information, investigate the facts and assess the condition of the survivor(s) within 48 hours, where possible.
● If the outcome of the initial clarification requires a full investigation, a panel composed by three members will be convened to carry out the investigation and determine whether the case is to be forwarded to the local authorities. The members of the investigating panel will commit to strict confidentiality (see Annex 12: Oath of Confidentiality for Investigators), information will be limited to those involved in the investigation and documentation will be filed securely as per data protection protocols. The investigating panel will report to the PSEA Policy Steering Committee. All members of the PSEA Policy Steering Committee who will be reviewing the case will also commit to strict confidentiality by signing the Oath of Confidentiality for Investigators.

● If the incident involves a personnel member of an INTERSOS partner, then the HOM will raise the issue with the relevant person within the partner organisation that must report back on how they are investigating and following up the case. It will be the responsibility of the INTERSOS Heads of Mission and in-country PSEA Referent to monitor this.

● If the incident involves another humanitarian aid worker outside INTERSOS and INTERSOS partners, then the HOM will raise the issue with the relevant person within the entity the alleged perpetrator work for.

● If any INTERSOS personnel member or associate is found to have violated the PSEA Policy and related standards of behaviour, immediate action will be taken. This may include:
  » Staffs – disciplinary action, up to and including dismissal. International staffs will be repatriated to their country of origin and police reports may be filed.
  » Volunteers, community committee members and interns – termination of the collaboration with INTERSOS.
  » Consultants – termination of the collaboration contract with INTERSOS.
  » Partners – if the SEA allegation is mishandled, withdrawal of funding/support and termination of the partnership agreement or sub-agreement with INTERSOS. Depending on the type of SEA allegation, the instance may be reported to the UN Risk Management Unit.
  » Contractors – termination of the contractual agreement with INTERSOS.
  » Visitors – suspension of the visit and repatriation to their country of origin.

● For all categories of INTERSOS personnel and associates, the case may be forwarded to the police or local authorities for prosecution where possible criminal acts have been committed. The decision of forwarding the case to the police or local authorities for criminal prosecution should be taken only if the survivor provides his/her informed consent and if found, after analysing the risks, that this is in his/her best interests.

● The outcome of the investigation and the action taken will be recorded and stored as per data protection protocols.

● Adverse determination from an investigation should be open to challenge through an appeals process which will follow the right to appeal procedure contained within INTERSOS Grievance and Disciplinary Policy.
● All parties concerned will be notified of INTERSOS processes, the outcome of the investigation and the action taken in a timely manner.

● The media will be dealt with by the INTERSOS Heads of Mission and Communication and Fundraising Unit at HQ, guided in their response at all times by the INTERSOS Secretary General.

● A review of the SEA risks identified and the SEA mitigation measures designed will be conducted, and new action set to further minimise the risks of SEA by INTERSOS personnel and associates. This process need to be conducted and documented within 2 weeks of the end of the investigation.

● A final report about the investigation and the action taken will be submitted to the PSEA Policy Steering Committee.

Disclosure of information about CP incidents:

● When survivors disclose personal information to INTERSOS personnel, it is essential that INTERSOS personnel understand that this information may be sensitive and ensure that such information is shared only on a need-to-know basis agreed with informed consent or assent and in the best interests of the survivor.

● While INTERSOS maintains appropriate confidentiality for individuals involved in SEA incidents, INTERSOS may disclose information about incidents as required by national laws to report criminal cases.

Implementation and Review

In order to successfully implement and adhere to the PSEA Policy, each INTERSOS Country Mission is required to:

● Develop a country-specific PSEA strategy and related SOPs which contextualise the PSEA Policy and include SEA risk analyses, SEA mitigation strategies and adherence to national laws without diluting the PSEA Policy principles and standards of behaviour (See Annex 13: Checklist for Country-Specific PSEA Strategies).

● Develop a country-specific annual implementation plan and mobilise the necessary resources for implementation.

● Disseminate the PSEA Policy, including providing full and summary copies to personnel, partners, beneficiaries and target communities, and translating into local languages and publicly posting the PSEA Policy commitments and related standards of behaviour in all operational offices/bases.

● Quarterly report about progress on implementation, as well as any challenge faced and capacity support required, to the PSEA Policy Steering Committee.

● Revise the country-specific PSEA strategy and related SOPs on an annual basis.
The PSEA Policy Steering Committee is required to:

- Develop an annual implementation plan at the HQ level.
- Support the INTERSOS Country Missions to implement and adhere to the PSEA Policy.
- Monitor and quarterly report about progress on implementation to the INTERSOS Board of Directors and Secretary General.
- Provide oversight and management support for alleged SEA Incidents Type 2.
- Revise the PSEA Policy on an annual basis.
RESOURCES AND ANNEXES
Resource 1: IASC Six Core Principles Relating to Sexual Exploitation and Abuse

1. “Sexual exploitation and abuse by humanitarian workers constitute acts of gross misconduct and are therefore grounds for termination of employment.

2. 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 defence.

3. Exchange of money, employment, goods, or services for sex, including sexual favours or other forms of humiliating, degrading or exploitative behaviour is prohibited. This includes exchange of assistance that is due to beneficiaries.

4. Sexual relationships between humanitarian workers and beneficiaries are strongly discouraged since they are based on inherently unequal power dynamics. Such relationships undermine the credibility and integrity of humanitarian aid work.

5. Where a humanitarian worker develops concerns or suspicions regarding sexual abuse or exploitation by a fellow worker, whether in the same agency or not, he or she must report such concerns via established agency reporting mechanisms.

6. 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.”

Annex 1: Abstract of the INTERSOS PSEA Policy

Our values, principles and beliefs:
INTERSOS Charter of Values states that INTERSOS is committed to non-discrimination (“working without borders”), impartiality (need-based assistance free from political, religious or social distinctions), solidarity, transparency, sensitivity to local cultures, promoting human dignity, participation and dialogue.

INTERSOS Charter of Values and Code of Ethics guide our commitment to Protection from Sexual Exploitation and Abuse (PSEA) based on the principles within the Universal Declaration of Human Rights and the European Convention on Human Rights, the UN Convention on the Rights of the Child (UNCRC) and the Convention on the Elimination of all forms of Discrimination Against Women (CEDAW). All INTERSOS personnel and associates must uphold and promote the highest standards of ethical and professional conduct, and abide by INTERSOS policies.

INTERSOS recognises that in emergency situations, conditions such as displacement and the destruction of community structures due to natural disaster or conflict increase the vulnerability of affected populations, especially women and children. Our work often puts INTERSOS personnel and associates in positions of power or influence in relation to the communities we work with. As humanitarian aid organisation, INTERSOS has a duty of care towards the most vulnerable populations and must not abuse the power and influence that might have over the lives and well-being of the beneficiaries of its programmes.

INTERSOS considers all forms of Sexual Exploitation and Abuse (SEA) to be incompatible with universally recognised international norms and standards, the principles upon which humanitarian action is based, its core values and fundamental belief in the human dignity of all people. Therefore, the PSEA Policy sets out specific standards of behaviour which build on existing general obligations under the INTERSOS Charter of Values and Code of Ethics.

Key definitions:
Sexual Exploitation: “Any actual or attempted abuse of a position of vulnerability, differential power, or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another.”

Sexual Abuse: “The actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions.”

Our behaviour protocols:
The following specific standards of behaviour apply to all INTERSOS personnel - including staffs, volunteers, community committee members, interns and consultants - while under contract with INTERSOS and at all times, this includes both within working hours and outside of standard working hours:

1. INTERSOS personnel must not request any service or sexual favour from beneficiaries of INTERSOS programmes or other members of the communities in which INTERSOS works in return for protection or humanitarian assistance, and must not engage in sexually exploitative relationships.

2. INTERSOS personnel must not exchange money, employment, goods or services for sex, including sexual favours or other forms of humiliating, degrading or exploitative behaviour. This prohibition against exchange of money for sex means that INTERSOS personnel must not engage the services of sex workers while on INTERSOS assignment, including in INTERSOS premises or accommodations, and while travelling to/from or attending meetings, workshops and trainings, regardless of the local or national law concerning sex work or prostitution in the country in which they work.

3. INTERSOS personnel must refrain from having sex or engaging in sexual activity with beneficiaries because there is an inherent conflict of interest and potential for abuse of power in such a relationship. If a personnel member has sex or engages in sexual activities with a beneficiary, he/she must disclose this conduct to his/her supervisor. Failure to report such a conduct will lead to disciplinary action.

4. INTERSOS personnel must refrain from sexual activity with any person under the age of 18, regardless of the age of majority or age of consent locally, i.e. the local or national law of the country in which they work. Ignorance or mistaken belief of the child’s age is not a defense. Failure to report such a conduct will lead to disciplinary action.

5. INTERSOS personnel must not support or take part in any form of sexual exploitative or abusive activity, including, for example, pornography or trafficking of human beings.

6. INTERSOS personnel must report in a timely manner any concern or suspicion they have regarding possible violations of the PSEA Policy and related standards of behaviour via INTERSOS established reporting procedures. INTERSOS personnel must report any concern or suspicion regarding sexual exploitation or abuse via INTERSOS established reporting procedures even when the alleged perpetrator is another humanitarian aid worker. Information related to SEA incidents involving INTERSOS personnel or associates, or other humanitarian aid workers, must be shared only with the in-country PSEA Focal Point or his/her alternate who will take over the case and inform immediately the in-country PSEA Referent to discuss the way forward.

7. INTERSOS personnel must create and maintain a living and working environment which prevents sexual exploitation and abuse, and promotes the implementation of the PSEA Policy.

8. INTERSOS personnel must challenge poor practices, and report potential risks which might lead to sexual exploitation or abuse.

All INTERSOS personnel are obliged to adhere to these standards of behaviour. Any violation of these standards constitutes serious misconduct. Failure to comply with these standards or failure to report sexual exploitation or abuse is grounds for disciplinary action. This action may include termination of contract or summary dismissal, and may result in the case being forward to the local authorities for criminal prosecution where appropriate and in accordance with applicable national laws.
The standards set out above are not intended to be an exhaustive list. Other types of sexually exploitive or abusive behaviour may be grounds for disciplinary action pursuant to the INTERSOS Charter of Values and Code of Ethics. INTERSOS personnel must not engage in any form of humiliating, degrading or exploitative behaviour under any circumstances.

Acceptance of and compliance with these standards of behaviour is also a condition of every cooperative arrangements. INTERSOS will not enter into cooperative arrangements with entities or individuals – including contractors, partners and visitors – which do not recognise that all forms of SEA violate universally recognised international norms and standards, and do not commit to protection from sexual exploitation and abuse.

**Safe communication:**
INTERSOS has a duty of care towards the beneficiaries of its programmes and at all times must put their best interests first. Beneficiaries have the right to be accurately represented and INTERSOS accepts its responsibility not to portray a manipulated or sensationalized image of the beneficiaries’ well-being and circumstances. Beneficiaries must be presented as human beings with their own identity and dignity preserved.

Photos and other identifying details of beneficiaries represent a risk to their safety and dignity, particularly in conflict and post-conflict situations. The “Do No Harm” principle must guide the collection and use of images and information about beneficiaries.

All INTERSOS personnel and associates are obliged to adhere to the following standards of behaviour when recording and using images and stories:

- Ensure when making images of beneficiaries (photos, video, etc.) that they are respectful, that people are adequately clothed and that sexually suggestive poses are avoided.

- Choose images and related messages based on values of respect and equality. Images should represent a broad range of people – male and female, and various ages, abilities and origin -and not present them as victims.

- Truthfully represent the particular situation both in its immediate and wider context.

- Avoid approaches that potentially stereotype or sensationalise people, situations or places.

- Ensure that people whose situation is being represented have the opportunity to communicate their stories themselves.

- Take and use images and stories only with the full understanding and permission of the subject (parent/legal guardian/caregiver where applicable). The informed consent needs to be signed (or verbally agreed to) and filed in a secure location. No image and/or story where beneficiaries are identifiable can be made public through the INTERSOS website or other means without the informed consent or assent of the subjects.
● Change the names of beneficiaries to protect their identity, unless they have explicitly stated a preference that their genuine name should be used, and security implications are not a factor.

● Do not disclose personal information (such as location) which could put beneficiaries at risk on the INTERSOS website or in public literature.

● Report in a timely manner any concern or suspicion about inappropriate or intrusive images through the same procedures as for reporting SEA concerns or suspicions.

Social media – e.g. blogs, facebook or twitter entries - generated by INTERSOS are subject to the same safe communication practices as outlined above.
Annex 2: Guidelines for Safer Recruitment

**Suggested wording for job advertisements:**
“The successful candidate will be expected to comply with the following as a condition of employment:

1. Providing the name, position and contact information of at least two references, including the last line manager and excluding family members.

2. Signing a personal declaration stating any criminal conviction, including spent convictions.

3. Getting a satisfactory clearance through a criminal record check in the country of origin, where possible.

4. Accepting and committing formally to the INTERSOS Global Child Protection Policy and the INTERSOS Protection from Sexual Exploitation and Abuse Policy.”

**Guidance on addressing CP and PSEA issues in interviews:**
During the interview process, candidates should be asked about their awareness of and attitude towards CP and PSEA. Remember that abusers look completely ‘normal’, are often very skilled at deception, salesmanship and ‘grooming’ (of organisations, as well as children and individuals).

- All personnel who would be hired or employed to work directly with children and/or vulnerable individuals should be interviewed face-to-face or through skype using video link for at least one of the interviews, where possible.

- The interview panel should pay attention to and make a clarification of the following issues:
  - Gaps in employment history, if the candidate worked for a protection-focused organisation before.
  - Frequent changes of employment, if the candidate worked directly with children and/or vulnerable individuals before. Ask the reason for leaving.

- The following specific questions should be included in the HR interview:
  - Are you aware of the INTERSOS Global CP and PSEA Policies? Considering the position you applied for, which are according to you the responsibilities you will have towards these policies?
  - For positions dealing with children specifically:
    When might it be appropriate and inappropriate to be alone with a child? When and how might it be appropriate to comfort a child?
  - Have you ever worked anywhere where colleagues were alleged of child abuse or SEA? If yes, what happened and how was the allegation handled? Would you have handled it differently yourself? If not, how would you handle a complaint, concern or suspicion of child abuse or SEA by a colleague?
For communication positions specifically: What sort of things might make a photograph of street children inappropriate for publication in the organisation’s annual report? The interviewer should be looking for things like: if the children are not adequately clothed; if the photograph depicts prostituted children / children in conflict with the law their faces should be blurred and their names changed; if the photograph was taken without the children’s permission; etc.

Is there anything we might find out during the reference check that you would like to talk about?

During the HR interview, the candidate should be informed that:

- INTERSOS takes seriously all issues of protection, including CP and PSEA.
- References will be checked on any allegation of child abuse or SEA.
- If successful, the candidate will be required to sign up to the INTERSOS Global CP and PSEA Policies.

The following warning signs should be taken into consideration (including, but not limited to and based on common sense):

- Strange or inappropriate questions / statements about children and/or women
- Interest in spending time alone with children / in working with children of a particular age or gender.

**Guidance on addressing CP and PSEA issues in reference checks:**

For positions dealing with children and/or vulnerable individuals, where possible it is advisable to speak directly by phone to references to ask questions related to CP and PSEA. In this case, notes of the reference’s comments should be taken and placed on the personal file of the candidate.

In all cases, the reference check will be an integral part of the recruitment process. References should be asked about their relationship with the candidate – this has often revealed that the reference only has a small amount of knowledge about the candidate – and the following specific questions:

- Do you know of any issue or incident involving the candidate and his/her contact with children?
- Do you know of any SEA issue or incident involving the candidate?
- Do you know of any dismissal or pending investigation into the candidate’s behavioural misconduct?
- What is your opinion on the suitability of the candidate to have direct contact with children and/or vulnerable individuals?

References should also be asked to confirm that there are no child abuse or SEA investigations pending or validated regarding the candidate they are aware of.
**Guidance on conducting criminal record checks before formalising collaboration:**
Different countries have different procedures for criminal record checks which should be updated by the HR Department for all areas of operations and the main countries that international staffs are recruited from. The declaration of criminal convictions should be used as a last resort where it is not possible to access a criminal record check in the candidate’s country of origin.

**Guidance on addressing CP and PSEA issues in internal performance reviews:**
A category of performance regarding the “Adherence to Safeguarding Policies” should be included in both the Staff Performance and the Staff Self-Evaluation Forms. Specifically, the following aspects should be rated from 1 (performance at an insufficient level of effectiveness) to 5 (performance at an exceptionally high level of effectiveness) by both the supervisor and the staff member himself/herself:

- Actively promotes the INTERSOS Global Child Protection Policy.
- Actively promotes the INTERSOS Protection from Sexual Exploitation and Abuse Policy.
- Adheres to and promotes safe communication practices.
- Adheres to and promotes data protection and sharing protocols.

In the section “Overall Performance and Career Development” of the Staff Performance Form, the supervisor should also be asked to comment on the staff member’s commitment to comply with and promote implementation of the safeguarding policies; while in the “Other Comments” section of the Staff Self-Evaluation Form, the staff member should be asked to describe what actions he/she has taken to promote the safeguarding policies, highlighting any gap or challenge faced in implementation and adherence to these policies.
Annex 3: Declaration of Criminal Convictions

Do you have any prosecution pending, or have you ever been convicted, bound over or cautioned by the police or received a formal reprimand or final warning for any offence, including road traffic offences?

Yes _____     No _____

If yes, please provide details, including those prosecutions or convictions considered spent, and declare any previous investigation or allegation made against you. These will be kept confidential by INTERSOS relevant staffs that will assess whether they pose any risk or not in relation to child protection or protection from sexual exploitation and abuse.

_____________________________________________________________________________________
_____________________________________________________________________________________  
_____________________________________________________________________________________  
_____________________________________________________________________________________  
_____________________________________________________________________________________  

“I, the undersigned, hereby declare that the information I have provided is complete and true, and I understand that to make a false statement knowingly may result in termination of any agreement held between myself and INTERSOS”

Signature of the Employee/Collaborator: ______________________________

Name of the Employee/Collaborator:__________________________________

Date: _____________________________________________________________

For INTERSOS:

Signature:__________________________________________________________

Name:_____________________________________________________________

Date:______________________________________________________________
Annex 4: Declaration of Agreement to be Bound by and Uphold the INTERSOS Global CP Policy and the INTERSOS PSEA Policy for Personnel

I, the undersigned ______________________________________________________, hereby acknowledge that I have received, read and understood the INTERSOS Global Child Protection Policy and the INTERSOS Protection from Sexual Exploitation and Abuse Policy, and pledge to abide by the expectations and provisions therein.

I am fully aware that should I fail to comply with these policies and related standards of behaviour, I will be liable to suspension, summary dismissal and/or face legal implications commensurate to the offence/crime I will have committed.

I testify that I have no prior criminal record in any country related to child abuse or sexual exploitation and abuse, and I have never been involved in any form of child abuse or sexual exploitation and abuse before.

I commit to respect and promote implementation of these policies at all times while under collaboration with INTERSOS by the way I conduct myself and by reporting any violation of the related standards of behaviour that come to my knowledge.

To show my acceptance and commitment to comply with the INTERSOS Global Child Protection Policy and the INTERSOS Protection from Sexual Exploitation and Abuse Policy, I hereby sign this declaration form.

Signature:_____________________________________________

Name:________________________________________________

Position:______________________________________________

Place:________________________________________________

Date:________________________________________________

Relationship with INTERSOS:___________________________

*Relationship categories include:*

» Current Staff

» Prospective Staff

» Volunteer / Intern

» Community Committee Member

» Consultant

» Other (specify)
Annex 5: Declaration of Agreement to be Bound by and Uphold the INTERSOS PSEA Policy for Partners

_____________________________________________________ (NAME OF THE ENTITY) hereby acknowledges that it has received and read a copy of the INTERSOS Protection from Sexual Exploitation and Abuse (PSEA) Policy.

_____________________________________________________ (NAME OF THE ENTITY) agrees that all forms of sexual exploitation and abuse violate universally recognised international norms and standards, and the principles upon which humanitarian action is based.

_____________________________________________________ (NAME OF THE ENTITY) accepts and commits to actively prevent acts of sexual exploitation and abuse by its personnel and associates, and to respond to sexual exploitation or abuse incidents that are perpetrated against beneficiaries or other members of the community in compliance with the INTERSOS PSEA Policy.

_____________________________________________________ (NAME OF THE ENTITY) ensures that no personnel hired, deployed or engaged in projects implemented in partnership with INTERSOS or with the support of INTERSOS, have ever been involved in any form of sexual exploitation and abuse before.

_____________________________________________________ (NAME OF THE ENTITY) ensures that all personnel hired, deployed or engaged in projects implemented in partnership with INTERSOS or with the support of INTERSOS, will participate in trainings on the content of the INTERSOS PSEA Policy and related standards of conduct organised by INTERSOS.

_____________________________________________________ (NAME OF THE ENTITY) is fully aware to be liable to suspension or cancellation of the partnership agreement or sub-agreement with INTERSOS should any of its personnel member or associate be found in breach of the INTERSOS PSEA Policy standards of behaviour, and the concern be mishandled.

Signature: _______________    Signature: _______________
Name:     _______________    Name:       _______________
Position:    _______________    Position:    _______________
Place:    _________________   Place:    _________________
Date:    __________________   Date:    __________________
On behalf of:______________   On behalf of INTERSOS:
Annex 6: Declaration of Agreement to be Bound by and Uphold the INTERSOS PSEA Policy Standards of Behaviour for Visitors

I, the undersigned _____________________________, hereby acknowledge that I have received, read and understood the abstract of the INTERSOS Protection from Sexual Exploitation and Abuse (PSEA) Policy.

I declare that I have been briefed about and given every opportunity to discuss both the principles and the standards of behaviour contained therein with an INTERSOS representative.

I accept and commit to comply with these principles and standards of behaviour at all times while visiting INTERSOS and/or INTERSOS partners’ programme activities.

I am fully aware that should I be found in breach of the INTERSOS PSEA Policy standards of behaviour, INTERSOS can take the initiative to suspend or terminate my visit, and forward the case to the police or local authorities for prosecution where possible criminal acts have been committed.

Signature: ___________    Signature: ___________
Name: ___________    Name: ___________
Position: ___________    Position: ___________
Place: ___________    Place: ___________
Date: ___________    Date: ___________

On behalf of INTERSOS:
Annex 7: Informed Consent for Communication

**Definition:** Informed consent is the voluntary agreement of an individual who has the capacity to give consent, and who exercises free power of choice. To provide “informed consent”, individuals must be able to understand and take a decision regarding their own situation.

**Practice:** Informed consent may be sought from an adult, a child or a child’s parent/legal guardian/caregiver, according to the age of the child and his/her level of maturity. As a guide, informed consent should be sought from the child when the child is deemed mature enough to understand. Usually 15-17 year olds should be able to give oral or written informed consent. For younger children, decisions should be made on a case-by-case basis.

If the interviewer decides that the child cannot fully understand the content of the informed consent, written informed consent should be sought from a parent, legal guardian or caregiver. In all cases, even for very young children (i.e. those aged under 5 years) efforts should be made to explain in simple language appropriate to the age why information is being sought and what it will be used for, including how it will be shared. This prevents potential conflict between the information collector and the informant.

Discussions to gain informed consent should generally detail: the purpose, nature, method and process of information collection; the role and rights of the informant; and the potential risks and benefits. It should also ensure the accuracy and confidentiality of the information. Consent can be obtained verbally or in written form, and should include the full name and signature (where possible) of the informant and the date (unless this information is kept separately for confidentiality reasons).
Informed Consent Form for Adults or Children Aged Above 15 Years being Interviewed

My name is ________________________________ . I am willing to participate in talking to a person or a group of people from ________________________________ (NAME OF THE ENTITY).

They may ask me about my experiences and feelings about my life, and I am willing to answer their questions if I feel comfortable to. I am allowed to refuse to answer some of the questions. I know that this person/group of people will record my photograph and my story in writing or using a voice recorder. I am happy for them to do this but I can change my mind and stop the recording when I feel uncomfortable at any time. I understand that I will not be identified in any way in reports or publicity.

I know that the information I will provide may be used for public purposes such as in local and international newspapers, books, websites and/or radio and television stations. I am comfortable about it, but I can change my mind after the talk if I think I do not want many people to know me.

I also know that this person/group of people will not use my real name or show my face when presenting my story to other people.

I know that there is no promise of any money or reward to be given to me. I am the one who has decided to allow or not to allow this person/group of people to talk to me.

Signature of the Informant: _______________    Date: _______________

I believe the information given to be correct and the informant consent genuine to the best of my knowledge.

Signature of the Interviewer _______________    Date: _______________

The following is necessary if the consent form has to be read to the informant:

I certify that I have read this consent form in full to the informant whose signature appears above.

Signature of the Interviewer _______________    Date: _______________
Informed Consent Form for Parents, Legal Guardians or Caregivers of Children Aged Under 15 Years being Interviewed

My name is ____________________________________. I give permission for my child ________________________________ (NAME OF THE CHILD) to take part in the interview being carried out by ________________________________ (NAME OF THE INTERVIEWER) from ________________________________ (NAME OF THE ENTITY).

I have received a full explanation from the interviewer about the purposes of this interview, what my child may be expected to do during the interview and how the information will be used.

I understand that the interviewer will record my child’s photograph and story in writing or using a voice recorder.

I understand that my child will not receive any money or reward as a result of taking part in the interview.

I also understand that if at any time I am not happy with my child taking part in the interview, I can withdraw my child from the interview process.

I certify that I am the parent, legal guardian or caregiver of the child named above.

Signature of the Parent/Legal Guardian/Caregiver __________________

Date: ______________

I believe the information given to be correct and the parent/legal guardian/caregiver consent genuine to the best of my knowledge.

Signature of the Interviewer _______________ Date: ______________

The following is necessary if the consent form has to be read to the parent/legal guardian/caregiver of the child:

I certify that I have read this consent form in full to the parent/legal guardian/caregiver whose signature appears above.

Signature of the Interviewer _______________ Date: ______________
Annex 8: In-Country PSEA Focal Point Terms of Reference

**General purpose of the role:**
With the support and under the supervision of the in-country PSEA Referent, the in-country PSEA Focal Point is designated to receive complaints and reports about alleged acts of SEA within his/her assigned geographical area of responsibility, and is in charge of ensuring proper and effective response in compliance with relevant guiding principles and the established procedures. Moreover, the in-country PSEA Focal Point is in charge of actively contributing to raise awareness on PSEA and revise the country-specific PSEA strategy and related SOPs.

**Main responsibilities and tasks:**
- Be the focal point for receiving complaints and reports about alleged acts of SEA involving INTERSOS personnel or associates, or other humanitarian aid workers, within his/her assigned geographical area of responsibility;
- Ensure that all materials pertaining to complaints and reports are handled in strict confidence, and in line with applicable grievance and complaint handling procedures;
- Take appropriate measures to ensure safety and protection for survivors, as well as alleged perpetrators and complainants if different from the survivors;
- Where the survivor consents, refer immediately the case to internal and/or external available GBV/CP response mechanisms, so that survivors can receive the medical, psychosocial, legal and material support they need, or directly assist survivors to access immediate medical assistance where needed;
- Keep the in-country PSEA Referent up to date on the actions taken;
- Refer complaints and reports for investigation;
- Participate in investigations, ensuring there is no conflict of interest on the case and advising the investigating panel on actions which may be needed;
- Actively contribute to raising awareness on PSEA among INTERSOS personnel and associates (including newcomers), as well as beneficiaries and target communities, with special focus on the internal procedures to raise complaints or report incidents of SEA;
- Maintain relations and collaborates with the in-country PSEA Focal Points of other agencies or organisations so as to promote consistency among entities, and benefit from lessons learned and best practices;
- Act as the alternate of the in-country CP Focal Point within his/her assigned geographical area of responsibility;
- Provide inputs, suggestions for improvements and recommendations for future actions for the regular revision of the country-specific PSEA strategy and related SOPs.

I, the undersigned ____________________________, hereby acknowledge that I have read, understood and agree to perform the role of in-country PSEA Focal Point in accordance with this terms of reference.

Signature: _______________    Date: ______________
Annex 9: In-Country PSEA Referent Terms of Reference

General purpose of the role:
The in-country PSEA Referent is in charge of assisting the Head of Mission in ensuring the implementation of and adherence to the PSEA Policy within the country mission, with special focus on PSEA training and awareness. Moreover, the in-country PSEA Referent is in charge of supporting and supervising the in-country PSEA Focal Point(s) when there are complaints or reports about alleged acts of SEA to ensure proper and effective response in compliance with relevant guiding principles and the established procedures.

Main responsibilities and tasks:
● Support the development of the country-specific PSEA strategy and related SOPs, as well as the elaboration of the country-specific annual implementation plan and the identification of the necessary resources for implementation;
● Support the development of contextualised training and awareness materials on the content of the PSEA Policy and related standards of behaviour;
● Ensure that INTERSOS personnel and associates (including newcomers and partners), as well as beneficiaries and target communities, are aware of what SEA is, INTERSOS zero tolerance towards SEA and the content of the PSEA Policy;
● Monitor and regularly review the effectiveness of the PSEA training and awareness materials and programmes;
● Ensure that accessible and effective complaint mechanisms for reporting SEA are developed and integrated within existing complaint and feedback structures;
● Ensure that a data protection system for recording, storing and sharing data related to SEA survivors and incidents is developed and observed;
● Ensure that adequate GBV/CP referral pathways and related SOPs are operational and regularly updated in each country office/base to guarantee that SEA survivors are provided with timely and appropriate access to comprehensive assistance and care;
● Support and supervise the in-country PSEA Focal Point(s) when there are complaints or reports about alleged acts of SEA involving INTERSOS personnel or associates, or other humanitarian aid workers, to ensure proper and effective response in compliance with relevant guiding principles and the established procedures;
● Participate in investigations, and in PSEA Policy Steering Committee ad-hoc meetings as required;
● Support the regular revision of the country-specific PSEA strategy and related SOPs, as well as the regular revision of the PSEA Policy.

I, the undersigned __________________________, hereby acknowledge that I have read, understood and agree to perform the role of in-country PSEA Referent in accordance with this terms of reference.

Signature: _______________    Date: ______________
Annex 10: Incident Reporting Form

If you have seen an actual incident or suspect and have cause for concern regarding an incident of child abuse or SEA, please follow the guidelines and fill out the questions below where appropriate. It is important that you identify in this form whether it is an actual incident or a suspected incident.

<table>
<thead>
<tr>
<th>Personnel Member Details:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name: ____________________</td>
</tr>
<tr>
<td>Position: ________________ Relationship with INTERSOS: ___________________</td>
</tr>
<tr>
<td>Line Manager/Supervisor: ____________________________________________</td>
</tr>
<tr>
<td>Contact Details: ____________________________________________________</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Survivor Details:</th>
<th>Parent/Legal Guardian/Caregiver Details (only if the survivor is a child):</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name: ____________</td>
<td>Name: ____________________</td>
</tr>
<tr>
<td>Sex: _________ Age: __________</td>
<td>Sex: _________ Age: __________</td>
</tr>
<tr>
<td>Nationality: ______________</td>
<td>Nationality: ______________</td>
</tr>
<tr>
<td>Village/Town: __________________</td>
<td>Relationship with the survivor: __________</td>
</tr>
<tr>
<td>Municipality/District: ______________</td>
<td>Village/Town: ______________</td>
</tr>
<tr>
<td>Governorate/Region: ______________</td>
<td>Municipality/District: ______________</td>
</tr>
<tr>
<td>Country: ______________</td>
<td>Governorate/Region: ______________</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Incident Details (please identify whether it is an actual incident or a suspected incident):</th>
</tr>
</thead>
<tbody>
<tr>
<td>Has the incident been seen or is the incident suspected? ______________</td>
</tr>
<tr>
<td>Who disclosed the incident to you? ______________</td>
</tr>
<tr>
<td>Date of the alleged incident: ______________ Time of the alleged incident: ______________</td>
</tr>
<tr>
<td>Location of the alleged incident: ______________</td>
</tr>
<tr>
<td>Description of the alleged incident: ______________</td>
</tr>
<tr>
<td>Was there any other individual involved in the alleged incident? If so, who? ______________</td>
</tr>
<tr>
<td>Was there any witness? If so, who? ______________</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Alleged Perpetrator Details:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name: ____________________</td>
</tr>
<tr>
<td>Sex: _________ Age: _________ Nationality: ______________</td>
</tr>
<tr>
<td>Position: ______________ Relationship with INTERSOS: ______________</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Observations (physical injuries or other observations):</th>
</tr>
</thead>
<tbody>
<tr>
<td>Action Taken:</td>
</tr>
</tbody>
</table>

SIGNATURE: ____________________

DATE: ____________________
Annex 11: Data Protection Checklist

This checklist should be used as an active document by all INTERSOS Country Missions to develop clear data protection protocols for each country office/base, and particularly when using protection-specific information management systems such as the GBVIMS and IACPIMS including with partners.

**GENERAL DATA PROTECTION:**

1. Data protection protocols have been put in place and an obligation to uphold these protocols has been included in the contract of staffs that will come into contact with the data.
   
   **Comments:**

2. All staffs in contact with the data have a strong understanding of their sensitive nature, and the importance of data confidentiality and security.
   
   **Comments:**

3. Staffs understand that all cases will be allocated a code based upon an agreed standard coding format, and that the code should be used to refer to the case either verbally or on paper, in place of any identifiable information such as name or date of birth.
   
   **Comments:**

4. Protection Coordinators (or Managers) have provided staffs with culturally and contextually appropriate guidelines for obtaining informed consent from clients, including guidance on when a child can be judged to have the appropriate level of maturity to be able to give informed consent. Managers are satisfied that protection staffs have sufficient knowledge and skills in this area.
   
   **Comments:**

5. Clients and/or their caregivers are giving their informed consent to gather and store their data before any information is recorded. Signed paper consent forms are being kept in a locked filing cabinet.
   
   **Comments:**

6. Staffs are aware that when obtaining informed consent, clients may highlight particular information they do not want shared with certain people, and that this must be recorded and respected.
   
   **Comments:**

7. Information is not being passed to a third party without the informed consent of clients and/or their caregivers.
   
   **Comments:**

8. Managers make time on a regular basis for carrying out spot checks to make sure that all data protection protocols are being followed. Managers are accountable for
data protection and management. Therefore, their performance objectives include a section on adequate measures in place to protect and manage data and information.

Comments:

9. Managers update and disseminate data protection protocols as soon as a situation/context which could affect the security of the data changes e.g. a change in the governmental relations, deteriorating security situation, etc.

Comments:

**PAPER FILE SECURITY:**

10. Paper documentation for each incident is stored in its own individual file, clearly labeled with the incident number. Names of clients are NOT on the outside of the paper files.

Comments:

11. Paper files are being kept in a secure place, accessible only to responsible staffs specified by the Site Manager. No one else should be given independent access to the paper files without permission.

Comments:

12. Paper files are being transferred by hand between people responsible for the information (protection staffs designated by the Protection Coordinator). During transfer, the paper files should be stored in a sealed envelope.

Comments:

13. Protection staffs have reviewed paper files to ensure there are no original documents in the files. This is so that destruction of paper files can be done without any hesitation in the event of an emergency evacuation. If any original document is on file (such as original birth certificates, medical certificates, etc.), this should be scanned and then returned to the client or the appropriate agency/agencies.

Comments:

14. Rooms containing paper and electronic information are being locked securely when the staffs leave the room.

Comments:

15. Paper files and/or filing cabinet draws have been marked with a colour-coding system according to the sensitivity of the data they contain, and therefore the order of priority in which they should be removed/destroyed in the event of an emergency evacuation. For example, a piece of red tape across the front of a filing cabinet containing particularly sensitive information.

Comments:

**ELECTRONIC DATA SECURITY**

16. Protection Coordinators determine that all computers being used for data storage are able to access anti-virus software and Site Managers ensure that anti-virus remains updated to avoid corruption and loss of information.

Comments:
17. Site Managers change the computers’ password on a regular basis.
   Comments:

18. Protection staffs are aware that information should be transferred by encrypted and password-protected files whether this is by internet or memory stick. During transfer, the files should be encrypted, password-protected, and erased immediately after transfer. Children Associated with Armed Forces and Armed Groups (CAAFAG) cases should not be recorded with other cases in the IACPIMS.
   Comments:

19. At least two backups exist: one stored in the location of the database and backed up each day data are entered, and the second sent for secure storage in a designated off-site location (the database copy sent to the Protection Coordinator once every two weeks). Staffs responsible for the data at the second site must follow the same data protection protocols. The reason for having an off-site backup is so that the main database can be destroyed in the event of an emergency evacuation without this meaning the loss of all electronic data. Typically, the on-site backup is an external hard drive which is kept in a locked filing cabinet, and the off-site backup is done through emailing the database to the Protection Coordinator as an encrypted and password-protected zipped file.
   Comments:

**EMERGENCY EVACUATION**

In the event of an emergency evacuation, management must ensure that the computer(s) where the database is set up, its backup systems and the paper files are moved to a safe location. When moving database assets and paper files is not possible, management should ensure that electronic files are completely erased or the assets destroyed, and that paper files are shredded or burnt. The off-site electronic backup copy will then become the only source of information on the survivors.

20. A clear evacuation plan has been put in place, which includes a ‘Scheme of Delegation’ dictating who has responsibility for making decisions regarding removing or destroying data and who has responsibility for removing and destroying data (who has primary responsibility; who has responsibility if primary person is out of the office; who has responsibility if secondary person is out of the office, etc.).
   Comments:

21. A briefing on the evacuation plan has been added to the standard induction checklist for relevant staffs. Typically, this is protection staffs, IT staffs, Security Manager, Logistics Manager, Senior Managers and Head of Mission.
   Comments:

22. Managers have carried out an ‘evacuation drill’ to ensure that each individual knows its responsibilities and is able to act quickly in the event of an emergency evacuation.
   Comments:
Annex 12: Oath of Confidentiality for Investigators

I, the undersigned, hereby commit myself to exercise the utmost discretion with regard to my involvement in the investigation being conducted by INTERSOS. I will hold secret all information known to me by reason of my activities on behalf of the investigating panel. I will not use such information for private gain, or to favour or prejudice any third party.

I understand that this declaration will remain in force after the completion of my assignment with the investigating panel. I also understand that divulging confidential information to persons who are not authorised to receive it may amount to misconduct, and that the signed original of this declaration will be held in the relevant investigation file.

Signature: __________________________________________________
Name: __________________________________________________
Position: __________________________________________________
Place: __________________________________________________
Date: __________________________________________________

To be filled out by an investigator before whom the oath of confidentiality is taken:

Case number (Country Code/Progressive Number):
________________________________________________________________
Signature: __________________________________________________
Name: __________________________________________________
Position: __________________________________________________
Place: __________________________________________________
Date: __________________________________________________
Annex 13: Checklist for Country-Specific PSEA Strategies

**International Guidelines:**
Useful international guidelines include:

- Minimum Operating Standards for Protection from Sexual Exploitation and Abuse by own Personnel (MOS-PSEA), April 2012.
- Guidelines to implement the Minimum Operating Standards for Protection from Sexual Exploitation and Abuse by UN and non-UN Personnel, March 2013.
**Risk Analysis:**
The following is a basic checklist to identify and evaluate context-related and operations-related risks which might lead to SEA:

<table>
<thead>
<tr>
<th>Context-Related Risks</th>
<th>YES</th>
<th>Risk Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>Area of chronic insecurity.</td>
<td>YES</td>
<td></td>
</tr>
<tr>
<td>Absent or weak policing and judiciary, thus high impunity.</td>
<td>YES</td>
<td></td>
</tr>
<tr>
<td>Big disparity of power between men and women.</td>
<td>YES</td>
<td></td>
</tr>
<tr>
<td>High incidence of gender-based violence, including domestic violence and sexual violence.</td>
<td>YES</td>
<td></td>
</tr>
<tr>
<td>Women have no say at all and are, to all intents and purposes, believed to be second-class citizens.</td>
<td>YES</td>
<td></td>
</tr>
<tr>
<td>Large numbers of military (of whatever variety), especially if they are undisciplined and/or unpaid/unrewarded.</td>
<td>YES</td>
<td></td>
</tr>
</tbody>
</table>

**Operations-Related Risks**

<table>
<thead>
<tr>
<th>Operations-Related Risks</th>
<th>YES</th>
<th>Risk Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>Existing structures and services are unused to support operational or large-scale programmes</td>
<td>YES</td>
<td></td>
</tr>
<tr>
<td>We work through ‘remote’ field offices/bases with little supervision/support from senior management</td>
<td>YES</td>
<td></td>
</tr>
<tr>
<td>There is a marked disparity of ‘wealth’ between humanitarian aid workers and beneficiaries</td>
<td>YES</td>
<td></td>
</tr>
<tr>
<td>The beneficiary population is deprived of the means to live in safety and dignity</td>
<td>YES</td>
<td></td>
</tr>
<tr>
<td>We work through partners</td>
<td>YES</td>
<td></td>
</tr>
<tr>
<td>The staffs are away from home, family and friends for prolonged periods of time, coupled with difficult communication</td>
<td>YES</td>
<td></td>
</tr>
<tr>
<td>There are highly stressful situations, be that due to workload, poor living conditions, insecurity, high trauma in beneficiaries, etc.</td>
<td>YES</td>
<td></td>
</tr>
<tr>
<td>There are high numbers of child-headed and/or female-headed households</td>
<td>YES</td>
<td></td>
</tr>
<tr>
<td>Humanitarian aid workers have control over resources that beneficiaries want and need</td>
<td>YES</td>
<td></td>
</tr>
<tr>
<td>The majority of the ‘frontline’ field staffs are male</td>
<td>YES</td>
<td></td>
</tr>
</tbody>
</table>

**Definition of Risk Significance Levels:**

- **HIGH:** highly likely to happen and significant impact on the survivor
- **MEDIUM:** either highly likely to happen or significant impact on the survivor
- **LOW:** less likely to happen and less of an impact on the survivor
Information to gather at the local and national level:

**Legal Resources:**

- Details of any government body or organisation with statutory authority for the safety and protection of SEA survivors.
- Summary of legislation governing safety/protection/welfare of SEA survivors.
- International conventions to which the country is a signatory or has ratified.
- Brief analysis of implementation/enforcement of legislation as far as this is known.
- Local police position on investigation of SEA allegations that involve a criminal offence and likelihood of prosecution of such offences.
- Legal age of consent in country and legislation covering this.

**Other Agencies, Organisations and Structures:**

- Details of health and other services that may be accessed as part of the response to SEA survivors.
- Details of agencies and organisations, relevant bodies and professional networks, including any local joint arrangement for dealing with GBV issues, HIV, women’s centres/refuges or safe housing.
- Details of locally-based agencies and organisations working on PSEA.

**Affected and Local Communities:**

- Information on the kinds of behaviour seen in the local area which might lead to SEA.
- Information on formal and informal community-based justice, safety and protection mechanisms, and how these function.
- Information on community resources such as local advocacy groups, community and faith groups, or organised activities which could support SEA prevention and response.