**Hotline Standard Operating Procedures (SOPs) for SEA related calls**

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| **Overview** |
| These SOPs cover the process of receiving and transferring SEA related calls received through the UN Guatemala hotline managed by the WFP. WFP is encouraged to consider how to add the procedures for SEA related calls to their existing SOPs/guidelines. |
| **Answering calls** |
| “Thank you for calling the UN Guatemala hotline managed by the WFP. Calling this line is completely free of charge and calls are not recorded to ensure callers’ privacy.” “This is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ speaking, how can I help you?”  |
| **Types of calls** |
| The calls received can belong to any of the following categories: |
| **Actions in case of SEA related calls** |
| If the call involves a new issue that appears to be a complaint or breach of UN principles of conduct **which could constitute SEA**, follow the steps below: * Thank the caller for their call.
* Ask if they are calling from their number and if we can call them back on it? If not, ask for a contact number.
* Will you allow me to transfer your call to my colleague \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, who has specialised training and can provide you with information and receive your complaint?
* The UN respects confidentiality and does not share personal information with any internal or external party. My colleague \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ will answer all your questions about the process.
* Thank you, please hold. If the call should drop, we will call you back on the number you have provided.
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| **Elements that allow the identification of SEA related calls** |
| * **Sexual exploitation.** Any actual or attempted abuse of 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. This term includes acts such as “transactional sex”, “solicitation of transactional sex” and “exploitative relationship”.
* **Sexual abuse.** Actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions. This term includes “rape” and “sexual assault”. All sexual activity with a child is considered sexual abuse.
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