

PREVENTION OF AND RESPONSE TO SEXUAL EXPLOITATION AND ABUSE (PSEA): COMMITMENT OF THE UNITED NATIONS AND HUMANITARIAN AGENCIES IN UKRAINE

Introduction

The conflict in Ukraine resulted in the arrival of many humanitarian actors in 2014-2015 for the provision of humanitarian assistance. As part of the coordinated aid effort, UN agencies have been providing protection and distributing various relief supplies, including food and non-food items, shelter material, medicines, hygiene and education kits, cash assistance as well as providing access to safe drinking water to meet the needs of people affected by the conflict. As people fled the insecure areas, it was apparent that many IDP households are led by women, officially registered by the Ministry of the Social Policy (MoSP). This impacts their ability to cope with increasing economic stress as: opportunities are limited, the job market is highly segregated, with more women in low paying jobs, and increasingly dependent on social pensions and aid. With the conflict entering its fourth year, the economic and social vulnerability of the IDP population in Ukraine has widened the power disparities between the humanitarian actors and the recipients of assistance. These vulnerable situations could provide an environment where different kinds of gender based violence including SEA can flourish.

The UN and its partners are responsible for taking all necessary steps to reduce the risk of sexual exploitation and abuse of the community served. The February 2017 report on *Special Measures for Protection from Sexual Exploitation and Abuse: a New Approach*, presents the Secretary-General's strategy to improve the Organization's system-wide approach to preventing and responding to sexual exploitation and abuse. The strategy focuses on four main areas of action: putting victims first; ending impunity; engaging civil society and external partners; and improving strategic communications for education and transparency.

In this context, the Humanitarian Country Team (HCT) in Ukraine is renewing its commitment to strengthening the PSEA structure and mechanisms to be particularly attentive and sensitive to the needs of victims, most of whom globally are, women and girls.

For this purpose and to make PSEA structure and mechanisms solid, there should be a very strong degree of commitment from all key stakeholders. More precisely:

Humanitarian/Resident Coordinator will:

1. Ensure the IASC Six Core principles relating to Sexual Exploitation and Abuse is circulated to all members of the HCT and each organisation is ready to play a part in realising the commitments;
2. Ensure a copy of the SG's Bulletin on Protection from Sexual Exploitation and Abuse (ST/SGB/2003/13) (including the translated version) is circulated to all staff;
3. Communicate to all agencies to make briefing on zero-tolerance policy with respect to sexual exploitation and abuse mandatory, in line with other mandatory briefings/courses¹;
4. Require all humanitarian agencies to provide the names, contact numbers of 2 PSEA focal points, preferably one international and one national (one in Kiev and one in the field) the compiled contact list will be circulated by the HC/RC office to all staff;
5. Facilitate the decision on chair and co chair for the PSEA taskforce who will report directly to the HC;
6. Request from all humanitarian agencies a mapping of existing community-based complaints mechanisms for PSEA in-country, and for PSEA cases to be directly reported to the HC;
7. Determine with the HCT the feasibility and necessary steps to establish an inter-agency community-based complaints mechanisms using existing mechanisms like Hot Lines by December 2017;
8. Propose a 'Working as one', one pager on PSEA (English, Ukrainian and Russian) to be used and displayed in all offices;
9. Ensure a compiled annual update on PSEA mechanisms and sensitization activities is collected and discussed at the HCT and the report shared with all staff.
10. Print and distribute the 'no excuse' card to all UN personnel, to be carried always.

Humanitarian Agencies will:

1. Coordinate screening of mandatory video "To serve with Pride: Zero Tolerance for Sexual Exploitation and Abuse" in all offices including field offices;
2. Establish a PSEA Task Force led by one or more HCT members, which reports directly to the HC/RC. The PSEA Taskforce will give guidance and provide technical support to Humanitarian agencies as an interagency platform for collective advocacy and accountability for the prevention, protection and response to Sexual Exploitation and Abuse (SEA);

¹ Mandatory online training on protection from SEA on Inspira

3. Ensure the development of internal procedures for staff and other personnel to report allegations of sexual exploitation and abuse; consistent with applicable UN/entity rules and approved by the entity's headquarters Focal Point. Inform all staff widely about existing reporting channels and about conditions for reporting (e.g. confidentiality);
4. Organise a half day training on PSEA (including root cause analysis of sexual violence in conflict and its impact on survivors) with all in country focal points;
5. Support Focal points to organise SEA awareness activity for staff and national partners, including hotline managers on a quarterly basis;
6. Set up the Inter Agency community-based complaints mechanism using the current HOT LINE services (where they are not available) and a clear internal reporting mechanism which will be communicated by the focal points during trainings and mandatory briefings;
7. Clarify the role of the Clusters in institutionalising PSEA and ensure information on PSEA focal points, the six core principles and PSEA one pager is shared at the cluster meetings;
8. Inform all partners to display PSEA brief/one pager on complaint mechanisms and names of UN focal points prominently in their offices and in locations where IDPs live (the brief will include the confidentiality clause) ;
9. Ensure updates on PSEA related activities/materials is an agenda item in quarterly interagency coordination and protection meetings;
10. Ensure actions on PSEA by the focal points is reported annually in the RC/HC annual report and SG bulletin.

Responsibilities of staff

Where a staff member develops concerns or suspicions regarding sexual exploitation or sexual abuse by a fellow worker, whether in the same agency or not, he or she must report such concerns via established confidential reporting mechanisms within agencies/any PSEA Taskforce focal point.

Annex1. Six Core Principles Relating to Sexual Exploitation and Abuse²

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.

² See Report of the Inter Agency Standing Committee Task Force on Protection from Sexual Exploitation and Abuse in Humanitarian Crisis of 13 June 2002, Plan of Action, Section 1.A.

Annex 2: One Pager on PSEA (Sample)

What is sexual exploitation and sexual abuse?

- Sexual exploitation is exchanging money, shelter, food or other goods for sex or sexual favors from someone in a vulnerable position.
- Sexual abuse is threatening or forcing someone to have sex or provide sexual favors under unequal or forced conditions.

The RULES

- At all times, we must treat the local population with respect and dignity.
- Sexual exploitation and abuse (SEA) is unacceptable behaviour and prohibited conduct for all United Nations, affiliated personnel and other humanitarian agencies.
- SEA threatens the lives of people that we are to serve and protect.
- SEA undermines discipline, and damages the reputation of the United Nations and agencies engaged in humanitarian response.

What kinds of sexual conduct are prohibited?

Any acts of sexual exploitation and sexual abuse by an international or national staff member of the United Nations and humanitarian agency or anyone working on behalf of the organization is a serious misconduct and may lead to disciplinary measures. Specifically:

- a) Sexual activity with anyone under the age of 18 is prohibited, regardless of consent.
- b) Purchasing sexual acts with money, employment, goods or services is prohibited.
- c) Exchanging humanitarian assistance (e.g. food rations, shelter supplies) for sexual acts is prohibited.
- d) Any forced, coercive or degrading sexual acts are prohibited.

I fully understand that:

1. Involvement in any act of SEA will be investigated and prosecuted if warranted;
2. Any proven act of SEA will result in measures that can include but are not limited to: suspension, immediate repatriation, dismissal, imprisonment and a ban from future employment;
3. If I witness SEA behaviour by others, regardless of their position or seniority, I have a responsibility to take all reasonable measures to stop the misconduct and report the incident immediately to my focal point/manager;
4. Failure to respond or report misconduct is a breach of the United Nations or other organizations' standards of conduct.

There is no excuse!



SGB/2003/13

ST/

Secretariat

9 October 2003

Secretary-General's Bulletin

Special measures for protection from sexual exploitation and sexual abuse

The Secretary-General, for the purpose of preventing and addressing cases of sexual exploitation and sexual abuse, and taking into consideration General Assembly resolution 57/306 of 15 April 2003, "Investigation into sexual exploitation of refugees by aid workers in West Africa", promulgates the following in consultation with Executive Heads of separately administered organs and programmes of the United Nations:

SECTION 1 DEFINITIONS

For the purposes of the present bulletin, the term "sexual exploitation" means 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. Similarly, the term "sexual abuse" means the actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions.

SECTION 2

Scope of application

2.1 The present bulletin shall apply to all staff of the United Nations, including staff of separately administered organs and programmes of the United Nations.

2.2 United Nations forces conducting operations under United Nations command and control are prohibited from committing acts of sexual exploitation and sexual abuse, and have a particular duty of care towards women and children, pursuant to section 7 of Secretary-General's bulletin ST/SGB/1999/13, entitled "Observance by United Nations forces of international humanitarian law".

2.3 Secretary-General's bulletin ST/SGB/253, entitled "Promotion of equal treatment of men and women in the Secretariat and prevention of sexual harassment", and the related administrative instruction¹ set forth policies and procedures for handling cases of sexual harassment in the Secretariat of the United Nations. Separately administered organs and programmes of the United Nations have promulgated similar policies and procedures.

¹ Currently ST/AI/379, entitled "Procedures for dealing with sexual harassment".

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ST/SGB/2003/13

SECTION 3

Prohibition of sexual exploitation and sexual abuse

3.1 Sexual exploitation and sexual abuse violate universally recognized international legal norms and standards and have always been unacceptable behaviour and prohibited conduct for United Nations staff. Such conduct is prohibited by the United Nations Staff Regulations and Rules.

3.2 In order to further protect the most vulnerable populations, especially women and children, the following specific standards which reiterate existing general obligations under the United Nations Staff Regulations and Rules, are promulgated:

(a) Sexual exploitation and sexual abuse constitute acts of serious misconduct and are therefore grounds for disciplinary measures, including summary dismissal;

(b) 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 in the age of a child is not a defence;

(c) 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 any exchange of assistance that is due to beneficiaries of assistance;

(d) Sexual relationships between United Nations staff and beneficiaries of assistance, since they are based on inherently unequal power dynamics, undermine the credibility and integrity of the work of the United Nations and are strongly discouraged;

(e) Where a United Nations staff member develops concerns or suspicions regarding sexual exploitation or sexual abuse by a fellow worker, whether in the same agency or not and whether or not within the United Nations system,

he or she must report such concerns via established reporting mechanisms;

(f) United Nations staff are obliged to create and maintain an environment that prevents sexual exploitation and sexual abuse. Managers at all levels have a particular responsibility to support and develop systems that maintain this environment.

3.3 The standards set out above are not intended to be an exhaustive list. Other types of sexually exploitive or sexually abusive behaviour may be grounds for administrative action or disciplinary measures, including summary dismissal, pursuant to the United Nations Staff Regulations and Rules.

SECTION 4

Duties of Heads of Departments, Offices and Missions

4.1 The Head of Department, Office or Mission, as appropriate, shall be responsible for creating and maintaining an environment that prevents sexual exploitation and sexual abuse, and shall take appropriate measures for this purpose. In particular, the Head of Department, Office or Mission shall inform his or her staff of the contents of the present bulletin and ascertain that each staff member receives a copy thereof.

4.2 The Head of Department, Office or Mission shall be responsible for taking appropriate action in cases where there is reason to believe that any of the standards listed in section 3.2 above have been violated or any behaviour referred to in section

3.3 above has occurred. This action shall be taken in accordance with established rules and procedures for dealing with cases of staff misconduct.

4.3 The Head of Department, Office or Mission shall appoint an official, at a sufficiently high level, to serve as a focal point for receiving reports on cases of sexual exploitation and sexual abuse. With respect to Missions, the staff of the Mission and the local population shall be properly informed of the existence and role of the focal point and of how to contact him or her. All reports of sexual exploitation and sexual abuse shall be handled in a confidential manner in order to protect the rights of all involved. However, such reports may be used, where necessary, for action taken pursuant to section 4.2 above.

4.4 The Head of Department, Office or Mission shall not apply the standard prescribed in section 3.2 (b), where a staff member is legally married to someone under the age of 18 but over the age of majority or consent in their country of

citizenship.

4.5 The Head of Department, Office or Mission may use his or her discretion in applying the standard prescribed in section 3.2 (d), where beneficiaries of assistance are over the age of 18 and the circumstances of the case justify an exception.

4.6 The Head of Department, Office or Mission shall promptly inform the Department of Management of its investigations into cases of sexual exploitation and sexual abuse, and the actions it has taken as a result of such investigations.

SECTION 5

Referral to national authorities

If, after proper investigation, there is evidence to support allegations of sexual exploitation or sexual abuse, these cases may, upon consultation with the Office of Legal Affairs, be referred to national authorities for criminal prosecution.

SECTION 6

Cooperative arrangements with non-United Nations entities or individuals

6.1 When entering into cooperative arrangements with non-United Nations entities or individuals, relevant United Nations officials shall inform those entities or individuals of the standards of conduct listed in section 3, and shall receive a written undertaking from those entities or individuals that they accept these standards.

6.2 The failure of those entities or individuals to take preventive measures against sexual exploitation or sexual abuse, to investigate allegations thereof, or to take corrective action when sexual exploitation or sexual abuse has occurred, shall constitute grounds for termination of any cooperative arrangement with the United Nations.

SECTION 7

Entry into force

The present bulletin shall enter into force on 15 October 2003.

(Signed) Kofi A. **Annan**

Secretary-General

Annex 4: Module on SG Bulletin

<div><h3>Focal Points Training on Protection from Sexual Exploitation and Abuse</h3></div> <div><p>Module 3</p><p>The Secretary General's Bulletin: Definitions and Standards of Conduct</p></div>	<div><h3>The Secretary-General's Bulletin</h3></div> <div><ul style="list-style-type: none">•The SGB states that sexual exploitation and abuse "have always been unacceptable behaviour and prohibited conduct".•It establishes specific standards "[i]n order to further protect the most vulnerable populations, especially women and children".</div> <div><p>Module 3: SG's Bulletin</p><p>2</p></div>
<div><h3>The Secretary-General's Bulletin</h3></div> <div><p>The definitions:</p><p>"sexual exploitation" means 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.</p></div> <div><p>Module 3: SG's Bulletin</p></div>	<div><h3>The Secretary-General's Bulletin</h3></div> <div><p>The definitions:</p><p>"sexual abuse" means the actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions.</p></div> <div><p>Module 3: SG's Bulletin</p></div>
<div><h3>Six Principles</h3></div> <div><ol style="list-style-type: none">1. Sexual exploitation and sexual abuse constitute acts of serious misconduct and are therefore grounds for disciplinary measures, including summary dismissal.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 in the age of the child is not a defence.</div> <div><p>Module 3: SG's Bulletin</p><p>5</p></div>	<div><h3>Six Principles</h3></div> <div><ol style="list-style-type: none">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 any exchange of assistance that is due to beneficiaries.4. Sexual relationships between staff and beneficiaries of assistance, since they are based on inherently unequal power dynamics, undermine the credibility and integrity of the work of the United Nations and are strongly discouraged.</div> <div><p>Module 3: SG's Bulletin</p><p>6</p></div>

Six Principles

5. Where staff or related personnel develops **concerns or suspicions** regarding sexual exploitation or sexual abuse by a fellow worker, whether in the same agency or not and whether or not within the United Nations system, **he/she must report such concerns** via established agency reporting mechanisms.
6. Staff and related personnel are obliged to **create and maintain an environment** that prevents sexual exploitation and abuse. **Managers at all levels** have a particular responsibility to support and develop systems that maintain this environment.

Module 3: SG's Bulletin

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The Secretary-General's Bulletin

The SGB applies to:

- all UN staff (including agencies, funds, programmes)
- all uniformed personnel (including civilian police and military observers)
- all partners who enter into a contract with the UN (including NGOs, consultants, contractors, day labourers, interns, JPOs, UNVs, etc.)
- Some NGOs and IGOs also use the SGB! Many use the Six Core Principles.

Module 3: SG's Bulletin

8

"Grey Areas"

- Strongly discouraged
- Not exhaustive!
- Sexual harassment vs. SEA

Module 3: SG's Bulletin

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Key Messages

- ♦ All staff and related personnel should not only PROMOTE but also RESPECT human rights.
- ♦ Sexual abuse and exploitation is a form of gender-based violence that has serious consequences.
- ♦ SG's Bulletin is not designed to place restrictions on lives of staff and related personnel, but to protect vulnerable groups from harm.

Module 3: SG's Bulletin

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Key Messages

- ♦ Sexual activities with children are prohibited.
- ♦ Exchange of money, employment, goods or services for sex is prohibited.
- ♦ Misuse of a position of authority for sexual and other favours is prohibited.
- ♦ Staff and related personnel have an obligation to report all suspicions or concerns related to sexual abuse and exploitation.

Module 3: SG's Bulletin

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Adding to the SGB...

- MOU relating to Peacekeeping Operations
- Other administrative procedures
 - ♦ i.e. Contracts of Police
- UN and NGO Statement of Commitment
- BSO (NGO) Guidelines
- UN victim assistance strategy

Module 3: SG's Bulletin

Test Your Knowledge

- Staff and related personnel are forbidden to have sexual relationships with beneficiaries under all circumstances.
 - ♦ TRUE or FALSE?
- FALSE: According to the core principles, sexual relationships between staff and related personnel and beneficiaries are **strongly discouraged**, because such relationships are based on inherently unequal power dynamics. Only when such relationships constitute sexual exploitation or abuse are they forbidden.

Module 3: SG's Bulletin

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Test Your Knowledge

- According to the core principles, all staff and related personnel are prohibited from having sex with people who are under the age of 18.
 - ♦ TRUE OR FALSE?
- TRUE: sexual activity with children (under the age of 18) is prohibited regardless of the age of consent locally. This applies to international staff, local staff, consultants, etc.

Module 3: SG's Bulletin

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Test Your Knowledge

- If you suspect that a staff member is violating the core principles, you must (check all that apply)
 - ♦ A. Tell him/her to stop
 - ♦ B. Investigate
 - ♦ C. Report (i.e to the Head of Office or HR)
- The answer is "C", and this applies regardless of whether you are in the same agency. You must report suspicions.

Module 3: SG's Bulletin

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Test Your Knowledge

- The core principles only apply to behaviour that takes place during working hours.
 - ♦ TRUE or FALSE?
- FALSE: The principles apply all the time. There is a responsibility that comes with the position that extends beyond working hours.

Module 3: SG's Bulletin

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Annex 4. ToR for PSEA Focal Points in Ukraine (Draft)

Terms of Reference for in-country Focal Points on Protection from Sexual Exploitation and Abuse of the UN/NGO/INGO Personnel

Role Description

Under the auspices of his/her Head of Office, Head of Mission, Resident Representative or Country Director, the in-country Focal Point for PSEA will coordinate the implementation of the Secretary-General's Bulletin on Special Measures for Protection from Sexual Exploitation and Sexual Abuse (ST/SGB/2003/13). S/he will undertake this both within his/her agency, organisation, department or mission (hereinafter "entity") and as a member of the in-country Network on PSEA.

The Focal Point designation is a role or "hat" and not necessarily a position. It can either be assigned to existing personnel or new personnel can be hired to carry it out. Whether the role is a full-time or part-time undertaking should depend on country-specific need.

Each entity should ideally designate two Focal Points to carry out the PSEA responsibilities of the entity: wherever possible consideration should be given to the selection of both human resource and operational staff. Each entity should have at least one Focal Point and an Alternate.

Major Tasks

Internal duties and responsibilities

Within his/her entity, the Focal Point shall actively promote protection from sexual exploitation and abuse (SEA). In this regard, the Focal Point shall, where not already in place:

Engagement with and support of local populations

- Facilitate, in coordination with the interagency PSEA focal points, awareness-raising in local communities on their rights, the fact that assistance to them is never to be conditioned on sexual favors and options for reporting incidents of SEA.

Prevention

- Ensure that the identity of the focal point is known throughout the entity and that contacts are made widely available.
- Where applicable, support staff to sign the Entity's Code of Conduct clearly prohibiting acts of sexual exploitation and sexual abuse and obligating them to report such acts. (For the UN, the Secretary-General's Bulletin (SGB) serves the purpose of a code of conduct, though additional ones may be adopted to reinforce the SGB's standards).
- Provide awareness-raising sessions on sexual exploitation and abuse for all staff and other personnel in the Entity on a quarterly basis, including for newcomers.
- Ensure briefings on SEA are held for all new staff.
- Ensure that procedures to guard against hiring of persons who have a record of SEA offences are put in place and applied.
- Work with human resources personnel to include PSEA content in staff inductions, including all contractors, consultants, temporary staff and casual labour.

Response systems

- Ensure the development of internal procedures for staff and other personnel to report incidents of sexual exploitation and abuse, consistent with applicable UN/Entity rules and approved by the Entity's headquarters Focal Point. The procedures shall cover the reporting of incidents implicating personnel of the Focal Point's Entity, another entity, multiple entities or where the entity of the alleged perpetrator is uncertain or unknown.
- Receive complaints, reports and questions about alleged acts of sexual exploitation and abuse committed by all categories of the Entity's personnel as well as the personnel of other entities wherever approached, including when the institutional affiliation of the alleged perpetrator(s) is unknown or uncertain.
- Take appropriate measures to ensure safety and confidentiality for all visitors to the Focal Point.
- Once a complaint is received:
 - Ensure that all materials pertaining to complaints are handled strictly in line with applicable grievance procedures. Refer complaints/reports to the appropriate unit within her/his entity for investigation;
 - Immediately refer complainants to the victim assistance mechanism, where established, so that they may receive the medical, psychosocial, legal and material support they need or directly assist complainants to access immediate medical assistance and safety measures where needed. If a victim assistance mechanism is not yet in place, the Focal Point should seek to facilitate access to such support, as identified in UN General Assembly Resolution 62/214.

Management and Coordination

- Assist the Head of Office/Resident Representative to fulfil his/her responsibilities in accordance with the SGB, the *Actions to be Taken by UN Senior Management at Country Level to Implement the Secretary-General's Bulletin on Special Measures for Protection from Sexual Exploitation and Sexual Abuse (ST/SGB/2003/13): Heads of Office and Resident Representatives*, the *Statement of Commitment on Eliminating Sexual Exploitation and Abuse by UN and Non-UN Personnel* and the Entity's own code of conduct, where applicable.
- Support the inclusion of SGB standards in contractual arrangements with non-UN entities and individuals, per ST/SGB/2003/13 Sec. 6.1.
- Ensure that focal points at all the Entity's field/sub-offices, where there is significant staff presence, are designated and trained.
- Coordinate the Entity's adherence to relevant monitoring/compliance mechanisms, including contribution to the annual report of the Secretary-General on Special Measures for Protection from Sexual Exploitation and Sexual Abuse.
- Ensure that the job descriptions, terms of reference and/or performance appraisal plan of staff who are also Focal Points include their PSEA responsibilities.
- Track all PSEA-related activities for the Entity and ensure that all information on PSEA-related activities is shared with relevant persons in the Entity.
- Keep data on reported incidents for general reporting and further development of efforts to address SEA.
- Keep management up to date on PSEA measures taken and plans for future action.

Competencies and Experience

The in-country Focal Point for Protection from Sexual Exploitation and Abuse (PSEA) shall be a staff member. The Focal Point needs easy access to senior management so as to be able to effect change and therefore should normally be appointed at a sufficiently senior level (P4 and above for the United Nations). Ideally both a woman and a man staff member would serve as the Focal Point and the Alternate.

The Focal Point shall have the following competencies and experience: Proven integrity, objectivity and professional competence; demonstrated sensitivity to cultural diversity and gender issues; fluent in relevant languages; demonstrated experience of working directly with local communities; proven communication skills. Upon appointment, the Focal Point shall undergo specific training on protection from sexual exploitation and abuse, as soon as is feasible.

Support and Resources for the Focal Point

Many of the mechanisms and procedures that the Focal Point is responsible for developing have already been developed by others, whether in country or elsewhere. As such, the Focal Point shall seek to benefit from pre-existing tools and guidance to avoid duplication and “reinventing the wheel.” (See tools repository at www.un.org/psea/taskforce.)

As permitted by the Entity, the Focal Point shall likewise share with the In-Country Network the tools s/he develops and submit them for inclusion in the global PSEA tools repository at www.un.org/psea/taskforce (email them to seatf@un.org).

The Focal Point can seek further support as needed from the ECHA/ECPS Task Force on Protection from Sexual Exploitation and Abuse (email: seatf@un.org).

Annex 5: Hotlines

HOTLINES

Organization	Activity	Hot line telephone number
UNHCR/ УВКБ ООН	IDPs, refugees/ legal department	0 800 307 711 +38 044 288 94 24 +38 044 288 96 86
IOM/ Международная организация по миграции MOM	Cash assistance to IDP.	Hot line phone number: 0(800)215 025
ACF/ Действие против голода	Primary psychological aid trainings, individual and group psychological counselling to local population and IDPs, psychosocial assistance in mother&child care departments, specialized trainings for psychologists, humanitarian aid.	(095)-602 17 26 (073)-408-90-63
ADRA-Ukraine/ ADRA-Украина	Housing renovation and psychosocial assistance (Shchastia, Staryi Aidar, Sieverodonetsk)	Hot line phone numbers»: (095) 286-0715 и (095)286-07-16
Caritas Ukraine/ Каритас Украина	Psychological, legal and humanitarian aid. Classes for children.	050 309 75 27
HelpAge International/ Помощь престарелым	They help elderly people aged 60+ who suffered from the conflict (home visits, special equipment supplies)	Hot line phone number »: (066) 696 14 00
NRC/ Норвежский совет по делам беженцев	Housing renovation; providing legal information, counseling and assistance; life support and social rehabilitation	Hot line phone number: 0 800 302 007
People in Need/ Человек в беде	Psychological and humanitarian aid.	Hot line phone numbers: (067) 725 51 76, (050) 428 32 86 Psychological assistance: 0800-210-160, 0800-210-174
Right to Protection/ Право на защиту	Legal aid.	099 050 21 83
Save Ukraine/ Центр взаимопомощи «Спасем Украину»	Humanitarian aid provision to IDPs and people living along the “contact line”	Hot line phone numbers»: (063) 802 22 94, (066) 318 00 35
SOS Children villages/ СОС «Детские деревни»	Psychological support of IDPs’ families in difficult life circumstances.	Phone numbers: (066)-766-95-97, (050)598 92 78.
TDH/ Земля людей	Cash grants	
Vostok SOS/ Восток СОС	Legal aid, individual assistance	050 397 98 48 073 109 81 89
ICRC/ МККК (Международный комитет Красного креста)	Support of conflict-affected families.	Hot line phone number: 0 (800) 300125
Save the Children/ Спасем детей	Humanitarian aid, psychological aid.	Hot line phone numbers: (096) 834 16 19; (095) 654 52 79
Общественный центр ВПА / IDP Community Center	Extensive support and help to IDPs (search for temporary free and paid housing, humanitarian aid,	Phone numbers: (063) 371-10-38, (066) 695-22-31,

	employment assistance, legal counseling, psychological counseling).	(098)3899117, (06453)64877
Центр соціальної допомоги / Social Aid Center	Social, legal and humanitarian issues of IDPs, community reintegration through training programmes, cultural and educational projects, humanitarian aid provision to legal entities and individuals in Luhansk province, support of talented children.	Phone numbers: (093) 618-11-22, (098) 618-11-22, (099) 618-11-22.
Благотворительный фонд «Промінь життя» / Ray of Light Foundation	Legal and psychological aid to IDP, second hand clothes, assistance in looking for housing.	(06452)61513, (098)9222267
Благотворительный фонд «Крылья надежды» / Wings of Hope Foundation	Psychological and legal aid.	(097)3440991, (066)5376647
Церковь «Возрождение» / Renaissance Church	Humanitarian aid to IDP in the region.	Registration for humanitarian assistance: (099)738-43-11
ОО «Відродження» / CSO Renaissance	Assistance to IDP living in Sieverodonetsk.	095-548-41-68
Старобельская ОО «Воля» / SCO "Volia" in Starobelsk	Work with IDPs.	(066)555-00-09
Кременской центр регионального развития «Наша громада» / Regional development center "Nasha Gromada" in Kreminna	Psychological, legal and social support, «workshops» where IDPs can earn extra money, humanitarian aid, trainings and master-classes.	(050) 154 98 23, (06454) 3 13 69
ГО «Центр підтримки громади» / CSO "Centr Pidtrymki Gromady"	Legal, psychological, informational support of IDPs, sometimes clothes, food products and medicines.	Hot line phone numbers: (066) 89 37 990, (096) 092 11 42, (095) 4680729 — psychologist.
Благотворительный фонд Александра Романовского / Alexander Romanovsky Charity Fund	Humanitarian aid.	Hot line: 0(800)211-116
Лисичанске городское общество инвалидов «Джерело» / Lisichansk municipal society for disabled people "Dgerelo"	Union of citizens recognized as disabled people to protect their rights and interests, to execute legislation on their privileges, provision conditions for rehabilitation	Phone numbers: (06451) 5-23-87 (06451) 7-40-23, (050) 938-69-98
Danish Refugee Council / Danish Demining Group/ Данська Рада у справах біженців/Данська Група з розмінування	Danish Refugee Council / Danish Demining Group executes integrated programmes in conflict areas and regions with displaced population for the best provision of humanitarian needs. The main directions of our activities are social and legal protection, legal aid, renovation of the damaged housing, support of employment and small business, demining activities and potential reinforcement of local communities. Offices of Danish Refugee Council / Danish Demining Group are located in Kyiv,	Hot line: +38(073)406-8141/+38(050)207-3035 in Severodonetsk, Slovyansk

	Sieverodonetsk, Sloviansk, Mariupol and Berdiansk. .	
La Strada Hotline	<p>National children's hotline: National hotline for prevention of domestic violence, human trafficking and gender discrimination -</p> <p>Національна дитяча «гаряча лінія» функціонує за номером 0-800-500-225, який є безкоштовним з мобільних та стаціонарних номерів телефонів по всій території України, а також коротким номером 772, який є безкоштовним з мобільних операторів Київстар.</p> <p>Дитяча «гаряча лінія» працює по будням з 12.00 до 20.00, а також в суботу – з 12.00 до 16.00.</p> <p>Національна «гаряча лінія» з попередження домашнього насильства, торгівлі людьми та гендерної дискримінації функціонує за номером 0-800-500-335, який є безкоштовним з мобільних та стаціонарних номерів телефонів по всій території України, а також коротким номером 386, який є безкоштовним з мобільних операторів Київстар, Лайфселл та Водафон.</p> <p>Національна «гаряча лінія» працює цілодобово.</p>	<p>National children's hotline: 0-800-500-225 free of charge from mobile phone and landline phones and short number 772,</p> <p>Free of charge from mobile operator Kyivstar. Availability hours are Mon-Fri 12:00 – 20:00, Sat – 12:00 – 16:00. 0-800-500-335, free of charge from mobile phone and landline phones and short number 386, free of charge from mobile operators Kyivstar, Lifecell, Vodafone. Available 24/7.</p>
<p>Kharkiv, anonymous center for victims of violence (women and children)</p> <p>Харків, Анонімний кабінет роботи з жертвами насильства (жінки та діти)</p>	<p>Organized by organization “Healthy family – happy child” and “Waiting for dad together”. primary consultations, psychological consultation, referral/</p> <p>організатор об'єднання ГО "Здорова родина-щаслива дитина" та громадська ініціатива Центр підтримки сімей учасників АТО "Чекаймо тата разом"</p> <p>первинна консультація на запит, консультація психолога, робота з кейсами-перенаправлення, координація запитів.</p>	<p>Crisis counseling line 050-4068912 (9.00-18.00) –</p> <p>Телефон - довіри 050-4068912 (9.00-18.00) -</p>