

### DOs

Highlight that the information you provide will be treated as an **utmost priority** and in full confidentiality.

Note that the **identity of individuals** contacting a hotline **will be protected** under the confidentiality clause.

Note that any **personal information will be disclosed** only with a SEA Task Force at [seareferral@un.org](mailto:seareferral@un.org) for you to get the best possible advice on available assistance.

Note that the complainant might be contacted **for additional information only with her/his consent given**, however, please mention the more pertinent information/details provided, the easier would be to stop the alleged perpetrator and put an end to the acts of misconduct.

Highlight again that the **confidentiality will only be waived with the expressed consent** of the individual. (unless the RC/HC deems it a case of clear and imminent danger to the individual in question or another person).

**TRY to STREAMLINE** the conversation to avoid storytelling.

Do **immediately refer the case to seareferral@un.org** to respond to the alleged misconduct or wrongdoing. Should the person require any assistance, please provide her/him with the contact details (please use the Hand-out 1 Contacts for receiving help).

### DON'Ts

**DON'T push for information**, be reassuring and respect the self-space and do not ask WHY.

**DON'T be judgemental!**

### HIGHLIGHTS

Please note that **personal details will not be revealed** to the person(s) potentially implicated in the alleged wrongdoing or to any other person or entity, unless the individual personally authorizes the disclosure of his/her identity.

Highlight that threats, intimidation or any other form of **retaliation** against a person who has made a complaint or provided information in support of a complaint are **prohibited**. The UN system or other entity affiliated will take any reasonable appropriate action needed to prevent and respond to retaliation, in accordance with its applicable policy, regulations and rules.

**N.B. non-disclosure right should apply. Fill out the form to the extent possible.**

### FORM TO BE FILLED OUT BY THE HOTLINE MANAGER

NAME \_\_\_\_\_

SEX \_\_\_\_\_

AGE \_\_\_\_\_

#### STATUS

- A survivor
- A whistle-blower
- An eye-witness

#### WHAT ACT OF MISCONDUCT OCCURRED?

- Sexual exploitation
- Sexual abuse
- Harassment
- Not sure

#### PROVIDE ALL THE RELEVANT DETAILS:

\_\_\_\_\_

#### YOUR LOCATION:

\_\_\_\_\_

#### WHERE DID THE ACT OF MISCONDUCT HAPPEN?

\_\_\_\_\_

#### WHEN DID THE SITUATION HAPPEN?

\_\_\_\_\_

#### DO YOU HAVE ANY WOUNDS?

\_\_\_\_\_

#### DO YOU REQUIRE ANY URGENT MEDICAL/PSYCHOLOGICAL ASSISTANCE?

- Yes
- No

#### DO YOU HAVE ANY SAFETY AND SECURITY CONCERNS?

- Yes
- No

#### WHAT KIND OF SUPPORT DO YOU REQUIRE?

- Medical
- Security
- Legal
- Psychological

#### WHAT WOULD BE THE PREFERRED WAY FOR YOU TO BE CONTACTED?

- Telephone \_\_\_\_\_
- Email \_\_\_\_\_