

Country-Level Action Plan to Prevent and Respond to Sexual Exploitation and Abuse

The PSEA Country-Level model template outlines the priorities agreed by UNCT/HCT members to achieve jointly across countries with humanitarian¹, development and peace operations. This template provides the minimum requirements to review and analyse the effectiveness, impact and progress on measures to prevent and respond to sexual exploitation abuse country-wide. It serves as a model framework intended to be adapted and contextualized at the country level. The objective is to promote and document harmonized activities that contribute to implementing a robust action plan and provide the basis for tracking progress and provision/mobilization of required resources in related to PSEA in countries with United Nations presence.

Desired outcomes	Indicators	Targets/ Benchmarks ²	Key actions	Timeframe	Budget/ Funding Source	Lead agency/ies per activity
Part A: Priority prevention outcomes for PSEA						
Outcome 1. Prevention. All United Nations staff and related personnel ³ know the UN standards of conduct for protection from sexual exploitation and abuse and understand their personal and managerial/ command responsibilities to address sexual exploitation and abuse and other misconduct.						
Output 1.1 Personnel understand the United Nations standards of conduct on the protection from sexual exploitation and abuse.	a. All UNCT/HCT personnel, including those visiting the country, are provided with an induction briefing on conduct and discipline issues, including sexual exploitation and abuse.	Reminders are communicated to all staff to ensure ongoing visibility/awareness of the entity's policies. All visitors are informed on country policies and SOP.	PSEA training to be organized in coordination with the OCHA Secretariat possibly on the field, Quetzaltenango, with focus on humanitarian and development links and harassment.	February 2024	N/A	RCO, OMT

¹ This applies to refugee and humanitarian context which could be sub-national or regional in nature.

² The targets provided in the model template are intended as illustrative examples. Actual targets would need to be determined at country-level.

³ United Nations staff and related personnel include United Nations staff members, consultants, individual consultants/contractors, interns, national officers, United Nations volunteers, experts on mission and contingent members.

	b. Prevention measures such as curfew/off-limits policies operate in peace operations and consideration should be given to implementing such measures to other duty stations	N/A	N/A	N/A	N/A	N/A
	c. The UNCT/HCT personnel know the standards on sexual exploitation and abuse (training, leadership dialogues, town-halls).	Regular meetings and awareness discussions take place. PSEA awareness raising materials (broadcast, pamphlet, posters, etc.), including “no excuse cards” are locally contextualized, produced and distributed.	NO EXCUSE CARDS will be disseminated in Spanish New PSEA infographics in Spanish and Mayan language will be disseminated with the IPs and on the field.	August-September 2024 October 2024	GICI N/A	GICI RCO
	d. All personnel are aware of the policy for protection against retaliation for reporting misconduct – to empower, encourage and protect staff who report cases of sexual exploitation and abuse (ST/SGB/2017/2/Rev.1) .	UNCT/HCT staff members are aware of their obligation to report sexual exploitation and abuse/misconduct and the policy for protection against retaliation.	The policy will be distributed online and will be discussed in UNCT meetings. There will be a joint HCT-PSEA Interagency Group meeting.	September 2024 December 2024	N/A	GICI, RCO, OMT
	e. All personnel are provided with clear guidance on where and how to report allegations of misconduct.		Idem.	Idem.	Idem.	Idem.
Output 1.2 Leadership, managers and commanders	a. Managers monitor completion by all personnel in the country of mandatory online and classroom training.	Monitoring mechanisms are in place and working.	PSEA training will be organized	February 2024	N/A	RCO, OMT

know their personal and managerial/command responsibilities to address misconduct and are aware of the procedures, rules and actions required to respond to incidents of misconduct.	b. Leadership communicates regularly and in varied formats in order to increase awareness and instill trust in the policies, including broadcasts on the duty to report misconduct.	Meetings with staff are convened to review implementation of country level sexual exploitation and abuse (townhall, leadership dialogue, etc.).	UNCT meeting discussion	September 2024	N/A	RCO
Output 1.3 Quality training of personnel/awareness-raising on sexual exploitation and abuse policies is conducted regularly.	a. All UN staff and related personnel complete the mandatory in-year refresher training and/or awareness briefings to personnel are conducted. Substantiation is done for those not completing the training.	Induction training for all personnel is conducted at regular intervals.	It will be announced, regularly reminded	Reminder email by the RC by November 2024	N/A	RCO, OMT
	b. UNCT/HCT leaders certify that all allegations of sexual exploitation and abuse relating to areas within their responsibility have been accurately and fully reported.	100% response to the resident/humanitarian coordinator.	It will be requested via email	Request data to OCHA by December 2024	N/A	RCO, OMT

Part B: Priority response outcomes for PSEA

Outcome 2. Safe and accessible reporting. Every child and adult recipient of United Nations assistance has access to a safe, gender and child-sensitive pathways to report sexual exploitation and abuse (including through community-based complaints mechanisms)⁴ that lead to assistance, are appropriate to the context and accessible to those in the most vulnerable situations).

⁴ A Community-based complaints mechanism (CBCM) is a complaints mechanism system blending both formal and informal community structures, built on engagement with the community where individuals are able and encouraged to safely report grievances – including sexual exploitation and abuse incidents – and those reports are referred to the appropriate entities for follow-up. See further information https://interagencystandingcommittee.org/system/files/best_practice_guide_inter_agency_community_based_complaint_mechanisms_1.pdf

<p>Output 2.1. Safe, accessible, child-sensitive mechanisms are in place for reporting sexual exploitation and abuse⁵, particularly in high-risk areas.</p>	<p>a. UNCT/HCT Inter-agency SOPs on community-based complaint mechanisms and/or networks (CBCM/CBCN⁶) on PSEA are established following inclusive consultations with all relevant stakeholders, including communities, disseminated, and rolled out, and appropriate staff trained.⁷</p>	<p>Interagency CBCM/CBCN Standard Operating Procedures (SOPs) are disseminated on the field including with the Ips.</p>	<p>SOP given wide visibility via email reminder by PSEA Coordinator to send the SOPs for each agency to their field offices.</p>	<p>December 2024</p>		<p>RCO, UNICEF, Protection cluster</p> <p>UN-Women, UNHCR, UNFPA</p>
	<p>b. A variety of reporting channels appropriate to the local context is in place to fill reporting gaps as identified by mapping.</p>	<p>Regularly updated mapping of existing complaint and feedback mechanisms in the response.</p>	<p>Will be covered under PSEA training</p> <p>Same as in Output 3.1, the first preliminary mapping will be updated and merged with the mapping done by HCT.</p>	<p>February 2024</p> <p>August 2024</p>		<p>RCO, OMT</p> <p>UN Women, UNFPA</p> <p>OCHA</p>
	<p>c. Percentage of children and adults which have access to a safe channel to report sexual exploitation abuse.⁸</p>	<p>E.g., 100% of the affected population have access to at least one (1) safe and accessible channel to report sexual exploitation and abuse.</p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>

⁵ Type of mechanism and targeted locations to be determined by each UNCT/HCT based on context and existing channels/mechanisms for reporting already functioning. These could include, for example, phone hotlines, SMS, PSEA focal points, service points, etc. This could involve broader complaint channels that are strengthened with the necessary safeguards for reporting sexual exploitation and abuse, or training of PSEA focal points within protection-related services to support reporting and referrals, and/or other systems, and/or a combination of the above, as appropriate per the country context.

⁶ Community-Based Complaint Networks (CBCNs) support communications with complainants and victims while allegations are being investigated, facilitate the provision of assistance and support to victims and their reintegration into their communities. The UN has engaged with local and international organizations and representatives of communities to develop formal and informal structures and channels that are safe, confidential, and easily accessible to women, men, girls and boys to report misconduct, specifically sexual exploitation and abuse, and follow up on the status of reported incidents and receive support.

⁷ UNCT/HCT SOPs can be adapted from the [global IASC SOPs](#). The SOPs provide the basis for inter-agency referral, sharing of information on and handling of sexual exploitation and abuse allegations, as an integral component of UNCT/HCT prevention and response to sexual exploitation and abuse. The SOPs require all signatories to have an established internal sexual exploitation and abuse complaint handling procedure in place.

⁸ Access would be defined within the country context taking account of the type of complaint channels in place. This could include, for example, report to individuals directly, phone access, taking account of age, gender, literacy, disability, etc., and/or a combination of factors. Please also note that this indicator refers to the estimated coverage of the population by the CBCM.

	d. Percentage of allegations reported to the PSEA Network per month and responded to within seven days (Disaggregated by age, sex, and type of complaint (less than 18; 18 and above). ⁹		N/A	N/A	N/A	N/A
Output 2.2. Community mobilization, consultation and awareness-raising on PSEA in each community receiving and/or affected by United Nations assistance. Where there is an HC/HCT this would apply to all humanitarian partners.	a. Number of adults and children (disaggregated by gender and age) reached through consultation in the establishment of community-based complaint mechanisms, awareness activities and community mobilization interventions on PSEA, including how to report SEA-related complaints. ¹⁰	E.g., Consultations with affected populations inform the establishment of CBCMs. Evaluation of existing CBCMs for effectiveness and compliance with human rights principles.	Inserted into HNO, and particularly HRP. Under Objective 1.4 and by the cluster of protection.	July 2022		UN Women, UNHCR, UNFPA (GVB) and UNICEF and potentially WFP, PAHO-WHO and OCHA
	b. Percentage of sites reached by PSEA communications materials, how to report sexual exploitation and abuse and how to access victim/survivor-centred assistance. (disaggregated by type of PSEA communication materials developed for each population group identified).	100% of sites provide information on the prohibition of sexual exploitation and abuse, how to report and receive assistance. Age and gender sensitive materials on how to report sexual exploitation and abuse	Code of conduct of the humanitarian team will be disseminated in the communities and CBCM network advanced towards establishment, possibly the first field meeting–hybrid.	August-December 2024		Gender Working Group Protection cluster

⁹ This indicator is intended to allow HCs/HCTs to track and measure the use of SEA-related complaint channels by affected populations, including by those who are most vulnerable, as a core component of their overall effectiveness. This indicator is to be read together with related indicators to understand the overall accessibility, trust in, and effectiveness of SEA-sensitive complaint channels by and for affected communities. It is not intended to replace or duplicate the external reporting obligations that agencies hold, for example the UN reporting of sexual exploitation and abuse allegations to the UN Secretary General on a quarterly basis.

¹⁰ This should include the consultation of communities, particularly women and children, in the design of SEA-sensitive community-based complaint mechanisms.

		and how to access victim/survivor centered assistance developed and disseminated.				
	c. Number of individuals within the affected population (disaggregated by age and gender) reached with key messages and awareness-raising		N/A	N/A	N/A	N/A
	d. Community perceptions and communication preferences are captured on a regular basis (informally and formally SEA risk assessments, surveys, focus group discussions, etc.), and used to improve services.		SEA risk assessment of 2023 is discussed and understood.	April 2024	N/A	RCO
Outcome 3. Victims' right to assistance. Every child and adult victim/survivor/complainant is offered immediate, quality assistance (medical care, psychosocial support, legal assistance, reintegration support). ¹¹						
Output 3.1 Sexual exploitation and sexual abuse victim/survivor assistance is provided through Gender-Based Violence (GBV) or Child Protection (CP) programming which is familiar with sexual exploitation and abuse and the specific needs of victims/survivors. In humanitarian context, this may be resourced through the Humanitarian Response Plan (or	a. Mapping of the existing service providers (e.g., GBV and CP programming) and current gaps in SEA assistance coverage are identified and addressed.		1. Updated map under output 2.1 2. Hotline UN to UN agreement continued upon consensus 3. DMSPC PSEA Trust fund executed by the leading agency and its partners (12 months starting December 2023 possibly)	September 2024 December 2024		UN-Women, UNFPA WFP UN Women, UNFPA

¹¹ Support to victims/survivors/complainants is unconnected with the investigation and should be pursued from the time of an allegation as indicated in the [UN Comprehensive Strategy on Assistance and Support to Victims of Sexual Exploitation and Abuse](#)

<p>other funding mechanisms). In other settings, UN entities should consider the creation of a contingency fund to facilitate victims' rights support and assistance, including through exploring opportunities for joint fundraising by United Nations Country Team members and project proposal submitted to the <u>Trust Fund in Support of Victims of Sexual Exploitation and Abuse</u>.</p>	<p>b. Number and percentage of SEA victims/survivors/complainants who have been promptly referred to quality assistance, as part of ongoing GBV and CP programming.</p>	<p>E.g., 00% of victims/survivors are referred for assistance and receive support within 48 hours.</p> <p>Data is disaggregated according to the affiliation of the offender (UN staff and related personnel and implementing partners).</p>	N/A	N/A	N/A	N/A
	<p>c. Number and percentage of SEA victims/survivors who have accessed assistance (disaggregated by age and gender and type of assistance received).</p>	<p>E.g., 100% of victims/survivors are referred for assistance and receive support within 48 hours.</p> <p>Data is disaggregated according to the affiliation of the offender (UN staff and related personnel and implementing partners).</p>	N/A	N/A	N/A	N/A
	<p>d. Percentage of the affected population, particularly women and</p>	<p>E.g., 100% of the affected population</p>	N/A			

	children, that can access GBV assistance.	(esp. women and children) can access GBV services. e.g., Number of people satisfied with assistance received following a complaint of sexual exploitation and abuse.				
	e. Funding/resources for assistance to victims/survivors of sexual exploitation and abuse is available. (Please indicate if there are any funds of this nature)	There is a joint/contingency/ dedicated fund or pooled resources at country level.	DMSPC PSEA Trust fund executed by the leading agency and its partners, USD 5,000 fund for victims' assistance (12 months starting December 2023 possibly)			
Output 3.2 PSEA Networks have referral pathways for victim/survivor assistance in place, as part of an integrated approach with GBV services.	a. Status of implementation by PSEA Network of protocol for referral and provision of services for sexual exploitation and abuse victims/survivors (in line with GBV referral pathways).	E.g., GBV referral pathway integrated within PSEA Network SOPs.	As in Output 2.1. on CBCM, process of assisting victims (GBV and PSEA) will be designed in relation with the process of establishing CBCM—part of the new Trust Fund project implementation and part of the agenda of the meeting with HCT-PSEA Group	November 2024		UN-Women, UNFPA, UNHCR, UNICEF, Protection Cluster
	b. Tracking and data collection on victims and victim assistance (please indicate the system in place, what information is collected and frequency of maintenance).	Please indicate if Gender-Based Violence Information Management System (GBVIMS) is being used to maintain data on sexual exploitation and	PSEA-SVET meeting	March 2024		RCO coordinates.

		abuse or indicate if there is a dedicated tracking system in place/under development.				
Outcome 4. Accountability and investigations. Every child and adult victim/survivor of sexual exploitation and abuse who is willing has their case investigated in a prompt, and safe way in accordance with a victims'/survivors' rights approach.						
Output 4.1 PSEA Networks adopt, implement and track progress against uniformed protocols/guidelines for prompt, safe and victim/survivor-centred assistance during investigations at country-level.	a. Percentage of UNCT/HCT members understand the standards under which investigations are conducted.		PSEA training will be organized in coordination	February 2024	N/A	RCO, OMT
	b. PSEA Network members and local partners have personnel trained on SEA guidelines and protocols for victim/survivor-centred investigations.		Reminders during UNCT meetings	At least twice a year	N/A	RCO and all AFPs
Output 4.2 Sexual exploitation and sexual abuse victims/survivors informed of and/or supported in relation to investigations and accountability processes.	a. Percentage of victims/survivors who are informed of the outcome of the investigations.	N/A	N/A	N/A	N/A	N/A
Output 4.3 When working with implementing partners, adequate safeguards are in	a. The UNCT/HCT has policies on reference checking and vetting for former misconduct or supervision	E.g., Job applicants and contractor personnel are screened for	Relevant documents are disseminated to the UN Personnel	September 2024	N/A	Every Agency, OMT, GICI

<p>place and action is taken related to sexual exploitation and abuse – e.g., screening, cooperative arrangements, monitoring, and termination of arrangements (United Nations Protocol on Allegations of Sexual Exploitation and Abuse Involving Implementing Partners; ST/SGB/2003/13).</p>	<p>and performance appraisals related to UN Implementing Partner PSEA Capacity Assessment and they are shared with UNCT/HCT.</p>	<p>history of misconduct/SEA issues before recruitment (The Clear Check and/or the Inter-Agency Misconduct Disclosure Scheme are consulted, self certified declarations of previous offenses, allegations and disciplinary history are required.</p>	<p>UN System-wide check AFPs will present on this Scheme versus using the Assessment and other AFPs will consider joining</p>	<p>December 2024</p>		<p>UNHCR</p>
	<p>b. UN Implementing Partner PSEA Capacity Assessment guidelines are implemented.</p>	<p>Implementing partners assessments are centralized at the country level and shared with other members of the UNCT/HCT.</p>	<p>A listing of AFPs using the Capacity Assessment will be updated</p>	<p>December 2024</p>	<p>N/A</p>	<p>OMT</p>
	<p>c. Follow-up is established for the implementing partners that do not meet the minimum threshold.</p>	<p>Actions in line with the implementing partners protocol are taken against those implementing partners that do not meet the required standards.</p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>

Part C: PSEA Country-Level Structure

Outcome 5. PSEA inter-agency country-level structure. The Resident/Humanitarian Coordinator and UNCT/HCT are supported at senior management and technical-levels to lead, oversee, and deliver on the above four PSEA Outcomes.

<p>Output 5.1 The role of the RC/HC as PSEA lead is clear to all PSEA stakeholders.</p>	<p>a. The RC/HC takes an active lead on PSEA and, where relevant, coordinates with the (D)SRSG.</p>	<p>RC/HC circulates code of conduct or the IASC Six Core Principles statement of purpose on PSEA.</p> <p>RC/HC supports implementation and monitoring on in country PSEA Strategy, making explicit the leadership role of the RC/HC and UNCT/HCT.</p>	<p>It will be discussed in UNCT ordinary meetings and be circulated.</p>	<p>November 2024</p>	<p>N/A</p>	<p>RCO</p>
<p>Output 5.2 Members take on the PSEA role to support the Resident/Humanitarian Coordinator to deliver on PSEA at the UNCT/HCT level and the PSEA Network at the technical level.</p>	<p>a. Status of the designation of agency chairs for the PSEA Steering Committee (principal level, UNCT/HCT) and the PSEA Network (technical level).</p>		<p>PSEA Network includes Humanitarian country team members (NGOs)</p>	<p>December 2024</p>	<p>N/A</p>	<p>RCO, OMT</p>
<p>Output 5.3 A full-time PSEA Coordinator (with medium to long-term secured funding) is in place, with a direct reporting line to the HC/RC, to provide day-to-day technical support and expertise to the interagency PSEA Network. In the absence of a Senior Victims Rights Officer (SVRO) or Field</p>	<p>a. Status of deployment of a full time PSEA Network Coordinator (with clear ToRs).</p>	<p>PSEA Coordinator appointed, reports directly to the RC/HC.</p>		<p>Done in June 2021. HoO of RCO.</p>	<p>N/A</p>	<p>RCO, OMT</p>
	<p>b. The PSEA Coordinator takes an active lead in supporting senior leadership in developing and implementing PSEA Network TORs and a PSEA Work Plan, based upon the inter-agency PSEA Network risk assessment.</p>	<p>A SVRO/FVRA or a focal point for victims' rights has been appointed at the country level in the Office of the HC/RC.</p>	<p>A FVRA appointed and renewed and is functioning</p>	<p>Was done in July 2021 .</p>	<p>N/A</p>	<p>UN Women, UNHCR</p>

Victims' Rights Advocate (FVRA), consider the designation of a focal point for victims' rights at the country level by the PSEA Network in consultation with the most senior United Nations official in the country.	c. On request, the PSEA Coordinator provides expert guidance and technical support to Network members and other relevant entities operating in the context to strengthen their internal PSEA programs in line with good practice and standards.		PSEA training in Spanish will be organized in coordination with the PSEA team of OCHA /Geneva.	February 2024	N/A	RCO, OMT
	d. Creation of a SVRO position or designation of the FVRA or consider the designation of a focal point for victims' rights in the office of the HC/RC with a system-wide mandate has been appointed to advise at the country level (please indicate date of appointment or a timeline if the appointment of a SVRO/FVRA/focal point with a system-wide mandate is in the process, grade level and source of funding if full-time SVRO).		A FVRA appointed for 12 months starting July 2022	July 2022	N/A	UNFPA, FAO, UN Women, UNHCR
Output 5.4 An inter-agency PSEA Network is in place with the resources and expertise necessary to deliver on PSEA outcomes (above).	a. PSEA Network being established or in place.	E.g., PSEA Network is established and reports regularly to RC/HC via the PSEA Coordinator. PSEA Network includes all UNCT/HCT members, including representation from international and national NGOs.	Network established (All cluster will include PSEA as a recurrent agenda item and may participate in PSEA network depending on the agenda item under review, after the establishment of CBCM)	June-July 2021 December 2022	N/A N/A	OMT, RCO UN Women, Cluster/Intercluster
	b. All the PSEA Network members have received training from their entities on PSEA.	Inform RC about the status of training in writing	RCO to send a written inquiry via email	December 2024	N/A	All AFPs

	c. Integration of PSEA in the Humanitarian Response Plan (or similar), where relevant.	E.g., PSEA Action Plan is costed and resourced through HRP.	Ensure it is integrated (it will be discussed in Intercluster and HRP meetings in 2024 and can be integrated as Annex)	December 2024.		UN Women
	d. All organisations (UNCT/HCT and PSEA networks) meet required minimum standards such as the Minimum Operation Standards (MoS) and Core Humanitarian Standards (CHS) PSEA Index to enable appropriate complaints receipt and handling.	All UN partners meet the requirements in the UN common assessment. Joint capacity development and training provided through the network to support entities to meet the PSEA requirements.	N/A	N/A	N/A	N/A
	e. Status of development and implementation of the UNCT/HCT PSEA Action Plan, including clearly defined roles and responsibilities of each actor.	E.g., PSEA Action Plan is endorsed by all UNCT/HCT members.	PSEA training will be organized	February 2024	RCO	RCO, OMT
Output 5.5 PSEA technical focal points from all UNCT/HCT members are in place and actively contribute to the PSEA Network's delivery of PSEA outcomes (as per the above).	a. Percentage of UNCT/HCT members that have appointed a dedicated PSEA technical focal point to the PSEA Network (with clear ToRs).	PSEA Network of OMT is established.	OMT discussion to finalize the focal points. Booklet of members disseminated in the field (2023 Risk Assessment found that the field focal points contact HR personnel and not the PSEA focal points).	July-August 2021 (formed) December 2024	N/A	OMT
	b. The PSEA technical focal points are active in designing or disseminating awareness-raising tools and facilitate events for		The policy and promotional materials will be put in a depository and distributed	Continuous	N/A	OMT

	community members with emphasis on their rights		online /IASC, reliefweb, UN Guatemala Website			
	c. The PSEA technical focal points are actively working with the interagency PSEA Network to establish a CBCM/CBCN			November 2024		UN-Women, UNFPA, UNHCR
Output 5.6 Country-level risk assessment in respect of sexual exploitation and abuse conducted on the basis of risk management tools	a. The inter-agency PSEA network carries out regular SEA risk assessments and shares the findings and recommendations with the UNCT/HCT.		The 2023 assessment will be discussed.	November 2024		OMT, RCO
	b. The inter-agency PSEA network provides technical support needed to mitigate risks of SEA, in collaboration with relevant stakeholders.		Joint HCT-PSEA Interagency Group meeting. PSEA-SVET meeting, with focus on mitigation	December 2024		
	c. The risk is regularly assessed and updated.		Idem.	Idem.		Idem.

[IASC Six Core Principles Relating to SEA \(Revised 2019\)](#)

[IASC Minimum Operating Standards PSEA](#)

[Guideline – Inter-Agency // community-Based Complaint Mechanisms – Protection against Sexual Exploitation and Abuse](#)

[Guideline – Inter-Agency // community-Based Complaint Mechanisms – Protection against Sexual Exploitation and Abuse](#)

[UN System Policies and Protocols on PSEA](#)

[Office of the Victims' Rights Advocate](#)

[Management and accountability of the UN Development and Resident Coordinator System](#)

[PSEA Knowledge Gateway](#)

[Inter-Agency Standing Committee resources](#)