**ANNEX I:** **Implementation of the Secretary-General’s Bulletin on special measures for protection from sexual exploitation and sexual abuse (ST/SGB/2003/13) ToR/Roles and Responsibilities of Heads of Agencies/Managers**

**1. Raise awareness and Issue code of conduct**

a. Express, at least annually, to your personnel the importance of complying with SEA prohibitions and reporting incidents.

1. b. Ensure code of conduct and SGB is signed by all personnel and posted in prominent places.

**2. Designate and support PSEA focal points including in sub/field Offices**

a. Ensure that they are trained on PSEA and on their roles and responsibilities.

1. b. Incorporate PSEA responsibilities into their ToR and performance appraisals.
2. c. Give them direct line to your office concerning their focal point role.
3. d. Ensure that the identity of the focal point is known in your Organization and that his/her contacts are made widely available.
4. e. Ensure both human resources and operational sides of your Organization are engaged in PSEA.
5. f. Ensure your PSEA focal point actively engages in the inter-agency PSEA Network.

**3. Require adherence to the standards in the PSEA policy in all cooperative arrangements.**

Ensure all contracts issued to implementing partners include clauses on SEA (SGB Section 6)

**4. Establish complaints mechanisms**

a. Establish and publicize how your Organization’s personnel can report concerns or suspicions of SEA.

1. b. Ensure that with the PSEA network, your Organization establishes how beneficiaries / local populations can report SEA.
2. c. It is a best practice that the complaints mechanisms is jointly created and owned by all Organizations and that it allows for complaints on a variety of issues, rather than only SEA, so as to promote use and avoid stigmatization.
3. d. Establish clear procedures on how to handle and refer complaints as in agreement with the PSEA network interagency mechanism for referrals.

**5. Ensure there is investigation procedure and capacity in place**

a. Ensure there is clarity on the role of the office investigating allegations and directing them to headquarters.

b. Adhere to clear protocols to investigate allegations

6. **Ensure recruitment procedures check background of prospective employees**

Check references and files of possible new hires to ensure no background of SEA.

7. **Provide assistance to victims**

Together with the PSEA network, develop a victim assistance mechanism.

**ANNEX II: Implementation of the Secretary-General’s Bulletin on special measures for protection from sexual exploitation and sexual abuse (ST/SGB/2003/13)**  **ToR/Roles and Responsibilities of Focal Point Persons\***

Within his/her Organization, the Focal Point shall actively promote protection from sexual exploitation and abuse (SEA).

**1. Engagement with and support of local populations**

Facilitate awareness-raising in local communities on their rights and entitlements

Provide support in community consultations, monitoring of complaints and providing feedback to complainants and communities.

* 1. **2. Prevention**
  2. a. Ensure that you are known in the entire organization and your contacts are widely available.
  3. b. Support staff to sign your Organization’s Code of Conduct and SGB clearly prohibiting acts of SEA and obligating them to report such acts.
  4. c. Provide awareness-raising sessions on SEA for all staff and other personnel in the Organization on a regular basis, including for newcomers.
  5. d. Make appropriate recommendations to management on enhancing prevention strategies. This could include collecting and analyzing information on actual/potential risk factors for vulnerability to sexual exploitation and abuse and elaborating measures to address them.
  6. e. Ensure that procedures to guard against hiring of persons who have a record of SEA offences are put in place and applied.
  7. f. Work with human resources personnel to include PSEA content in staff inductions, including all contractors, consultants, temporary staff and casual labourers.
  8. **3. Response**: **Specific to Claim Handlers** **that may or not be the same Focal Point**
  9. a. Ensure the development of internal procedures / responsibility framework for staff and other personnel to report incidents of sexual exploitation and abuse. Including handling an referrals of other agencies as specified in the interagency protocol.
  10. b. Receive complaints, reports and questions about alleged acts of sexual exploitation and abuse committed by your organization’s personnel and personnel of sister/affiliated institutions including the cases committed by personnel whose institutions are not known. Refer to investigations.
  11. c. Be the liaison between your Organization and the Inter-Agency Community Based Complaints Mechanism.
  12. d. Take appropriate measures to ensure safety and confidentiality
  13. e. Ensure that all materials pertaining to complaints are handled strictly in line with applicable grievance procedures.
  14. f. Immediately refer complainants to the victim assistance mechanism, including rapid assessment for victims in urgent need.
  15. g. Fill in the common report form and share it with the PSEA International Coordinator

**4. Management and Coordination**

* 1. a. Assist the Head of Office/Resident Representative to fulfil his/her responsibilities in accordance with the SGB.
  2. b. Assist and contribute to PSEA Network meetings and follow-up on action points
  3. c. Support the inclusion of SGB standards in contractual arrangements with non-UN entities and individuals, per ST/SGB/2003/13 Sec. 6.1.
  4. d. Coordinate your Organization’s adherence to relevant monitoring/compliance mechanisms, including contribution to the PSEA Network report and other reporting needs.
  5. e. Mainstream PSEA in programmatic areas and in the overall HRP cycle and sub-cluster coordination
  6. f. Track all PSEA-related activities for the Organization and ensure that all information on PSEA-related activities is shared with relevant persons in the Organization and the PSEA Coordinators
  7. g. Keep data on reported incidents for general reporting and further development of efforts to address SEA. Inform the PSEA international Coordinator as per specified in the interagency protocol.
  8. h. Keep management up to date on PSEA measures taken and plans for future action.

\* Refences to the network have been added to the SGB for clarification