**2024 UNCT Action Plan to Prevent and Respond to Sexual Exploitation and Abuse in Ukraine**

Bearing in mind the evolving security and humanitarian situation in Ukraine, the Country-level Action Plan for the UNCT in Ukraine encompasses the PSEA related obligations of the [Management and Accountability Framework (MAF)](https://unsdg.un.org/resources/management-and-accountability-framework-un-development-and-resident-coordinator-system) for the dual accountability system based on individual mandates, organizations and as part of the PSEA Country structure (UNCT). The prioritization will be implemented by individual UN agencies and collectively through the PSEA Network (technical body composed of PSEA Focal Points/technical experts). The current action plan may be reviewed, as required, to ensure alignment with the complementary and main country action plan (HCT PSEA Action Plan) in order to address issues arising from implementation and inter-agency coordination.

**Outcome Area 1 – Prevention**

**Outcome Statement 1: All UNCT staff and related personnel know the UN standards of conduct for PSEA, understand their responsibilities to address sexual exploitation and abuse and other misconduct, and have access to regular communications, awareness-raising and/or continuing training opportunities on PSEA.**

**Output 1.1 All personnel understand the United Nations standards of conduct on the protection from sexual exploitation and abuse.**

| Indicator | Target/Benchmark | Key Action | Timeframe | Budget/Funding | Lead Agency/ies |
| --- | --- | --- | --- | --- | --- |
| a. # of UNCT personnel, including visitors, have been provided with an induction briefing -which includes sexual exploitation and abuse (PSEA) welcome package | 100% of all UN personnel have received an induction briefing including SEA | • Key messages on DONTs included as part of mandatory safety briefings for new personnel deployed (PSEA policy/code of conduct and received a copy of the 2003 UN SG Bulletin / 2017 SG Bulletin or UN standards of conduct) - confirmation that these standards are understood and accepted (within 1st month of work) | Quarterly | N/A | UNDSS and all UN Agencies (certificates or participations in trainings monitored/tracked by Human Resources) |
| b. # of UNCT in-country personnel, including visitors, have been trained on the United Nations standards of conduct on the protection from sexual exploitation and abuse, incl. the requirements for prompt and mandatory reporting of SEA allegations to respective agency and interagency PSEA SOPs on information sharing | 100% of all UN personnel has received one training session on PSEA, signed a code of conduct/PSEA commitments based on SG bulletins, understand and are aware of the PSEA policies, incl. the policy against retaliation for reporting misconduct ([ST/SGB/2017/2/Rev.1](https://undocs.org/ST/SGB/2017/2/Rev.1)) | • Mandatory, refreshing and continuing training opportunities provided and awareness-raising on PSEA is conducted regularly by PSEA FPs.• Print and disseminate PSEA awareness raising material (posters, leaflets, stickers, etc) in all UN locations• Vulgarization and translation of Policy for Protection against Retaliation and interagency PSEA SOPs on referrals | QuarterlyQuarterlyQ1 | Internal ResourcesInternal ResourcesInternal Resources | Each UN agency (HR to track participation list or certificates of online trainings, conduct referrals/vetting and make sure that PSEA awareness material is visible) |

**Output 1.2 Leadership - UN Managers and commanders know their personal and managerial/command responsibilities to address misconduct and are made aware of the procedures, rules and actions required to respond to incidents of misconduct.**

| Indicator | Target/Benchmark | Key Action | Timeframe | Budget/Funding | Lead Agency/ies |
| --- | --- | --- | --- | --- | --- |
| a. All UNCT conduct senior leadership dialogues to their personnel and advocate to implement the zero-tolerance policy to SEA and create a “speak-up culture” | 100% of UNCT conduct PSEA sessions or senior leadership host dialogues on UN standards of conduct and regularly meet PSEA Focal Points | • PSEA agenda items on UN standards of conduct relating to SEA and on mandatory reporting (speak up culture) in all staff meetings/retreats and/or during 16 days of activism (as a form of GBV in work settings/CoC) | Quarterly | N/A | Each UN agency |
| b. UNCT Inter-agency SOPs on referral mechanisms are in place (English and Ukrainian), disseminated and rolled out, and PSEA focal points trained to train all personnel on how to report SEA allegations | 100% of UNCT personnel are aware of the interagency SOPs on SEA referrals and mandatory reporting | • UNCT members have a designated PSEA Focal Point (Principal and alternate, Intl and National) who is aware of the handling of SEA allegations and reporting to the Country Rep, as per the Inter-agency SOPs | All year | N/A | Each UN agency |

**Output 1.3 Risk Assessment - All partnerships agreements contain a PSEA clause and are concluded or renewed after conducting the PSEA capacity assessment.**

| Indicator | Target/Benchmark | Key Action | Timeframe | Budget/Funding | Lead Agency/ies |
| --- | --- | --- | --- | --- | --- |
| a. All UN agencies have trained its partners (NGOs, CSO) operating under a partnership agreement on PSEA and/or guided to complete the capacity assessment. | 100% of UN agencies have PSEA Focal points trained with ToTs that are supporting UN partners with trainings and/or capacity assessments | • PSEA trainings/ToTs and/or PSEA FPs are trained on PSEA Minimum Standards | All year | Each agency has an identified budget line and/or allocated funds for own organizations and for capacity building for funded partners, if needed | Each UN Agency- Jointly through PSEANetwork for technical support |
| b. UN agencies operating under the UNPP portal are uploading relevant data requested for “IP capacity assessments” | 100% of UN Partners’ capacity assessments conducted are synchronized with the UNPP and status of capacity assessments are shared bi-annually with the PSEA Network | • Mapping of PSEA capacity assessments and trainings (English, Ukrainian) and awareness sessions by region, partner, target population | All year | Each agency | Each UN Agency- Jointly through PSEANetwork for technical support |
| c. All UN agencies have PSEA visual awareness raising material in their offices and partners’ offices | 100% of facilities of partners/UN offices and sub-offices have visible PSEA awareness raising material and identified complaints mechanisms (i.e. boxes, hotlines) | • PSEA awareness-raising materials (broadcast, pamphlet, posters, etc.), i.e. “no-excuse cards” are locally contextualized, produced and distributed, with the contact details for reporting allegations, in Ukrainian and English; in all UN locations (example: <https://trello.com/c/yViVZhyL/20-no-excuse-cards>) | All year | Each agency | Each UN Agency- Jointly through PSEANetwork for technical support |
| d. UN partnership agreements have a PSEA clause in partnership or contractors agreements (i.e. referring to the results of “IP capacity assessments” to renew partnerships and/or as a reason to early contractual termination if the handling of SEA cases or minimum operational standards are not in place ) | 100% of UN partnerships agreements have been signed or renewed after capacity assessments or with legal safeguards (IP clause) | • All UN entities have signed contracts with partners with high or medium capacity, and follow up within 6 months to ensure full PSEA capacity | All year | Each agency | Each UN Agency- Jointly through PSEANetwork for technical support |

**Outcome Area 2 – Safe and accessible reporting**

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

**Output 2.1 Affected populations have access to multiple, confidential, and accessible reporting channels.**

| Indicator | Target/Benchmark | Key Action | Timeframe | Budget/Funding | Lead Agency/ies |
| --- | --- | --- | --- | --- | --- |
| a. Percentage of persons among the affected populations who know where to report cases of SEA | 80% of a sample of beneficiaries of UN funded projects indicate that they are aware of complaints feedback mechanism (hotline, helpdesk etc.) | • Gender and age disaggregated data gathered of persons reached through dissemination or awareness raising activities | Q1 | N/A | Each UN agency, the PSEA Network through the GTS community perceptions research study, UNHCR through AAP Coordinator |
| b. Percentage of children and adults who have access to a safe and child sensitive mechanism in place to report sexual exploitation and abuse | 80% of the affected population targeted by UN funded projects have access to at least one safely accessible channel to report complaints, incl. sexual exploitation and abuse | • Mapping of existing complaint and feedback mechanisms accessible and publicly available hotline free of charge. | Q1 | N/A | Each UN Agency through PSEA/AAP focal points and/or M&E personnel, in coordination with PSEA IMO |
| c. UNCT meet required Minimum Operations Standards (MoS) and Core Humanitarian Standards PSEA Index to enable appropriate complaints receipt and handling, with investigation and reporting procedures in place, implementation of the UN victim assistance protocol/strategy | Set up of inter-agency Community Complaints Based Mechanisms\* (CBCMs) piloted in high-risk areas, i.e. Odessa | • Multiple confidential reporting channels are available and tailored to targeted groups of population (PLWD, ROMA, Women CSOs).• Inter-agency CBCM mechanisms, and GBV / CP referral pathways to refer victims to appropriate available services are updated on the PSEA Network webpage | Q1, Q2 | Internal Resources | UNFPA, OCHA |

**Output 2.2 Communities and people affected by crisis are aware of the expected behavior (ACCEPTABLE and NOT ACCEPTABLE) of UN personnel working with end beneficiaries.**

| Indicator | Target/Benchmark | Key Action | Timeframe | Budget/Funding | Lead Agency/ies |
| --- | --- | --- | --- | --- | --- |
| a. Number of adults and children reached through awareness activities and community mobilization interventions on PSEA | By Q4, each agency should organize/take part in at least one awareness raising campaign | • Gender and age disaggregated data gathered of persons reached through dissemination or awareness raising activities | All year | N/A | Each UN Agency/ jointly through the PSEA Network (lead by IOM, UNFPA, UNHCR -AAP) |
| b. Percentage of sites regularly accessed by affected/host populations with PSEA communications materials, on prohibition of SEA, how to report and how to access victim/survivor- centered assistance | 100% of UN facilities provide information on the prohibition of sexual exploitation and abuse, how to report and access free assistance | • Age and gender-sensitive materials on how to report sexual exploitation and abuse and how to access victim/survivor- centered assistance developed and disseminated in coordination with GBV and CP sub- clusters• Audio-visual campaign | All year | N/A | UNHCR,Joint through PSEANetwork. |

**Outcome Area 3 – Victims’ right to assistance**

**Outcome statement 3. Every victim/survivor/complainant is offered immediate, quality assistance (medical care, psychosocial support, legal assistance, physical protection, reintegration support).**

**Output 3.1 Victims/ survivors of SEA are provided with assistance through existing services and programmes, such as established gender-based violence (GBV) or child protection (CP) programming and resourced accordingly as much as possible.**

| Indicator | Target/Benchmark | Key Action | Timeframe | Budget/Funding | Lead Agency/ies |
| --- | --- | --- | --- | --- | --- |
| a. Number and percentage of SEA victims/ survivors/ complainants who have been promptly referred to quality and gender/ age responsive assistance, as part of ongoing GBV and CP programming. | 100% of victims/survivors are referred for assistance and receive support within 72 hours and assistance until the case is closed. | • 1 full day ToT on the operationalization and integration of the Victims Survivor and Assistance Protocol in GBV and CP (20 UN PSEA FPs and/or its direct concerned partners/service providers) | Q1 | Internal resources (PSEA Network) | UNFPA, UNICEF |
| b. PSEA Network have in place prompt referral pathways to qualified service providers for victim/survivor assistance, as part of an integrated approach with GBV or CP services | All UNCT PSEA FPs are aware of internal resources (budget and service providers) available for SEA victims’ (to appropriately support the victim with needed services when the alleged perpetrator is personnel of their UN organization) | • Regular training to GBV/CP case managers (UN partners) on the specificities of victims of SEA, their needs (internally resourced) through partners, or through the GBV/CP sub-cluster | All year | Internal Resources | UNFPA, UNICEF |
|  | GBV and CP referral pathways with qualified services provided for assistance are available and accessible to SEA victims/survivors. | • PSEA network regularly coordinates with the UNFPA led GBV Sub-cluster and the UNICEF CP sub-cluster to ensure available quality and accessible services up to date. | All year | Internal Resources | PSEA Network, UNFPA, UNICEF |
| c. The UNCT has dedicated resources dedicated to victim assistance and support at the UNCT level | At least one agency of the UNCT has submitted a proposal to contribute toward a pooled contingency fund or the UN Trust Fund (SEA) to sustain resources for support and assistance | • UNCT FPs are aware of the UN Trust Fund (SEA) through the PSEA Network coordinator and submit proposals for services or awareness raising to increase reporting (i.e. strengthen SEA referrals) or awareness raising | All year | Internal Resources | UNCT /PSEA Network FPs |

**Outcome Area 4 – Accountability and investigations**

**Outcome statement 4. Every SEA victim, who gives their informed consent will have their case investigated in a prompt and safe way taking into account their rights and interests in accordance with due process principles.**

**Output 4.1 Protocols/guidelines and SOPs for prompt, safe and victim/survivor-centered assistance during investigations are in place at the country-level.**

| Indicator | Target/Benchmark | Key Action | Timeframe | Budget/Funding | Lead Agency/ies |
| --- | --- | --- | --- | --- | --- |
| a. 100% of UNCT PSEA FPs are aware of all UN protocols/ guidelines for prompt, safe and victim/ survivor centered assistance during investigations | All UNCT PSEA FPs can inform and/or support SEA victims/survivors promptly and appropriately in relevant accountability processes, with a victims centered approach, during investigations | • Knowledge management and dissemination of protocols and guidelines to ensure that all SG bulletins, guidelines and protocols are accessible to all UNCT PSEA FPs protocols/guidelines, including the Victims’ Centered Approach Principles (English, Ukrainian) on the PSEA webpage | All year | Internal Resources | PSEA Network |
| b. All UNCT Country Representatives/CoM share appropriate information with the RC immediately when they become aware of an SEA allegation involving UN personnel where there is sufficient information to identify an act of SEA against an identifiable perpetrator or identifiable victim (UNCT SOPs on inter-agency referrals) | UNCT is aware of the 2023 UNCT SOPs on inter-agency referrals (endorsed by the UNCT) and shares SEA allegations with the RC within 72 hours | • Designation letter of appointed PSEA FPs is circulated by all UNCT country representatives to inform all personnel about the designated PSEA FP to indicate the mandatory and promptly reporting through the principal PSEA FP or through them | Quarterly, or when the PSEA FP has changed | Internal Resources | Each UN Agency |

**Output 4.2 When working with UN funded partners (NGOs, contractors), adequate safeguards are in place and action is taken related to sexual exploitation and abuse – e.g., screening, cooperative arrangements, monitoring, and termination of arrangements.**

| Indicator | Target/Benchmark | Key Action | Timeframe | Budget/Funding | Lead Agency/ies |
| --- | --- | --- | --- | --- | --- |
| a. # of partner assessments conducted in accordance with 2018 UN Implementing Partner Capacity Assessment. | All partners' capacity assessments in Ukraine completed for existing partners to ensure adequate safeguards in place. | • All UN agencies have completed capacity assessments of partners and followed up on partners with low/medium capacity before the end of 20243(before starting a partnership or renewing a contract) | All year | Internal Resources | Each UN AgencyPSEACoordinator /IMO PSEANetwork to support |
| b. # of capacity-building events conducted to support partners | All partners' capacity assessments in Ukraine completed for existing partners to ensure adequate safeguards in place. | • All UN agencies have completed capacity assessments of partners and followed up on partners with low/medium capacity before the end of 20243(before starting a partnership or renewing a contract) | All year | Internal Resources | Each UN AgencyPSEACoordinator /IMO PSEANetwork to support |

**Outcome Area 5 – PSEA inter-agency country-level structure**

**Outcome statement 5. An inclusive and efficient political and technical PSEA inter-agency country-level structure is in place.**

**Output 5.1 The RC is ultimately responsible for ensuring a PSEA country structure, action plan to operationalize PSEA related Management Accountability Framework obligations, IASC Commitments and Minimum Operational Standards.**

| Indicator | Target/Benchmark | Key Action | Timeframe | Budget/Funding | Lead Agency/ies |
| --- | --- | --- | --- | --- | --- |
| a. The role of the Resident Coordinator as PSEA lead is clear to all PSEA stakeholders | The RC ensures that there is a PSEA political and technical structure in place | • The RC will lead the PSEA Steering Committee, meeting on a quarterly basis and will update the UNCT based on the progress of the PSEA Network | All year | N/A | RCO |
| b. The RC takes an active lead on PSEA and provides strategic guidance | Senior management steering committee supporting the PSEA Network set up and meeting regularly | • UNCT includes quarterly sessions on PSEA and/or to endorse UNCT PSEA related policy | All year | N/A | RCO |
| c. 2024 UNCT PSEA Action Plan has been developed, consulted and adopted by the UNCT | UNCT Action is endorsed in January and adjusted as necessary | • UNCT PSEA Inter-Agency Action Plan for the UN entities developed, revised, and endorsed by the UNCT | Q1 | N/A | RCO |
| d. Interagency SEA reporting mechanisms cover all regions, oblasts in Ukraine | UN agencies will support complaints feedback mechanisms and/or the setup of CBCMs with operational or economic resources in high risk areas (based on risk assessments) | • Mapping of existing helplines, complaints mechanisms in all areas or facilities under UN Projects | Q1, Q3 | N/A | Each UN Agency |
| e. All UN agencies 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 of allegations of SEA  | 100% of the UNCT meets the standards | • A survey developed and shared to obtain a baseline to enable follow up and prioritization and report progress | Q1 | N/A | RCO, PSEA Coordinator |

**Output 5.** **2 A full-time Snr. PSEA advisor and interagency Coordinator is in place, directly reporting to the RC**

| Indicator | Target/Benchmark | Key Action | Timeframe | Budget/Funding | Lead Agency/ies |
| --- | --- | --- | --- | --- | --- |
| a. A full-time Snr. PSEA advisor/interagency Coordinator to support the RC and provide day-to-day technical support and expertise to the PSEA Network | PSEA Inter-agency Coordinator (with medium to long term secured funding) is in place | • Senior PSEA Inter-Agency Coordinator funding is secured (P5 FTA) with RRs and quarterly field missions • IM/Inter-agency support is provided to support the PSEA Network Secretariat (co-chairs, IM/programme support) | All year | UNFPA earmarked  | UNFPA/UNCT |
| b. An inclusive PSEA Network is set up and represented by the UNCT at the technical (PSEA Network, PSEA WG) and political level (PSEA Senior Strategic Steering Committee, UNCT) | By the end of the year, the existing PSEA Network has increased representation of National NGO/CSOs to ensure inclusivity and targeted interventions.  The PSEA Network has been decentralized  | • Preparation (Agenda, Meeting minutes) and co-chairing of monthly PSEA Network meetings in coordination with the PSEA Network Coordinator• PSEA Network Co-chairs support the PSEA Network with Secretariat Functions under the guidance of the PSEA Network Coordinator (ToRs-rotational basis) • Registration forms for the Network are developed to assess the PSEA capacity of new members and a list of Focal Points is updated regularly  | All yearQ1All year | N/AN/AN/A | RCO, PSEA Inter-AgencyCoordinator |

**Output 5.3 An inter- agency PSEA Network is in place with the resources and expertise necessary to deliver on PSEA outcomes, including to support the implementation of the Management Accountability Framework PSEA related obligations (technical level).**

| Indicator | Target/Benchmark | Key Action | Timeframe | Budget/Funding | Lead Agency/ies |
| --- | --- | --- | --- | --- | --- |
| a. PSEA Strategy informs the PSEA structures and in country work | A PSEA Network, composed of UN PSEA FPs nominated by all Country Representatives is in place | • The PSEA Network Coordinator meets monthly with the PSEA UN Co-chair to ensure consultative processes for PSEA Network meetings, PSEA Technical WG impacting on the operationalization of the MAF and UNCT accountability | All year | N/A | RCO, PSEA Coordinator |
| b. UNCT PSEA Action Plan implementing the MAF PSEA related obligations and Minimum Operational Standards is developed by each organization (will be complemented by the wide-system PSEA action plan to include multi stakeholders/ partners | The PSEA action plan is developed based on the PSEA Interagency PSEA action plan, MAF and MOS | • PSEA Focal Points of UN agencies develop and monitor progress of the implementation of their individual/ organizational action plans • PSEA FPs support Heads of Agencies to share progress/inputs for the Annual Secretary General Management Letter | All yearQ4 | N/AN/A | PSEA FP of UN agencies (support from PSEA Coordinator)UN PSEA FPs coordinated by the PSEA Coordinator |

**Output 5.4 Representatives of the UNCT understand their role to support the Resident Coordinator to deliver on PSEA at the UNCT/HCT level and the PSEA Network at the technical level.**

| Indicator | Target/Benchmark | Key Action | Timeframe | Budget/Funding | Lead Agency/ies |
| --- | --- | --- | --- | --- | --- |
| a. Percentage of UN Agencies who have appointed a dedicated PSEA technical focal point to the PSEA Network (principal and alternate) at mid-senior level | All UN Agencies have appointed PSEA Focal point/s (principal and alternate ideally international and national, at mid-senior level) | • Updated list of focal points disseminated among PSEA FPs | All year | N/A | Each UN Agency |

**Output 5.5 A sexual exploitation and abuse risk management approach, including use of a risk register and workplan or action plan, is in place.**

| Indicator | Target/Benchmark | Key Action | Timeframe | Budget/Funding | Lead Agency/ies |
| --- | --- | --- | --- | --- | --- |
| a. A joint inter-agency risk assessment has been undertaken | A joint assessment has been undertaken and the risks inform the planning of agencies | • The PSEA Network carries out a joint SEA risk assessments and shares the findings and recommendations with the UNCT | Q1 | Internal Resources | UN agencies / Joint through PSEANetwork/ PSEACoordinator |
| b. Country-level risk assessments in respect to SEA are conducted by individual agencies | UN agencies are supporting risk and mainstreaming PSEA to monitor risks regularly | • Comprehensive and/or Sectoral risk assessments conducted regularlya. [Misconduct Risk Management Tool](https://conduct.unmissions.org/sites/default/files/misconduct_risk_mngt_tools_consolidated_vf_24_09_2019.pdf)b. [Sexual Exploitation and Abuse Risk Management Toolkit](https://conduct.unmissions.org/sites/default/files/dpko-dfs_sea_risk_toolkit_28_june_2018_modified.pdf), including use of a risk register and workplan | All year | N/A | UNCT with the support of the PSEA Network |
| c. The extent to which identified risks are incorporated in the planning or programme management | UN agencies are supporting to integrate the PSEA risk matrix in their programme and operational work | • Sensitize M&E personnel about the PSEA risk matrix to integrate PSEA lens in safety audits or other assessments | All year | N/A | Un Agencies (Through PSEA FPs) |