

**ZERO TOLERANCE** for sexual misconduct **Sexual Misconduct perpetrated by UNRWA Personnel** **ZERO TOLERANCE** for sexual misconduct

GBV PERPETRATOR	GBV SURVIVOR
UNRWA PERSONNEL	BENEFICIARY

**UNRWA TREATS IT AS:**  
**Sexual Exploitation and Abuse (SEA)**

**EXAMPLES**

- Pay for sex with money, employment, preferential treatment, goods or services.
- Sexual relationships or activities with anyone under the age of 18.

**UNRWA RESPONSE**

GBV PERPETRATOR	GBV SURVIVOR
<ul style="list-style-type: none"> <li>Complaint/report.</li> <li>Investigation.</li> <li>Disciplinary and/or managerial action.</li> <li>(possibly) referral to national authorities.</li> </ul>	<p><b>GBV SPECIALISED STAFF, INTERNAL AND EXTERNAL REFERRAL.</b></p> <p>If beneficiary is a minor:</p> <ul style="list-style-type: none"> <li><b>CHILD PROTECTION SPECIALIST AND GBV SPECIALISED STAFF.</b></li> <li><b>INTERNAL AND EXTERNAL REFERRAL.</b></li> </ul>

**YOUR RESPONSE AS UNRWA STAFF**

- Inform all beneficiaries of their rights and the complaint system.
- Mandatory reporting of any concern or suspicion regarding sexual exploitation or abuse by fellow worker.
- Create and maintain an environment that prevents sexual exploitation and abuse.

**Refer To:**

**DIOS Hotline**  
+962 (0) 6 5808686 | hotline@unrwa.org  
online complaint form: <https://intranet.unrwa.org/DIOS/Pages/DIOSHotline.aspx>

**Area SEA Focal Points**

**JFO Focal Point for beneficiaries**  
Assistant GBV-Project Associate  
079-8694717 | R.al-khatib@unrwa.org

GBV PERPETRATOR	GBV SURVIVOR
UNRWA PERSONNEL	UNRWA PERSONNEL

**UNRWA TREATS IT AS:**  
**Sexual Harassment (SH)**

**EXAMPLES**

- Off-color jokes about the physical appearance of a colleague.
- Request of sexual activity to obtain a promotion.

**UNRWA RESPONSE**

GBV PERPETRATOR	GBV SURVIVOR
<ul style="list-style-type: none"> <li>Informal resolution OR</li> <li>Formal complaint</li> <li>Investigation</li> <li>Disciplinary and/or managerial action</li> <li>(possibly) referral to national authorities</li> </ul>	<p><b>GBV SPECIALISED STAFF, INTERNAL AND EXTERNAL REFERRAL</b></p>

**YOUR RESPONSE AS UNRWA STAFF**

- Not to engage in or condone prohibit conduct.
- Familiarize with relevant policies.
- Create and maintain an environment that prevents sexual harassment and abuse of authority.

**Refer To:**

**DIOS Hotline**  
+962 (0) 6 5808686 | hotline@unrwa.org  
online complaint form: <https://intranet.unrwa.org/DIOS/Pages/DIOSHotline.aspx>

**Area SEA Focal Points**

**JFO Focal Point for staff**  
Staff Relations Officer  
079-9703041 | S.sulaiman@unrwa.org

**Other forms of GBV of concern to UNRWA**

GBV PERPETRATOR	GBV SURVIVOR
BENEFICIARY/EXTERNAL ACTOR	UNRWA PERSONNEL

**UNRWA TREATS IT AS:**  
**Sexual Violence against personnel**

**EXAMPLES**

- An UNRWA staff member, who is harassed (for instance) by a beneficiary or an employee of a partner organization who insists on beginning an emotional or sexual relationship and perseveres after refusal.

**UNRWA RESPONSE**

GBV PERPETRATOR	GBV SURVIVOR
<ul style="list-style-type: none"> <li>Police.</li> <li>If beneficiary is a minor: CHILD PROTECTION SPECIALIST AND GBV SPECIALISED STAFF</li> </ul>	<ul style="list-style-type: none"> <li>FIELD SECURITY.</li> <li>UNDSS.</li> <li>SUPERVISOR.</li> <li>Field Legal Office.</li> <li>GBV SPECIALISED STAFF, INTERNAL AND EXTERNAL REFERRAL.</li> </ul>

**YOUR RESPONSE AS UNRWA STAFF**

- Follow and adhere to security recommendations and procedures.
- Be aware of the contact details of the relevant staff.

**Refer To: 911**

Supervisor of the GBV survivor  
National Police: 911

Area Staff 24 hours radio room: 079 55 44 137

International Staff (UNDSS) : 079 50 79 97

Field Legal Office

GBV PERPETRATOR	GBV SURVIVOR
BENEFICIARY/EXTERNAL ACTOR	BENEFICIARY

**UNRWA TREATS IT AS:**  
**(Other) GBV**

**EXAMPLES**

- UNRWA student who is sexually abused by schoolmates.
- A female student who drops out from UNRWA school because she is going to be married.
- A woman beaten or raped by her husband.

**UNRWA RESPONSE**

GBV PERPETRATOR	GBV SURVIVOR
<ul style="list-style-type: none"> <li>Only if beneficiary is a minor: CHILD PROTECTION SPECIALIST AND GBV SPECIALISED STAFF</li> <li>INTERNAL AND EXTERNAL REFERRAL</li> </ul>	<ul style="list-style-type: none"> <li>GBV SPECIALISED STAFF, INTERNAL AND EXTERNAL REFERRAL (coordination with Child Protection Specialist if required)</li> </ul>

**YOUR RESPONSE AS UNRWA STAFF**

- Provide Psychological First Aid.
- Refer immediately to GBV specialized staff.
- Ensure and protect confidentiality, safety and dignity of the beneficiary.

**Refer To:**

**GBV NETWORK: GBV Focal Points & GBV JFO Team**

GBV Hotlines  
07914 07118  
07914 07119  
07914 07115  
07914 07057  
07914 07163  
07914 07071  
07914 07112  
07914 07069

Souf Camps/ Jerash Camp  
Zarka Camp  
Irbid Camp/Husn Camp  
Amman New Camp  
Marka Camp  
Baqaa Camp  
Hussein/Nuzha Camp  
Talbyeh

GBV PERPETRATOR	GBV SURVIVOR
BENEFICIARY	BENEFICIARY

**UNRWA TREATS IT AS:**  
**GBV in Emergencies (GBViE)**

**EXAMPLES**

- Wrong location or installations of toilets within UNRWA shelters increases the risk of sexual violence.
- Lack of partitions can increase sexual assault.

**UNRWA RESPONSE**

GBV PERPETRATOR	GBV SURVIVOR
ACCORDING TO SETTING	GBV SPECIALISED STAFF

**YOUR RESPONSE AS UNRWA STAFF**

- Familiarize with relevant documents.
- Assume that GBV is happening and increasing during emergencies and treat it as a serious and life-threatening problem.

**Refer To:**

Chief, Area Office  
Shelter Managers  
Others according to emergency setting