



International Organization for Migration (IOM)
The UN Migration Agency

Prevention of Sexual Exploitation and Abuse (PSEA), IOM's vision and engagement

Working with others at the system level

Both IASC and the UN Secretariat have established multiple forums to address PSEA, and IOM is an active participant in all of them.

There has been considerable mobilization of humanitarian response agencies through the IASC^[1] since 2011 to strengthen institutional and collective progress on PSEA. PSEA is now firmly embedded in the entire humanitarian response system, leadership roles have been articulated, and comprehensive tools are being rolled out to provide guidance to operationalize PSEA commitments.

2011

In 2011, as a result of a 2010 Global Review on PSEA commissioned by on IASC Working Group, IASC began to prioritize PSEA. This included appointing IOM Director General Swing as the IASC Champion on PSEA in order to push for stronger PSEA policies and efforts within, and between, humanitarian response agencies. The IASC Champion convenes bi-annual^[2] meetings of PSEA Senior Focal Points – Deputy DG-level representatives who convene to report on their agencies' PSEA activities – and reports to the IASC Principals on institutional achievements and challenges in implementing PSEA commitments.

The IASC Principals also established the IASC Task Force on Protection from Sexual Exploitation and Abuse in order to support operationalization of PSEA at the collective and individual agency level.^[3]

At the same time, the IASC Principals set forth the Transformative Agenda alongside a series of protocols, including the AAP Operational Framework, in an effort to improve collective humanitarian response. This Framework acknowledges that preventing SEA is considered integral to all operations.

2012

In 2012, humanitarian agencies led by the IASC Champion created the Minimum Operating Standards on PSEA, endorsed by both the PSEA Senior Focal Points and the IASC Task Force on PSEA.

The IASC Task Force on PSEA identified inter-agency Community Based Complaint Mechanisms as a key component in the prevention and response to SEA. In April 2012, the IASC Principals agreed to support a pilot project to establish inter-agency CBCMs to receive and address SEA cases and extract best practices, with the long-term aim of institutionalizing inter-agency CBCMs in all humanitarian response settings. The pilot project commenced

[1] The IASC is the UNGA-mandated body to coordinate humanitarian response comprised of UN agencies, NGOs and IOs.

[2] There have been eleven SFP meetings to date: 14 February 2012, 20 March 2012, 18 September 2012, 1 March 2013, 8 October 2013, 16 April 2015, 1 December 2015, 18 April 2016, September 2016, 17 March 2017, 17 April 2018.

[3] In January 2014, The PSEA Task Force merged with the Task Force on Accountability to Affected Populations to become the IASC AAP/PSEA Task Team, in order to foster a culture of accountability and protection from sexual exploitation and abuse at all levels of the humanitarian system.

2013

in October 2013 and finalized activities in December 2015, resulting in a comprehensive PSEA toolkit.

IASC Task Team (TT) on Accountability to Affected Populations and PSEA holds a PSEA-focused meeting every two months and offers technical support to country teams engaged in PSEA activities. IOM is an active member and has implemented the majority of the TT's work plan since 2013, such as, leading IASC's PSEA Pilot Project (2013-2015) on establishing Community Based Complaint Mechanisms (CBCMs) and rolling out the tools resulting from the pilot initiative for Humanitarian Country Teams and PSEA networks.

In December 2013, the IASC Principals endorsed two reports on PSEA. The first was the "PSEA Progress Report to the United Nations Secretary General" which details achievements in prevention and response to sexual exploitation and abuse by the humanitarian community, as well as challenges and recommendations moving forward. The second report "Challenges and Options to improve Recruitment" includes recommendations to institutionally and collectively reduce the practice of re-hiring SEA offenders. Both endorsed reports were submitted to the UNSG in 2014.

2015

In May 2015, the IASC Principals commissioned a task team of agency experts to develop global Standard Operating Procedures on inter-agency Community-Based Complaint Mechanisms to handle SEA complaints and reports in any humanitarian setting, recognizing that diverse policies and lack of instruction on inter-agency coordination in field offices constitutes a major gap in PSEA success.

In December 2015, the Principals endorsed the IASC Statement on PSEA, which rearticulated the Principals' commitment to eradicate acts of sexual exploitation and abuse by their personnel and reinforced PSEA responsibilities for the Humanitarian Coordinators (HC). The Statement ensures that PSEA has a clear place within the humanitarian architecture and that IASC system-wide responsibility for developing PSEA strategies and action plans is institutionalized. The Emergency Relief Coordinator circulated the Statement to the Humanitarian Coordinators in January 2016, highlighting their new responsibilities and reporting requirements, and the inclusion of PSEA in the HC Compact.

2016

The Annual Humanitarian Coordinators' Retreat was held on 31 May - 01 June 2016 to strengthen the leadership of the coordinators and inform them of available tools to facilitate their work. The IASC Champion as well as the UN Special Coordinator on SEA presented, and HCs engaged in in-depth discussions on PSEA responsibilities and how to operationalize prevention and response systems in their respective settings.

There was significant high-level engagement within the IASC in early 2016 through trainings and PSEA advocacy events. In his capacity as IASC Champion, Ambassador Swing held a STAIT Webinar Training for Humanitarian Coordinators alongside Mohammed Fall, UNICEF Representative in Central African Republic and HCT focal point for PSEA. The humanitarian community's collective responsibility to eradicate SEA from our institutions was emphasized at side events in both the World Humanitarian Summit and the ECOSOC HAS.

In June 2016, the IASC Principals unanimously endorsed the comprehensive toolkit developed through the Pilot Project to aid Humanitarian Country Teams in inter-agency coordination on PSEA initiatives at the field level. These tools directly resolve the issues of differing agency policies, communication challenges, and lack of understanding in the field of how their internal policies allow them to coordinate with outside entities, which impeded past PSEA progress. The guidance covers prevention actions, community engagement, victim assistance referrals and additional measures for preventing and responding to abuse by humanitarian aid workers.

The IASC Principals requested that IOM and the ERC be responsible for rolling out tools and advocating for implementation. The ERC forwarded these tools to the Humanitarian Coordinators in October 2016, asking for their cooperation and support in ensuring that the tools are effectively used at the field level. In response, IOM developed training modules on designing and implementing inter-agency CBCMs, that also rolls out the toolkit.

The Office of the Special Coordinator on PSEA, Ms. Jane Holl Lute, is responsible for issuing the SG's annual report on "Special Measures for PSEA" since 2016, and convenes a meeting every two weeks to discuss the UN response to SEA and to develop protocols for UN Agencies, Funds and Programmes. The group addresses SEA committed by all UN staff, including peace keepers, and is much broader in mandate than the IASC which focuses solely on humanitarian response operations.

The SG's report outlining special measures for protection from SEA includes four pillars of action: 1) putting victims first; 2) ending impunity; 3) engaging civil society and external partners; and 4) improving strategic communication for education and transparency.

The SG appointed a Victims' Rights Advocate for the United Nations, Ms. Jane Connors, in August 2017. Ms. Connors is an Australian legal professional and long-time human rights advocate, and met with IOM senior management in February 2018.

In 2016, the IASC Working Group endorsed IOM as the IASC liaison to the UN Working Group on SEA. The liaison position is intended to ensure that tools developed under the IASC Pilot Project are incorporated into the UN SEA Manual. The liaison should also to flag the UNWG on areas that may potentially duplicate or conflict with current initiatives and tools under the IASC, which has been highly engaged in PSEA since 2011.

In 2017, IOM rolled out the IASC toolkit by providing trainings for PSEA Networks and support for HCTs/HCs to strengthen collective field work to fight SEA, particularly in the creation of joint Community-Based Complaint Mechanisms (the "CBCM Training"). IOM often co-facilitated with UNICEF, delivering trainings in 7 countries to 8 different responses, each resulting in an action plan designed to guide PSEA Network activities for the coming year and ultimately improve PSEA response and reduce the number of SEA incidents overall.

Trained responses in 2017 were: Iraq, Malawi, Yemen, Chad, Nigeria, Turkey (Refugee Response), Turkey (Cross-Border Syria Response) and Lebanon.

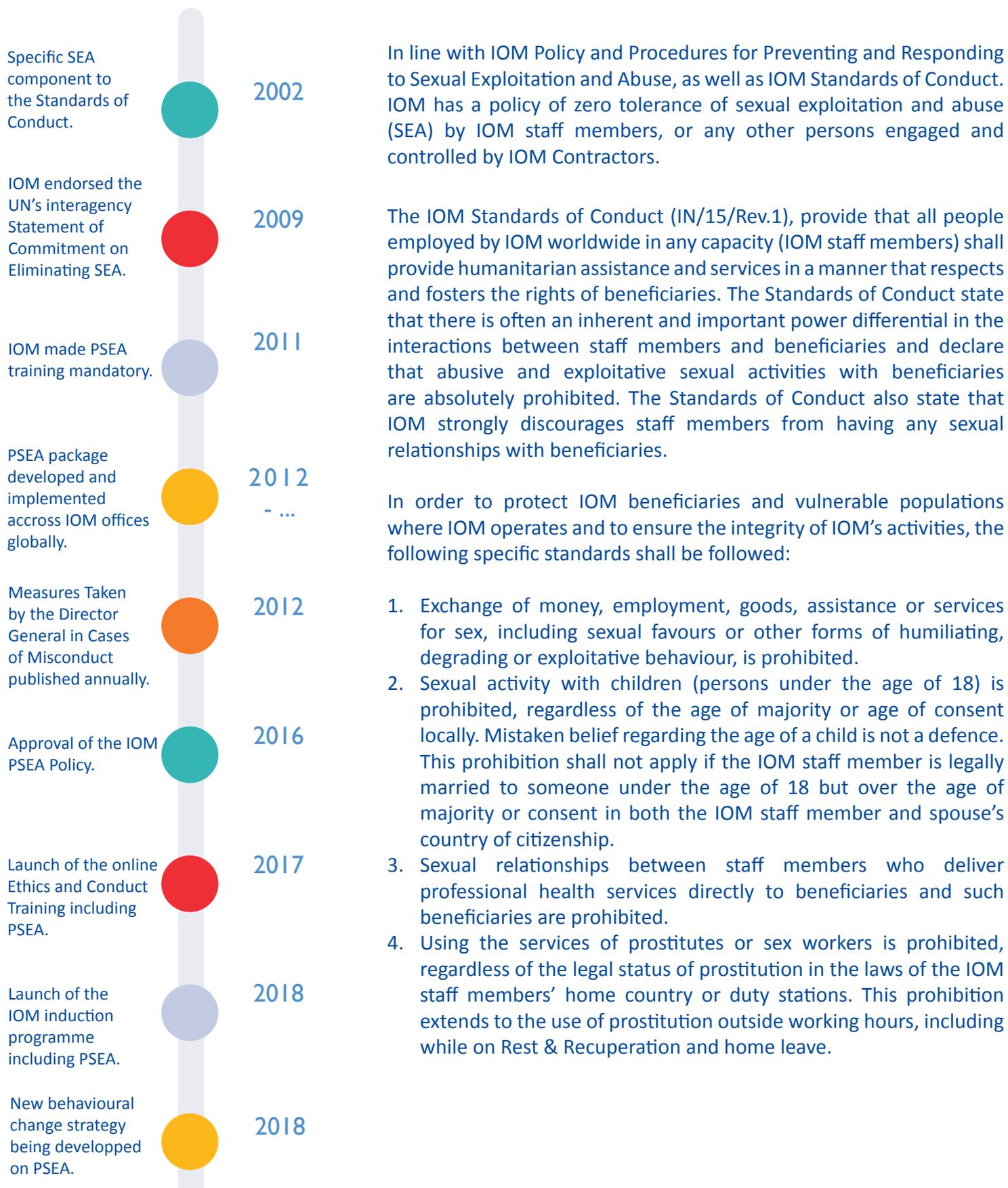
2018

To continue toolkit rollout in 2018, IOM is bringing together PSEA Coordinators and Network co-chairs for a Training of Trainers (“CBCM TOT”) to learn how to deliver the CBCM Training for their own Networks and to engage with representatives of responses in similar contexts so that coordinated information sharing on PSEA good practices is ingrained across humanitarian responses, boosting the capacity of PSEA Networks to support each other.

IOM is working with several colleagues from the IASC and the UN Working Group on SEA to secure participants for the TOT and ensure its successful rollout.

Focussing on accountability for staff and beneficiaries

IOM PSEA milestones



The above-mentioned acts are not intended to be an exhaustive list. The above-mentioned acts as well as other types of sexually exploitive or sexually abusive behaviour constitute serious misconduct and, as such, are grounds for disciplinary measures, including summary dismissal.

All IOM staff members, particularly managers, are obliged to create and maintain an environment that prevents SEA. The failure of IOM staff members to appropriately prevent or follow-up on claims of SEA, may constitute grounds for disciplinary measures.

All contracts between IOM and IOM Contractors shall include the IOM standard PSEA clause, which includes the obligations of IOM Contractors to take measures to prevent and prohibit SEA, to timely report to IOM any allegations, concerns or suspicions about SEA, to investigate allegations relating to their employees or other personnel of IOM Contractors, to take corrective action when SEA has occurred, and to ensure that the SEA provisions are included in all subcontracts. The failure of an IOM Contractor to comply with such contractual obligations shall constitute grounds for IOM to terminate the contract between IOM and the IOM Contractor.

IOM will provide non-financial assistance and support to complainants and victims of SEA as deemed necessary and appropriate on a case-by-case basis. A preliminary assessment of the victim's or complainant's needs arising directly from SEA or alleged SEA should be conducted as soon as possible. The assistance provided to complainants shall aim at fulfilling needs that cannot await the substantiation of a claim. The nature and duration of assistance may vary. This assistance may include immediately needed services (e.g. medical care, psychological counselling, legal advice, provision of shelter, food, clothing and security). Assistance provided to victims is not intended to serve as compensation and shall not be considered, in part or whole, as compensation for damages or injury caused by SEA.

If assistance is deemed necessary and appropriate, IOM will rely on existing local services, such as those already available to the victims of sexual and gender-based violence.

Every IOM staff has an obligation to report in good faith SEA allegations to their immediate supervisor, the PSEA focal point or the Ethics and Conduct Office

IOM Chief of Missions and Staff Members with Managerial responsibilities have included in their annual internal appraisal system a performance indicator linked with their effectiveness on PSEA actions.

IOM Auditors have included in their standard list of risks one linked with PSEA. When auditing IOM Missions they check the recurrence of PSEA training and if there is no regularity it will be highlighted as a risk and corrective measures will be put in place.

IOM CONTRACTORS

VICTIM CENTRED APPROACH

REPORTING

ACCOUNTABILITY

INVESTIGATIONS

In accordance with the 'Charter of the Office of the Inspector General', OIG Investigations seeks to determine whether the Organization's framework of risk management, control and governance processes, as designed and implemented by management, is adequate and functioning in a manner which ensures that allegations of irregularities (fraud, waste, abuse of authority and other misconduct, including but not limited to allegations of SEA) are assessed and, where required, investigated. All allegations of misconduct received by OIG are subject to a preliminary assessment, which involves processing, collecting, preserving and securing basic evidence, and the evaluation of that evidence to determine whether an investigation into reported allegations of misconduct is warranted.

Any allegation of misconduct that is determined to warrant an investigation, is assigned to an investigator and converted to a formal investigation. All investigations conducted by OIG Investigations are administrative in nature. The purpose of an investigation is to examine and determine the veracity of an allegation of misconduct against a subject of investigation, to establish the relevant facts and enable IOM to take appropriate action. Investigative findings shall be based on the facts gathered during an investigation, including inculpatory and exculpatory evidence and related analysis, which may include reasonable inferences.

Investigatory work shall, subject to IOM's specific requirements, reflect generally accepted investigation standards for international organizations, as laid down in the 'Uniform Principles and Guidelines for Investigations', adopted by the 10th 'Conference of International Investigators' and with due regard to the jurisprudence of the International Labour Organization Administrative Tribunal.

At the completion of the investigations process, where required, appropriate action, including disciplinary proceedings, will be initiated by IOM's Legal Issues Division, Human Resources (LEGHR), which advises the organization in respect of privileges and immunities (P&Is) and also makes decisions regarding requests from OIG, to refer cases to national authorities.

In respect of allegations of SEA, OIG Investigations provides quarterly reports on case statistics to the UN Human Resources Policy Services Division, a requirement which is incumbent upon investigations offices in the UN system. These statistics are also shared internally with IOM's PSEA Coordination Group. OIG is also a participant in the UN 'Strike Force on Improving the Investigation of SEA', which is chaired by the Investigations Division of the United Nations Office of Internal Oversight Services.

PSEA training is compulsory for each IOM staff member. Missions have the obligation to organize PSEA awareness raising sessions regularly.

PSEA awareness raising sessions are also included in the IOM Induction package. The IOM Ethics Training "The Values we Share" also includes a PSEA component and has resulted in training more than 11,000 staff and non-staff members.

All efforts are also supported by face to face trainings organized by the Ethics and Conduct Office and the Gender Coordination Unit "both part of the Office of the Director General" in several missions per year.

IOM has trained PSEA UN Country Teams in both Chad and Azerbaijan.

CAPACITY BUILDING/ AWARENESS RAISING

Available tools

INTER AGENCY

- Global Standard Operating Procedures on inter-agency cooperation in CBCMs
https://interagencystandingcommittee.org/system/files/global_sops_-_final.pdf
- Best Practice Guide: Inter-Agency Community-Based Complaint Mechanisms, Protection against Sexual Exploitation and Abuse
<http://www.pseataaskforce.org/uploads/tools/1490964201.pdf>

IOM

- IOM awareness raising Prevention of Sexual Exploitation and Abuse: training curriculum
- Video on fighting Unconscious Bias during recruitment to ensure fairer selection processes leading to more diversity and gender parity.
https://www.youtube.com/watch?v=nbE0EoeXd-M&t=0s&list=PLPbTEMLeBi2m2Q0baKyY6jsZq_uFD7glv&index=21

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