



HUMANITARIAN
RESPONSE
CONSORTIUM



MANUAL ON PROTECTION FROM SEXUAL EXPLOITATION, ABUSE, AND HARASSMENT



Manual on Protection from Sexual Exploitation, Abuse, and Harassment

This project received support from the Interagency Community Outreach and Communications Fund on Protection from Sexual Exploitation and Abuse (PSEA).

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Introduction

Transactional sex, abuse, and harassment are often social norms in vulnerable communities even before disasters impact them. This makes incidents of sexual exploitation and abuse more likely to occur during humanitarian responses, perpetrated by the agencies tasked to provide assistance.

Media outcry over sexual exploitation by international non-government organizations (INGO) and United Nations (UN) staff has forced funders, organizations, and governments to act by implementing reporting systems for such abuses.

Local organizations are forced into complying with these systems for funding purposes without thought given to the differing dynamics within their organizations and their contextual relationship with the communities that they are working with. Additionally, local organizations are subject to cultural and community dynamics that differ from western ideals and require tailored approaches to this community, government, and organizational paradigm shift.

The Humanitarian Response Consortium (HRC) employs a rights-based approach to responses and has established mechanisms for communities to complain about services during its implementation processes. It also works to augment government mechanisms for response and early recovery while also holding local government accountable for their responsibilities to the communities.

In March 2020, the HRC finalized its Safeguarding Policy and Systems which determined that to further its localization of humanitarian leadership, it must move beyond liability mitigation to actually ensuring that communities and staff internalize that sexual exploitation abuse or harassment (SEAH) behaviours are unacceptable and that individuals and organizations must be accountable.

There are also government mechanisms in place to address some of these behaviours but local capacity is limited. Thus, our approach serves as an example and provides a capacity development mechanism to institutionalize these systems once the HRC leaves the area.

The HRC has made a conscious choice that places the survivor in a positive position at the centre of the process. All efforts will be made to create an environment in which staff and partner communities feel that they are safe, or if their trust is violated, that the organization has the integrity to protect the survivor and deal fairly with the issue.

This manual outlines policies and procedures that are in place, but more importantly serves as a guide for the HRC implementing staff and partners on how to use the policy and the Information, Education and Communication Materials (IEC) to communicate the messages to various stakeholders.

Acknowledgements

The policy and messaging development was developed by the Technical Working Group of the HRC with representatives from COM, HOM, IDEALS, Roots of Health, PCCED and RDISK. This process was funded by Christian Aid as one of their last funding projects and legacies prior to exiting the Philippines.

Development of the IEC materials was once again led by the TWG and made possible with the “Interagency Community Outreach and Communications Fund on Protection from Sexual Exploitation and Abuse (PSEA)” through ICVA, IASC and UNOCHA.

The Philippine PSEA Task Force led by UNICEF provided input on materials and supported the HRC’s application for the Outreach and Communications Fund.

Most importantly we acknowledge the partner communities and Local Government Units that we work with during times of crisis. Their inspirational resilience during these times continues to inspire the work that we do and we hope that as duty bearers this policy and its implementation repays their trust in the HRC.

We hope that if our actions break that trust, that they truly hold us accountable through this policy as we work with them to continue to improve this process.

Manual Guide



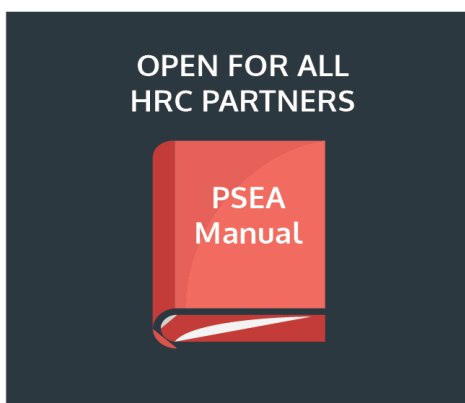
AUDIENCE

This manual is written for the use of management and staff during a response as a reference to ensure that the IEC materials are used correctly and that the messages can be clearly conveyed to different stakeholders in different situations. It also is a crucial resource for the use of Human Resource and management to onboard new staff, contractors and partner organizations.



COVERAGE

This manual and policy only pertains to the HRC when it is working as a consortium. Individual organizations working outside of the consortium are under no obligation to follow this policy. It is advisable that their own policies are aligned in spirit and objective so that staff and management can easily adapt from one set of rules to another.



OPEN SOURCE

This manual and the IEC materials are open source and can be used by any of the HRC member organizations for their own PSEAH purposes. The IEC materials are open source through the PSEA Taskforce Philippines and the worldwide networks of the Outreach project to organizations wishing to use the materials.

COMPONENTS

SECTION 4 outlines the policies and procedures. This determines the types of behaviors that this covers, how we define inappropriate behaviors and systems for reporting, investigation and dealing with complaints. It will be the user guide for management to set up response-based reporting and investigation systems as well as how to follow the process. It also serves as a reference for all staff, management and partners so they all understand the Zero Tolerance Policy and systems.

SECTION 5 is all about how to communicate this policy to different stakeholders. There are 3 objectives to our communications:

1. Ensure that all stakeholders understand the HRC's Zero Tolerance Policy and the desire to be held accountable for their actions.
2. Ensure that stakeholders, particularly the most vulnerable rights holders, understand that they have the right to complain, the mechanisms that they can use for reporting and their expectations for privacy and protection
3. Advocate to other duty bearers that they can also hold us accountable and that they should also comply with international code of conduct standards as well as national and local laws pertaining to SEAH.

SECTION 6 provides guidance notes to translate into local dialects as well as understanding different contexts that staff or management may be unfamiliar with.

Humanitarian Response Consortium Safeguarding Policy

- 4.1 Introduction and Vision
- 4.2 Policy
- 4.3 Organizational Management and HR Systems
- 4.4 Human Rights Awareness Raising
- 4.5 Staff and Management Training
- 4.6 Reporting
- 4.7 Assistance and Referrals
- 4.8 Investigation Process
- 4.9 Safeguarding in Assessments
- 4.10 Safeguarding in Resource Mobilization and Planning
- Appendix Related Materials

4.1 Introduction & Vision

Several incidents of sexual exploitation of vulnerable women and children by staff of International Non-Governmental Organizations (INGO's) have been exposed over the last few years.

Victimization of vulnerable people in any situation, let alone during a crisis, is unacceptable and the public outcry has forced funders and government to hold these organizations more accountable.

In the push for localization, local NGOs must be held to equivalent standards if not higher. It is very likely that incidents of sexual exploitation and harassment by local NGOs happen during disaster response, but may not be considered “newsworthy” and haven’t become widely known.

Men, women and children in vulnerable communities may not recognize exploitation when it is happening as it may be the norm.

If they do know, they are often powerless to complain. Transactional sex, abuse and harassment often occurs in these communities and has become somewhat normalized and accepted.

Current INGO Safeguarding relies only on staff and partners filing complaints or blowing the whistle. However, there are power imbalances in the workplace and these, as well as contractual arrangements for partners, can lead individuals to turn a blind eye instead of reporting cases of abuse.



Additionally, the community itself is excluded from the process.

The HRC has always worked to empower communities in a rights-based approach to disaster response. This includes accountability mechanisms which allow communities and individuals to complain about standards of service. However, we have not informed the community about the HRC codes of conduct and what community member rights are with respect to HRC's behavior within the community. **We seek to remedy this.**



“ Empowered partner communities provided with high quality services, free from any acts related to sexual exploitation, abuse, and harassment. In case of any human rights infringements, HRC will be held accountable through a robust, transparent and contextually appropriate complaints, investigation and resolution system.

This is our vision for the communities we work with.

4.2 Policy

"Empowered partner communities provided with high quality services, free from any acts related to sexual exploitation, abuse, and harassment. In case of any human rights infringements, HRC will be held accountable through a robust, transparent and contextually appropriate complaints, investigation and resolution system."

Code of Conduct

HRC will enforce this policy with zero tolerance. All reports will be investigated thoroughly and appropriately following the procedures outlined and sanctions enforced.

This Policy and Procedures is approved and endorsed by the Executive Directors of the Member Organizations during a meeting in February 2020.

Definition of Terms



Sexual exploitation

Any actual or attempted abuse of a position of vulnerability, differential power or trust for sexual purposes, including, but not limited to profiting monetarily, socially or politically from the sexual exploitation of another.



Sexual abuse

Actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions.



Sexual Harassment

Any act of a perceived sexual nature that makes one uncomfortable and causes distress.

Systems

1

Information dissemination and orientation for staff contractors and partner governments and communities.

4

IEC materials will be used in partner communities during humanitarian response. This will include details on reporting procedures.

2

New employee, consultants, and organizational contracts will include detailed acknowledgement of the PSEAH policy and procedures and will be required to undergo trainings.

5

Reporting systems set up to allow anonymity and confidentiality to high level management leading to investigation and feedback.

3

Contracts with service providers will include PSEAH provisions

6

Investigation systems and corrective measures and sanctions.

4.3 Organizational Management & HR Systems

The following clauses will be part of contracts as of September 2020.

EMPLOYMENT & CONSULTANCY CONTRACT

"HRC has a zero tolerance policy regarding sexual harassment, exploitation and assault.

Employees/Consultants must familiarize themselves with the prevention of sexual exploitation, assault and harassment policies and reporting mechanisms.

Sexual harassment is deemed any behavior within a sexual context that makes someone uncomfortable. These behaviors pertain to interactions between employees, partner community members, partner LGU's, contractors and partners.

The employee will be required to attend training sessions and orientation on this policy when directed by management and records of attendance will form part of the employee record.

The employee is also expected to report this type of behavior through the reporting system if they witness or are told about incidents deemed reportable."

CONTRACTORS CONTRACT

"HRC has a zero tolerance policy regarding sexual harassment, exploitation and assault. Contractors must familiarize themselves with the prevention of sexual exploitation, assault and harassment policies and reporting mechanisms. Sexual harassment is deemed

any behavior within a sexual context that makes someone uncomfortable.

These behaviors pertain to interactions between contractors, HRC staff, partner community members, partner LGU's, and HRC partners. Behaviors or reported incidents that are proven to be contrary to this policy will result in contract termination.

Contractors may be required to attend training sessions and orientations on this policy when directed by HRC.

Contractors are also expected to report this type of behavior through the reporting system if they witness or are told about incidents deemed reportable."

PARTNER CONTRACTS

This will depend on the nature of the partnership and negotiation with the partner regarding how partners can use HRC reporting systems and if there is capacity for HRC to also report the partners inappropriate behaviors.

Background checks for new employees/consultants

Background checks on new employees will include direct questions of employment references and where possible review of NBI checks relative to sexual offences.



4.4 Human Rights Awareness Raising

Outcomes

- **Communities** as rights holders, particularly women and children, are aware that they do not have to tolerate abusive, exploitative or harmful behaviors from aid givers. They have the right to receive assistance without being exposed to this. They have the right and means to complain and receive due process without fear.
- **Other duty bearers**, both government and non-government, actively participate in providing accountability systems with communities for these abusive behaviors.

Outputs

- **A. Clear messaging for communities and HRC staff that:**
 - a. Explain applicable human rights
 - b. Explain what behaviors are inappropriate
 - c. Explain how to make complaints or “blow the whistle” on inappropriate actions or situations
 - d. Assure individuals of anonymity should they raise any concerns or complaints
- **B. Specific message delivery mechanisms targeting the most vulnerable and providing opportunities for feedback during the messaging**
- **C. Feedback mechanism to ensure that messaging and delivery is contextually appropriate and targeting correct groups.**
- **D. Legal basis for messaging and targeting for other duty bearers**

4.5 Staff and Management Training

All staff and management will undergo onboarding orientation and there will be annual refresher training. Attendance sheets will be kept on file for HR records. These trainings will include:



Definition of SEAH and why HRC maintains a zero tolerance policy



Case study review for different situations



Overview of reporting systems



Messaging training for conveying the policy to government and community partners

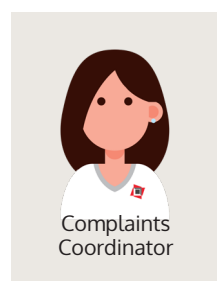


4.6 Reporting

Complaints about the behavior of HRC staff and management, contractors or implementing partners with HRC can be made directly to designated contractors retained by HRC for reporting and investigation. HRC's Human Resource or Gender Officer will be the focal point for inquiries and knowledge regarding this policy and its implementation.



HOW TO MAKE A COMPLAINT OR REPORT?



All complaints will be coursed through HRC's Complaints Coordinator who will evaluate the complaint, reply to the complainant and instigate investigations.

If the complaint is made by someone as a witness (whistleblower) or on behalf of the complainant, they can start the discussion but prior to resolution it must come from the complainant themselves, or in the case of a minor or somebody with mental challenges, an appropriate guardian or representative.

WHAT ARE THE AVAILABLE REPORTING CHANNELS?

Within HRC and throughout projects there will be wide dissemination about the policy. To ensure that there is access for all staff, contractors and the partner communities/governments at large there will be several avenues for reporting.

Complaints via Electronic Means

1. Phone or text hotline numbers to be held by the Complaints Coordinator
2. Viber or WhatsApp will be to the same number
3. An email address held by the Complaints Coordinator specific for this purpose

Complaints via Suggestion Boxes

1. Locked box
2. Cleared every three days with replacement box and sent to designated contractor for opening and processing
3. Located in EC's and other strategic locations next to posters explaining the policies and process. A poster will specify that the box is only opened every three days and will suggest also using one of the electronic means for faster response.

WHAT TO INCLUDE IN THE REPORT?

When making a report the following information serves as a guide of information required to start an investigation.

1. Offensive Action:

Actions or words that led to the discomfort for sexual harassment.

Nature of the assault, noting that assault is any physical act that causes discomfort

Implied or actual request or action of a sexual nature that was required for receipt of goods, services or favorable actions

2. Time, date and place

3. Possible witness(es)

4. Does the complainant want to be contacted and how should contact be made

COMPLAINT REPORT

Offensive Action:

Time, Date, Place:

Possible Witnesses:

Does the complainant want to be contacted? How should contact be made?

All reports will be investigated. If the investigation at any stage shows that this is a false and/or malicious complaint there will be sanctions as outlined in Part 6 of this policy.

COMPLAINTS AND REPORTING PROCESS

Upon receipt of all complaints, where possible, the Complaints Coordinator will acknowledge complaints within 24 hours of receipt with potential timeline for investigation.

For serious cases involving assault immediate mitigation strategies will be implemented.

This can include:

1. Immediately request for the relocation of the survivor to ensure safety and security.
2. Ensure that immediate needs are provided and services are accessed, like shelter, food, medical-legal, psychosocial first aid

4.7 Assistance & Referrals

1. Where complaints rise to the level of criminality, HRC will work closely with the survivor to work with the Police and/or local Violence Against Women Mechanisms to ensure that complaints are laid and the survivor protected. This process includes:



a. Approaching the appropriate level of authority (barangay, city, or municipality) Police through their Violence Against Women's Desk to determine anonymously on behalf of the survivor course of action, potential issues of safety and security, as well as history of similar complaints in the past.

b. Work with the survivor and guardians or support network to provide the maximum amount of information on what is possible as well as potential issues.

c. If the survivor wants to proceed HRC will provide a lawyer and assistance to make the formal complaint and ensure that the authorities make the proper protection measures for the survivor.



2. HRC will work with local private service providers for services and assistance up to a value of Php 20,000 if there are no government agencies locally available for psycho-social professional assistance.

3. For survivors that are part of HRC's staff, all efforts will be made to ensure that they have access to government and private services for assistance through health insurance and up to Php 20,000 worth of counseling outside of the health insurance coverage. Additionally, there will be measures to mitigate impacts of the fall out within the workplace.



4. Funding requests for advocacy programs and survivor support assistance will be conducted for projects and programs.

4.8 Investigation Process

Complaints Coordinator will notify the HRC Coordinator. If the Coordinator is involved the ED of Gender Focal organizations will be notified.

If the perpetrator of the action is a staff of HRC or a contractor on site, HRC will immediately take the person off site. The perpetrator will also be provided a first notice of complaint and notified of the investigation.

The Complaints Coordinator will start the investigation. In general, this will include:

- Interview of the complainant
- Evidence gathering and interviews of witness/s
- Interview of the accused.
- Report with recommended actions for the Executive Director or Board.

During the interview of the complainant, Complaints Coordinator needs to ascertain:

- If HRC needs to coordinate with Police on the investigation
- The need for counseling from an independent counselor (up to PhP50,000)
- If the complainant is determined to be making a false complaint determine reasons and if counseling is needed (up to PhP20,000)
- If the false complaint is submitted by a staff member, that person will face termination from HRC, and the accused reinstated with lost income due to suspension replaced by HRC. The Executive Director and HR staff will also circulate a statement to the response staff/teams providing information/clarifications on what transpired.

ED, HR Officer and line management will review the report and take the most appropriate actions in compliance with the Zero Tolerance Policy.

- Termination from the project and/or HRC.
- If perpetrator is an individual contractor to HRC they will be terminated and put on a list to ensure that they are not contracted in the future.
- If the perpetrator is from a partner organization they will be removed from the project and negotiations started with the partner to ensure that appropriate actions are taken. If the action is not appropriate, contract termination will be carried out and organization blacklisted from future work.
- Where needed HRC will cooperate with the Police if criminal acts are involved.
- If counseling has not been provided during the investigation, then the same support for the complainant can be extended.
- There will be no cash compensation for complainants from HRC.

	Process	Timeline	Person Responsible
1	Complaint received	Receiver alerts Coordinator immediately	Receiver alerts Coordinator
	Receiver alerts Coordinator who convenes EXECOM		Coordinator alerts EXECOM
	Receiver formally records complaint on a form, both parties to sign the form	<p>Form is written up and signed as soon as possible, ideally within 1-3 days or ASAP.</p> <p>If complainant wishes to remain anonymous, he/she can be connected to a lawyer who will sign the complaint to keep the complainant anonymous.</p> <p>If complaint is not directed at an individual by name but indicates a specific team, the whole team will be investigated and the whole team will sign the complaint.</p>	Receiver writes up form for both to sign
2	Coordinator / EXECOM organize removal of the accused from the workspace	Removal from workspace of accused and launch of an investigation within 24 hours	<p>Coordinator / EXECOM to organize removal of accused</p> <p>Investigation to be conducted by outside third party, ideally lawyers on retainer</p>
	<p>Psychosocial assessment of complainant</p> <p>Recommendation or referral to care as needed</p>		Psychosocial assessment of complainant to be conducted by an outside mental health specialist if complainant chooses or requests this
3	Updates to complainant	Within 24 hours of accused removed, update on investigation within 3 days or ASAP if it concludes faster	EXECOM / Response Manager to provide updates to complainant and accused's mother organization
	Updates to mother organization	Every day until conclusion	
4	Resolution of complaint	Within 24 hours of the conclusion of the investigation, after the complainant and mother organization of accused have been updated	EXECOM
	Communication with mother organization		
	Documentation of process		
	Explain situation to HRC staff		



4.9 Safeguarding in Assessments

The following steps outline the process of conducting rapid assessments in communities and indicates how safeguarding can be introduced to internal and external partners.

1. Briefing of HRC Staff: During the briefing with the HRC team, discuss the Safeguarding Policy and stress that HRC has zero-tolerance for any behaviors related to SEAH.

2. Assessment: During the rapid assessment phase, the assessment team should use proxy indicators (see bullet points below) to determine a baseline for understanding perceptions about transactional sex.

As the response progresses past the initial response stage and while conducting the technical assessment, a deeper understanding is needed, so a social investigation of the community to understand their norms and realities in order to better understand the local culture and expectations should be undertaken. Some things to consider include:

3. Ethnicity: What is the ethnic makeup of the partner community, and how might this affect the norms and expectations for behavior?

4. Focus group discussions and key informant interviews: Conduct FGDs and KIIS and try to get information on the situation of women in the community. Questions to ask include:

- Is there a presence of sexual exploitation (SE)?
- Is there a presence of Violence against Women (VAW)?
- Is there an active Philippine National Police (PNP) Women's desk?
- Do camp management systems take into consideration issues of SEAH and VAW?

5. Proxy Indicators: Observe proxy indicators that can affect incidences of SEAH and VAW including:

- Girly bars: Are there many girly bars and similar establishments? Are they visible, or hidden?
- Poverty levels: What are the levels of poverty? Are the community members urban poor or informal settler families (ISF)? What are the levels of desperation observed?

6. Political Climate: How does the government behave?

- Do political leaders in the area make inappropriate jokes regarding sex, rape or a women's role in the family
- Does the local chief executive have multiple wives/partners?
- Have local chief executives been accused of anything related to SEAH or VAW?
- What are the general attitudes of local leaders when the issues of SEAH, VAW or Safeguarding are raised?

4.10 Safeguarding in Resource Mobilization and Planning

To ensure the proper implementation of the HRC Safeguarding Policy, core aspects must be integrated into budget lines. Aspects include:



Visibility

Signage, tarps, posters to ensure the Safeguarding Policy is well-known.



IEC Materials

To be distributed to partner communities along with whatever materials are initially provided.



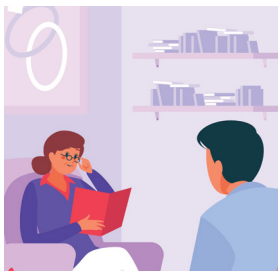
Staff

Ideally HRC will have a Safeguarding Officer. In the absence of funding for this sole responsibility, an Advocacy Officer or Gender Focal Person could take the lead on Safeguarding implementation.



Potential investigations

Cover the costs of hiring a third party to investigate. Other costs HRC or HRC organizations will incur include costs associated with removing the accused from the premises and potentially getting a replacement staff person from the accused's mother organization.



Counseling Services

To be provided as needed to the complainant, possibly to the accused especially if the complaint is later proved to be false.



Meeting Costs

Venues and meals



Orientations

Orientations for various partner groups to introduce Safeguarding Policy and respond to any questions or clarifications.

Gender sensitivity discussion

Basis for educating HRC staff on gender. Using discomfort as a marker for sexual harassment is helpful and a powerful tool to change perception. We can leverage gender in safeguarding.



Appendix: Related Materials

- Create a checklist for base-lining and assessment
- Compile relevant info for BARMM based on religious teachings, etc.

Safeguarding Checklist for Rapid Assessment in Communities

This checklist will provide a quick picture of the vulnerabilities in the area during the rapid assessment phase.

Questions	Yes / No	Comments / Notes
Poverty Are there community members who are from the urban poor / informal settler families (ISF)?		
Are there GIDA communities?		
Are you a minimum wage earner? Are you able to set aside income for savings?		
Presence of sex industry Are there many girly bars and similar establishments? Are they visible or hidden? What do women do for income? Do many women migrate to the cities for work?		
Presence of sexual exploitation Is there a presence of sexual exploitation (SE) cases? (asked at LGU/PNP level)		
Is there a presence of Violence against Women (VAW) cases? (asked at LGU/PNP level)		
Is there an active Philippine National Police (PNP) Women's desk? Is there gossip/chismis about girls trading sex for services or prostitution during disaster situation? (ask from people from community)		
Ethnicity What is the ethnic makeup of the partner community? And what are traditional attitudes to sex and the role of women and girls		

Safeguarding checklist for Baseline in Communities, P/C/M/BLGU

This checklist will provide more in-depth knowledge regarding social attitudes and understanding, presence of existing mechanisms, local leaderships attitude, understanding of the existing sex industry for the baseline.

Questions	Yes / No	Comments / Notes
Poverty Do people resort to transactional sex during economically desperate situations? What are the levels of desperation observed? Are families able to provide meals for themselves and their families? What meals did they have in the last 2 days?		
Presence of sex industry Are the workers of these establishments not originally from the community? How are these migrations affecting the community?		
Presence of sexual exploitation Do camp management systems take into consideration issues of SEAH and VAW? (for authorities) Are cases of SE and VAW addressed in the local community? How? (for authorities) Do people have sex at the camp? Where do people have sex at the camp? Is there gossip or chismis about prostitution? (for community)		
Do you have written procedures (or a single procedure) if someone is worried that a vulnerable adult or child might be being abused or at risk of abuse?		
Political Climate Do political leaders in the area make inappropriate jokes regarding sex, rape or women's role in the family		
LCE attitude and behavior towards intimate partner/ wife/husband For non-Muslim communities: Does the local chief executive have multiple wives/partners? For Muslim communities: get inputs from HOM Rep.		
Have local chief executives been accused of anything related to SEAH or VAW? What are the general attitudes of local leaders when the issues of SEAH, VAW or Safeguarding are raised?		

Questions	Yes / No	Comments / Notes
Do you have written procedures (or a single procedure) if someone is worried that a government official (barangay, city/municipal, provincial) might be abusing someone?		
Ethnicity Does the different ethnic makeup of the community affect the norms and expectations for behavior? How?		

Communication Plan and Messaging

Stakeholders: All

Stakeholders	All
Audience	<ol style="list-style-type: none"> 1. Cluster meetings and other service providers 2. All Levels of LGU's 3. National Government Agencies 4. Partner communities with access to social media and radio 5. Funders
Message	Empowered partner communities provided with high quality services, free from any acts related to sexual exploitation, abuse, and harassment. In case of any human rights infringements, HRC will be held accountable through a robust, transparent and contextually appropriate complaints, investigation and resolution system.
Objectives	<ol style="list-style-type: none"> 1. HRC Zero Tolerance for SEAH by our staff, management and partners 2. There are systems in place and here's how to access 3. There are no reasons why individuals receiving aid should be subjected to SEAH from any agency.
Key Talking Points	<p>Definition of SEAH is:</p> <ul style="list-style-type: none"> o "Sexual exploitation" is any actual or attempted abuse of a position of vulnerability, differential power or trust for sexual purposes, including, but not limited to profiting monetarily, socially or politically from the sexual exploitation of another. o "Sexual abuse" is the actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions. o "Sexual Harassment" is any act of a perceived sexual nature that makes one uncomfortable and causes distress. o HRC has zero tolerance for this within its staff, management or partners and if anyone is subjected to this behavior or witness's it they can file a report o Reporting mechanisms are through electronic means ie. viber, WhatsApp, facebook, phone or email which is directed to an independent investigator. Anonymity where requested will be maintained o It is not shameful to report these activities and there are no behaviors by survivors that warrant this behavior.
Relevant IEC materials	<ol style="list-style-type: none"> 1. Video 2. Radio Spot 3. Brochures

Communication Plan and Messaging

Stakeholders: HRC Staff

Stakeholders	Staff
Audience	<ol style="list-style-type: none"> 1. Member Management 2. Member Staff 3. Locally Hired Labor 4. Locally Hired Consultants 5. Non Member Partner staff 6. Contractors ie. drivers for vehicle hire, suppliers, construction contractors etc.
Message	<p>Partner communities and HRC have the right to work in an environment free from SEAH. This creates a dignified and respectful work space for all stakeholders. The zero tolerance policy defines SEAH as anything that brings discomfort, and will be quickly dealt with.</p>
Objectives	<p>Definition of SEAH is:</p> <ul style="list-style-type: none"> o "Sexual exploitation" is any actual or attempted abuse of a position of vulnerability, differential power or trust for sexual purposes, including, but not limited to profiting monetarily, socially or politically from the sexual exploitation of another. o "Sexual abuse" is the actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions. o "Sexual Harassment" is any act of a perceived sexual nature that makes one uncomfortable and causes distress. o HRC has zero tolerance for this within its staff, management or partners and if anyone is subjected to this behavior or witness's it they can file a report o Reporting mechanisms are through electronic means ie. viber, WhatsApp, facebook, phone or email which is directed to an independent investigator. Anonymity where requested will be maintained o It is not shameful to report these activities and there are no behaviors by survivors that warrant this behavior. o Confidentiality and protection of the survivor is the number one priority of the HRC

Key Talking Points	<ol style="list-style-type: none"> 1. It is everyone's responsibility to police this policy as it's vital to the integrity of the HRC 2. Your own organizations policies and/or culture is superseded by this policy when working as the HRC. 3. The Survivor is at the center of the process and it is their perceptions that are prioritized, their safety that is prioritized 4. HRC will provide some assistance or referral to local service providers to survivors for psycho-social assistance. 5. Yes, the level of discomfort is a moving target and is the survivor's perception. All staff need to make sure that they consider their behavior from the other side and should avoid all sexually contextual interactions if there is any doubt about the receptiveness of the other party. 6. For criminal acts we will prosecute. 7. If terminated and potential employers ask regarding service we will inform them that you were terminated for just cause. 8. You will sign a form stating that you are aware of the policy and that you will abide by the policy.
Relevant IEC materials	<ol style="list-style-type: none"> 1. Policy 2. Poster for workspaces 3. Video



Communication Plan and Messaging

Stakeholders: Community Partners

Stakeholders	Community Partners
Audience	<ol style="list-style-type: none">1. Women2. Men3. Children4. LGBTQI5. Urban Poor6. Fisherfolk7. Farmers8. Muslim9. Christian10. Socially Excluded (PWDs, elderly, marginalized communities)
Message	<p>You have the right to receive the services you need without any sexual favors or harassment in exchange. We at HRC strictly implement our zero-tolerance policy. We do not allow any form of SEAH or acts that cause discomfort against any person. In any incident, you have the right to complain anonymously and we will take action.</p> <p>Kayo ay may karapatan na tumanggap ng serbisyo ayon sa inyong pangangailangan na walang anumang kapalit lalo higit sa usaping sekswal at/o pananakot. Kaya kami sa HRC ay nagpapatupad ng aming polisiya na di pahihintulutan kailanman ang anumang anyo ng paglabag sekswal Wat iba pang pag-atake sa personalidad ng sinuman. Kung may mangyaring ganito, kayo ay may karapatang magreklamo sa HRC at sinisiguro na pangangalagaan ang impormasyon na natanggap, at ito ay bibigyan ng agarang aksyon.</p>

Objectives	<p>Definition of SEAH is:</p> <ul style="list-style-type: none"> o "Sexual exploitation" is any actual or attempted abuse of a position of vulnerability, differential power or trust for sexual purposes, including, but not limited to profiting monetarily, socially or politically from the sexual exploitation of another. o "Sexual abuse" is the actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions. o "Sexual Harassment" is any act of a perceived sexual nature that makes one uncomfortable and causes distress. o HRC has zero tolerance for this within its staff, management or partners and if anyone is subjected to this behavior or witness's it they can file a report o Reporting mechanisms are through electronic means ie. viber, WhatsApp, facebook, phone or email which is directed to an independent investigator. Anonymity where requested will be maintained o It is not shameful to report these activities and there are no behaviors by survivors that warrant this behavior. o Confidentiality and protection of the survivor is the number one priority of the HRC
Key Talking Points	<ol style="list-style-type: none"> 1. The Survivor is at the center of the process and it is their perceptions that are prioritized, their safety that is prioritized. 2. There is no shame for the survivor or their family and no behavior by the survivor deserves this treatment. 3. There is no cost associated with the complaints system and you may enlist the assistance of barangay or informal leadership in processing the complaint. 4. The HRC will provide assistance in referring any legal complaints that justify criminal prosecution. 5. The HRC will remove from the worksite the perpetrator even during the investigation process. 6. This system is in place to not only protect our most vulnerable but to also discourage unlawful acts in retribution. Use the system to hold us accountable without putting people and the response at risk. 7. All people deserve this respect. This includes our LGBTQI community that must not be treated any differently. Also it is our collective responsibility to look after our most vulnerable (elderly, PWD, marginalized communities) and be their voice if we see something that is not right. 8. HRC will provide some assistance or referral to local service providers to survivors for psycho-social assistance.
Relevant IEC Materials	<ol style="list-style-type: none"> 1. Video 2. Radio Spot 3. Brochure 4. Tarpaulins <ul style="list-style-type: none"> o What is SEAH and why is it wrong o How to report and how to look after each other 5. Orientations during distributions which include the talking points.



Communication Plan and Messaging

Stakeholders: Barangay Leadership

Stakeholders	Barangay Leadership
Audience	<ol style="list-style-type: none">1. Captain2. Kagawads3. BHW's4. Tanod's5. Purok Leaders6. VAW desks or Womens affairs point person7. SK
Message	Your constituents have the right to receive the services they need without any sexual favors or harassment in exchange. We at HRC strictly implement our zero-tolerance policy. We do not allow any form of SEAH or acts that cause discomfort against any person. In any incident, they have the right to complain and we will take action. As the community's primary duty-bearer, HRC expects you to enforce the laws that protect your constituents, and work with us to prevent, and or investigate and take action in any instances of SEAH.
Objectives	<ol style="list-style-type: none">1. Brgy leadership aware of the accountabilities that the HRC should be held to.2. Awareness of systems so that they can properly help their constituents to file complaints.3. Awareness of their constituent rights regarding SEAH and incentive to move towards more positive interactions with the communities themselves

Key Talking Points	<p>1. There are several laws that Brgy leadership should be enforcing within their communities that deal with sexual exploitation, assault, harassment. These include</p> <ul style="list-style-type: none"> - Anti Sexual Harassment Law - Anti Rape Law - VAWC - Magna Carters on Women and PWD's - CHS. <p>2. The HRC's policy is in line with these laws as well as its sense of responsibility.</p> <p>3. We encourage the Brgy leadership to be cognizant of the HRC mechanisms and if they become aware of acts that violate the Zero Tolerance Policy that they can use these mechanisms or assist survivors so that they can be held accountable.</p> <p>4. As the governments duty bearers it is expected that the barangay LGU's also abide by these laws and also hold accountable other duty bearers, government and non-government to protect their most vulnerable populations in this moment of crisis.</p> <p>5. Understand that no-one despite their actions, sexual orientation, ethnicity or way they dress should be subjected to these acts and have the right to hold perpetrators accountable.</p> <p>6. Complaints and holding the HRC to account will not impact the delivery of assistance.</p>
Relevant IEC Materials	<p>1. Brochures</p> <p>2. Tarpaulins</p>



Communication Plan and Messaging

Stakeholders	Funders
Audience	<ol style="list-style-type: none"> 1. UN Agencies 2. INGO's 3. ODA's 4. Faith Based Agencies 5. Corporations 6. Corporate Foundations 7. Foundations 8. Individual Wealthy Donors 9. Public Fundraisers
Message	HRC's zero tolerance for SEAH is manifested by our policies and systems that ensure that partner communities and staff have the means to report misconduct which will be investigated and responded to in a timely, respectful and responsible manner.
Objectives	<ol style="list-style-type: none"> 1. Contractual compliance with funders requirements 2. Setting of expectations during visits with respect to HRC staff and partner communities and LGU's. 3. Assurance to funders that HRC will behave ethically in their service delivery
Key Talking Points	<ol style="list-style-type: none"> 1. Our systems are survivor centric and we work hard to make sure that partner communities can report issues. 2. Our level for harassment is based on the discomfort of the survivor. 3. We expect all of our stakeholders to behave appropriately with our partner communities and staff
Relevant IEC Materials	<ol style="list-style-type: none"> 1. Brochure as an example 2. Contract clauses and proposals with line items that include funding for systems.

Stakeholders: Funders & Other Implementors

Stakeholders	Other Implementors
Audience	<ol style="list-style-type: none"> 1. INGO's 2. LINGO's 3. PO's 4. CSO's 5. Faith Based Agencies 6. Corporate Foundations 7. UN Agencies 8. National Government Agencies
Message	HRC's zero tolerance for SEAH is manifested by our policies and systems that ensure that partner communities and staff have the means to report misconduct which are investigated and responded to in a timely, respectful and responsible manner. Safeguarding crosscuts several of the core humanitarian standards we all adhere to and as locally-led humanitarians, we believe it should be our duty to hold this standard high.
Objectives	<ol style="list-style-type: none"> 1. Potential 3rd party whistleblowers that hold us more accountable 2. Promotion of the HRC brand as an ethical implementer
Key Talking Points	<ol style="list-style-type: none"> 1. The HRC is diligently working within our partner communities and in partnership with LGU's to develop the communities understanding of SEAH and how to report to the HRC behaviors that are inappropriate. 2. This is developed specifically to hold the HRC accountable to maintain our integrity as ethical duty bearers. 3. There may be incidents when people report acts that involve other implementers. It would be best if you advise the HRC management how you want us to deal with this.
Relevant IEC Materials	<ol style="list-style-type: none"> 1. Brochure

Translation and Context Guidance Notes

SEAH is sensitive subject and perceptions are guided by the environment, power structures, culture, religion and socio-economic status.

In conveying the message in different areas and to different audiences the spokespeople need to be aware of these different influences on behaviors and understanding. Communication in the local dialect is always key to creating better understanding.

When working in different areas where English and Tagalog are not dominant languages both the printed and spoken materials will require translation. Direct word for word translation is insufficient as we are trying to convey a concept that is unfamiliar and can be confronting.

To translate requires tapping of local skilled individuals that not only are fluent in the local language but also has an understanding of the community factors that will shape the reception of the partner communities to the message:

- Must be fluent in the local dialect
- Either resides in the area or has long term relationship with the sectors we are targeting and understands the influences on these types of issues.
- Capacity to translate more than words but actually concepts.

Key concepts for translation:

- Defining Sexual Assault, Exploitation and Harassment
- No matter how you dress, what you say, how you act, what your sexual orientation is there are no reasons that you should be treated this way.
- There is no shame for you or your family in reporting these issues and the HRC will treat these confidentially.
- There are several ways to report issues and the HRC will not remove assistance from the community or family if it reports.
- The HRC must be held accountable and has a Zero Tolerance Policy.

For areas where the HRC has limited local experience even after translation of materials there may be a need to hold FGD's with barangay officials and residents to test that the messaging is understood. Where resistance to the messaging is encountered by key officials or influential members of the community an FGD can be held to:

- Explain that this is based on law
- The reporting system is primarily for the HRC and holding us accountable.
- We would like them to understand that this is a human rights issue where people should be able to work or participate in their relief efforts without having to be exposed to these behaviors.

