



PWRDF

The Primate's World Relief
and Development Fund

PREVENTION OF SEXUAL EXPLOITATION AND ABUSE (PSEA) PROCEDURES AND GUIDELINES

PWRDF
THE PRIMATE'S WORLD RELIEF AND DEVELOPMENT FUND
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INTRODUCTION

PWRDF works in partnerships with organizations in Canada and throughout the world to support people-centred development that improves the quality of daily life for vulnerable populations, promotes self-reliance, and addresses root cause of poverty and injustice.

PWRDF, together with partners/agents, supports humanitarian, development and advocacy programmes. PWRDF Board, management and staff are expected to uphold and promote the highest ethical and professional standards in their professional and work life.

PWRDF is committed to providing a workplace safe from any form of sexual misconduct including sexual harassment, sexual exploitation and sexual assault. PWRDF has policies on sexual misconduct and workplace anti-violence, harassment and sexual harassment. Compliance with these policies is a condition for employment. The PWRDF Prevention of Sexual Exploitation and Abuse Guidelines and Procedures build on relevant existing policies and strengthen PWRDF's commitment to stand up against sexual exploitation and abuse. The PSEA guidelines draws inspiration from our values and mandate and underpin partnership best practices of respect, dignity, hope for a fullness of life for each an all.

The PSEA Guidelines applies to:

PWRDF

- Board Members
- Employees
- Volunteers
- Interns
- Service providers

PARTNERS

- Board Members
- Employees
- Volunteers/community based workers
- Committee members associated with PWRDF funded projects
- Community leaders associated with PWRDF funded projects
- Government authorities/officials/staff associated with PWRDF funded projects
- Service providers associated with PWRDF funded projects

The PSEA Procedures and Guidelines are supported and complemented by the following PWRDF policies:

- Sexual Misconduct Policy
- Anti-fraud and Corruption Policy
- Code of Ethics Policy
- Complaints Policy
- Whistle Blower Policy
- Workplace Anti-violence, Harassment, and Sexual Harassment Policy

These are available at <https://pwrdf.org/about/policies-procedures/>



The PSEA Procedures and Guidelines provides the framework to PWRDF staff, volunteers, partners/agents, to uphold PWRDF policies noted above and to protect populations with whom PWRDF and its partners work from all forms of sexual misconduct, sexual harassment, sexual exploitation, sexual abuse and sexual assault.

The PSEA procedures and guidelines apply to all those engaged, commissioned or contracted to work with or on behalf of PWRDF, including, but not limited to, all directors, members, employees, volunteers, consultants, interns and partners/agents.

PWRDF understands that incidents of sexual exploitation and abuse may occur in situations of power imbalances and acute vulnerability. In humanitarian crisis and situations of poverty, people are particularly vulnerable to sexual exploitation and abuse. Humanitarian and aid workers, development workers and persons associated with PWRDF as donors hold considerable resources and power, creating an environment that can lead to sexual exploitation and abuse. While some of these dynamics may be different in development contexts, there is the potential for sexual exploitation and abuse anywhere there are power imbalances. Hence the PWRDF PSEA procedures and guidelines apply to all PWRDF supported development, advocacy and humanitarian relief projects within and outside Canada.

As an agency responding to humanitarian disaster around the world, PWRDF has adopted the IASC Six Core Principles Relating to Sexual Exploitation and Abuse¹.

1. “Sexual exploitation and abuse by humanitarian workers constitute acts of gross misconduct and are therefore grounds for termination of employment.
2. Sexual activity with children (persons under the age of 18) is prohibited regardless of the age of majority or age of consent locally. Mistaken belief regarding the age of a child is not a defence.
3. Exchange of money, employment, goods, or services for sex, including sexual favours or other forms of humiliating, degrading or exploitative behaviour is prohibited. This includes exchange of assistance that is due to beneficiaries.
4. Sexual relationships between humanitarian workers and beneficiaries are strongly discouraged since they are based on inherently unequal power dynamics. Such relationships undermine the credibility and integrity of humanitarian aid work.
5. Where a humanitarian worker develops concerns or suspicions regarding sexual abuse or exploitation by a fellow worker, whether in the same agency or not, he or she must report such concerns via established agency reporting mechanisms.
6. Humanitarian workers are obliged to create and maintain an environment, which prevents sexual exploitation and abuse and promotes the implementation of their code of conduct.

¹ See Report of the Inter-Agency Standing Committee Task Force on Protection from Sexual Exploitation and Abuse in Humanitarian Crises of 13 June 2002, Plan of Action, Section I.A.

IMPORTANT NOTE

The Canada Revenue Agency (CRA) requires that a charity take all necessary measures to direct and control the use of its resources when carrying out activities through an intermediary. For the purpose of this document, PWRDF will use the terminology partner/agent when referring to partners. A partner/agent is an intermediary that agrees to carry out specific activities on a charity's behalf. CRA stipulates that a charity often use a partner/agent when the charity cannot send its staff to a region to carry out an activity. When working through a partner/agent, a charity must direct and control the use of its resources.

Managers at all levels have particular responsibilities to support and develop systems which maintain this environment.”

Note: Action of Church Together (ACT) and the Canadian Foodgrains Bank (CFGB) also embrace the IASC core principles. Most of PWRDF emergency and humanitarian response projects are delivered through these two umbrella organizations. PWRDF has also committed to the “CCIC Leaders’ Pledge on Preventing and Addressing Sexual Misconduct”.²

SCOPE AND PURPOSE

The main purpose of the PSEA Procedures and Guidelines is to promote greater accountability and outline the key responsibilities of PWRDF staff, and partners/agents’ staff. It seeks to promote mechanisms to protect all staff as well as every community member whom PWRDF seeks to assist. All staff must be mindful that each action in the respective context can have repercussions for the fate of many.

PWRDF’s goal is to provide a safe work environment free of any form of sexual misconduct including sexual harassment, sexual exploitation and sexual assault. PWRDF’s Sexual Misconduct Policy can be viewed here: <https://pwrdf.org/about/policies-procedures/> As a condition of employment, PWRDF requires that its employees read, agree to and sign the PWRDF Sexual Misconduct Policy, the Code of Ethics and the Workplace Anti-violence, Harassment, and Sexual Harassment Policy. PWRDF will require that partner organization employees read, agree to and sign the PWRDF Code of Ethics and the PSEA Procedures and Guidelines. Some PWRDF partners/agents have comprehensive Code of Conduct/ Code of Ethics or PSEA policies that espouse the principles of PWRDF’s Code of Ethics and PSEA Procedures and Guidelines and may, in some cases, exceed PWRDF’s guidelines and procedures as outlined in this document. In such cases, PWRDF partners/agents should share their Code of Ethics or Code of Conduct with PWRDF and jointly discuss and agree on which document should be signed by their staff.

PWRDF seeks to:ⁱ

- Promote zero tolerance of sexual misconduct, including sexual harassment, exploitation and abuse at PWRDF by strengthening the agency’s policies and procedures for effectively reporting and responding to incidents of sexual harassment, both at head office and all overseas assistance settings where PWRDF funding is used to support community development activities or to respond to humanitarian and relief situations
- Promote, high standards for vetting and referencing staff within the organization
- Make publicly available policies, procedures including codes of conduct, covering sexual exploitation and abuse
- Have accountability mechanisms integrated throughout the organization including roles and responsibilities to ensure monitoring and compliance with the PWRDF code of conduct/code of ethics
- Provide training to partners/agents on prevention of sexual exploitation and abuse and remedial measures when misconduct is found

² The Leader’s Pledge is here: <https://ccic.ca/wp-content/uploads/2018/10/CCIC-Leaders-Pledge-Official.pdf>

- Provide anonymous and confidential reporting mechanisms to protect SEA survivors and whistleblowers and ensure that they receive the support they need
- Work with partners/agents to ensure that they have monitoring and investigation procedures for all cases of alleged sexual exploitation and abuse, and referral to the relevant authorities in cases of alleged criminal conduct
- Report annually to the board the number of alleged and confirmed cases of sexual exploitation and abuse including measures taken
- Where applicable, inform PWRDF donors and funders of alleged cases of sexual exploitation and abuse
- Make public confirmed SEA cases and PWRDF and/or partners'/agents responses

CONTRACTUAL OBLIGATIONS

PWRDF will include in all Memorandums of Understanding, Funding Agreements and Contracts a clause that stipulates that partners/agents:

- commit to prevention of sexual exploitation and abuse
- establish accessible, transparent and confidential complaints handling mechanism processes within their own organizations and programs
- ensure that all their employees and volunteers are trained on PSEA and identify and mitigate potential risks of SEA
- raise beneficiary awareness and community-level confidential mechanisms for reporting SEA

PROCEDURES AND BEST PRACTICES TO PREVENT SEXUAL EXPLOITATION AND ABUSE for PWRDF & Partners/Agents Staff

Sexual exploitation and abuse

To protect all stakeholders in all situations, staff shall, while on duty and off duty, adhere to the following compulsory standards of behaviour:

At all times staff must never:

- i) Sexually exploit or sexually abuse any individual.
- ii) Engage in any sexual activity with a child or children regardless of the local age of majority or age of consent. Mistaken belief in the age of a child is not a defence.
- iii) Act in ways that may place a child at risk of abuse, including not giving due consideration to assessing and reducing potential risks to children as a result of implementing activities. Behaviours and actions that are prohibited include, but are not limited to, using inappropriate language or behaviour when dealing with a child or children, bullying and harassing a child verbally or physically, physical punishment, exposing a child to pornography including on-line grooming and trafficking. Whenever possible avoid being alone with a child.
- iv) Consume, purchase, sell, possess and distribute any forms of child pornography.
- v) Exchange money, employment, goods or services for sex, including sexual favours or other forms of humiliating, degrading or exploitative behaviour. This includes the buying of or profiting from sexual services as well as exchange of assistance that is due to right holders for sexual favours.

- vi) Exploit the vulnerability of any target group in the context of development, humanitarian and advocacy work, especially women and children, or allow any person/s to be put into compromising situations.
- vii) Never abuse a position to withhold development or humanitarian assistance, or give preferential treatment in order to solicit sexual favours, gifts, payments of any kind, or advantage.
- viii) Engage in sexual relationships with members of crisis-affected populations given their increased vulnerability and since such relationships are based on inherently unequal power dynamics and undermine the credibility and integrity of aid work.

Staff must:

- ix) Inform his or her line manager when engaging in a long-term relationship with a member of the community, which is benefitting from a development or advocacy programme to prevent perception of a conflict of interest in countries where PWRDF and its partners undertake long-term development work. The relevant PWRDF and partner/agent's management are the sole decision-maker on distinguishing a crisis situation from a long-term development situation.

Complaints and disciplinary procedures

PWRDF aims to ensure that complaints are addressed fairly, appropriately, and in a timely manner. Complainants have the option of escalating their complaint to a more senior staff person if they are dissatisfied with treatment or outcome.

PWRDF annually submits to the board a synthesis report of the types of complaints received and the status of their resolution.

PWRDF Process for Lodging a Complaint

- A complaint should be lodged as soon as possible after the complainant becomes aware of the concern.
- Complaints can be submitted verbally (in person or by phone) or in writing.
- Written complaints can be submitted by:
 1. **E-mail: complaintsbox@pwrdf.org**
 2. **Fax: (416) 924-3483, Attention: Executive Director**
 3. **Post: The Primate's World Relief and Development Fund 80 Hayden Street, Toronto, ON M4Y 3G2**
 4. **Phone: 1-866-308-7973 (416)924-9199, ext. 264 (Executive Director) or (416)924-9199, ext. 204 (Director, Finance and Administration)**

Confirmation of receipt of complaint

- The complainant shall receive confirmation of receipt of the complaint, where possible, within two (2) working days after PWRDF receives the complaint.
- The email, letter or phone call to the complainant acknowledging receipt of the complaint shall include the following information:



1. When and how the complaint was received;
2. How PWRDF plans to address the complaint (process);
3. The name of the person responsible for handling the complaint;
4. The name of the person to contact with questions or feedback

PWRDF Office address
80 Hayden Street
Toronto, Ontario, Canada
M4Y 3G2
PWRDF website:
www.pwrdf.org/contact/

- PWRDF will communicate the preliminary outcome of an investigation to the complainant(s), where possible, 10 working days after acknowledgment of the complaint.
- In complex or exceptional cases, the investigation period may take longer. The complainant(s) will, however, be informed if the investigation timeframe is extended.

b) Non-retaliation and confidentiality

Stakeholders must be able to lodge their concerns without fear of reprisals or unfair treatment. PWRDF will do its utmost to ensure that complaints are handled confidentially. PWRDF will do everything it can to protect the privacy of the individuals involved in any report of alleged violence, including alleged sexual violence and harassment, and to ensure that complainants and respondents are treated fairly and respectfully. PWRDF will protect this privacy so long as doing so remains consistent with the enforcement of this policy and adherence to the law.

c) Criminal records and former complaints

Individuals must notify their prospective employer of any SEA criminal convictions prior to employment and of any criminal charges that arise during her/his employment. Individuals must also notify their prospective employer of any former complaints concerning suspected or substantiated sexual misconduct.

d) Disciplinary measures

Any upheld breach of PSEA Guidelines and Procedures will not be tolerated and may, in accordance with relevant legislation, lead to internal disciplinary actions, dismissal or even criminal prosecution. Such action may be taken against both staff and organisations depending on the nature of the problem, the results of the investigation and proposed measures.

Awareness and overall responsibility

As a condition of employment, PWRDF requires that its employees read, agree to and sign the PWRDF Sexual Misconduct Policy, the Code of Ethics and the Workplace Anti-violence, Harassment, and Sexual Harassment Policy. PWRDF board and volunteers are required to read, understand and sign adherence to the PWRDF Code of Ethics and Sexual Misconduct Policy.

PWRDF will ensure that all its employees and volunteers are aware of the PSEA Guidelines and Procedures, that they understand what it means in concrete behavioural terms and how it applies to their work.

PWRDF RECOMMENDATIONS TO PARTNERS/AGENTS TO SETUP REPORTING COMPLAINTS MECHANISMS

PWRDF and implementing partners/agents employees are required and encouraged to report all allegations of SEA that affect beneficiaries including allegations against PWRDF employees, partners/agents' employees, contractors, or volunteers. Complaints and allegations of sexual exploitation and abuse that involve PWRDF and partners/agents employees, appointed volunteers or consultants must be reported to PWRDF office. Once a complaint has been made, PWRDF will carry out a thorough investigation.

The investigation will:

- Determine if there has been a breach of PSEA guidelines and Code of Ethics
- If a breach is confirmed, determine actions to be taken
- Protect individuals from being abused or exploited

Step-by-Step Investigation of a Complaint

When assessing SEA complaints consideration should be given to the following points:

- When to report
- To whom to report
- How to report
- What will happen if they (employees) do not report (including possible disciplinary measures)

A complaint can be raised by anyone, including but not limited to:

- An individual or community with whom PWRDF/Partners/Agents works
- A partner organization, including NGOs or CBO operating in the same area where PWRDF/Partners/Agents are implementing PWRDF funded projects
- A member of the public
- A PWRDF/Partners/Agents staff

Complaints may be made through any of the following mechanisms:

- In person
- Through a trusted intermediary
- A complaints box (in a refugee/IDP camp, in the office, etc.)
- E-mail message to an assigned confidential e-mail complaintsbox@pwrdf.org
- A complaint may be brought directly to the attention of a staff person (see Appendix 1).

Important Note: PWRDF and Partners/Agents have the obligation to make a “complaint box” available in a safe and secure place to preserve safety, confidentiality, transparency and accessibility. In the case of Partners/Agents a Focal Point person should be designated to open the box on a periodic schedule. The location of the “complaint box” should be known by all.

Time limit for making a Complaint

Any complaint should be made soonest and/or when the complainant feels comfortable and safe to come forward. The complainant should not feel bound by time limits.

PARTNERS/AGENTS RECOMMENDED STEPS IN PROCESSING OF SETTING UP COMPLAINTS MECHANISMSⁱⁱ

PWRDF Partners/Agents shall have their own procedures in place. For example, partners/agents may establish a community focal person or committee to receive and handle a complaint. PWRDF urges all partners/agents to deal with all complaints in a fair and professional manner

The following are the steps in processing complaints:

1. Establish institutional process by senior management/relevant body how to handle complaints
2. Institution makes available to public/complainants procedures to fill in a complaint (website, phone, complaint boxes, e-mail or regular mail)
3. Complaints are received
4. Complaints are acknowledged in writing - written acknowledgement is important for reasons of accountability and transparency. It shows the complainant that the allegation is taken seriously and it gives her/him the information they need to ensure that PWRDF/Partners/Agents are responding properly. If an investigation follows, this provides a record that PWRDF/Partners/Agents have received the complaint and have given initial indications on how it is handling the situation in the initial stage.
5. Complaints are reviewed and investigated
6. Response is given - the letter of acknowledgement is generally a letter to the complainant telling her/him that PWRDF/Partners/Agents have received the complaint and summarizing the actions it will take.
7. Complainant may appeal decision

POINTS TO CONSIDER WHEN HANDLING A COMPLAINT

1. Does the complaint relate to a breach of Code of Conduct on Sexual Exploitation and Abuse of Power, or violation of any of the PWRDF/Partner/Agent policies and guidelines?
2. Is there sufficient information and evidence or is there a need to further investigate
3. At this point, is the allegation conclusive enough to take management action
4. Answers to these questions by the relevant decision maker will determine whether an investigation is justified.
5. If so, then investigation procedures should be put in place. Some complaints may not be as straightforward. The senior management/relevant body may decide to take further action, hire an independent investigator or go to local law authorities
6. Informing the Complainant about the investigation outcome. The outcome of the investigation will be communicated to the Complainant, where possible within 30 days after the acknowledgement of the complaint. In case for justifying reasons this timeline is not feasible, the complainant shall be immediately informed.
7. The senior management/relevant body is responsible for communicating the outcome of the investigation to the complainant. This must be done in writing.

Time Allotment

PWRDF recommends that Partner/Agent aim to resolve complaints within 30 working days of receipt of the complaint. In the event that a complaint cannot be resolved within this timeframe, the complainant will be informed in writing about when he/she can expect a full response. The following is the time allotment that PWRDF recommends for specific actions:

Action	Time Allotment
Complaint Received	Incident should be reported soonest but can be brought up when he/she feels safe and comfortable to do so.
Acknowledgement of Complaint received	Within 5 working days
Resolution on Operational Complaints	Decision within 10 working days
For Complaints needing further investigation	Actual investigation ideally in 20 working days, though may vary depending on the nature and complexity of complaint Maximum 30 working days
Resolution of a complaint undergoing investigation	Maximum 30 days of receipt of complaint
Appeal process	Within 30 days of decision

Appeal Process

If the Complainant or the Subject of the Complaint is not satisfied on the resolution of the complaint, he/she may lodge an appeal within 30 days upon receipt of the decision. The PWRDF/Partner/Agent body handling the complaint shall analyze the reasons given and any other new evidences to make a decision whether or not to conduct a new investigation. The appeal shall be considered only once.

Cultural appropriateness – The complaint mechanism should be designed to take into account specific cultural attributes as well as traditional mechanisms for raising and resolving issues, to ensure that the concerns of significantly different groups and subgroups are received and addressed.

Characteristics of an Effective Complaints Mechanism

Safety - Safe complaints mechanisms consider the potential dangers and risks to all parties and incorporate preventive measures. This includes ensuring confidentiality, offering physical protection when possible, and addressing the possibility of retaliation against witnesses.

Confidentiality - Confidentiality is an ethical principle that restricts access to and dissemination of information. In SEA investigations, confidentiality requires that information is available only to a limited number of authorized people for the purpose of conducting the investigation. Confidentiality helps create an environment in which witnesses are more willing to recount their versions of events.

Transparency - A complaints mechanism is “transparent” when members of the affected community know it exists, have had input into its development, and possess sufficient information on how to access it and ensure it is adhered to. For example, beneficiaries should be able to speak to NGO staff regularly about the operation of the complaints mechanism. Information about the complaints mechanism should be freely available and all communities should know who in the organization is responsible for handling complaints and communicating outcomes.

Accessibility - A mechanism is accessible when it is available to be used by as many people as possible, from as many groups as possible, in all places where an organization is operational. Multiple mechanisms - or channels - ensure that all beneficiaries will have a means to complain. ⁱⁱⁱ

CULTURAL APPROPRIATENESS

The complaint mechanism should be designed to take into account specific cultural attributes as well as traditional mechanisms for raising and resolving issues, to ensure that the concerns of significantly

ROLES AND RESPONSIBILITIES

PWRDF	PARTNERS/AGENTS
<ul style="list-style-type: none"> ▪ Ensure that all partners/agents have PSEA Policies ▪ Encourage and ensure that all partners have procedures and mechanisms in place on how they carry out SEA investigations in a confidential, transparent, safe, respectful, and non-discriminatory way ▪ Post SEA complaints procedure on its website ▪ Post SEA complaints forms on PWRDF website ▪ Encourage partners/agents to raise beneficiary awareness about SEA ▪ Include PSEA language in all MoU, Funding Agreements ▪ Strengthen partners/agents capacity to identify SEA and how to prevent and mitigate SEA ▪ Work with partners/agents to establish community-level confidential complaints mechanisms for reporting sexual exploitation and abuse ▪ require that project proposals PSEA consideration and highlight the following: a) having assessable, transparent and confidential complaints handling mechanisms and processes; b) partners’/agents’ plan to raise beneficiary awareness of SEA, including awareness of the a confidential and transparent complaints mechanism and how to use the mechanism; d) mitigation strategies for potential risks of sexual exploitation and abuse ▪ Provide resources to partners to strengthen their PSEA policies and best practices ▪ Provide regular and timely PSEA reports to the PWRDF Board Audit and Risk Committee. 	<ul style="list-style-type: none"> ▪ Have PSEA Policies ▪ Have Procedures and Mechanisms in place to carry out SEA investigations in a confidential, transparent, safe, respectful, and non-discriminatory way ▪ Raise beneficiary awareness about SEA ▪ Establish community-level confidential complaints mechanisms for reporting sexual exploitation and abuse ▪ Project proposals must highlight the following: <ul style="list-style-type: none"> a) partner/agent has accessible, transparent and confidential complaints handling mechanisms and processes; b) partners/agents plan to raise beneficiary awareness of SEA; c) beneficiaries are aware of the existence of a confidential and transparent complaints mechanism; d) partners/agents have in place mitigation strategies for potential risks of sexual exploitation and abuse ▪ Partners need to have in place referrals to services and accompaniment of survivors of SEA

APPENDICES

Appendix 1

Sample of Complaints Form

Name of Complainant: _____ Nationality: _____
Address/Contact details: _____
Age: _____ Sex: _____

Name of SEA survivor (if different from Complainant): _____ Nationality: _____
Address/Contact details: _____
Age: _____ Sex: _____
Name(s) and address of Parents, if under 18: _____
Has the SEA survivor given consent to the completion of this form? <input type="checkbox"/> Yes <input type="checkbox"/> No

Date of the Incident(s): _____ Time of the Incident: _____ Location: _____
Physical & Emotional State of the SEA survivor (Describe any cuts, bruises, lacerations, behaviour and mood): _____ _____ _____ _____
Witnesses' Name and Contact Information: _____ _____ _____
Brief Description of Incident(s) (attach extra pages if necessary): _____ _____ _____ _____

Name of Accused person(s): _____ Job Title of Accused person(s): _____
Organization Accused person(s) Works for: _____
Address of Accused person(s) (if you know): _____
Age: _____ Sex: _____
Physical Description of Accused person(s): _____

Have the police been contacted by the SEA survivor? Yes No If yes, what happened?

Has the –SEA survivor been informed about available medical treatment? Yes No
If Yes, has the SEA survivor sought Medical Treatment for the incident) Yes No
If Yes, who provided treatment? What is the diagnosis and prognosis? _____

What immediate security measures have been undertaken for the SEA survivor?

Who is responsible for ensuring safety plan (Name, Title, Organization): _____

Any other pertinent information provided in interview (including contact made with other Organizations, if any):

Details of referrals and advice on health, psychosocial, legal needs of SEA survivor made by person completing report:

Report completed by: _____

Name	Position/Organization	Date/Time/Location
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Has the Complainant been informed about PWRDF/Partner/Agent's procedures for dealing with complaints? Yes
 No

Signature/thumb print of the Complainant signaling consent for form to be shared with relevant management structure?

Complainant's consent for data to be shared with other entities (check any that apply): _____

Police Team Leader (name) _____ Supervisor (name) _____

Health Centre (name) _____ Other (specify) _____

Date Report forwarded to relevant management structure: _____

Date received by relevant management structure: _____ Name: _____ Position: _____

Signature: _____

All information must be held securely and handled strictly in accordance with applicable reporting and investigation procedures

Appendix 2

DEFINITIONS

For the purpose of this guide, the following definitions are used:

Beneficiary: A person who receives assistance as part of humanitarian relief or development programs.

Child: Any individual under the age of 18 years, irrespective of local country definitions of when a child reaches adulthood.

Code of conduct: An organization's standard of personal behavior that staff must adhere to as a condition of employment.

Complainant: The person reporting (or "making a complaint" about) SEA. This could be the victim or another person who becomes aware of the wrongdoing.

Complaint: The report of an incident of SEA.

Complaints mechanisms: Processes for individuals to report SEA allegations. Complaints mechanisms should be safe, confidential, transparent, and accessible. Complaints procedure: a framework that describes the course of action for receiving and processing allegations of SEA. This includes systems for processing complaints within an organization, as well as procedures for beneficiaries to bring complaints forward.

Focal point: A person specifically designated and trained to receive SEA complaints and to provide support on SEA matters.

Gender: The social differences between males and females that are learned, and though deeply rooted in every culture, are changeable over time, and have wide variations both within and between cultures. "Gender" determines the roles, responsibilities, opportunities, privileges, expectations, and limitations for males and females in any culture.

Gender-based violence (GBV): An umbrella term for any harmful act that is perpetrated against a person's will and that is based on socially-ascribed (gender) differences between males and females.

Investigation procedure: A framework that describes the course of action to be taken when conducting SEA investigations.

Partner/Agent: An organization executing a project or undertaking work in the name of another organization.

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

Sexual exploitation: Any actual or attempted abuse of 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.

Staff member/employee: Any person who either works for or represents your organization, regardless of whether or not s/he is compensated monetarily.

Subject of complaint: The person alleged to have perpetrated SEA.

SEA survivor: The person who is sexually exploited or sexually abused.

Volunteer: Any person who voluntarily undertakes or expresses a willingness to undertake a service on behalf of PWRDF both in Canada and overseas, including PWRDF constituency members that travel with PWRDF staff on delegations or alone to visit projects funded by PWRDF.

Witness: A person who gives testimony or evidence in an SEA investigation. A witness may be the victim, the complainant, a beneficiary, a staff member of a partner agency, the subject of the complaint, or another staff member.

Below are recommended resources that provide more information pertaining to PSEA.

UNFPA video on Prevention of Sexual Exploitation and Abuse:

<https://www.youtube.com/watch?v=UaQW7wW25iw>

Video on Understanding Sexual Harassment and Sexual Harassment Training

<https://www.youtube.com/watch?v=yck7fli2ZUY>

UN video about the need to prevent sexual exploitation and abuse

<https://www.youtube.com/watch?v=iZlIaaDV9Trc>

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1. ⁱ *PWRDF PSEA Procedures and Guidelines were freely adapted from ACT Code of Conduct for the prevention of misconduct, including corruption, fraud, exploitation and abuse, including sexual; and to ensure child safeguarding*
 - ⁱⁱ *Complaints Mechanism – freely adapted from The Lutheran World Federation “Complaints Mechanism Policy and Procedure”*
 - ⁱⁱⁱ *(Adapted from” BSO Guidelines: Receiving and Investigating Allegations of Abuse and Exploitation by Humanitarian Workers)*