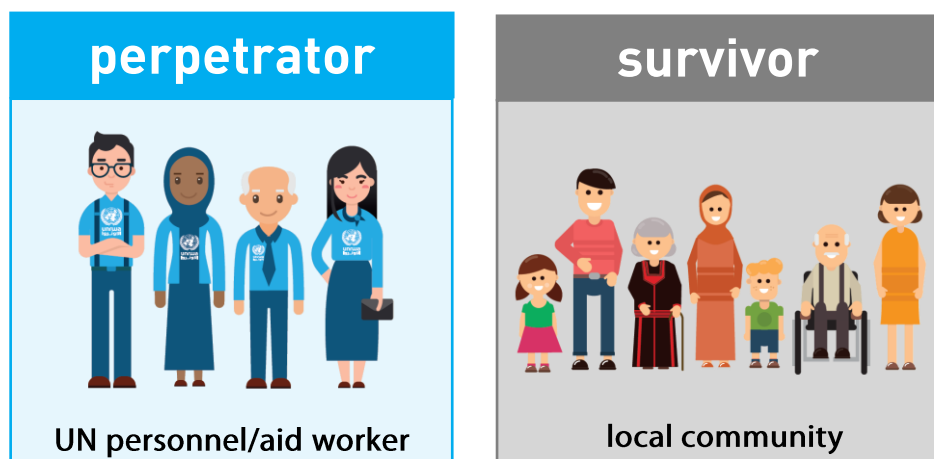


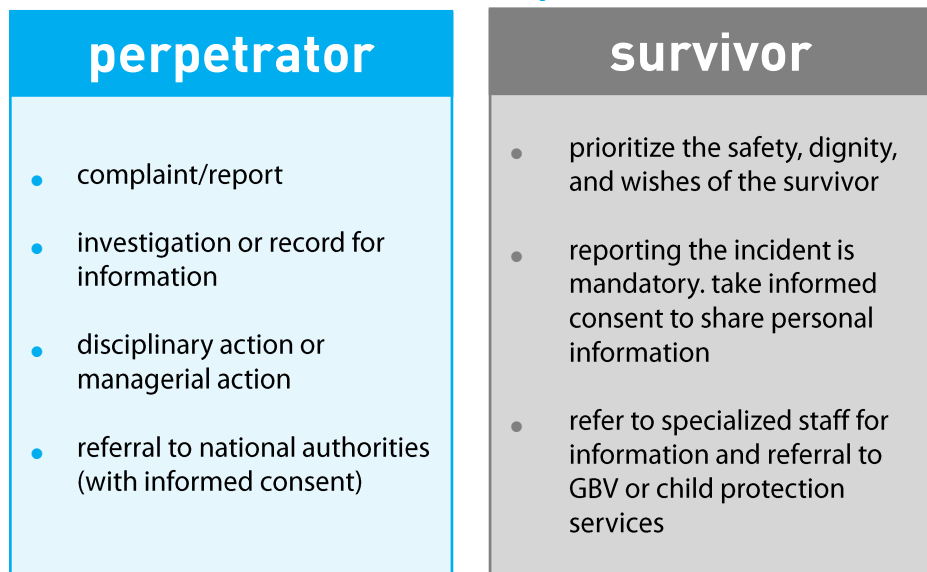
## sexual exploitation and abuse (SEA)



### examples

- sexual relationships or activities in exchange for money, employment, preferential treatment, goods, or services.
- sexual relationships or activities with anyone under the age of 18.
- sexual relationships or activities with beneficiaries based on improper use of rank or position.

### UNRWA response




false and malicious complaints may result in disciplinary action



### your duty as UNRWA personnel

- inform all beneficiaries of their rights and assist them in accessing complaint and referral mechanisms.
- be aware that it is mandatory to report any concern or suspicion regarding sexual exploitation or abuse.
- create and maintain a respectful workplace environment that prevents sexual exploitation and abuse.

### refer to:

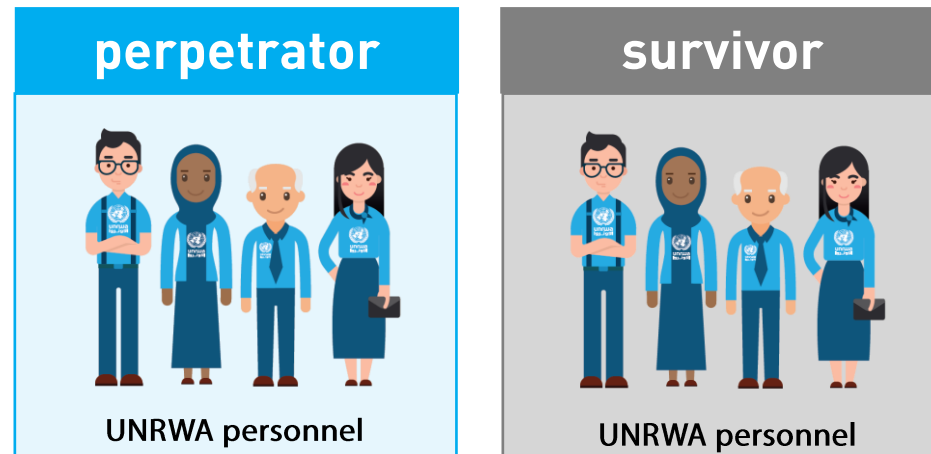
department of internal oversight services (DIOS) 

email: [hotline@unrwa.org](mailto:hotline@unrwa.org)

phone: Jordan: 06 580 8686 Lebanon: 01 830 441  
Syria: 01 1611 6717 Gaza: 08 288 7127 West Bank: 02 589 0772

field director/ field investigations office or PSEA focal points

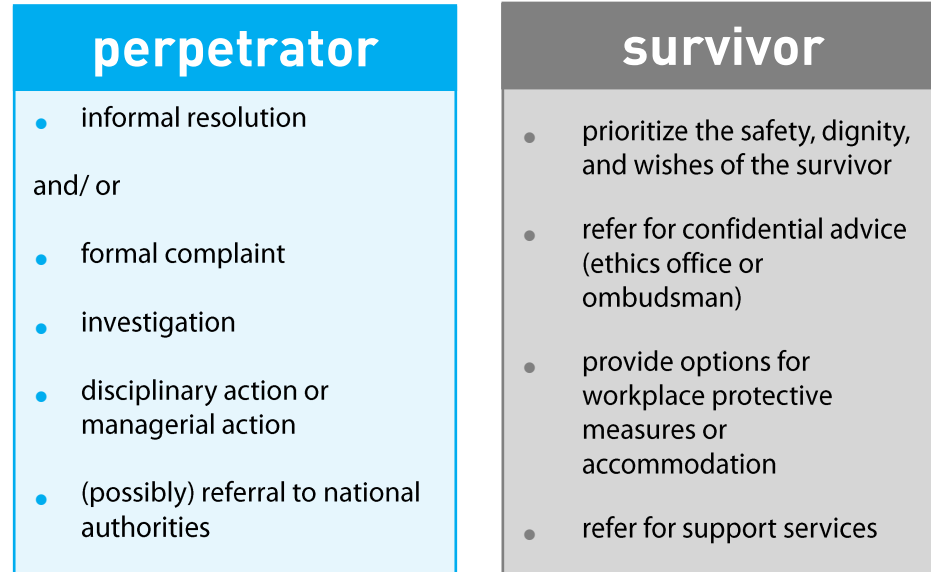
## sexual harassment (SH)



### examples

- unwelcome comments, jokes, gestures or actions about someone's physical appearance or sexual identity
- request for sexual favours to obtain a promotion or favourable treatment
- attempted or actual sexual assault or rape

### UNRWA response



false and malicious complaints may result in disciplinary action



### your duty as UNRWA personnel

- inform personnel of their rights and assist them in accessing complaint and referral mechanisms.
- report conduct of a sexual nature that causes offense, humiliation, or contributes to a toxic work environment.
- create and maintain a respectful workplace environment that prevents sexual harassment.

### refer to:

Ethics office or ombudsman (for information and advice) 

email: [ethicsoffice@unrwa.org](mailto:ethicsoffice@unrwa.org) [ombudsman@unrwa.org](mailto:ombudsman@unrwa.org)

department of internal oversight services (DIOS)

email: [hotline@unrwa.org](mailto:hotline@unrwa.org)

phone: Jordan: 06 580 8686 Lebanon: 01 830 441  
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