

zero tolerance for sexual misconduct by UNRWA personnel



sexual exploitation and abuse (SEA)

perpetrator



survivor local community

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

perpetrator

- complaint/report
- investigation or record for information
- disciplinary action or managerial action
- referral to national authorities (with informed consent)

survivor

- prioritize the safety, dignity, and wishes of the survivor
- reporting the incident is mandatory. take informed consent to share personal information
- refer to specialized staff for information and referral to GBV or child protection services

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.



department of internal oversight services (DIOS)

email: hotline@unrwa.org

phone: Jordan: 06 580 8686 Syria: 01 1611 6717 Gaza: 08 288 7127

Lebanon: 01 830 441 West Bank: 02 589 0772

field director/ field investigations office or PSEA focal points

sexual harassment (SH)

perpetrator





survivor

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

perpetrator

informal resolution

and/or

- formal complaint
- investigation
- disciplinary action or managerial action
- (possibly) referral to national authorities

survivor

- prioritize the safety, dignity, and wishes of the survivor
- refer for confidential advice (ethics office or ombudsman)
- provide options for workplace protective measures or accommodation
- refer for support services

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 ombudsman@unrwa.org

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