



RESOURCES AVAILABLE TO INDIVIDUALS AFFECTED BY SEXUAL HARASSMENT

*Sexual harassment is unwelcome conduct of a sexual nature that occurs **between UNRWA personnel**.*

Both the affected individual and the alleged offender are personnel

Some examples include: unwelcome comments, looks, or gestures; sharing inappropriate images; and actual or attempted rape or sexual assault.

If you are a victim of sexual harassment your options for resolution are:

FORMAL REPORT



DEPARTMENT OF INTERNAL OVERSIGHT SERVICES

to file a formal complaint

INFORMAL RESOLUTION



MANAGER OR SECOND SUPERVISOR

to facilitate a conversation or suggest interim measures



OMBUDSMAN

for informal conflict resolution services

IN ALL CASES, YOU HAVE THE RIGHT TO ACCESS SUPPORT SERVICES:



ETHICS OFFICE/ ETHICS FOCAL POINT

for confidential information, advice, and coordination of support



EXTERNAL STAFF COUNSELLOR

for psychosocial assistance



LEGAL OFFICE OF STAFF ASSISTANCE

for confidential legal advice and assistance



DEPARTMENT OF SECURITY AND RISK MANAGEMENT

for security support



HEALTH DEPARTMENT

for medical assistance



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Additional Information and Contact Details

Ethics Focal Point/ Ethics Office

Ethics Focal Points (EFP):

- Provide confidential information to staff and management on options available to address the situation, including support services available.
- Assist complainants with coordination of support across UNRWA departments, with the consent of the affected individual.
- Contact information available here: <https://unrwaorg.sharepoint.com/sites/Ethics-Office/SitePages/Focal-Points.aspx>

Ethics Office:

- Provides confidential advice to staff and management on options available to address the situation, including support services available.
- Receives protection against retaliation requests.
- Conducts preliminary assessment to determine if there is evidence of retaliation. If yes, refers complaint to DIOS for full investigation.
- **Myriam Baele, Natalie Tabar, Amr Dababneh, Apostolos Zampounidis, Didel Bish**
- **Email: ethicsoffice@unrwa.org**
- **Phone: +962 6 5808 171**

External Staff Counselor

- Provides confidential psycho-social support to personnel through individual counselling

International personnel (all categories):

- **Nourreddine Khaled, OIC UNDSS Regional Counselor (MENA)**
- **Email: khaled1@un.org**
- **Rome Institute (covered through available private health insurance)**
- **Email: petra.miczaika@romeinstitute.org**

Area personnel (all categories)

Ebtesam Khasawneh, Staff Counsellor

Email: e.khasawneh@unrwa.org WhatsApp: +962 790332640 

Legal Office of Staff Assistance (LOSA)

- Provides confidential legal advice and assistance to UNRWA personnel about administrative review processes
- **Amer Abu Khalaf, Senior Legal Officer (Staff Assistance)**
- **Email: l.assistance@unrwa.org**
- **Phone: +972 54 216 8308**

Department of Security and Risk Management (DSRM)

- Provides advice and support on personal security measures to personnel who have experienced or are facing security threats
- Refers personnel to UNDSS to access to an emergency medical Post Exposure Prophylaxis (PEP) kit
- **Michael Center, Chief Security Policy and Planning**
- **Email: m.center@unrwa.org**
- **Phone: +962 79 1300 859**

Health Department

- Provides medical care or referral to medical services for individuals affected by sexual violence
- **Mai Ogawa, Public Health Specialist**
- **Email: m.ogawa@unrwa.org**
- **Phone: +962 77 0367 147**

Manager/ Second Supervisor

- Listens to the affected individual and informs that further information on options and services available may be obtained from the Ethics Office or Ethics Focal Points.
- With the affected individual's consent, may facilitate discussion with relevant colleague(s) about the conduct in question.
- With consent, may ask Ethics Focal Point, Ombudsman Office, or Human Resources Department for support.
- Submits a formal report to DIOS if the conduct may amount to serious misconduct, taking consent to share name of individual.

Following an informal or formal complaint

- Considers interim or protective measures including physical separation of the affected individual from the alleged offender; reassignment (with consent); flexible work arrangements; granting unplanned annual leave; consideration of special leave; change in reporting lines; other measures, such as training.
- Considers accommodations for potential work performance issues relating to the incident, including new work plan for the affected individual; providing leave and/or other working arrangements.
- **Contact: ask or send an email to set up a meeting.**

Ombudsman Office

- Provides confidential information and advice on options to address the incident
- Provides informal conflict resolution through shuttle diplomacy or mediation, with the individual's consent
- **Ombudsman Office**
- **Email: ombudsman@unrwa.org**
- **Online booking:**
<https://outlook.office365.com/owa/calendar/RegionalOmbudsmanUNRWA@unrwa.org/bookings/> (if you face difficulties, please send them an email)

Department of Internal Oversight Services (DIOS)

- Determines if complaint should be investigated
- If yes, conducts fact-finding investigation to determine if misconduct occurred
- Issues an investigation report to management with findings
- **Email: hotline@unrwa.org**
- **Phone: Jordan: 06 580 8686;**
Gaza: 08 288 7127;
Jerusalem and West Bank: 02 589 0772;
Syria: 01 16 11 67 17;
Lebanon: 01 830 441
- **Online form: <https://www.unrwa.org/online-complaint-form>**