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
RESOURCES AVAILABLE TO INDIVIDUALS
AFFECTED BY SEXUAL HARASSMENT

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](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.mizaelka@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
- Email: ombudsman@unrwa.org
- Online booking: [https://outlook.office365.com/owa/calendar/RegionalOmbudsmanUNRWA@unrwa.org/bookings/](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](https://www.unrwa.org/online-complaint-form)