

Table of Contents

ABBREVIATION	1
1. INTRODUCTION	1
2. OBJECTIVES AND AUDIENCE.....	1
3. MOTIVATION/POLICY STATEMENT	1
4. KEY DEFINITIONS.....	1
5. SIX CORE PRINCIPLES	2
6. PSEA SENSITIVE PLANNING, PROGRAMMING, AND OPERATIONAL PROCESSES	2
7. RECRUITMENTS	4
8. ORGANIZATIONAL MANAGEMENT –COOPERATION AGREEMENTS	4
9. AWARENESS OF PERSONNEL, INCLUDING MANDATORY TRAININGS.....	4
10. AWARENESS-RAISING TO BENEFICIARIES AND LOCAL COMMUNITIES	5
11. RESPONSIBILITY	5
12. CODE OF CONDUCTS	5
13. INQUIRY PROCESS.....	6
14. TERM OF REFERENCES OF PSEA FOCAL PERSON	7
15. INVESTIGATION PROCESS AND NOMINATION FOCAL PERSONS TRAINED IN PSEA INVESTIGATION	7
16. TERM OF REFERENCES OF FOCAL PERSONS TRAINED IN PSEA INVESTIGATION.....	8
17. REPORTING MECHANISM	9

Abbreviation

PSEA	Protection Against Sexual Exploitation and Abuse
CHIP	Civil Society Human and Institutional Development Programme
PWD	Person with Disability
GBV	Gender Based Violence
WASH	Water, Sanitation and Hygiene
SEA	Sexual Exploitation and Abuse
SOP	Standard Operating Procedures
DC	Deputy Commissioner
CP	Community Protection
MHH	Menstrual Hygiene and Health
UN	United Nations
HR	Human Resource
CEO	Chief Executive Officer

1. Introduction

This document is prepared to articulate Policy for Protection against Sexual Exploitation & Abuse (PSEA). The policy is applicable at the organizational, community and beneficiary levels. The systems and procedure for minimizing and managing issues as and when arises is articulated as a step-by-step process. This is a living document and would be improved as and when required. A formal review of the policy would be undertaken at the end of each year to know the number of cases, frequency of cases, nature of cases and need for improving the policy. In case of need for improvement, the policy would be revised and presented to the board of directors for approval without any delay.

2. Objectives and Audience

The prime objective of the PSEA policy is to ensure protection, gender equity, women's access to governance and provide them opportunities to exercise their rights with freedom and protection. So, CHIP as an organization always keep on flagging the probable protection issues particularly associated with persons with disabilities (PWDs), women and children during execution of each of its programme activities. CHIP ensures staff to think and develop a mitigation plan for reduction and coping of protection issues on head on basis. The specific objectives of the policy are as under:

- To establish a policy of zero tolerance for Sexual Exploitation and Abuse (SEA) for all CHIP employees, and related/associated personnel and ensure that roles, responsibilities and expected standards of conduct in relation to SEA are known within CHIP;
- To create and maintain a safe environment, free from SEA, by taking appropriate measures for this purpose, internally and in the communities where CHIP operates, through robust prevention and response work.

Targeted Audience: All CHIP employees and related personnel¹.

Scope of application: This policy sets out CHIP approach to prevent and respond to SEA. The policy applies to all employees and related personnel, both on-and off-duty.

Effective Date: January 2020

Mandatory Revision Date: March 14, 2024

3. Motivation/Policy Statement

The policy is based on the recognition of the factual inequalities between persons and these inequalities continue to persist and grow in our society, making discrimination and exploitation as one of the most widespread forms of exclusion, offense, suppression and harassment. The following factors drive the PSEA policy at CHIP:

- a. SEA violates universally recognized international legal norms and standards and are unacceptable behaviors and prohibited conduct for all humanitarian workers, including CHIP employees and related personnel.²
- b. CHIP has a policy of zero tolerance towards SEA. All CHIP employees and related personnel are expected to uphold the highest standards of personal and professional conduct at all times, and to provide assistance and services in a manner that respects and fosters the rights of beneficiaries and other vulnerable members of the local communities.
- c. CHIP is fully committed to have an approach to prevent and respond to SEA that is rights-based, age, disability-and gender sensitive, non-discriminatory and culturally appropriate, and victim-centric should an SEA allegation occur.

4. Key Definitions

The policy on PSEA is guided by UN guidelines to protect women, men, children and persons with disability at work places and during implementation of the programme activities. The definition of key terms is explained as follow:

¹ The term "related" personnel include, for example, sub-contractors, consultants, interns or volunteers associated with or working on behalf of the CHIP

² UN Secretary General's Bulletin ST/SGB/2003/13, 2003. <https://undocs.org/en/ST/SGB/2003/13>

4.1 Sexual Exploitation

The term '**sexual exploitation**' means any actual or attempted abuse of a 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.

4.2 Sexual Abuse

The term '**sexual abuse**' means the actual or threatened physical interference of a sexual nature, whether by force or under unequal or forced conditions.

4.3 Sexual Abuse and Exploitation

"Sexual Exploitation and Abuse" (SEA) is the abuse or attempted abuse of a position of vulnerability, differential power or trust for sexual purposes or the actual or threatened physical interference of a sexual nature by UN personnel, their implementing partners or other aid workers, against the people they serve.

4.4 Work Place Harassment

- A person makes a woman, child and PWD harassed by posing in threats and staring women without any reason;
- A person passed some vulgar comments to any woman, child or PWD;
- A person who has requested for some monetary benefits for the implementation of any activity with the beneficiaries;
- A person who has committed use of community resources for his/ her personal benefits with out any link to programme activities;
- A person who visits any of the beneficiaries' house irrespective of timings and with out any intimation and reason.

5. Six Core Principles

- 5.1 SEA by CHIP employees and related personnel constitute acts of gross misconduct and are therefore grounds for termination of employment³;
- 5.2 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 defense;
- 5.3 Exchange of money, employment, goods, or services for sex, including sexual favors or other forms of humiliating, degrading or exploitative behavior is prohibited. This includes exchange of assistance that is due to beneficiaries;
- 5.4 Any sexual relationship between CHIP employees or related personnel and beneficiaries of assistance or other vulnerable members of the local community that involves improper use of rank or position is prohibited. Such relationships undermine the credibility and integrity of humanitarian aid work;
- 5.5 Where CHIP employee or related personnel develops concerns or suspicions regarding sexual abuse or exploitation by a fellow worker, whether in the same organization or not, he or she must report such concerns via established reporting mechanisms;
- 5.6 All CHIP employees and related personnel are obliged to create and maintain an environment which prevents SEA and promotes the implementation of this policy. Managers at all levels have particular responsibilities to support and develop systems which maintain this environment.

6. PSEA Sensitive Planning, Programming, and Operational Processes

Before going to design and implement any of the programmes under different sectors mentioned below, the probable PSEA issues in each sector will be considered important.

- 6.1 CHIP ensures that risks of sexual exploitation and abuse are properly assessed, addressed and monitored through integrating PSEA into its planning, programming and operational processes (e.g. strategic planning, budgeting, programme cycle management) and allocates sufficient human and financial resources.
- 6.2 CHIP conducts thorough and inclusive risk analysis and assessments on SEA while designing projects and programme activities with mitigation measures, and identifies the groups that are the most marginalized and at heightened risk of SEA. This may include site safety mapping, focus group discussions with intended beneficiaries and other stakeholders (including women, children, PWDs, local authorities/communities, etc.) and other relevant research methods.

6.2.1 Health

- Consider integrating GBV response services into existing health interventions (sexual and reproductive

³ Including all other forms of contractual agreements, such as for example volunteer assignment.

- health, antenatal services, etc.) to minimize stigma;
- Ensure the provision of health services to PWDs by increasing access and capacities.
- Work with Gender Protection Officer at DC offices to identify and address potential barriers for survivors in accessing health services (e.g. availability of private space for examination, presence of same-sex health workers);
- Coordinate with other health partners to address gaps in knowledge and equipment for providing GBV services to both adult and child survivors;
- Train health services providers on survivor-centered approaches of working with GBV survivors, persons with disabilities as needed, and set up systems to protect confidential patient information;
- While implementing design programmes for immunization of poor including girls and children with disabilities or children having parents with disabilities.

6.2.2 Education

- Assess the costs associated with school or vocational training (e.g. school fees/supplies, transportation) and associated risks for exploitation if accessible measures for PWDs are being provided;
- Ensure regular interaction with students and teachers;
- Help ensure female students' and teachers' Menstrual Health and Hygiene (MHH) needs are met, both to improve school attendance and to reduce risk of sexual exploitation in exchange for MHH;
- Ensure students and school staff have access to reporting mechanisms and raise awareness on SEA risks in schools;
- Include GBV, inclusive teaching for children with disabilities and psycho social support in capacity-building plans for teachers and other school staff.

6.2.3 Child Protection

- Ensure frequent activities to interact with children like children committees' formation or formation of adult led monitoring committees etc.
- Build capacity of community-based CP mechanisms on how to respond to SEA cases;
- Support the development and implementation of standard operating procedures (SOPs) that specifically address how to manage SEA cases involving children and children with disabilities;

6.2.4 Water, Sanitation and Hygiene (WASH)

- Assign women to roles that require direct interaction with beneficiaries and local communities (e.g. hygiene promoters; latrine/bathing facility/water point monitors);
- Ensure women are adequately represented in WASH committees;
- Monitor potential abnormal behavior in women and children's behavior related to WASH (e.g. if it takes women and children unusually long to collect water);
- Promote accessible WASH services and design and implement in the communities.

6.2.5 Emergencies

- Ensure women's, orphans and persons with disabilities access to the emergency programme services;
- Ensure the participation of women headed households in the relief and rehabilitation committees along with persons with disabilities;
- Ensure the establishment of assembly and execution points which are comfortable for women, children and children with disabilities;
- Community inclusion while finalizing design of shelters and ensuring access for persons with disabilities and promoting protection for women are the considerable components;
- Direct interaction of the service providers like brick kiln owners etc. will be forbidden.

6.2.6 Livelihood

- Assign women to roles that require direct interaction with beneficiaries and local communities (e.g. women entrepreneurs)
- Promote joint purchasing and joint visits by a group of women entrepreneurs;
- Ensure the basic literacy and provision of business management skills to women entrepreneurs to protect them from SEA.

7. Recruitments

- 7.1 CHIP has safe and PSEA-sensitive human resources practices and processes in place during recruitment, contracting and performance management.
- 7.2 Job announcements: CHIP explicitly states in a standard paragraph in its job announcements its zero-tolerance policy regarding SEA.
- 7.3 Interviews: As part of the recruitment interviews, CHIP asks questions related to ethics and PSEA
- 7.4 Vetting: CHIP systematically vets all prospective job candidates in accordance with established screening procedures, to ensure CHIP does not hire potential employees that would pose a risk to staff and our beneficiaries.
- 7.5 Self-declaration: CHIP asks selected applicants to sign self-declarations committing not to have committed SEA in the past and not to commit SEA in their new role within the organisation.
- 7.6 Employment contracts: CHIP includes a PSEA clause in its employment contracts, clearly establishing the definitions and roles & responsibilities of staff regarding PSEA. These include, but are not limited to, the duty to not commit SEA, to report SEA, and to cooperate in good faith with any investigation or audit related to a SEA case conducted by the organisation.
- 7.7 PSEA Focal Points: CHIP provides designated PSEA focal points with specific terms of reference related to their PSEA roles and responsibilities⁴.
- 7.8 HR processes: CHIP aligns its HR processes with its SEA policy to describe the reporting and response mechanism for SEA allegations (disciplinary measures for proven allegations).

8. Organizational management –Cooperation Agreements

- a. CHIP includes a standard clause in all its contracts and partnership agreements with its suppliers, contractors, subcontractors and sub-partners requiring them to commit to CHIP's zero-tolerance policy on SEA and to take measures to prevent and address SEA.
- b. Where suppliers, partners and contractors do not have appropriate policies and measures in place, CHIP will support them in developing such policies and take such measures, as deemed relevant.
- c. The failure of those entities or individuals to take preventive measures against SEA, to investigate allegations thereof, or to take corrective action when SEA has occurred, shall constitute grounds for termination of any cooperative arrangement.

9. Awareness of personnel, including mandatory trainings

- 9.1 CHIP is committed to ensure that its personnel understand PSEA, are aware of the PSEA systems of the organization, and are informed of their obligations as well as what actions to take in case of an allegation. In particular, personnel shall be informed of the following:
 - Definitions of SEA and a clear understanding of behaviors that constitute SEA;
 - The obligation of all personnel to report any suspicions or concerns and consequences for failing to report (e.g., disciplinary measures);
 - The option of reporting information anonymously;
 - The organization's protections for those who makes an allegation in good faith (e.g., whistleblower policy, protection plans for complainants);
 - Details regarding who to report to and what information to share to allow for proper response and follow-up;
 - Actions that personnel are required to take (i.e. prompt reporting of allegations and referral of survivors);
 - Explanation of how the organization will use the information (e.g. who will receive the reports and the internal procedure for response and follow-up).
 - A clear prohibition of SEA;
 - Actions that personnel are required to take (i.e. prompt reporting of allegations and referral of survivors).
- 9.2 CHIP holds mandatory induction and refresher trainings at least once a year for all employees and related personnel on the Organization's SEA policy and procedures. To do this:
 - CHIP develops an annual training plan for all staff, targeting different levels of audiences and participants;
 - CHIP keeps record of the attendance of all its personnel to induction and refresher trainings and the updating of the lists of participants;

⁴ UNICEF PSEA Toolkit, Tools #2, p.50 and #3, p.52.

- CHIP has training materials on PSEA, that are adapted to the type of training provided (induction or refresher) as well as the audience of the training, and ensure opportunities to exchange and discussions among personnel.

9.3 In addition to trainings, CHIP takes measures (both in writing and verbally) to ensure that its employees and associated personnel are informed of their PSEA related obligations as well as what actions to take in case of an allegation. This may include, without being limited to, posters, memo, reminder emails, quarterly integration in agenda meetings, etc.

10. Awareness-raising to beneficiaries and local communities

10.1 CHIP is committed to ensure the awareness by its beneficiaries and local communities on PSEA and its organizational PSEA systems. For this purpose, CHIP has visual communication materials for communities and “ready-to-use” awareness raising messages. These materials are:

- Adapted to local context;
- Drafted in the relevant local languages;
- Designed to be easily understood by and accessible to beneficiaries of CHIP, especially those groups considered at higher risk of abuse.

10.2 CHIP organizes regular awareness-raising sessions in the communities in which activities are implemented, on PSEA and relevant policies and procedures.

11. Responsibility

11.1 Board of Directors

The overall responsibility for monitoring the implementation of PSEA Policy rests with CHIP’s Board of Directors. The Board is thus responsible for incorporating safeguards in all approval processes and controlling systems

11.2 Senior Management

All senior managers (including the chief executive and division heads) are responsible for integrating PSEA in plans, strategies, policies and programmes, as appropriate.

11.3 Programme Coordinators and Project Heads

These coordinators are responsible for monitoring the integration of safeguards at programme implementation level. This responsibility is shared with partners and laid out in contracts.

12. Code of Conducts

Working for or on behalf of CHIP; I agree to:

- Treat all persons with fairness and respect, courtesy and dignity, in accordance with the International legislation on Human Rights and Children's Rights.
- To provide humanitarian assistance to the affected populations by integrating the elements of protection: "Do No Harm" by ensuring safety, dignity and effective access to the services provided.
- Help create and maintain an environment that prevents sexual exploitation and abuse, sexual harassment, child safeguarding violations, corruption or abuse of power and promote the implementation of this Code of Conduct.
- Immediately report any allegations, suspicions, or concerns regarding failure to meet the standards set forth in this Code of Conduct.
- Not intentionally make false accusations against another worker for violating the provisions of the Code of Conduct, nor disseminate false statements about co-workers or personnel of other agencies.
- To attend mandatory training courses (in person or online) for protection from sexual exploitation and abuse, child safeguarding, sexual harassment, and abuse of authority.
- Cooperate during investigations of sexual exploitation and abuse, sexual harassment and child safeguarding violations.

I understand and acknowledge that it is strictly forbidden/prohibited to:

- Engage in sexual activity with children (persons below the age of 18yrs), regardless of age of majority or local consent. Lack of knowledge of the actual age of the child is not a defense.
- Engage in any sexual relationship between those providing humanitarian assistance and protection and a person benefitting from such humanitarian assistance and protection that

- involves improper use of rank or position is prohibited. Such relationships undermine the credibility and integrity of humanitarian aid work.
- III. Exchange of money, employment, goods, or services for sex, including sexual favors or other forms of humiliating, degrading or exploitative behaviors. This includes exchange of assistance that is due to beneficiaries.
 - IV. Accept any sexual favor(s) in exchange for food or non-food assistance provided to beneficiaries/recipients.
 - V. Abuse my authority, position or influence by withholding protection, assistance or humanitarian services, or giving preferential treatment in order to solicit sexual favors, gifts, payments of any kind or any other benefit.
 - VI. Go to brothels or places declared off-limits by the security organs of each agency/organization.
 - VII. Use children or adults to get others to engage in sexual activity.

I certify that I have read and understood the above obligations and agree to always abide by this Code of Conduct for protection of sexual exploitation and abuse.

13. Inquiry Process

13.1 Informal Procedure

- a) An informal approach to resolve a complaint of any issue related to PSEA would be through mediation between the parties involved and by providing advice and counseling on a strictly confidential basis.
- b) If the case is taken up for investigation at an informal level, the trained focal persons will conduct the investigation in a confidential manner. The alleged accused will be approached with the intention of resolving the matter in a confidential manner.
- c) If the incident or the case reported does constitute sexual harassment of a higher degree and the officer or a member reviewing the case feels that it would be pursued formally for a disciplinary action, with the consent of the complainant, the case can be taken as a formal complaint.

13.2 Formal Inquiry Procedure

Formal complaint procedures require investigation. The focal trained persons after the receipt of a written complaint:

- a) Within three days communicate in writing the charges and statement of allegations to the accused;
- b) Require the accused, within seven days from the day the charge is communicated to him, to submit a written defense and on his failure to do so without reasonable cause, the focal trained persons shall proceed ex-parte;
- c) Enquire into the charge and may examine such oral or documentary evidence in support of the charge or in defense of the accused as the focal trained persons may consider necessary and each party shall be entitled to cross-examine the witnesses against him/her.

13.3 Assistance to SEA Victims/survivors:

- I. CHIP is committed to ensure that any victims of SEA has access to assistance and support as soon as information about an allegation is received, regardless of (i) CHIP decision to investigate the case by the organization, (ii) the outcome of the investigation and (iii) irrespective of whether the victim cooperates with an investigation or any other accountability procedure.
 - II. Assistance and support shall be provided by skilled and competent service providers in line with the "do no harm" and victim-centered approach, in full respect of the rights and best interests of victims and with respect to Gender-Based Violence key principles, especially informed consent. Services shall be rights-based, age, disability-and gender sensitive, non-discriminatory and culturally appropriate and ensure the best interest of the child. Support and assistance shall entail:
 - a) Provision of safety measures to protect against retaliation, secondary victimization and re-traumatization;
 - b) Services including, without being limited to, immediate medical and health care, dignity kits, mental health and psychosocial support, legal services, basic material assistance and support to children born as a result of SEA.
- 13.1.1 To do this, the organization has:
- a) An up-to-date list of local service providers with options for child and adult survivors where appropriate, along with the types of services offered. Such list is built and/or adapted on the service mapping carried out by the inter-agency coordination group (GBV/Child Protection), present in the country;
 - b) A defined and articulated system and process described in its standard operating procedures (SOPs) on referrals and victim support as detailed in annexed document. The SOP includes information-sharing protocols to respect the complainant privacy,

confidentiality, safety and security. The SOPs are built on / adapted from the PSEA Network SOPs.

c) Referral forms

14. Term of References of PSEA Focal Person

An independent PSEA focal is responsible for monitoring that no incident of PSEA go unreported. He/she would undertake field visits and interact with staff at all levels to have full information and confidence for any incident if occurs. The purpose of the PSEA focal point is to have a designated staff member who supports senior management in coordinating the development and implementation of PSEA policy and procedures. Key roles and responsibilities of PSEA focal points include:

14.1 Prevention

- Conduct periodic assessments of CHIP PSEA policies and practices and suggest improvements to senior management;
- Conduct training and awareness-raising sessions on PSEA for all personnel on a regular basis;
- Work with human resource and other relevant personnel on PSEA-related aspects, including ensuring that all personnel sign the code of conduct and that screening for past SEA violations is a regular part of the recruitment process;
- Facilitate awareness-raising campaigns with beneficiaries and local communities on the definition of SEA, the standards of conduct expected of CHIP personnel, and the various mechanisms for raising SEA allegations or concerns, including contact details.

14.2 Reporting allegations of SEA

- Manage the development of internal procedures for personnel to report incidents of sexual exploitation and abuse safely and confidentiality;
- Receive reports of SEA allegations and related information and coordinate the response according to relevant procedures;
- Report concerns or issues with PSEA implementation to senior management.

14.3 Response to SEA allegations

- Once a complaint is received, coordinate CHIP response, including referral of SEA survivors for immediate, professional assistance and referral of the case for further investigations to organization's entity responsible for handling internal investigations.

14.4 Other responsibilities

- Coordinate CHIP PSEA activities with relevant organizations, including inter-agency initiatives, as appropriate;
- Support senior management in implementing other PSEA-related activities, as appropriate.

14.5 Competencies and Experiences

- Proven integrity, objectivity and professional competence;
- Demonstrated sensitivity and knowledge of cultural and gender issues; experience in GBV programming is preferred;
- Fluent in local language;
- Demonstrated experience of working directly with local communities;
- Proven communication skills;
- Upon appointment, the focal point will undergo organization-specific training on PSEA, as soon as feasible.

15. Investigation Process and Nomination Focal Persons Trained in PSEA Investigation

- Investigations: CHIP has a process for investigating SEA allegations in place and shall properly and promptly conduct the investigation of any SEA situation reported to it and committed by its employees or associated personnel or refer to the appropriate investigative body if the perpetrator is affiliated with another entity. The procedures for investigations management and process will be detailed in a separate document.
- Referral to national authorities: If, after proper investigation, there is evidence to support allegations of SEA, these cases may be referred to national authorities for any appropriate action, including criminal

prosecution. Informed and voluntary consent of the victim shall be sought prior to any referral to national authorities.

- Corrective action: The person or team responsible for investigating SEA allegations will make recommendations for improvement so that CHIP can reduce the recurring risk of any misconduct. The management of the organization is in charge of reviewing and implementing these recommendations; such changes brought to the organization's PSEA systems will be communicated to the personnel as relevant.
- The focal trained persons are comprised of minimum 2 (preferably one female) and maximum 3 members;
- 3 members comprising are normally be manager operations, respective project/ programme coordinator and field coordinator;
- CEO can suggest any additions considering the local context, magnitude of offense and the damages and any subject or linguistic specialist may be added based on her discretion;
- If the offense is against the manager operations, project coordinator or field coordinator the focal trained persons will be excluded of the perpetrator and CEO will nominate a replacement;
- Gender composition of the focal trained persons will be maintained by including at least one woman and depending upon the offense or abuse the number of women can also be increased;
- Necessary arrangements of communication and focal trained persons composition would be maintained if the beneficiaries are persons with disabilities and focal trained persons would ensure that subject specialist on the relevant disability is part of the focal trained persons;
- Resources of PSEA investigation are generated from CHIP own funds. Any overheads raised from any of the project would be pooled in at one place and utilized for PSEA investigation if needed.

16. Term of References of Focal Persons Trained in PSEA Investigation

16.1 Purpose and Objectives

The purpose of this investigation is to conduct a thorough, objective and effective investigation of the above-mentioned reported SEA allegations and other related incidents, in accordance with professional standards and best international practice.

Specific objectives are to:

- a) Assess whether the allegations reasonably amount to SEA, and possibly, an offence under national law;
- b) Review evidence presented and gather further evidence that might support or undermine the allegations;
- c) Present a summary of the evidence and conclusions.

16.2 Scope of Work

Key deliverables are:

- I. Work plan, including detailed methodology of investigation (e.g. review of relevant documents, site visit(s), interviews with relevant stakeholders)
- II. Recommended plan of actions for protecting survivors, witnesses, alleged perpetrators and the organization during investigation process
- III. Investigation report, including:
 - a) Executive Summary
 - b) Introduction
 - c) Allegations (i.e., listing all allegations; names of the organization's policies/code of conduct and laws potentially violated)
 - d) Investigative approach (e.g., interviews, review of documents)
 - e) Chronology of events
 - f) Analysis of evidence
 - g) Retaliation and protection risks (and steps taken to address them)
 - h) Analysis of adequacy of organization's response to SEA allegation
 - i) Conclusions regarding evidence to substantiate or not the allegation(s)
 - j) Recommendations (including areas of improvement for the organization's response to PSEA)

16.3 Key Required Skills and Experiences

- Experienced, reliable professional investigator with experience in dealing with highly sensitive cases
- Trained in conducting interviews, including with children and people who experienced trauma
- Demonstrated sensitivity and knowledge to cultural diversity and gender issues, including GBV experience if possible
- Fluent in relevant languages for interviews with personnel and other witnesses, including (Urdu, Pashto, Punjabi, Sindhi and Balochi as per the field areas)

- Proven communication and organizational skills

17. Reporting Mechanism

- a) CHIP has set up safe, confidential and accessible mechanisms and procedures for personnel, beneficiaries and communities, including children, to report SEA allegations that comply with core standards for reporting and ensures that beneficiaries are aware of these. CHIP has mechanisms in place to restrict access to information and keep written reports safely for the security of the survivor and the complainant. Information about an allegation will be shared only on a 'need to know' basis.
- b)CHIP ensures that its reporting mechanisms meet the basic principles of effective reporting:
- Accessibility⁵
 - Responsiveness
 - Safety⁶
 - Confidentiality
 - Transparency⁷
- c)Notification: CHIP provides training to staff likely to receive complaints on the relevant procedures and the alleged incident report⁸.
- d)Protection from retaliation: CHIP is committed to uphold a culture of transparency and a safe environment where personnel and beneficiaries can report SEA allegations as soon as possible without any adverse or punitive action being taken against them. The organization does not tolerate any kind of retaliation, or threat thereof, against anyone who reports a situation of SEA or cooperates in any investigation process related to a SEA allegation. CHIP organization has safe, confidential and accessible mechanisms and procedures for personnel, beneficiaries and communities, including children, to report any consideration of retaliation against them.
- e)The description of the available reporting mechanisms, mechanisms/procedures to review SEA allegations and associated information.
- f) Inter-organizational mechanisms : CHIP aligns its internal reporting mechanisms as follows:
- Complaint boxes: to be kept in Islamabad and field offices
 - Email ID: complaint@chip-pk.org
 - Postal Address: CHIP House Plot # 5, Street # 9, G 8/2 Islamabad.
 - Helpline number: +923325567677

⁵ For more information on child-friendly complaint mechanisms, see UNICEF, [Child-friendly Complaint Mechanisms](#).

⁶ UNICEF PSEA Toolkit, Section 6.2, p.33 – Assistance and Referrals

⁷ UNICEF PSEA Toolkit, Section 5.3, p.32 -Reporting of allegations to UNICEF

⁸ UNICEF PSEA Toolkit, Tools #8, page 65 - Sample of SEA allegations incident report form.

Annex 1 Complaints Form for Protection against Sexual Exploitation & Abuse

Section 1 (It would be victim/survivor or anybody else who reporting on behalf of victim)

Name of Complainant: ----- Ethnic origin/Nationality: -----

Address/Contact details: ----- Identity no: -----

Age: -----

Sex: -----

Date: -----

Section 2 (The information of victim/survivor would be documented here)

Name of Victim (if different from Complainant): ----- Ethnic origin/Nationality: ----- Address/Contact details: -----

Identity no: ----- Age: ----- Sex: -----

Name(s) and address of Parents, if under 18: -----

Has the Victim given consent to the completion of this form? YES NO

Date: -----

Section 3 (Information of incident would be placed here)

Date of Incident(s): ----- Time of Incident(s): ----- Location of Incident(s): -----

Physical & Emotional State of Victim (Please tick the options)

Cuts , Bruises , Lacerations , Behavior , Mood

Witnesses' Names: ----- Contact Information: -----

Brief Description of Incident(s) (Attach extra pages if necessary): -----

Have the police been contacted by the victim? YES NO

If yes, what happened?-----

If no, does the victim want police assistance, and if not, why? -----

Has the victim been informed about available medical treatment? YES NO

What immediate security measures have been undertaken for victim

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

Section 4 (The information of Perpetrator/Accused person would be documented here)

Name of Perpetrator/Accused person (s): ----- Job Title of Perpetrator/Accused person(s): -----

Organization Perpetrator/Accused person(s) Works For: -----

Address of Perpetrator/Accused person(s) (if known): -----

Age: ----- Sex: -----

Physical Description of Perpetrator/Accused person(s): -----

Section 5 (The information of Investigator would be documented here)

Report completed by: -----

Name----- Position/Organisation----- Location-----

Date----- Time-----

Has the Complainant been informed about the Organisation's procedures for dealing with complaints?

YES NO

Annex 2 Referral Template for PSEA

1. This referral template is to be used within CHIP organization to ensure the transparent referral system for PSEA cases and will not be considered valid for the organizations and institutes outside CHIP.
2. This referral template once filled will be filled by HR department in the files of accuser and perpetrator for record purposes only.
3. In case, any accuser or perpetrator intends to pursue a legal procedure against CHIP organization, the referral template may be provided to court or agencies (legal only) for the protection of CHIP, nominated focal persons for PSEA and its focal persons trained in PSEA investigation;
4. Field coordinator at any field area is the authorized person to fill in the referral form once reported by nominated PSEA focal person;
5. If the allegations are against Field coordinator then the respective Project coordinator will automatically take the responsibility of filling the referral template.
6. Reported by: _____ (Name of PSEA Focal Person)
7. Complainant: _____ (Name of Survivor)
- 7 a. CNIC Number: _____ (Survivor)
- 7 b. Contact Information: _____ (Survivor)
- 7 c. Age and sex: _____ (Survivor)
8. Field Office: _____
9. Charges Against: _____ (Name of Perpetrator)
- 9 a. CNIC Number: _____ (Perpetrator)
- 9 b. Contact Information: _____ (Perpetrator)
- 9 c. Age and sex: _____ (Perpetrator)
10. Complaint Received by: _____ (Field Coordinator)
11. Is survivor informed that his/ her complaint has been taken up? _____

12. Is perpetrator informed about charges and allegations against him? _____

13. Has survivor consented to probe the matter? (Signatures of the Survivor Required)

I, _____ (survivor name), understand that the purpose of the referral and of disclosing this information to CHIP organization is to ensure the safety and continuity of care among service providers seeking to serve the client. I clearly understand the procedure of referral and has provided the exact information to be disclosed by signing this form I authorize the exchange of the information.

Signature of responsible party (survivor or caregiver if a child):

Date (DD/MM/YY):

14. Has perpetrator informed to probe the matter? (Signatures of the Perpetrator Required)

I, _____ (Accused Perpetrator), understand that the purpose of the referral and of disclosing this information to CHIP organization is to ensure the safety and continuity of care among service providers seeking to serve the client. I clearly understand the procedure of referral and has provided the exact information to be disclosed by signing this form I authorize the exchange of the information.

Signature:

Date (DD/MM/YY):

15. Actual act of the Perpetrator Reported by Survivor (To be Filled by Survivor) _____

16. Remarks by the Referee and Recommendation: _____

17. Signatures of Referee: _____

18. Name and signature of recipient: _____ Date received (DD/MM/YY): _____