

Preventing Sexual Exploitation and Abuse in the Jordan Refugee Program

Checklist DRAFT

9 September 2015

This self-auditing tool is aimed to better inform your agency as to where it stands in relation to preventing sexual exploitation and abuse. The process will enable you to identify gaps and to provide guidance on the next steps the agency may need to take to strengthen its ongoing work in protecting those with whom we work.

As part of ongoing efforts to strengthen the prevention of SEA in the Jordan Refugee program, the results of these checklists could be shared with the PSEA Focal Points network to identify specific measures that, overall, agencies working with refugees in Jordan still need to focus on to strengthen the prevention of sexual exploitation and abuse.

For the purposes of this checklist, Code of Conduct refers to the Agency's own Code of Conduct if it incorporates the principles that relate to sexual exploitation and abuse.

For each statement, tick the box which corresponds: **A = in place; B = partially done; C = not in place.**
 By grouping the results into Mostly As/Bs or Cs, this will provide an indication of your agency's progress.
 It should also be noted that boxes highlighted in yellow are considered to be essential and therefore a priority for PSEA.

ADMINISTRATION/MANAGEMENT

1	RECRUITMENT AND INTERVIEWS	A	B	C
A	The agency has a Gender Policy and monitors the gender-balance of staffing and strives to be gender-balanced, at all levels of responsibility, in both main and sub-offices and among nationally and internationally contracted staff and refugee incentive workers.			
B	During the recruitment / interview process, the agency discusses the policies of staff/beneficiary relations and assesses interviewee's responses to Code of Conduct related questions.			
C	References are rigorously gathered and follow a specific format /checklist while respecting the principle of confidentiality. They should include questions about disciplinary actions.			
D	All agency staff contracts include the main principles of the Code of Conduct or have the Code of Conduct attached, which should also be available in Arabic.			
E	All job advertisements reaffirm the agency's commitment to the Code of Conduct and PSEA			
F	Applicants must fill in job application forms, which require the applicant to give information about criminal convictions, reasons for leaving previous jobs and periods when no employer is listed.			

2	ORIENTATION	A	B	C
A	There is a staff orientation process for all staff, including refugee incentive staff, which includes administrative procedures and human resources as well as programmatic and operational issues.			
B	Guidance is provided to new employees on the cultural context, gender equality basis principles, and appropriate behaviour expected of staff and disciplinary procedures/consequences			
C	During the orientation process, the employee is taken through the Code of Conduct, which includes PSEA principles, by a manager/supervisor to ensure they understand the issue and have their questions answered.			

3	MANAGEMENT	A	B	C
A	Senior management works to ensure a culture to eliminate sexual exploitation and abuse. For example,			

	PSEA is included as part of the performance goals for managers and performance is rated in accordance with the actual implementation of these goals. Senior managers make announcements on this issue and staff are reminded that the organization takes the issue seriously.			
B	The agency has developed and incorporated into staff rules and regulations a Code of Conduct, which includes principles related to protection from sexual exploitation and abuse, as well as appropriate investigation and disciplinary procedures for when violations of the core principles occur.			
C	Senior managers are required to (and are evaluated on their ability to) promote the standards outlined in the Code of Conduct in inter-agency forums, to their subordinates and amongst their project beneficiary populations.			

4	AWARENESS RAISING / TRAINING	A	B	C
A	The Code of Conduct including PSEA principles (either the simplified or complete version) is displayed in all operational and office areas.			
B	The agency has distributed the Code of Conduct and PSEA policies and guidelines, in English or translated versions, to all staff.			
C	A manager is responsible for ensuring that a training strategy is being implemented to raise awareness of gender equality, SGBV, human rights, SEA prevention and response, and the Code of Conduct among all staff in addition to procedures for reporting incidences, whether substantiated or not. (This includes consultants, contractors, incentive staff, security guards).			
D	Staff who have direct contact with beneficiaries receive more in depth training on causes and consequences of SGBV and SEA on a regular basis.			

5	REPORTING AND COMPLAINTS MECHANISMS	A	B	C
A	The agency has established, together with beneficiaries, a confidential and safe SEA reporting system suitable for staff and beneficiaries.			
B	A means to make anonymous SEA complaints is available, e.g. complaints box / telephone hotline / email address.			
C	The agency raises awareness of its reporting and complaints mechanisms through public information campaigns.			
D	Staff who receive complaints are trained how to handle complaints, including reception of complaints and referrals to relevant response and support services.			
E	SOPs for complaint mechanisms stress the importance of confidentiality and data protection and are known and applied by all staff, including ICT and other technical staff.			
F	The agency has a clear, updated and documented guideline on reporting cases to the investigative service			
G	The agency promotes a culture and environment which women, girls, men and boys from diverse backgrounds and specific needs such as people with disabilities, elderly, people with disabilities LGBTI and illiterate people are listened to and respected as individuals,			
H	The agency provides regular feedback on complaints to beneficiaries ensuring the inclusion of which women, girls, men and boys from diverse backgrounds and specific needs such as people with disabilities, elderly, people with disabilities LGBTI and illiterate people			

6	RESPONSE	A	B	C
A	The Agency promotes the development of a culture, which ensures that reported abuses are immediately reported upwards and acted upon, ensuring that all confidential information is channelled correctly and handled with the utmost discretion			
B	Responses are 'survivor centred', keeping the needs of the survivor at the forefront of any investigation process.			
C	The agency responds to reported cases according to their internal standard guidelines on Complaints and			

	Investigation Procedures and Guidance Related to Sexual Abuse and Sexual Exploitation, and consulting with the PSEA network as required. Country operation CP & SGBV SOPs and IASC guidelines are also taken into account.			
D	The agency will coordinate investigations with other agencies when and if appropriate, in accordance with the agreed referral pathways.			
E	The agency has a team of staff (female and male) with the skills and expertise to investigate SEA cases.			
F	The agency ensures that all cases are properly documented and followed up to ensure that the survivor receives the optimum support required.			
G	Coordination with the authorities is carefully assessed in consideration with the survivor centered approach, the organization's HR and administrative procedures and the applicable national laws.			

7	PREVENTION	A	B	C
A	The agency has its own Code of Conduct, which incorporates the six principles related to sexual exploitation and abuse. ¹			
B	The Agency has an action plan in place for mainstreaming PSEA in all sector and programmes using a participatory approach.			
C	Clear policies/guidelines are in place for concrete measures to prevent increased vulnerability of beneficiaries and minimize the risk of malicious/false allegations against staff (i.e.: regulations around number of staff present in one space).			
D	Clear policies/guidelines are in place for qualification criteria to prioritize vulnerable individuals in the provision of basic services, which is strictly monitored.			
E	Budgets include PSEA funding lines for promotional materials/trainings etc.			
F	The agency promotes regular interaction between beneficiaries and senior staff.			

8	MONITORING AND EVALUATION	A	B	C
A	The agency has established safe and confidential procedures for monitoring incidences, to better identify trends and improve the assessment of programme risks.			
B	Regular programmatic monitoring and evaluation incorporates PSEA as a standing item.			
C	Regular consultations with refugees on delivery assistance (distribution of commodities, health services, education etc.) take place.			
D	Senior managers regularly visit the field.			

9	COMMUNITY AWARENESS RAISING	A	B	C
A	The agency has strengthened the mass information systems to ensure that all beneficiaries regardless of sex, age and diversity receive information in appropriate forms to inform them that goods and services are their entitlement and do not require payment of any kind.			
B	The agency has disseminated the Code of Conduct amongst the communities with which it works and community leaders can advise their communities on the Code and the reporting mechanisms.			
C	The agency ensures that translated copies of the Code of Conduct are freely available to beneficiaries.			

¹ As per the Secretary-General's Bulletin, Special Measures for protection from sexual exploitation and abuse which can be accessed at <http://www.unhcr.org/405ac6614.html>.

D	Information on complaints mechanisms are displayed prominently at service delivery sites and translated into local languages.			
E	The agency ensures that field staff have the ability to promote and encourage standards of accountability and Code of Conduct to the beneficiaries in their programs.			

10	COORDINATION	A	B	C
A	A focal point at the senior level and an alternate within the agency has been appointed for the implementation / follow up of PSEA activities. The focal point and senior management are committed to implementing SEA inter-agency referral pathways.			
B	The agency has strengthened collaboration and coordination among all sectors and implementing partners in addressing SEA with emphasis on the needs of the survivors; e.g., case management, advocacy and emotional support.			
C	The PSEA focal point or her/his alternate attends regular coordination meetings with all actors to ensure a concerted effort in prevention and response to sexual exploitation and abuse.			

11	EXTERNAL/IMPLEMENTING PARTNERS	A	B	C
A	All contracts with external implementing partners or service providers (including transporters, warehouse staff, guards etc.) incorporate the core principles of the Code of Conduct, which includes PSEA, as part of the agreement.			
B	It is written into the contract that any violation of the Code of Conduct by that partner can result in termination of contract.			
C	All implementing partners are aware that they are responsible for ensuring the Code of Conduct is made known to the beneficiary community with whom they are working.			
D	All CBO partners and government officials participate in SEA trainings offered by the agency.			

	TOTALS	A	B	C