GBV response according to UNRWA policies and regulations

GBV PERPETRATOR

BENEFICIARY/

EXTERNAL ACTOR

united nations relief and works agency for palestine refugees in the near east





GBV SURVIVOR

Sexual Misconduct perpetrated by UNRWA Personnel

GBV PERPETRATOR GBV SURVIVOR UNRWA PERSONNEL BENEFICIARY

UNRWA TREATS IT AS:

Sexual Exploitation and Abuse (SEA)



UNRWA RESPONSE

GBV PERPETRATOR

under the age of 18.

Complaint/report.

Investigation.

Disciplinary and/or managerial action.

 (possibly) referral to national authorities.

GBV SURVIVOR

GBV SPECIALISED STAFF, INTERNAL AND EXTERNAL REFERRAL

If beneficiary is a minor:

- CHILD PROTECTION **SPECIALIST AND GBV** SPECIALISED STAFF.
- INTERNAL AND EXTERNAL

Investigation

GBV PERPETRATOR



UNRWA PERSONNEL UNRWA PERSONNEL

UNRWA TREATS IT AS:

Sexual Harassment (SH)



EXAMPLES

- Off-color jokes about the physical appearance of a colleague.
- Request of sexual activity to obtain a promotion.



UNRWA RESPONSE

GBV PERPETRATOR

Informal resolution

Formal complaint

- Disciplinary and/or managerial action
- (possibly) referral to national

Not to engage in or condone

Familiarize with relevant policies.

Create and maintain an environment that

prevents sexual harassment and abuse of

Pages/DIOSHotline.aspx

Area SEA Focal Points

(S) +962 (0) 6 5808686 (@) hotline@unrwa.org

online complaint form: https://intranet.unrwa.org/DIOS/

prohibit conduct.

authority.

GBV SURVIVOR

YOUR RESPONSE

AS UNRWA STAFF



AND EXTERNAL REFERRAL

STOP

UNRWA RESPONSE

UNRWA TREATS IT AS:

Sexual Violence against personnel

EXAMPLES

• An UNRWA staff member, who is

or an employee of a partner

perseveres after refusal.

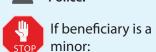
harassed (for instance) by a beneficiary

organization who insists on beginning

an emotional or sexual relationship and

GBV PERPETRATOR





CHILD PROTECTION SPECIALIST AND GBV SPECIALISED STAFF

GBV SURVIVOR

GBV SURVIVOR

UNRWA PERSONNEL

- FIELD SECURITY.
- UNDSS. • SUPERVISOR.
- Field Legal Office.
- GBV SPECIALISED STAFF, INTERNAL AND EXTERNAL

REFERRAL.

YOUR RESPONSE AS UNRWA STAFF

- Follow and adhere to security recommendations and procedures.
- Be aware of the contact details of the relevant



Supervisor of the GBV survivor National Police: 911

Area Staff 24 hours radio room: 🕕 079 55 44 137 International Staff (UNDSS): 10 079 50 79 97

Field Legal Office

Other forms of GBV of concern to UNRWA



BENEFICIARY/ EXTERNAL ACTOR

GBV SURVIVOR BENEFICIARY

UNRWA TREATS IT AS:

(Other) GBV

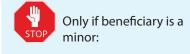


- UNRWA student who is sexually abused by schoolmates.
- A female student who drops out from UNRWA school because she is going to be married.
- A woman beaten or raped by her husband.

UNRWA RESPONSE

GBV PERPETRATOR

GBV SURVIVOR



CHILD PROTECTION SPECIALIST AND GBV SPECIALISED STAFF

INTERNAL AND EXTERNAL REFERRAL

SPECIALISED **STAFF,** INTERNAL AND

(coordination with Child Protection Specialist if required)

EXTERNAL REFERRAL

YOUR RESPONSE AS UNRWA STAFF

- Provide Psychological First Aid.
- Refer immediately to GBV specialized staff.
- Ensure and protect confidentiality, safety and dignity of the beneficiary.



GBV NETWORK: GBV Focal Points & GBV JFO Team

Souf Camps/ Jerash Camp 07914 07118 Zarka Camp 07914 07119 07914 07115 07914 07057 Marka Camp Baqaa Camp

Irbid Camp/Husn Camp Amman New Camp Hussein/Nuzha Camp

GBV PERPETRATOR GBV SURVIVOR EMERGENCY SETTING UNRWA TREATS IT AS: GBV in Emergencies (GBViE)

EXAMPLES

- Wrong location or installations of toilets within UNRWA shelters increases the risk of sexual violence.
- Lack of partitions can increase sexual assault.

UNRWA RESPONSE

GBV PERPETRATOR

ACCORDING TO SETTING

GBV SPECIALISED STAFF

GBV SURVIVOR

Toilet

YOUR RESPONSE AS UNRWA STAFF

 Familiarize with relevant documents.



Assume that GBV is happening and increasing during emergencies and treat it as a serious and life-threatening problem.



Chief, Area Office

Shelter Managers

Others according to emergency setting

07914 07163 JFO Focal Point for staff JFO Focal Point for beneficiaries 07914 07071 Staff Relations Officer 07914 07112 ① 079-9703041 ② S.sulaiman@unrwa.org 🕕 079-8694717 🛮 @ R.al-khatib@unrwa.org 07914 07069 Talbyeh

Inform all beneficiaries of their rights and the complaint system.

YOUR RESPONSE

AS UNRWA STAFF

- Mandatory reporting of any concern or suspicion regarding sexual exploitation or abuse by fellow worker.
- Create and maintain an environment that prevents sexual exploitation and abuse.

DIOS Hotline

🕓 +962 (0) 6 5808686 🛮 @ hotline@unrwa.org

online complaint form: https://intranet.unrwa.org/DIOS/ Pages/DIOSHotline.aspx

Area SEA Focal Points

Assistant GBV-Project Associate