

TOOLKIT FOR HARASSMENT, SEXUAL
HARASSMENT, OR ABUSE OF
AUTHORITY

DEFINITIONS

HARASSMENT

Any improper and unwelcome conduct that might reasonably be expected or be perceived to cause offence or humiliation to another. Harassment includes - but is not limited to - words, gestures or actions which tend to annoy, alarm, abuse, demean, intimidate, belittle or cause personal humiliation or embarrassment to another; or that cause an intimidating, hostile or offensive work environment. It includes harassment based on any grounds such as race, religion, colour, creed, ethnic origin, physical attributes, gender or sexual orientation. It can include a one-off incident or a series of incidents. Harassment may be deliberate, unsolicited and coercive. Harassment may also occur outside the workplace and/or outside working hours.

SEXUAL HARASSMENT

Any unwelcome sexual advance, request for sexual favour, verbal or physical conduct or gesture of a sexual nature, or any other behaviour of a sexual nature that might reasonably be expected or be perceived to cause offence or humiliation to another. Sexual harassment may occur when it interferes with work, is made a condition of employment or creates an intimidating, hostile or offensive environment. It can include a one-off incident or a series of incidents. Sexual harassment may be deliberate, unsolicited and coercive. Both male and female colleagues can either be the victim or offender. Sexual harassment may also occur outside the workplace and/or outside working hours.

ABUSE OF AUTHORITY

The improper use of a position of influence, power or authority by an individual against another colleague or group of colleagues. This is particularly serious when an individual misuses his/her influence, power or authority to negatively influence the career or employment conditions (including - but not limited to - appointment, assignment, contract renewal, performance evaluation or promotion) of another. It can include a one-off incident or a series of incidents. Abuse of authority may also include misuse of power that creates a hostile or offensive work environment, which includes - but is not limited to - the use of intimidation, threats, blackmail or coercion.

RETALIATION

Threats or acts of retribution against an individual who raises concerns, makes claims or assists in providing information about harassment, sexual harassment, or abuse of authority. Examples of retaliation may include - but are not limited to - threatening the non-renewal of a contract, an unsubstantiated negative PAR, publicly or privately speaking of the allegations (e.g. with the complainant), continued harassment in any form, discriminatory treatment, isolation or failure to consider individual concerned for a warranted post or promotion.

DISPUTE RESOLUTION PROCESS

Staff members and non-staff personnel may choose to deal with any complaint or grievance through either an informal or formal process.

Informal process should normally be undertaken within one year of the incident of alleged harassment, sexual harassment or abuse of authority. However, staff members are strongly encouraged to initiate action as soon as possible.

An affected person may seek assistance, including from any of the following resources:

- Their supervisor or another supervisor/director ;
- a Human Resource Focal Point;
- a PSEA focal point (in case of sexual harassment/abuse)
- A Workplace Relations Advisor;
- Ombudsman/Mediator ;
- a Staff representative; and
- the UN Ethics Office.

INFORMAL PROCESS:

INVOLVING A THIRD PARTY/STAFF REPRESENTATIVE

Upon request of either the alleged victim or the alleged offender, a third party may agree to assist him/her. It is mandatory that the third party ensures that confidentiality is respected in accordance with UN Staff Rules. The third party should be fully knowledgeable about the present framework. The third party should always act in the best interests of the alleged victim/alleged offender yet refrain from defaming the character of the individuals involved.

The third party should be aware that sometimes the best form of assistance is a referral to a more appropriate source within the Organization. When uncertain about what appropriate actions to take, the third party should consult the Mediator with the consent of the alleged victim or alleged offender.

Informal Resolution

- Always requires the victim's informed consent;
- Can happen in parallel with a formal process;
- Primarily aims to end the harassment behaviour and educate the offender;
- Informal discussions may result in management action or interim measures.

ROLE OF A THIRD PARTY/STAFF REPRESENTATIVE

A third party/staff representative is a colleague who assists a complainant or an alleged offender in an informal process.

They provide initial advice on incidents of harassment, sexual harassment or abuse of authority and the various options available.

STAFF REPRESENTATIVES RESPONSIBILITIES AND RESOURCES

Staff representatives should focus their efforts on two main areas :

I- AWARENESS AND PREVENTION

- Familiarize yourself with the rules and procedures in your own organization.
- Raise awareness on the topic advocating the necessity to have an anti-harassment policy in place.
- Ensure staff conduct protocols as well as code of conduct for non-staff present at premises or other sponsored events.
- Promoting adoption anti-harassment mandatory training to staff
- Encouraging your organization to sign up for UN [clear checks](#) and screening for job applicants.

II- SUPPORT AND RESPONSE

- Familiarize yourself with reporting channels within your own organization.
- Develop a simple guide to reporting incidents including informal and formal processes based on your organization's rules and regulation (could be posted on your association Intranet).
- Undertake the [UN Training Module on Victim-Centred Approach](#) as a facilitator.
- Ensures that an introductory dialogue with each of the parties take place separately prior to the informal resolution session.

Moving from an Informal to a Formal Process

Individuals may choose to deal with any complaint or grievance through either an informal or formal process. If the complainant is not satisfied with the results of the informal process, he/she may submit a written complaint to begin the formal process.

Note :

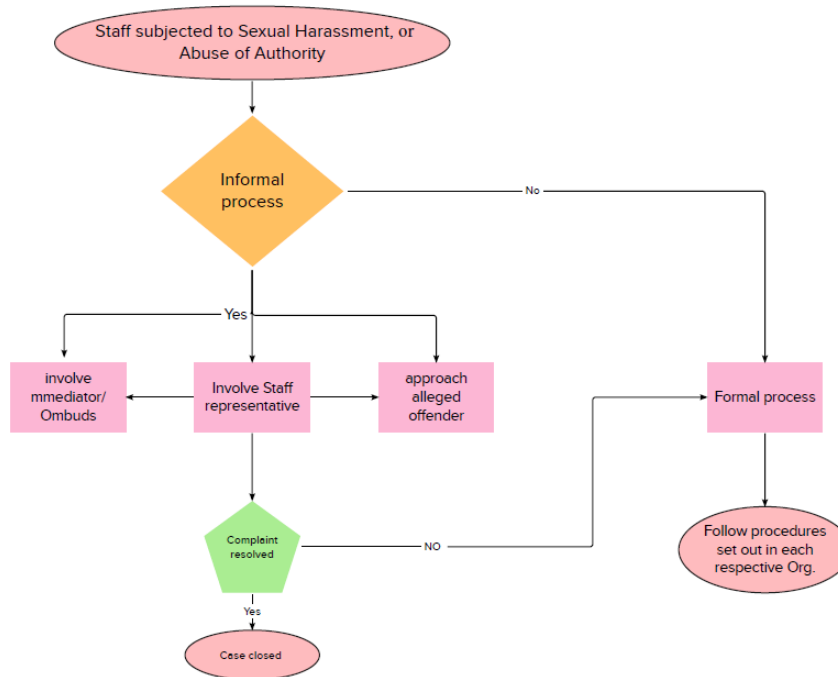
*Staff members who have experienced sexual harassment can opt for an informal resolution **only** if they feel safe to choose this option. **An informal resolution is not an option for alleged cases of sexual exploitation and abuse these cases should be always reported formally.***

FORMAL PROCESS:

FILING A COMPLAINT

Formal complaint should be lodged in accordance with the Organization’s procedures, while taking into account the Organization’s deadlines if applicable.

PROCESS FLOW CHART



Adopted from UNHCR policy on harassment, sexual harassment, and abuse of authority.

ROLE OF THE OFFICE OF INTERNAL OVERSIGHT SERVICES (OIOS)

The Office of Internal Oversight Services (OIOS) investigates misconduct allegations that involve personnel and entities within the United Nations Secretariat, including field missions including allegations of sexual harassment, sexual abuse, sexual exploitation and other violations of UN regulations, rules and administrative issuances.

ROLE OF BYSTANDER

All UN Personnel has a responsibility to promote a healthy and respectful work environment, and to uphold the integrity of the institution. This means that everyone needs to stand up and take action when hearing/witnessing any sort of harassment.

Infographic 1 :



Source UNHCR

Infographic 2 :

THE 5 D's

DIRECT	DISTRACT	DELEGATE	DOCUMENT	DIALOGUE
Confront the offender. Need to be assertive and clear, and the intervention short	Indirect action. Do something to distract or break the offender's concentration	Get help from someone else appropriate	Document the occurrence if possible (video, photo or audio)	Talk with victim and give support. Show solidarity and ask how you can help

Source : UNTMPSEA Resource guide on prevention and response to gender-based violence and sexual misconduct (including harassment, exploitation and abuse)