

If you see it
– act.

If you
lead
a team –
protect.

If you
experience
it – report.

Prevention and

Response to

Sexual Harassment





Part I

**Quick
Reference**

Sexual exploitation and abuse (SEA)

are any actual or attempted abuse or exploitation of a sexual nature by UNDP personnel or individuals from the local community (e.g., vulnerable populations, beneficiaries, members of the general public, vendors, etc.). SEA involves an abuse of power by individuals responsible for providing, for instance, basic humanitarian or other life-saving assistance. But in summary prohibited conduct includes:

- Sexual activity with a child (a person under the age of 18)
- Exchange of money, food, employment, goods, assistance or services for sex or sexual behaviours
- Sex with sex workers or any transactional sex – even if prostitution is legal in the country
- Forced sexual activity
- Use of a child or adult to procure sex for others

Sexual harassment (SH)

refers to any unwelcome sexual advance, request for sexual favor, verbal or physical conduct or gesture of a sexual nature, or any other behaviour of a sexual nature (including use of pornography) that has or that might reasonably be expected or be perceived to cause offense or humiliation to personnel in the workplace. Note that "workplace" has a very broad definition and covers any place where UNDP personnel is present during and outside of the working hours. More information on SH can be found at this link: [Prevention of Sexual Harassment in the Workplace](#).

*It's not about intent, but about **the effect** of the behavior.*

If You Are a Victim – 3 Steps

- 1** Ensure your safety (call 192 (police) or Security Focal Point in emergencies).
- 2** Seek advice and support (Supervisor, HR, PSEA/SH focal point).
- 3** Report – formally or anonymously (OAI, email).

Are you looking to report SEXUAL HARRASMENT?

Office of Audit and Investigation (OAI) reportmisconduct@undp.org

Reach out to the expert team of SH investigators confidentially. This is formal reporting mechanism and is a safe space for you to talk through what has happened to you and what you might want to do in response.

Rights and Protection of Victims/Survivors

- Confidentiality guaranteed.
- Protection against retaliation (retaliation is misconduct).
- Psychological and counseling support.
- Option of anonymous reporting.

Obligations of all personnel:

KNOW – COMPLY – REPORT – COOPERATE

- **KNOW** and understand the standards
- **COMPLY** with all rules and policies
- **REPORT** any suspicion immediately
- **COOPERATE** fully with investigators

If You Are a **Witness** – 3 Steps

- 1** **React** – interrupt or call out inappropriate behavior.
- 2** **Support** – check in with the victim, offer to accompany them.
- 3** **Report** – to OAI, HR, or focal point. Do not investigate yourself.

If You Are a **Manager** – 3 Steps

- 1** Mandatory reporting to OAI.
- 2** Never investigate on your own.
- 3** Create a safe work environment and protect staff from retaliation.

How should SEA/SH allegations against UNDP personnel be reported?

All SEA allegations against UNDP personnel must be reported to the Office of Audit and Investigations as follows:

- Through an online referral form, fill a report [here](#)
- By e-mail at: reportmisconduct@undp.org
- By telephone: +1-844-595-5206 in the USA

*Report suspicions, do not investigate on your own,
respect confidentiality.*

By regular mail to: Deputy Director (Investigations), Office of Audit and Investigations, United Nations Development Programme, One UN Plaza, DC1, 4th Floor, New York, NY 10017 USA

Reports may also be submitted to senior management in the office who should immediately forward the report to OAI.

UNDP Serbia PSEA/SH Focal Points:

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Reporting and Investigation Process (Summary)

1. Filing a report (OAI, supervisor, HR focal point).
2. OAI assessment and decision to open investigation.
3. Notification while respecting confidentiality.
4. Investigation outcome sent to Legal Office.
5. Disciplinary action or cooperation with national authorities, if needed.
6. Continuous victim/survivor support during the process.

What the Law Says in Serbia

- SH is a criminal offense – punishable by fines or imprisonment.
- SEA is prohibited and prosecuted ex officio.
- UNDP conducts its own investigation, in parallel with national proceedings.

Frequently Asked Questions (FAQ) ¹

- **Are relationships between colleagues allowed?** Not prohibited, but must be disclosed if there is a supervisory relationship.
- **What if the offender is from another UN agency?** Report to OAI or directly to that agency.
- **Can I report anonymously?** Yes.
- **What if the report turns out false?** If made in good faith – no consequences.
- **How are falsely accused colleagues protected?** Disciplinary measures only if allegations are substantiated.
- **Are sexual relationships with beneficiaries of assistance prohibited?** Sexual relationships between UNDP personnel and beneficiaries of assistance are “strongly discouraged” because there is a risk that the relationship will be based on inherently unequal power dynamics.
- **How do non-UNDP personnel members report incidents of SEA?** All beneficiaries should be encouraged to report any instance of SEA to any member of the UN personnel present in country. UNDP personnel who become aware of such allegations must immediately inform the Head of the Office. Such allegations are then to be communicated to OAI.

¹ Detailed explanations and answers to FAQ are provided in the final section of this brochure, as well as at the following link [UNDP.PSEA/SH FAQ](https://www.un.org/en/development/desa/policy/undp/psea/shfaq)

Part II --- **Detailed Guidance**



What is What? (Definitions and Differences)

- **SEXUAL HARASSMENT (SH):** Occurs between UNDP personnel in the workplace.
- **SEXUAL EXPLOITATION AND ABUSE (SEA):** Abuse of individuals from the local population by UNDP personnel (e.g. beneficiaries, vendors, members of the public).

Sexual exploitation and abuse (SEA) & sexual harassment (SH) are the most harmful and serious forms of misconduct. Staff and related personnel, whether internationally or locally recruited, who engage in this misconduct can be summarily dismissed.

Sexual harassment creates a toxic work environment and is abuse of power.

As UN personnel we must treat each other, our partners, and the local population with respect and dignity.

REMEMBER: These prohibitions apply during our free time as well as during our working day.

Sexual harassment (SH) is:

- Any unwelcome sexual advance,
- Request for sexual favor,
- Verbal or physical conduct or gesture of a sexual nature, or
- any other behavior of a sexual nature (including displaying of/ references to pornography, making sexually colored remarks), that has or that might reasonably be expected or be perceived to cause offense or humiliation to another.
- Sexual harassment has certain specificities that make it difficult to recognize it and give a stronger social reaction.

- It is linked with similar stereotypes as the act of rape – **that a person deserves to be harassed because of his/her appearance or behaviour** (“no wonder, look at how she’s dressed”) or that **it does not have significant consequences** (“I invited her on a date many times, though she refused, I was just flirting, my parents always told me that if I wanted a girl to like me, I needed to be persistent.”)

What constitutes sexual harassment?

- **Personal perception of the situation is relevant – something that may be acceptable to one person, may be completely unacceptable to another.**
- Some situations can clearly be recognized as sexual harassment – e.g. sending sexually suggestive emojis, memes, or GIFs, while some cannot – e.g. hugging or comments regarding someone’s appearance.
- This is why it is important to set boundaries and to explicitly state if something is inappropriate or unwelcome (“I do not like it when you hug me like that, it makes me feel uncomfortable, please don’t do that again.”). **If the boundary is crossed even after saying “no”, this is already in the domain of harassment. It is about the effect of specific behavior, not about intent!**

While sexual harassment typically involves a pattern of behavior, it can take the form of a single incident. Individuals regardless of gender identity can be complainants or alleged offenders.

Examples of sexual harassment include:

- Repeated requests or other forms of pressure for a sexual or other personal – rather than professional – relationship (e.g. repeated requests for ‘a date’);
- Unwarranted, intrusive or persistent questioning about a person’s marital status or sexual interests, history or orientation (e.g. *So, are you still single? Why? Don't you want someone to keep you warm at night?, Are you into guys or girls? Don't be shy, we're all friends here.*);

- Obscene messages sent by text message, email, video chat, social media platform or left on voice mail;
- Open or implied threat that submission to sexual advances will be a condition of some form of commendation, work status or access to promotion or development opportunity or positive performance evaluation;
- Remarks speculating about a person's sexual activities or history, or remarks about one's own sexual activities or history;
- Displays of material of a sexual nature (including pornography) including posters, pinups, cartoons, graffiti, objects, or messages left on notice boards, desks or common areas;
- A pattern of conduct, which can be subtle in nature, that has sexual overtones and is intended to create or has the effect of creating distress and/or humiliation in another person; (e.g. Frequent comments like: *"Looking sexy as always"* whenever the person enters the office; Deliberately brushing against a person in hallways or elevators, more than once; Sending suggestive emojis or memes regularly in group chats or emails; A supervisor consistently "joking" about how someone dresses or looks in sexualized terms, Whispering sexual innuendos whenever the person passes by; Making comments such as *I'm sure you got that promotion for more than just your hard work* etc.);
- Using unwelcome 'pet' names, such as "honey", "doll", "babe", etc.;
- Indirect or other suggestive, offensive or derogatory comments or jokes about a person's gender identity or sexual orientation (*Are you the man or the woman in your relationship?*, etc.);
- Unwanted, uninvited or inappropriate touching, patting, hugging or other physical contact (e.g. massaging a person without invitation or deliberately brushing up against them).

Rape, attempted rape, sexual assault, or any sexual act committed using coercion or without consent are criminal offences and should be dealt with in line with para 38. [Harassment, Sexual Harassment, Discrimination, and Abuse of Authority](#)

UNDP takes all allegations of sexual misconduct extremely seriously.

If I am a Victim – My Steps

- 1** Ensure that you are safe.
- 2** In case of an **emergency or if you believe you are in danger** (e.g., physical danger or a security threat), you should contact national authorities **192 (police)** or the Security Focal Point in your respective duty station, as relevant.
- 3** Try to move to a safe space where you feel protected and supported.
- 4** Calm yourself: take deep breaths, reach out to a trusted colleague, counsellor, or friend for immediate emotional support.
- 5** If possible, make quick notes of what happened (date, time, place, people present, what was said or done). This record can help later.
- 6** If there are any physical traces (messages, emails, screenshots, or objects), preserve them safely.
- 7** Reach out as soon as you feel able: Supervisor, HR, Ombudsman, focal point, counsellor, or directly OAI.
- 8** Report when ready (no time limit, can be anonymous).
- 9** **No time limit to report - giving victims the space to decide what they want to do, the earlier you report the higher the chances of success. Former staff can also report.**
- 10** **Anonymous reporting.** The wish for anonymity only applies to the complainant (victim/survivor) and not to the subject (or alleged perpetrator) of the complaint.

Counselling support for victims in Serbia:

- **SOS Hotline of the Autonomous Women's Center:** 0800 100 007
- **Victimology Society of Serbia:** 011 228 8040 and 065 548 6421
- **ASTRA SOS Hotline for Victims of Human Trafficking:** 011 785 0000
- **Police:** 192 **Emergency Medical Services:** 194

Centers for Victims of Sexual Violence:

- 069 30 44 007 / Kikinda
- 069 30 44 008 / Novi Sad
- 069 30 43 009 / Zrenjanin
- 069 30 44 010 / Sremska Mitrovica
- 069 30 44 050 / Vrbas

What if the person harassing me is in a supervisory role or higher in the hierarchy?

You are not required to report through your supervisor. You can directly contact OAI, HR harassment focal point, Ombudsman, PSEA/SH focal point.

- Confidentiality is protected – your identity will not be shared beyond those who need to know.
- Protection from retaliation applies even if the harasser is in a position of authority.
- You may ask a colleague, Staff Committee representative, or PSEA/SH focal point to accompany you or raise the concern on your behalf.
- Senior management has an obligation to ensure that power imbalances do not prevent safe reporting.

Are you looking for advice and support?

Note: You are not obliged to share your experience widely. Confide only in people you believe can support you and make you feel safer.

Sharing with too many people may risk confidentiality, expose you to judgmental reactions, inadequate or harmful advice, or cause stress from retelling your story multiple times.

Supervisor - If you approach your supervisor for advice or support, they are expected to:

- Take you seriously and treat your concern as a priority.
- Listen respectfully and apply the 10 principles of supportive conversation (including listen, take notes, be empathetic, respect confidentiality, inform you about options, protect you from retaliation, act promptly).
- Ensure confidentiality to the greatest extent possible.
- Provide you with information on available support services (Ombudsman, HR, counsellors, Ethics Office).
- Report the allegation to OAI (mandatory for managers).
- Never conduct their own investigation – they must leave that to OAI.
- Support your well-being by creating a safe work environment in agreement with you (flexibility, work-life balance, protection from retaliation).
- Follow up with you to make sure you feel safe and are not experiencing retaliation.

PSEA/SH Focal Point - Your focal point shall:

- Refer your complaint/report immediately to the UNDP Office of Audit and Investigation (OAI).
- Ensure you are connected to victim assistance mechanisms (medical, psychosocial, and legal support) where such mechanisms exist.
- Directly assist you in assessing urgent medical care and safety measures if needed.
- Facilitate access to support services (in line with UN General Assembly Resolution 62/214) if a formal victim assistance mechanism is not yet established.
- Raise concerns on your behalf (with your consent) if you do not feel comfortable reporting directly.
- Advocate for your rights by reminding management of the duty to ensure a safe workplace.

Peers and Staff Committee – Your peers and the Staff Committee shall:

- Listen and provide informal support if you want to talk about your experience.
- Encourage you to seek professional help through HR, Ombudsman, counsellors, or the PSEA/SH focal point.
- Accompany you if you choose to approach a supervisor, focal point, or OAI, so you don't feel alone.
- Raise concerns on your behalf (with your consent) if you do not feel comfortable reporting directly.
- Advocate for your rights by reminding management of the duty to ensure a safe workplace.

Are you looking to report?

- **Office of Audit and Investigation** - speak to the expert team of SH investigators confidentially. This is formal reporting mechanism and is a safe space for you to talk through what has happened to you and what you might want to do in response
Email: reportmisconduct@undp.org
- **Senior Management of your CO shall:**
- Act promptly and transparently when allegations are raised, without interfering in investigations.
- Protect staff from retaliation and ensure disciplinary action is pursued when misconduct is substantiated.

What happens after I formally report a sexual harassment case?

1. Acknowledgment and Assessment:

- Formal complaints of sexual harassment with OAI are acknowledged upon receipt.
- OAI, in collaboration with the Sexual Misconduct Team, conducts an assessment to determine if there are sufficient indications for a formal investigation.

2. Notification and Confidentiality:

- Once an investigation is opened, relevant parties are notified while adhering to confidentiality requirements.
- Nature of allegations and steps for investigation are communicated based on clear standards and guidelines.

3. Prioritization and Timeframe:

- Cases of sexual harassment and SEA take precedence over other cases.
- OAI aims to conclude all sexual misconduct cases within 6 months, considering case complexities.

4. Investigation Outcome:

- Upon completion, if the allegation is substantiated, a confidential report is submitted to the General Counsel and Director of the Office of Legal Services (OLS) in the Bureau for Management Services (BMS).

5. Disciplinary Action:

- If OLS determines that misconduct occurred, disciplinary action is pursued in accordance with the UNDP Legal Framework.
- Cases involving other UNDP personnel are submitted to the business unit for consideration and appropriate follow-up.

6. Victim/Survivor Support:

- Throughout the investigation, OAI prioritizes the needs of the victim/survivor.
- OAI ensures victims/survivors are kept fully informed, providing advice and support as needed during the investigation process.

UNDP vs. National procedures

- Regarding UNDP policy on applying national procedures, especially concerning PSA or Individual contract (IC) holders in Serbia, it should be noted that Sexual exploitation and abuse (SEA) is prohibited by several Serbian laws, and all criminal offenses related to sexual violence are prosecuted ex officio. Sexual harassment is criminalized as a separate

offense under the Criminal Code. The legal definition encompasses all verbal, non-verbal, or physical behavior aiming to violate or succeeding in violating human dignity in the area of sexuality, causing fear, or resulting in a hostile, degrading, or offensive environment. Sanctions include fines or imprisonment up to six months, or three months to three years if the victim is a minor. The criminal offense is prosecuted upon the victim's initiative.

- **What is our role and what procedures do we apply if the victim opts for national procedures or if the alleged perpetrator is under a UNDP contract?**
- Once the allegation has been submitted to OAI, the CO has no role to play with regards to the actual investigation. Once OAI has completed the investigation, it will go to the Legal Office. If the misconduct amounts to a criminal act according to Serbian law, the UNDP Legal Office will forward the complaint to the UN Secretariat who will work with the Serbia National Authorities. If the victim wants to report the SH via national procedures, he/she is welcome to do so. However, UNDP would still investigate the allegation (while ensuring the investigation doesn't interfere with any parallel national procedures). The main role to play, is to ensure the victim is provided assistance as needed.

If I am a Witness – My Role (Bystander Tips)

All personnel, including managers, are obliged to report SH allegations to OAI. Managers – and other personnel - must not attempt to investigate any allegations. It is for OAI to do this. **Undertaking any investigation on your own may put the formal investigation at risk.**

We all have a role to play in shaping our workplace, and in making it friendly, collegial and safe for everyone! Ensuring a harassment-free workplace at UNDP is the responsibility of everyone. Bystanders play a crucial role in addressing sexual harassment.

- Call out observed harassment during or after the incident.
- React to inappropriate comments: "That joke isn't appropriate."
- Support the colleague/victim.

- Encourage reporting and offer to accompany them.
- Help victims/survivors connect with relevant support or reporting mechanisms.
- Keep records of incidents and notify HR or OAI if behavior persists.
- If authorized by the victim/survivor, report the case on their behalf.
- Adhere to principles of confidentiality, sharing information **only on a need-to-know basis**.
- **Understand that the role of a bystander is not to investigate the case.**

Bystander Tips²

If you see something, you should say something. Often, intervening is as simple as:

- 1.** Disrupting the situation: distract the people involved and get the person out of harm's way. E.g. "I am grabbing coffee; do you want to come?"
- 2.** Checking in on a co-worker to see if they are okay. Support them and ask them how you can help. Many victims blame themselves. Say: "This isn't your fault, you didn't do anything wrong".
- 3.** Encouraging a co-worker to speak up, or go to OAI or OHR. Go together to report.
- 4.** Calling out a co-worker to let them know that what they said (or did) wasn't appropriate.

Sometimes this is as easy as saying "That wasn't very nice," or "That joke isn't funny," but you can also ask: "Did you see how that could be inappropriate or make someone uncomfortable or hurt someone's feelings?"

- 5.** Talking openly in the office about inappropriate behavior and how it's essential to ensure people are being respectful and friendly.
- 6.** Telling senior management or OHR about persistent negative or abusive behavior that is affecting colleagues or work environment.
- 7.** Keep a record of situations you see or encounter, as they may be useful in any potential investigation.
- 8.** Organizing a lunch or team meeting and discuss healthy workplace behavior.
- 9.** Being friendly and a role model of good behavior yourself!
- 10.** Empowering other bystanders!

² Bystander Tips - One Pager

If I am a People's Manager – My Obligations

Short Guide for Managers on Prevention of, and Response to Sexual Harassment in the Workplace

- Mandatory reporting to OAI.
- Never conduct your own investigation.
- Remind your team about mandatory trainings and standards of conduct.
- Create a safe working environment for a survivor (flexibility, work-life balance, protection from retaliation).
- Apply the 10 principles of conversation: listen, take notes, be empathetic, respect confidentiality, inform about options, protect from retaliation, act promptly.

Based on the UNDP Policy, **people managers are obliged to report any incidents of sexual harassment to the appropriate channels to ensure that they are addressed quickly and effectively.** This mandatory reporting requirement is important as managers may not always be in possession of the full facts. It also enables OAI to offer victims/survivors information and options to address the behaviour and to put them in touch with relevant support channels where needed. It is important to note that even if the matter is reported to OAI, OAI will not pursue it if the victim/survivor does not wish to do so – in line with the victim centered approach.

Managers also need to ensure the victim/survivor is given the space and opportunity to reflect on what they want to do and can recommend that the victim/survivor speak to a staff counsellor or others to explore further what they might prefer to do before going down a formal reporting line.

- Act as a role model
- Ensure that all team members have completed the mandatory trainings on PSEA/SH
- Remind personnel of the expected standards of conduct, including related to PSEA/SH and make them aware of available resources
- Be aware of common signs of workplace harassment, including PSEA/SH

- Apply gender-sensitive and practices conducive to general well-being (e.g. no meetings after hours; sufficient notice is given before events outside of the working hours so that personnel have time to make arrangements for care, as needed; personnel are aware of flexibility policies, and use them appropriately; personnel take care of their well-being, e.g. take leave, etc.).

Possible signs of workplace harassment

- **Work Performance Changes.** Often, a victim of harassment exhibits performance changes. For example, a person may have trouble focusing on his work or meeting deadlines. He/She may also submit sloppy or disorganized work or fail to meet goals altogether. Decision-making and problem-solving skills may deteriorate as well.
- **Behavioral Issues.** In many cases, behavioral changes develop as a sign of workplace harassment. For example, a person may become less friendly and open when communicating with other staff members. She may also seem reluctant to attend meetings, especially those that involve one-on-one interaction. Likewise, he/she may avoid social engagements, such as office parties.
- **Attendance Changes.** If a previously punctual and reliable worker suddenly develops a habit of showing up late for work, this may be a sign of harassment on the job. Likewise, an increase in work absences may indicate such issues. This sign may prove particularly telling if accompanied by physical signs of stress, such as frequent headaches, upset stomach and fatigue.
- **Overall Tension.** Sometimes an entire workplace can become affected by harassment. In such a case, the harassing behaviors of some staff members or supervisors may cause the environment to seem tense overall. Communication problems might also develop as a result of the harassment, and morale may appear lower than usual. Additionally, harassment may even cause an increase in the rate of worker turnover.

When a staff member approaches you/reports sexual harassment in the workplace

Note: If a/my staff member has been exposed to a traumatic event (e.g. sexual violence), I follow the traumatic incident protocol for my agency (i.e. immediately contact security, medical and counselling services for further assistance).

- ✓ I treat the issue as a priority and schedule a meeting ASAP.
- ✓ Before the meeting, I refresh my memory regarding: key content of the policy; internal reporting procedures; and available resources and services, such as the respective investigation body, the Ombudsman Office, HR/ Staff Counsellor, Medical Service, the Ethics Office, Staff Representative bodies.
- ✓ During the conversation I apply the 10 principles of supportive conversation.
- ✓ I provide the staff member with information on available resources with regards to counselling, informal resolution, formal resolution, protection against retaliation etc.
- ✓ Regardless of how the allegation is resolved, I regularly check progress and make sure there is no retaliation against the complainant.

The 10 Principles to follow when someone approaches you with a complaint

- 1** Listen actively and respectfully to the complaint.
- 2** Take careful notes for your own records. Put only exact statements in direct quotes. **Suggest that the complainant keep careful notes and any material evidence, such as e-mail or letters.**
- 3** Be empathetic (“I understand”), not sympathetic (“I agree”). **Don't judge or take sides. Don't offer personal opinions or speculate on the facts.** Once you have the facts, then you will be in a position to make a managerial judgment about the situation.

| Do (Empathetic) | Don't (Sympathetic / Judgmental) |
|--|--|
| <i>"I understand this made you feel uncomfortable. Thank you for sharing it with me."</i> | <i>"Oh, I know exactly how you feel, I would have reacted the same way."</i> |
| <i>"I hear what you're saying. I'll make sure the right steps are taken."</i> | <i>"He probably didn't mean it that way, he's usually nice."</i> |
| <i>"I will note this carefully and ensure the matter goes through the proper process."</i> | <i>"Are you sure you're not overreacting?"</i> |
| <i>"You are not alone in this. We will address it properly."</i> | <i>"I think it's just a misunderstanding, don't take it so seriously."</i> |

4 Promise to respect **confidentiality** as much as possible, but make it clear you are required to respond to the situation and that some procedures foreseen in the organisation's policy make it necessary that other people on a "need to know" basis will be informed. For example, within the formal process the Office that is responsible for investigations.

| Do (Respectful & Clear) | Don't (Misleading or Breaching Trust) |
|---|---|
| <i>"I will respect your confidentiality to the greatest extent possible. Some people who need to know, such as OAI, will be informed to ensure the case is addressed properly."</i> | <i>"Everything you tell me will stay between us." (This is misleading, as some reporting is mandatory.)</i> |
| <i>"I will not share details beyond those who are required to handle this under UNDP policy."</i> | <i>Discussing the case with colleagues, friends, or others not involved.</i> |
| <i>"The information will be kept within a limited circle of professionals who are trained to manage these situations."</i> | <i>Promising secrecy and then surprising the person later by involving others.</i> |
| <i>"I will keep you informed about who is notified and what steps follow."</i> | <i>Failing to explain the process, leaving the survivor confused about what happens next.</i> |

5 **Don't give advice directly.** Let the complainants know their options and, specifically, how to use those options. Let them know they can get advice and support from staff dedicated to these issues.

- 6 Make sure they know they will be **protected from retaliation**.
 - 7 **Don't make promises you cannot keep**.
 - 8 Do **promise to act quickly** to uncover the facts and to formulate your own response.
 - 9 Check whether **some sort of accommodation is necessary**. For example, if a complainant feels unsafe or threatened, they may want to be in a different physical location from the alleged perpetrator.
 - 10 If you are uncertain about how to proceed, you can **seek advice from your supervisor, HR manager or from the list of resources available in your organization**.
-

FAQ on PSEA/SH

1. **Are consensual, intimate relationships between UNDP personnel prohibited?**
 - Not prohibited but must be disclosed if there is a supervisory relationship. While these are generally not prohibited, the Policy, states that managers and supervisors should recognize that such relationships are not appropriate where one person manages, reviews or makes administrative decisions concerning the other person, is subordinate to the other person in the same line of reporting/authority or is in a position in which some other conflict of interest may arise. Such relationships **should be disclosed in writing to the next level up**. The **Ethics Office** can also be consulted for advice.
2. **Are sexual relationships with beneficiaries of assistance allowed?**
 - There is an inherent power imbalance between UN personnel and beneficiaries of assistance when there is a sexual relationship between them.

Sexual relationships between UNDP personnel and beneficiaries of assistance are “strongly discouraged” in the SG’s Bulletin (SGB, section 3.2(d)) because there is a risk that the relationship will be based on inherently unequal power dynamics. For UNDP, “beneficiaries of assistance” means the local population that we work with and support. Because of the high risk of sexual exploitation occurring, as well as the potential conflicts of interest, relationships between UNDP personnel and beneficiaries are strongly discouraged. If you are considering entering into a relationship with a beneficiary, and you are unsure whether you are in violation of the UN standards of conduct on SEA seek advice from the next level up in management; you can also consult the Ethics Office for advice or your PSEA/SH Focal Point. If there is any doubt, the relationship should not be entered into.

3. Can I report anonymously? Yes.

4. I am worried that if I report sexual harassment or collaborate with an investigation as a witness, there can be negative consequences for me. How can I be protected?

- UNDP prohibits retaliation against an individual who, in good faith, reports misconduct – including sexual harassment - or who cooperates with an authorized audit or investigation.
- Retaliation is itself misconduct and may result in disciplinary proceedings.
- If you believe that you are being threatened with, or have experienced, retaliation for reporting sexual harassment – or indeed ANY misconduct - or cooperating with an audit or investigation, **contact the Ethics Office for confidential advice and guidance.**
- Protection is provided to all personnel all staff members holding UNDP letters of appointment, including Junior Professional Officers (JPOs) as well as other individuals holding a UNDP appointment or contract including: staff members of other organizations on secondment to UNDP or on an inter-organization exchange with UNDP (with some limitations), United Nations Volunteers (UNVs), interns serving in UNDP, and UNDP Individual Contractors (ICs), Personnel Service Agreement (PSA) or Service Contract (SC) holders.

5. How are UNDP personnel protected from being sexually harassed by external partners?

- Where the offender is part of an external entity and is therefore not within the mandate of UNDP's Office of Audit and Investigations (OAI) (e.g., a vendor, an Implementing Partner (e.g., government institution, or NGO), a donor entity, etc.), UNDP would look for other means of addressing the situation. For example, raising the case to senior management of the respective entity, and/or, depending on the gravity of the offence, raising it with the national authorities in accordance with internal procedures involving UNDP's Office of Legal Services. Any actions would be taken in close consultation with the individual UNDP personnel member affected.

6. What if I am sexually harassed by a UN staff member from a different UN agency/UN entity? What do I do?

- If you are sexually harassed by someone from another UN entity, you can either report it to that entity, or report it to UNDP's OAI who will raise the matter with the respective entity and take action to ensure that it is properly investigated and addressed. Again, this will always be done in close consultation with the individual UNDP personnel member affected.

7. In the event of sexual harassment occurring during a UNDP-organized activity, such as a training or conference, involving individuals not under UNDP contracts (e.g. participants), what would be the applicable procedure?

- For any UNDP organized events, make sure to disseminate the [SH Policy for UN events](#). The policy can be shared with the event/conference invitation. Since UNDP doesn't investigate non-UNDP personnel, the complaint should be submitted to the organisation or company with whom the accused belongs. E.g. if the person harassing someone at a UNDP event belongs to UNICEF, the report should be submitted to UNICEF's investigation unit. But you can also contact UNDP OAI to forward the complaint to UNICEF or contact OAI for other advice. OAI can be reached at reportmisconduct@undp.org

8. What if I report a rumor of SH that is then proven to be false?

- If made in good faith – no consequences.
- All personnel should report their concerns and suspicions regarding SH. Even rumours must be taken seriously, reported and investigated. If unreported, rumors may damage the individual(s) concerned and the Organization. **Everyone's obligation is only to report suspicions or concerns and not to investigate.** All reports should be made in good faith. If you have made a report in good faith which turns out to be false, you will not face repercussions. If, however, you knowingly submit a false allegation, you will be subject to disciplinary action.

9. How does UNDP protect colleagues that are falsely accused of sexual harassment?

- Disciplinary measures only if allegations are substantiated.
- Any UNDP personnel against whom an allegation of sexual harassment is made can only be charged with misconduct if the case has been substantiated. Until such time, no disciplinary action will be taken against the person, although administrative measures (e.g. administrative leave) can be applied pending investigation and the disciplinary process if management determines that this is warranted. It is also important to remember that based on the Policy, all allegations of prohibited behaviors such as sexual harassment must be made in good faith. Making malicious/bad faith accusations is a misconduct in itself and will be addressed as such.

10. How do non-UNDP personnel members report incidents of SEA?

- All beneficiaries should be encouraged to report any instance of SEA to any member of the UN personnel present in country as they are often not able to distinguish between the various agencies or mechanisms present. UNDP personnel who become aware of such allegations must immediately inform the Head of the Office. Such allegations are then to be communicated to OAI.

Resources and key contacts

Office of Audit and Investigations (OAI)

Online referral form

Email: reportmisconduct@undp.org

Office of the Ombudsman

Email: ombudsmediation@fpombudsman.org

Ethics Office

Email: ethicsoffice@undp.org

BMS/Office of Human Resources (OHR)

Email: harassment.ohrfocalpoint@undp.org

Staff Counsellors

Email: oshw.focalpoint@undp.org

Resources: [Prevention of Sexual Harassment in the Workplace](#)

UNDP Serbia PSEA/SH Focal Point: Maja Brankovic Djundic,
maja.djundic@undp.org

For Full Details visit:
UNDP FAQ

If you see it – **act**. If you experience it – **report**. If you lead a team – **protect**.