

PREVENTION OF SEXUAL EXPLOITATION AND ABUSE (PSEA) POLICY

I. The Policy Statement

Mercy Hands is committed to providing a safe environment for all its employees, beneficiaries, partners, and contractors, free from any type of discrimination, exploitation, harassment, or abuse, including of a sexual nature. Mercy Hands has a zero tolerance policy for any form of sexual exploitation, abuse (SEA) or harassment, and shall treat all incidents seriously, with prompt investigation of any allegations. Any person found guilty of SEA or harassment will face disciplinary action, up to and including dismissal from employment. No one shall be victimized for making a complaint of SEA or harassment.

Mercy Hands understands that gender relations create unequal conditions which particularly, but not exclusively, affect women and girls, exposing them to higher risk of harassment, abuse, discrimination, and exploitation.

The objective of this policy is to define SEA and harassment and to outline procedures for filing complaints, investigating claims and issuing appropriate disciplinary measures in the case of violations.

II. Definitions

Sexual exploitation and abuse (SEA) affect persons of concern, while sexual harassment refers to employees. The following definitions are from UNHCR:

Sexual exploitation is any actual or attempted abuse of a person in 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.

Sexual abuse is the actual or threatened physical intrusion of a sexual nature, whether by force, or under unequal or coercive conditions. It includes sexual slavery, pornography, child abuse and sexual assault.

Sexual harassment affects personnel and is defined as 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 that might reasonably be expected or be perceived to cause offence or humiliation to another. It can interfere with work, be made a condition of employment or create an intimidating, hostile or offensive environment.

Examples of behavior which constitutes SEA or harassment include, but are not limited to:

- **Physical conduct**
 - Unwelcome physical contact including pinching, stroking, kissing, hugging, fondling, or inappropriate touching
 - Physical violence, including sexual assault

- **Verbal conduct**
 - Comments on someone's appearance, private life or perceived sexual orientation,

gender identity and the way these might be expressed

- Sexual comments, stories and/or jokes
- Unwanted propositions for physical intimacy
- The use of work-related threats or rewards to solicit sexual favors
- Sending sexually explicit messages (e.g. by phone or by email)

➤ **Non-verbal conduct**

- Display of sexually explicit or suggestive material
- Sexually-suggestive gestures
- Wolf whistling
- Leering

Anyone can be a complainant of SEA or harassment, regardless of their gender, sexuality and individual attributes, and it may also occur between people of the same sex. What matters is that the sexual conduct is unwanted and unwelcome by the person against whom the conduct is directed. It often occurs within unequal relationships, for example between an employee and a beneficiary or between a manager and employee. This dynamic can be aggravated with at risk groups (such as sexual, ethnic, or religious minorities).

All SEA and harassment are prohibited, whether it takes place on Mercy Hands premises or outside, including at meetings, field visits, workshops, social events, distribution sites, training sessions or conferences sponsored by Mercy Hands. Anyone, including Mercy Hands employees, volunteers, donors, beneficiaries, casual workers, contractors or visitors, found guilty of SEA or harassment will be reprimanded in accordance with this policy.

Sexual activity with children (persons under the age of 18) is prohibited, regardless of the local age of consent, as expressed in the Child Safeguarding Policy.

III. PSEA Reporting and Investigation Procedure

All Mercy Hands' beneficiaries, employees, interns, consultants, volunteers and all other entities working with Mercy Hands have access to a confidential mechanism that allows them to make a SEA complaint safely.

Complaints Procedure for SEA Witnesses

All Mercy Hands' beneficiaries, employees, interns, consultants, volunteers and all other entities working with Mercy Hands must report any observed or suspected SEA or harassment. Please refer to Mercy Hands' Whistleblower Policy for mechanisms and procedures for reporting an observed or suspected SEA or harassment. The Whistleblower Policy is available on Mercy Hands' website at www.mercyhands.org/policiesandprocedures

Complaints Procedure for SEA Victims

Reporting Complaints: Employees

Any employee who feels subject to harassment should, if possible, inform the alleged harasser that the conduct is unwelcome and must stop. Mercy Hands recognizes that if harassment occurs in unequal relationships, it may not be possible for the complainant to inform the alleged harasser without fear of harm or retaliation.

If a complainant cannot directly approach an alleged harasser, s/he should approach Mercy Hands PSEA focal point as soon as possible after the incident has occurred. **The designated PSEA focal point at Mercy Hands is Dr. Sarah A'amer (director@iraqitelemedicine.com | hotline: +964 7730387647).**

Complaints can also be made through HR or MEAL staff member, suggestion boxes in MH offices, or the complaint form: <https://www.mercyhands.org/complaintform>

Regardless of how the complaint is made or who it is made to, all sexual harassment complaints will be redirected to the Mercy Hands PSEA focal point, who in turns will inform the Chairman.

Reporting Complaints: Beneficiaries

Any beneficiary who feels subject to SEA may complain through one of many methods provided under each project.

- Project helpline (call or text)
- Online form: <https://www.mercyhands.org/complaintform>
- Email Address: director@iraqitelemedicine.com
- The free **UN IDP Call Centre** (80069999)
- Suggestion box
- Face to face (meetings, project activities, field visits, etc.)
- Help desk
- Social media
- Surveys (PDMs, Satisfaction Surveys, etc.)

According to the MEAL Department's procedures on complaints and feedback from beneficiaries, no matter the source or type of complaint, all feedback is forwarded to the MEAL Department and documented in the CFRM (Complaints Feedback and Response Mechanism) database. All complaints involving sexual abuse or exploitation will then be referred to the Mercy Hands PSEA focal point.

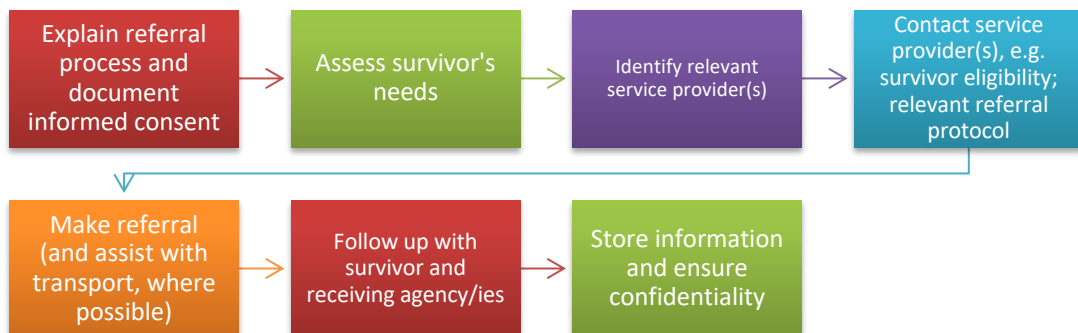
Processing Complaints: PSEA Focal Point

- When the PSEA focal point receives complaints, she will immediately address the following questions:
 - Is the complainant still at risk?
 - Is the harassment or SEA ongoing?
 - Does the complainant feel safe going back to the location of services/workplace?
 - Does this person need psychosocial support now, or during the process of investigation?
- After assessing the immediate risks and needs of the complainant, the focal point shall:
 - Assure the complainant that all complaints will be kept confidential to the degree requested by him or her, unless her or others' safety is directly at risk
 - Give the complainant the option of submitting their complaint to an external party and provide them with UN contact information and any other relevant external party contact information.
 - Record the dates, times and facts of the incident(s). When recording the incident, the complaint should include as much information as possible, including:
 - Names and positions of all involved, including any witnesses
 - When and where the incident occurred

- The nature of the SEA or harassment
- A description of any visible sign of abuse or other injuries, if physical assault
- An accurate account of what was said, if verbal harassment
- Whether anyone else knows or has been given the information
- What steps have already been taken
- Ascertain the views of the complainant as to what outcome s/he wants
- Confirm whether the complainant wants to pursue an informal resolution or a formal investigation, after:
 - Ensuring that the complainant understands Mercy Hands' procedures for dealing with the complaint
 - Ensuring that the complainant understands that choosing to resolve the matter informally at first does not preclude the complainant from pursuing a formal complaint if he/she is not satisfied with the outcome
 - Ensuring that the complainant knows that they can lodge the complaint outside of Mercy Hands through the relevant legal framework
- Throughout this conversation, the PSEA focal point must respect all choices of the complainant. She must also ensure that full confidentiality is respected. The **ONLY** situation in which the focal point may break confidentiality is if the safety of the complainant or anyone else is at risk. All reports, emails, and other documentation throughout the investigation should not include the complainant's name.
- All discussions and actions taken are to be recorded, and all records are to be kept confidential. The PSEA focal point will manage a secure database which only she, MEAL Director, Executive Director, and Chairman have access to. The database will include all details of the complainant and complaint, whether it is by an employee or beneficiary, the informal or formal actions taken, and all results of these actions. All active and inactive cases must be kept logged in this database.
- The PSEA Focal Point will refer the SEA victim to Mercy Hands' Legal Counselor for psychosocial and legal support, using the referral form (see Annex 9).
- All complaints must be reported to the Executive Director who serves as the Chair of the PSEA Management Committee. Refer to Annexes 6 and 7 for a description of Reporting Mechanisms Review and Investigation Procedures of SEA Allegations & Cases.
- If an investigation is launched, then the investigator(s) will:
 - Interview the complainant
 - After doing a risk assessment and planning for contingency measures, interview the alleged harasser separately
 - Interview other relevant third parties separately and gather relevant evidence
 - Decide whether or not there is valid proof of sexual harassment
 - Produce a report detailing the investigations, findings and recommendations of actions to be taken, such as an apology, a change of working arrangements, training for the harasser, suspension, dismissal. This must be done in consultation with the complainant
 - Ensure that the recommendations are implemented, the behavior has stopped and the complainant is satisfied with the outcome
 - Follow up with the complainant throughout the investigative process to ensure s/he remains informed of all actions taken and provides his or her consent
- If it cannot be proven that the SEA or harassment took place, the complainant should continue to be monitored by PSEA Focal Point, and followed up on to make sure s/he is safe and no retaliatory measures have been taken.

IV. Assistance and Referrals

- Mercy Hands will ensure that survivors of SEA allegedly perpetrated by Mercy Hands personnel receive immediate professional assistance, either by providing them with direct services or referring them to relevant service providers where consent is given.
- Mercy Hands will consider the following aspects when facilitating assistance
 - Ensure that survivors have access to assistance regardless of decisions by Mercy Hands or others to investigate the case and regardless of the outcome of an investigation. Survivors are also not required to identify the perpetrator or prove that they are survivors of SEA to access services.
 - Have an updated list of local service providers.
 - Have a set procedure to guide the referral process that is aligned with existing inter-agency procedures and protocols. The process should outline the steps that personnel, particularly those receiving complaints, need to take and should provide them with updated referral forms (see Annex 8). the process should entail referring the survivor first to the Manager of Lawyers for Women Center, who can then facilitate referral to other appropriate services.
 - The following graphic outlines key steps involved in the referral process. Please note that PSEA Focal Point should be flexible in applying these steps and should adapt this process to meet the needs of the survivor, including those who are children.



- Always obtain informed and voluntary consent before facilitating assistance, respecting the right of a person.
- In the case of children, prioritize the best interests of the child, choosing the course of action that is most effective in protecting the child's rights to safety and ongoing development.
- Respect confidentiality, protecting identifying information of all those involved in the alleged incident.
- Consider potential risks for survivors (and their families) and take safety precautions, as needed.

V. PSEA Tasks to be Included in Job Roles

Detailed terms of reference for the PSEA Focal Point is available in Annex 9.

Specific PSEA tasks shall be added to the job description of senior Mercy Hands' staff. The following is the list of the senior staff and their PSEA tasks:

Executive Director

- Oversee management of SEA Allegation and Cases reported
- Preside Mercy Hands PSEA Management Committee in charge of review SEA allegations and Cases
- Ensure supervisees participate in all PSEA Trainings
- Decide to refer or no PSEA Cases to legal Authorities

Program Director/ Program Manager

- Ensure PSEA indicators are included in assessments and surveys
- Ensure PSEA activities included in Projects, including flaunting PSEA Messages in Mercy Hands Premises and Program Sites (Annex 4)
- Ensure SEA survivors' needs are taking into consideration in beneficiary-surveys;
- Working with Directors of Departments to identify and mitigate sector-specific SEA risks;

Director of Finance

- Ensure PSEA activities included in Projects are budgeted
- Monitor effective utilization of funds allocated for PSEA activities

HR Manager

- Assess training needs of PSEA Focal Points, design remedial trainings and monitor effectiveness and the quality of trainings;
- Organize PSEA Training and refresher for all staffs;
- Ensure all core staff completed PSEA Training module in AGORA <https://agora.unicef.org/>
- Ensure all staff sign the Criminal Record Self Declaration Form (<https://www.mercyhands.org/forms>) and Record of Adherence to PSEA Policy and Code of Conduct (Annex 2)

VI. Implementation of this Policy

A. For MH staff:

- the PSEA Code of Conduct and Policy shall be disseminated every time they are updated.
- New employees must read this PSEA policy and sign the PSEA Code of Conduct, as part of their induction into the organization. It is the responsibility of the HR Director to ensure this will happen and a signed copy of the PSEA Code of Conduct will be placed in the Employee Personnel File.
- Th PSEA Focal Point shall conduct a training on this policy for all employees, twice a year, around February and November.

B. For beneficiaries:

- the PSEA Code of Conduct, concepts and reporting channels should be disseminated at the same time as the CFRM for each project. This occurs through one or more of the following:
 - CFRM awareness sessions for both male and female beneficiaries
 - CFRM sensitization visits to community leaders (i.e. mukhtars)
 - Advertisement of CFRM procedures and methods during project activities and community meetings, and via posters, banners, cards, flyers, etc. (refer to PSEA Awareness Raising Material at:

https://drive.google.com/drive/folders/1Vev9_t0zM4qBI37PWmcKx0kBeqr9CulK?usp=sharing)

VII. Training and Resources

- The HR Manager will coordinate with PSEA Focal Point to develop the Annual PSEA Training Plan (see Annex -3-). The design of the Annual PSEA Training Plan shall be completed by end of January.
- Resources: Mercy Hands is committed to support all PSEA activities across the organization. Funding PSEA activities shall be a fixed budget line within Mercy Hands' annual organizational budget.

VIII. Sanctions and Disciplinary Measures

- Anyone who has been found to have committed SEA or harassment against another person shall be suspended or have their contract immediately terminated, depending on the gravity of the SEA or harassment.
- All cases of physical assault will result in the immediate dismissal of the harasser.
- Even in the absence of an evidence, it is recommended that the Executive Director will take action to remove the unequal power conditions between the victim and accuser.

IX. Monitoring of this Policy

- The MEAL Department will manage an accountability mechanism to track, monitor, and evaluate compliance with set standards and protocol.
- Quarterly, the PSEA Focal Point will review the job description of two randomly selected job descriptions of senior staff to make sure that PSEA tasks are included in their job description.
- Quarterly, the MEAL Director will collect and review statistics on PSEA complaints, including the number of complaints, timeframe for resolving, and % of which were resolved.
- Annually, the Internal Auditor will coordinate with the PSEA Focal Point to complete a PSEA self-assessment and submit a review report to the Executive Director and Board of Directors, who are responsible for evaluating the effectiveness of this policy and implementation and making any necessary changes.

ANNEX -1-

PSEA CODE OF CONDUCT

Introduction

The PSEA Code of Conduct applies to all Mercy Hands employees, regardless of their duty locations, as well as interns, consultants, volunteers and all other entities working with Mercy Hands. By accepting any job role with Mercy Hands, every person undertakes, through signature, to comply with the rules defined by this Code of Conduct.

Commitments

1. Acknowledge that sexual exploitation and sexual abuse constitute acts of serious misconduct and are therefore grounds for disciplinary measures, including immediate dismissal;
2. Adopt personal behavior that meets the highest standards and Mercy Hands' beliefs, values and objectives
3. Avoid any from any activity that could adversely affect the life and quality of care for children;
4. Avoid any personal interests on work-related issues that could affect Mercy Hands activities,
5. Avoid disclosure of the confidences received from a child and from survivors in the course of management of Sexual Exploitation and Abuse complaint;
6. Avoid any exchange of money, employment, goods or services for sex, including sexual favors or other forms of humiliating, degrading or exploitative behavior
7. Avoid **harassment, discrimination, physical or oral abuse, intimidation or exploitation** of colleagues, the beneficiaries of humanitarian assistance and affected populations;
8. Avoid sexual activity with children (persons under the age of 18) regardless of the age of majority or age of consent locally. Mistaken belief in the age of a child is not a defense;
9. Avoid sexual intercourse of a commercial or non-commercial nature with the beneficiaries and partners of Mercy Hands projects, including any exchange of money from goods, services or favors with any other person;
10. Avoid sexual relationships with beneficiaries of assistance, since they are based on inherently unequal power dynamics, undermine the credibility and integrity of the work of Mercy Hands.
11. Commit to act always for the best interests of the beneficiaries of humanitarian assistance and affected populations
12. Commit to never abuse with my position as a Mercy Hands employee to solicit third-party service or favor;
13. Commit to never compromise in exploiting relationships or relationships having the character of an act of corruption;
14. Commit to never use my position with Mercy Hands to earn any profit or to obtain favors including sexual favors, from children and their parents;
15. Commits to report any concerns or suspicions regarding sexual exploitation or sexual abuse by a fellow worker, whether in the same Organization or not and whether or not via established reporting mechanisms;
16. Commits to treat all individuals, adults and children, the beneficiaries of humanitarian assistance and affected populations with fairness, respect and dignity;

17. Contribute to create and maintain an environment that prevents sexual exploitation and sexual abuse

ANNEX -2-

Record of adherence of Employee / Intern / Consultant / Partner / Volunteer to Mercy Hands Protection from Sexual Exploitation and Abuse (PSEA) Policy and Code of Conduct Documents

Person adhering to the Code of Conduct and PSEA Policy Document

Name & Surname

Position / Job role

I've read, understood and undertake to fully adhere to standard of behaviors depicted in the present code of Conduct and PSEA Policy Document

I am aware of all the disciplinary measures that will apply in the event of a violation of the provisions of this Code of Conduct and PSEA Policy

Signature Date

Person receiving the commitment:

Name & Surname

Position / Job role(HR Director / Officer / Manager)

Signature Date

Note to HR:

- 1. The original will be kept in the personal file of the signatory.**
- 2. The signatory will keep a copy of this Form and will receive a copy the Code of Conduct and PSEA Policy.**

ANNEX -3-

PSEA TRAINING PLAN FOR THE YEAR 2024

Period	Training Module(s)	Targets	Facilitators	Completion date	Technical support
Quarter 1	1. PSEA Awareness	<ul style="list-style-type: none"> All staffs 	<ul style="list-style-type: none"> Program Manager HR Director 	March 30 th 2024	PSEA Focal Points
Quarter 2	2. Operating SEA reporting Mechanisms	<ul style="list-style-type: none"> PSEA Focal Points 	<ul style="list-style-type: none"> MEAL Director 	May 15, 2024	PSEA Network Co-leads
Quarter 3	3. PSEA awareness raising techniques	Community Volunteers	<ul style="list-style-type: none"> PR Manager 	July 5 th 2024	PSEA Focal Points
Quarter 4	4. PSEA Refresher	<ul style="list-style-type: none"> All staffs 	<ul style="list-style-type: none"> Program Manager HR Director 	November 30 th 2024	PSEA Focal Points

PROPOSED TRAINING AGENDA

Note: This training agenda should be modified based on the specific audience.

ACTIVITY	EST. TIME	RESOURCES
INTRODUCTION		
Welcome and introduction <ul style="list-style-type: none"> • Introduction of trainer(s) and learners • Overview of training agenda • Expected learning outcomes 	15 min	<ul style="list-style-type: none"> • Handout: Training agenda
SESSION 1: UNDERSTANDING SEXUAL EXPLOITATION AND ABUSE		
Presentation: Key definitions and concepts <ul style="list-style-type: none"> • Definition of SEA • UN Zero-Tolerance Policy on SEA • Roles and responsibilities of personnel in preventing and responding to SEA 	15 min	<ul style="list-style-type: none"> • Handouts: Copies of SG's Bulletin (ST/SGB/2003/13), Mercy Hands' code of conduct and other relevant documents
Case scenarios: Is this SEA? <ul style="list-style-type: none"> • Present practical scenarios and discuss which ones may be cases of SEA and why 	45 min	
Group exercise: Impacts of SEA <ul style="list-style-type: none"> • Ask learners to identify the (potential) consequences of SEA on a) the survivor(s), b) the community, c) the organization, and d) others 	30 min	
SESSION 2: TAKING ACTION AGAINST SEA		



Presentation: Overview <ul style="list-style-type: none">• Overview of responses to SEA (prevention, reporting, investigation and referral)• Guiding principles (including survivor-centered approach)	20 min	<ul style="list-style-type: none">• Handout of relevant tools of UNICEF's <i>PSEA Practical Guide Toolkit for UNICEF and Partners</i> (e.g. organizational self-assessment, action plan template, PSEA risk assessment and mitigation)
Group discussion: Prevention <ul style="list-style-type: none">• Discuss how to identify and mitigate risks of SEA in their context (What are warning signs? Why are they ignored? What more can the organization do to prevent SEA?)	45 min	
Presentation: Reporting <ul style="list-style-type: none">• Mandatory reporting• How to report SEA allegations, including confidentiality issues and "the best interest of the child"• Protections for those reporting SEA allegations	20 min	<ul style="list-style-type: none">• Handout with contact information of reporting channels and policy for protecting whistleblowers and/or complainants
Presentation: Investigations <ul style="list-style-type: none">• Overview of investigation process• Consequences for personnel if allegations are substantiated• Responsibilities of personnel to fully participate in any investigation	15 min	
Presentation: Assistance <ul style="list-style-type: none">• Service needs of survivors (and witnesses)• Survivor-centered approaches and informed consent• Referral pathways	10 min	
CONCLUSIONS		



Conclusions <ul style="list-style-type: none">• Summary of key learnings• Ask each learner to provide at least one answer to the question: “How do you plan to apply what you just learned in your work?”• Feedback on training	20 min	Feedback forms
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ANNEX -4-

PSEA Messages to be flaunted in Mercy Hands Premises and Program Sites

1. No sexual activity with a child (a person under the age of 18)
2. No exchange of money, employment, goods, or services with any one for sex or sexual favors including sex with sex workers
3. Any SEA concern ore suspicion must be reported
4. sexual exploitation and sexual abuse constitute acts of serious misconduct and are therefore grounds for disciplinary measures, including summary dismissal
5. Report any Sexual Exploitation and Abuse Concern to(contact number/email/...)
6. Contribute to create and maintain an environment that prevents sexual exploitation and sexual abuse

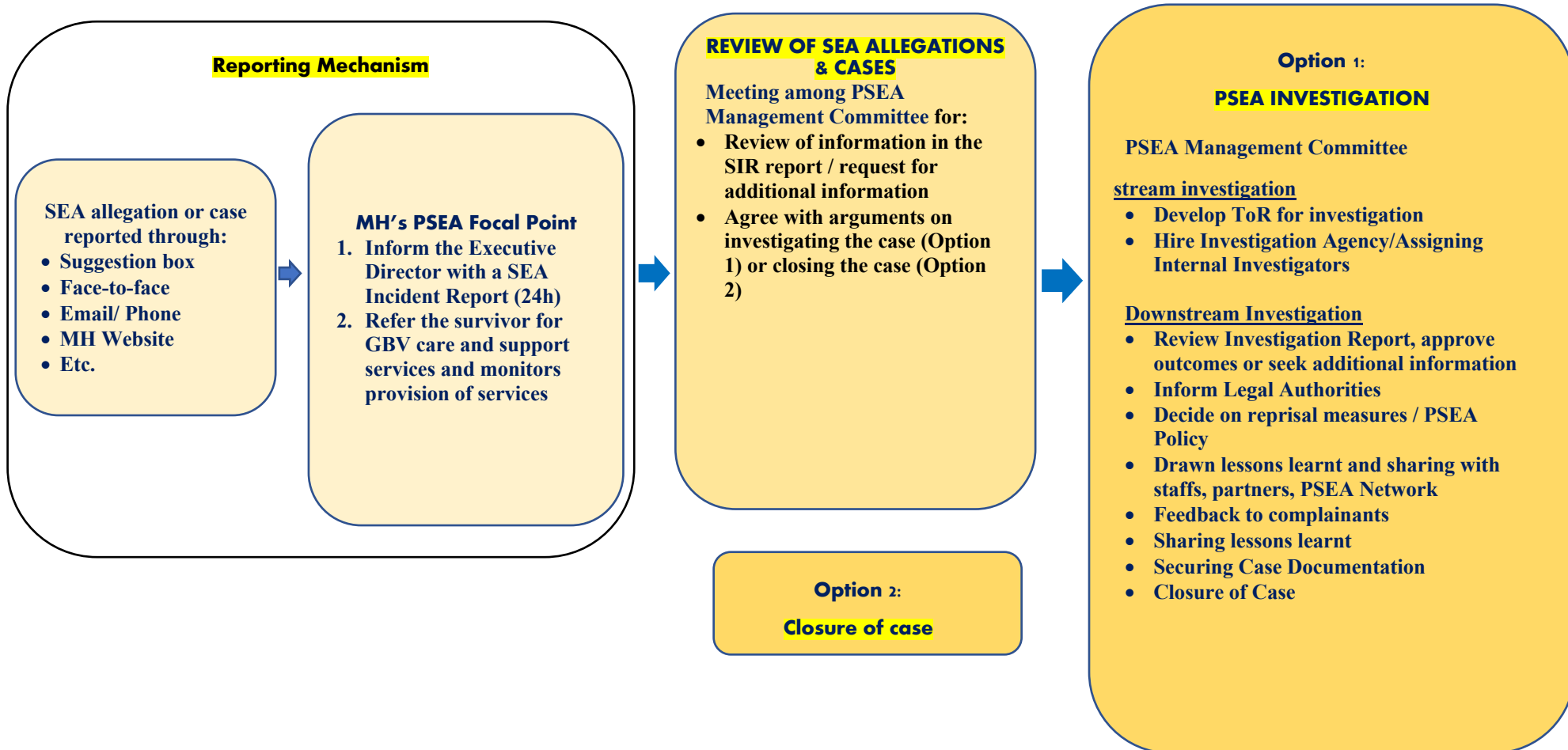
ANNEX -5-

PSEA AWARENESS RAISING PLAN FOR THE YEAR 2024

Themes	Targets & Locations	Methodology	Facilitators	Support needed
1. The various forms of SEA and their consequences on survivors	Parents and children in Community and Camps	Mass communication	Program Manager	PSEA Focal Point
2. How to report SEA Concerns	All community members and camp residents	- Mass communication - Flaunting	PSEA Focal Points	MEAL Director
3. How parents should protect their children from SEA	All community members and camp residents	Mass communication	Program Manager	PSEA Focal Point
5. How children can Protect themselves from SEA	Girls and boys in schools and Children Friendly Spaces	Focus Group Discussions	- PSEA Focal Points - Female community volunteers	- PSEA Focal Point - Schools' Principals and PTAs

ANNEX -6-

Reporting Mechanisms Review and Investigation Procedures of SEA Allegations & Cases



ANNEX -7-

Process / Steps for review of PSEA Allegations

PSEA Allegations are reviewed through two steps

Step One:

The PSEA Focal Point, upon receiving the allegation report from the Reporting Mechanism:

- Holds a meeting with the survivor to validate the received information, assess their situation, and arrange for necessary care or protective measures if required.
- Prepares and submits the Significant Incident Report (SIR) along with the Incident Tracking System (ITS) within two business days of receiving the report. This submission may include additional supporting elements such as photos or written documents. The transmission is securely conducted through a password-protected email or by hand delivery to the President of the PSEA Management Committee.

Step two:

1. Upon receiving the Significant Incident Report (SIR), the President of the PSEA Management Committee promptly convenes committee meetings within three business days. The PSEA Management Committee is comprised of:
 - A limited number of members, approximately 5, selected from Mercy Hands staff, including Senior Managers.
 - Inclusion of a Senior Manager of Human Resources.
 - Provision for alternate members in the composition.
 - Temporary suspension of members who are the subject of allegations or cases from the Committee.
2. The PSEA Management Committee:
 - Analyzes information presented in the SIR.
 - Requests additional information as necessary.
 - Determines one of the following options:
 - **Option 1:** Initiate an investigation when evidence supports the likelihood of the alleged facts.
 - **Option 2:** Close the allegation when evidence verifies a false denunciation or misperception.

ANNEX -8-

REFERRAL FORM

CONFIDENTIAL: Please restrict access to this document and keep it stored safely.

Note: Please share copies of filled out referral forms with the survivor and receiving agency and keep a copy for the organization's internal records and follow-up.

Referring agency	
Agency/org:	Contact:
Phone:	Email:
Location	

Receiving agency	
Agency/org:	Contact:
Phone:	Email:
Location	

Survivor information	
Name:	Phone:
Address:	Age:
Sex	Nationality:
Language:	ID number
If survivor is a minor (under 18)	
Name of primary caregiver:	Relationship to child:
Contact information for caregiver:	Is child separated or unaccompanied? <input type="checkbox"/> Yes <input type="checkbox"/> No
Caregiver is informed about referral? <input type="checkbox"/> Yes <input type="checkbox"/> No (If no, explain)	

Background Information/Reason for referral and services already provided	
Has the survivor been informed of the referral? <input type="checkbox"/> Yes <input type="checkbox"/> No (If no, explain below)	Has the survivor been referred to any other organization? <input type="checkbox"/> Yes <input type="checkbox"/> No (If yes, explain below)



Services requested

<input type="checkbox"/> Mental Health Services	<input type="checkbox"/> Protection Services	<input type="checkbox"/> Shelter
<input type="checkbox"/> Psychosocial Support	<input type="checkbox"/> Legal Assistance	<input type="checkbox"/> Material Assistance
<input type="checkbox"/> Social Services	<input type="checkbox"/> Education	<input type="checkbox"/> Nutrition
<input type="checkbox"/> Medical Care	<input type="checkbox"/> Livelihood Support	<input type="checkbox"/> Support for children born as a result of SEA

Please explain any requested services:

Consent to release information. (Read with survivor/ caregiver and answer any questions before s/he signs below. Sign on behalf of survivor/caregiver if consent is given verbally and survivor/caregiver cannot sign.)

I, _____ (**survivor name**), understand that the purpose of the referral and of disclosing this information to _____ (**name of receiving agency**) is to ensure the safety and continuity of care among service providers seeking to serve the client. The service provider, _____ (**name of referring agency**), has clearly explained the procedure of the referral to me and has listed the exact information that is to be disclosed. By signing this form, I authorize this exchange of information.

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

Date (DD/MM/YY):

Details of Referral

Any contact or other restrictions? Yes No (If yes, please explain below)

Referral delivered via: Phone (emergency only) E-mail Electronically (e.g., App or database) In Person

Follow-up expected via: Phone E-mail In Person. By date (DD/MM/YY):

Information agencies agree to exchange in follow up:

Name and signature of recipient:

Date received (DD/MM/YY):

ANNEX -9-

Terms of Reference:

Protection from Sexual Exploitation and Abuse (PSEA) Focal Point

1. Background

Mercy Hands is committed to providing a safe environment for all its employees, beneficiaries, partners, and contractors, free from any type of discrimination, exploitation, harassment, or abuse, including of a sexual nature. Mercy Hands has a zero-tolerance policy for any form of sexual exploitation, abuse (SEA) or harassment, and shall treat all incidents seriously, with prompt investigation of any allegations.

2. Purpose

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.

3. Scope of Work

Key roles and responsibilities of PSEA focal points include:

Prevention

- Conduct periodic assessments of Mercy Hands' PSEA policies and practices and suggest improvements to the Executive Director.
- Coordinate with the HR Department to conduct training and awareness-raising sessions on PSEA for all personnel on a regular basis.
- Monitor the performance of HR Department to ensure that all personnel sign the code of conduct and that screening for past SEA violations is a regular part of the recruitment process.
- Coordinate with senior programs staff to facilitate awareness-raising campaigns with beneficiaries and local communities on the definition of SEA, the standards of conduct expected of Mercy Hands' personnel, and the various mechanisms for raising SEA allegations or concerns, including contact details.

Reporting allegations of SEA

- Manage the development of internal procedures for personnel to report incidents of sexual exploitation and abuse safely and confidentially.
- Receive reports of SEA allegations and related information and coordinate the response according to relevant procedures.
- Report concerns or issues with PSEA policy implementation to the Executive Director and/ or Board of Directors.

Response to SEA allegations

- Once a complaint is received, coordinate Mercy Hands' response, including referral of SEA survivors for immediate, professional assistance and referral of the case for further investigations to the PSEA Management Committee.

Other responsibilities

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

1. 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 Arabic and English.
- 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.

ANNEX -10-

Resources for Conducting PSEA Investigation

Introduction

Mercy Hands is committed to upholding the highest standards of conduct and accountability. In line with our policies on Protection from Sexual Exploitation and Abuse (PSEA), we are dedicated to ensuring that all allegations of sexual exploitation and abuse (SEA) are thoroughly investigated. This document outlines the internal and external resources available for conducting such investigations and describes Mercy Hands' commitment to mobilizing these resources to address any alleged incidents effectively.

Internal Resources

Mercy Hands possesses a robust internal structure capable of addressing SEA allegations. Our internal resources include:

1. **PSEA Focal Point:** Trained staff members designated to receive reports of SEA and support the investigation process. She is knowledgeable about PSEA policies and is equipped to guide survivors through the reporting process.
2. **Human Resources Department:** The HR team plays a pivotal role in managing the investigation process, including liaising with external investigators if necessary. They ensure that investigations are conducted in accordance with Mercy Hands' policies and procedures.
3. **Legal Advisors:** Our internal legal team provides guidance on the legal implications of SEA cases, ensuring compliance with local laws and international standards.
4. **Investigation Team:** Comprising trained professionals within the organization, the investigation team is responsible for gathering evidence, interviewing witnesses, and compiling reports.
5. **Psychosocial Support Team:** Through its affiliate, Mercy Path for Women's Affairs, Mercy Hands has a dedicated team of counselors and mental health professionals who provide support to survivors and witnesses throughout the investigation process.

Commitment to Internal Resource Mobilization

Mercy Hands is committed to utilizing and mobilizing these internal resources to conduct thorough and impartial investigations. Our priority is to handle SEA allegations with the utmost confidentiality and sensitivity. When an incident is reported, the Executive Director of Mercy Hands will promptly activate the relevant internal resources, ensuring a coordinated and comprehensive response.

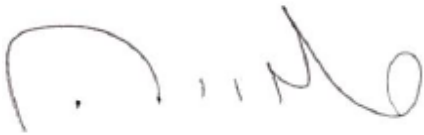
External Resources

In instances where internal resources are insufficient or lack the necessary expertise, Mercy Hands is prepared to engage external resources. These may include:

1. **External Investigators:** Independent professionals or agencies with specialized experience in conducting SEA investigations. Their expertise ensures an objective and unbiased inquiry.
2. **Legal Consultants:** External legal experts may be consulted for complex cases requiring specialized legal knowledge, especially when navigating the legal systems in different jurisdictions.
3. **Psychosocial Support Services:** External organizations specializing in trauma and crisis counseling may be engaged to provide additional support to survivors and witnesses.
4. **Security Consultants:** In cases where safety concerns are heightened, external security experts may be consulted to ensure the protection of all parties involved.
5. **Local Authorities:** Collaboration with law enforcement and judicial authorities is crucial when cases fall under criminal jurisdiction. Mercy Hands will engage with these authorities as necessary, respecting the legal processes and ensuring the safety and rights of all parties.

Mobilization of External Resources

Mercy Hands is committed to promptly mobilizing external resources when internal capacities are exceeded or when specific expertise is required. The organization will identify and engage reputable and qualified external partners to ensure that investigations are conducted professionally and effectively.



Khaldoon Al-Moosawi
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