



**PROTECTION FROM SEXUAL
EXPLOITATION AND ABUSE POLICY**

International Women's Federation of Commerce and Industry (IWFCI) -
Mongolia Chapter



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PROTECTION FROM SEXUAL EXPLOITATION AND ABUSE POLICY

The Policy objective: To promulgate policy of zero tolerance for sexual exploitation and abuse (SEA) for all Organization employees and related personnel and ensure that roles, responsibilities and expected standards of conduct in relation to SEA are known within Organization. To create and maintain a safe environment, free from SEA, by taking appropriate measures for this purpose, internally and in the communities where Organization operates, through robust prevention and response work.

This Policy shall be in compliance with the Law of Mongolia, the internal regulations, policies including The International Women's Federation of Commerce and Industry (IWFCI) – Mongolia's (hereinafter referred as "IWFCI–Mongolia" or "Organization") Code of Conduct and UN Secretary General's Bulletin ST/SGB/2003/13, 2003.

This policy sets out Organization approach to prevent and respond to SEA. The policy applies to all employees, partners, vendors, suppliers, subcontractor, service contractors, candidates and related personnel, both on-and off-duty.

1. Policy statement:

- 1.1. Every person working for IWFCI–Mongolia has the right to be treated with dignity and respect, and to work in a safe environment free from SEA, and discrimination. This policy should be inclusive of all genders and all ages.
- 1.2. SEA violates universally recognized international legal norms and standards and are unacceptable behaviors and prohibited conduct for all humanitarian workers, including IWFCI–Mongolia's employees and any other related personnel. IWFCI–Mongolia does not, and will not, tolerate SEA or discrimination in any form. Such conduct is contrary to the Code of Conduct, and will be dealt with promptly, justly, and effectively in accordance with this policy. IWFCI–Mongolia's staff exhibiting such behavior or conduct may be subject to administrative, disciplinary, or contractual measures, up to and including dismissal, as appropriate and in accordance with the Law of Mongolia.
- 1.3. IWFCI–Mongolia has a policy of zero tolerance towards SEA. All Organization employees and related personnel are expected to uphold the highest standards of personal and professional conduct at all times, and to provide humanitarian assistance and services in a manner that respects and fosters the rights of beneficiaries and other vulnerable members of the local communities.

2. Definition

Prohibited conduct includes SEA, and discrimination.

For the purposes of the present policy the term '**sexual exploitation**' means any actual or attempted abuse of 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.



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Similarly, the term **‘sexual abuse’** means the actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions.

Discrimination means any unfair treatment or arbitrary distinction based on a person’s race, sex, gender identity, religion, nationality, ethnic origin, sexual orientation, disability, pregnancy, age, language, social origin or another status. Discrimination may be an isolated event affecting one person or a group of people similarly situated or may manifest itself through harassment.

Complainant means a complainant is a person who reports allegations of prohibited conduct under this policy. This may be the affected person (e.g., alleged victim) who is IWFCI–Mongolia’s or external personnel, current or former, against whom the prohibited conduct has allegedly taken place.

Protection from sexual exploitation and abuse (PSEA) means the measures taken by an organization to protect beneficiaries and beneficiary communities from sexual exploitation and abuse by their own staff and associated personnel.

Survivor means a person who has SEA perpetrated against him/her or an attempt to perpetrate SEA against him/her. For the purposes of this policy, persons who report SEA committed against themselves are treated as survivors for the purposes of security, needs assessments and support.

Whistle-Blower means for the purposes of this PSEA policy, a whistle-blower is a type of complainant, not the survivor, who is a staff member, intern, volunteer or anyone who reports misconduct, including sexual exploitation or abuse. As such, he or she may be entitled to protection under specified terms.

Zero-tolerance means IWFCI–Mongolia adheres to a strict approach which obliges all staff to report any concern or suspicion of sexual exploitation and abuse. It also refers to IWFCI–Mongolia’s commitment to take seriously, and investigate, any allegation. Zero-tolerance does not mean an absence of SEA incidents, but the establishment of an environment in which sexual misconduct is reported, and such reports are treated seriously. Zero-tolerance is also an institutional approach by which evidence of SEA is considered gross misconduct and therefore results in immediate disciplinary measures.

An alleged offender means the alleged offender is the person against whom allegations of prohibited conduct under this policy are made.

3. Commitment to PSEA:

- 3.1 Organization will make every effort to create and maintain a safe environment, free from SEA, and shall take appropriate measures for this purpose in the communities where it operates, through a robust PSEA framework, including prevention and response measures.
- 3.2 This PSEA framework, affirms Organization commitment to the UN Secretary General’s Bulletin on Special Measures for protection from sexual exploitation and sexual abuse (ST/SGB/2003/13) and to achieving full, ongoing implementation of the IASC Six Core Principles relating to SEA.

4. Prohibited Conduct

- 4.1 SEA will often consist of a series of incidents, but it may be brought about by a single incident only.



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4.2 The mere expression of disagreement, admonishment, criticism, or similar action regarding work performance, conduct, or related issues within a supervisory relationship shall not be considered prohibited conduct.

5. Six core principles

5.1. SEA by Organization employees and related personnel constitute acts of gross misconduct and are therefore grounds for termination of employment.

5.2. Sexual activity with children (persons under the age of 18) is prohibited regardless of the age of majority or age of consent locally. Mistaken belief regarding the age of a child is not a defense.

5.3. Exchange of money, employment, goods, or services for sex, including sexual favors or other forms of humiliating, degrading or exploitative behavior is prohibited. This includes exchange of assistance that is due to beneficiaries.

5.4. Any sexual relationship between Organization employees or related personnel and beneficiaries of assistance or other vulnerable members of the local community that involves improper use of rank or position is prohibited. Such relationships undermine the credibility and integrity of humanitarian aid work.

5.5. Where an Organization employee or related personnel develops concerns or suspicions regarding sexual abuse or exploitation by a fellow worker, whether in the same organization or not, he or she must report such concerns via established reporting mechanisms.

5.6. All Organization employees and related personnel are obliged to create and maintain an environment which prevents SEA and promotes the implementation of this policy. Managers at all levels have particular responsibilities to support and develop systems which maintain this environment.

6. PSEA framework:

6.1 Prevention:

Vetting: Organization systematically vets all prospective job candidates in accordance with established screening procedures. Staff, consultants, volunteers, and interns are recruited through selection notices that contain a clear description of the job to be performed, the organizational role, and the assumption of responsibility related to compliance with and implementation of this PSEA as well as the relevant Code of Conduct and other adopted policies.

The candidate deemed eligible, before starting to work with the IWFCI, must sign, under his or her sole responsibility, a self-certification attesting to his or her criminal convictions, if any, and knowledge or lack of pending charges for crimes against the individual

Training: Organization holds mandatory induction and refresher trainings for all employees and related personnel on the PSEA policy and procedures once a year. Training activities will be conducted according to an annual training plan that identifies general objectives. Individual sessions are organized based on an agenda that identifies specific contents



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6.2 Response:

Reporting: Organization has safe, confidential and accessible mechanisms and procedures for personnel, beneficiaries and communities, including children, to report SEA allegations that and ensures that beneficiaries are aware of these.

Investigation: Organization has a process for investigation of SEA allegations in place and shall properly and without delay conduct an investigation of SEA by its employees or related personnel or refer to the proper investigative body if the perpetrator is affiliated with another entity. If, after proper investigation, there is evidence to support allegations of SEA, these cases may be referred to national authorities for criminal prosecution.

Victim assistance: Organization has a system to promptly refer SEA survivors to available services, based on their needs and consent.

6.3 Cooperative arrangements:

All IWFCI–Mongolia’s contracts and partnership agreements include a standard clause requiring contractors, suppliers, consultants and sub-partners to commit to a zero-tolerance policy on SEA and to take measures to prevent and respond to SEA. A standard clause included in IWFCI’s contracts and partnership agreements shall be provided in Annex 5 of this Policy.

The failure of those entities or individuals to take preventive measure against SEA, to investigate allegations thereof, or to take corrective action when SEA has occurred, shall constitute grounds for termination of any cooperative arrangement.

7. Responsibilities of IWFCI–Mongolia and its personnel

7.1 IWFCI–Mongolia shall and must:

- a) make available appropriate learning resources to all staff of IWFCI–Mongolia and its subcontractors to ensure awareness of key provisions of this policy, standards of conduct, values and forms;
- b) ensure that timely and appropriate action – including action to protect the safety and well-being of the complainant – is taken when prohibited conduct is reported;
- c) fully cooperate with any investigation conducted by the President and/or Executive director of IWFCI–Mongolia, in case it determines to investigate allegations of SEA;
- d) Provide oversight of PSEA prevention and response;
- e) Review and update PSEA-related policies and guidance;
- f) Ensure attention and resources to PSEA across the organization;
- g) Facilitate and oversee investigations of SEA allegations;
- h) Coordinate with other organizations on PSEA, including donors;



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- i) Promoting a safe and inclusive organizational culture and office environment that prevent sexual exploitation and sexual abuse where staff feel empowered to speak up, and support and develop systems that maintain this environment;
- j) Ensure that a victim-centered approach guides all actions for PSEA.
- k) A person reporting a concern of SEA in good faith and with no ulterior motive will never be retaliated against, regardless of whether the claim is found to be true or not. All claims reported by staff will be treated with the utmost confidentiality to protect complainants, witnesses and subjects of complaint and hinder the spurring of rumors that could endanger the safety or reputation of staff. If deemed necessary, other actions can be taken to further protect complainants, witnesses and subjects of complaint from within the organization from retaliation. These actions, to be taken with the free and informed consent of the complainants, may include:
 - their temporary reassignment;
 - transfer to another office or function for which the complainants are qualified; and
 - any other protective measure to ensure the safety and well-being of reporting staff.

7.2 IWFCI - Mongolia personnel shall and must:

- a) Be respectful to others and maintain the highest standards of conduct;
- b) Maintain a harmonious working environment by behaving in a manner that is free of intimidation, hostility, offense, and any form of prohibited conduct;
- c) Familiarize themselves with IWFCI–Mongolia’s policies, including an understanding of what constitutes prohibited conduct;
- d) Actively participate in SEA-related trainings and awareness-raising efforts, including support for dissemination of PSEA materials;
- e) Be aware of the various options and internal channels available to them for reporting and/or otherwise addressing such behaviors; and
- f) Respect confidentiality and fully cooperate with those responsible for investigating reports of prohibited conduct under this policy.

7.3 Managers and Coo or Executive director have special obligations to prevent and deter prohibited conduct and must:

- a) Create a safe and harmonious working environment, free of intimidation, hostility, offence and any form of prohibited conduct. In order to achieve such an environment, managers and supervisors must act as role models by upholding only the highest standards of conduct;
- b) Communicate the present policy to all IWFCI–Mongolia personnel and external personnel, ensure that they take relevant mandatory training towards to all IWFCI–Mongolia personnel;
- c) Address, report and escalate alleged incidents of prohibited conduct consistent with the present policy;



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- d) Ensure that incidents of prohibited conduct are promptly addressed through appropriate channels. In such cases, managers and supervisors must demonstrate fairness, impartiality, and be free from intimidation or favoritism; managers should not attempt to pre-investigate allegations;
- e) Ensure that all discussions, communications and actions are handled with extreme discretion, sensitivity and utmost confidentiality; and
- f) Ensure appropriate action is taken to prevent IWFCI–Mongolia personnel from retaliation.

The failure of a manager or supervisor to address any known or reasonably suspected act of prohibited conduct may result in the imposition of appropriate administrative or disciplinary measures on the manager or supervisor.

7.4 COO or Executive director shall and must:

- a) Act as the PSEA Officer of IWFCI–Mongolia on the labor rights issues, including receiving and handling reports, complains related to SEA and discrimination;
- b) Notify the President within 24 hours of any allegation of SEA and discrimination;
- c) Conduct an internal investigation in a timely manner, maintain the confidentiality of witnesses and victims;
- d) With the discretion of the President of IWFCI–Mongolia to submit a report with evidence on the incident investigation within 14 days after the incident to the law enforcement agencies (if necessary);
- e) Provide training to the staff of IWFCI–Mongolia and its subcontractors on the prevention and addressing of prohibited conduct under this policy;
- f) Conduct screening for past SEA violations, and other code of conduct and policy violations, as part of recruitment process;
- g) Ensure all personnel sign the IWFCI–Mongolia’s code of conduct, policy and related documents;
- h) Integrate a PSEA clause in contract agreements, including when subcontracting;
- i) Support communication with personnel during investigation of SEA allegations; and
- j) Keep PSEA-related documents of personnel on file, including signed codes of conduct, policy.

7.5 Complainant should be:

- a) Aware that anonymous reporting may make it more difficult for investigators to thoroughly investigate the allegations – despite their best efforts even though anonymous reporting by complainants is permitted under this policy.
- b) Made in good faith, which means that the person reporting the allegations of prohibited conduct must have a reasonable belief that misconduct has occurred. Intentionally making a false report, verbally or in writing, constitutes misconduct for which disciplinary measures may be imposed.

7.6 Incident reporting of prohibited conduct

- a) To report prohibited conduct, IWFCI–Mongolia or external personnel may wish to first contact the COO who can guide them on their options under the current policy. SEA may also be reported

to the external SEA helpline where counseling and guidance on the process will be provided. See Annex II for details on how to contact these offices.

- b) Complainants are strongly encouraged to report cases as soon as possible after the incident has occurred. Early reporting is critical to the success of any investigation and may significantly contribute to IWFCI–Mongolia’s ability to address the allegations.
- c) COO is responsible for conducting preliminary assessments and investigations of complaints of prohibited conduct.
- d) There is no time limit for reporting SEA.

8. Reporting

- 8.1. If an employee or stakeholder suspects that he/she has experienced harassment or witnessed harassment, he/she should report such an incident to COO of IWFCI Mongolia in accordance with the following reporting channels established by IWFCI Mongolia:
 - a) Direct in-person: COO is an employee of IWFCI Mongolia’s trained on PSEA.
 - b) A suggestion box: IWFCI Mongolia office has placed a box at office for collecting SEA complaint including submitting anonymously.
 - c) Using technology: IWFCI Mongolia will receive the SEA complaint via SMS or call 976 88110076, or email info@iwfci.mn.
- 8.2. IWFCI should consider following elements when ensuring reporting mechanism adhere to effective:
 - a) Safety: avoid creating or exacerbating risks for those reporting allegations or concerns, as well as other parties involved. The whistleblower policy was set up before promoting the use of a reporting mechanism. IWFCI Mongolia should restrict access to incident reports and keep reports stored safely using passwords or encryptions for computers and lock offices when unattended.
 - b) Confidentiality: enforce strict information-sharing practices, using code names when referring to those involved and omitting information that could reveal their identity (e.g. date of birth, address, phone number, description of unique physical traits); and keeping information on the identity and personal information separate from incident and related reports. People should also have the option of anonymous reporting.
 - c) Transparency: obtain prior informed consent of the complainant, unless the complainant is UN or partner personnel, who have a mandatory obligation to report SEA by requesting and obtaining the consent of the reporter and explaining to the reporter what information will be shared and for what purposes. Consent will not be required for those who have adhered as a contributor in any capacity to the IWFCI Mongolia, to their obligations under this Policy, having hereby committed to

informing the IWFCI Mongolia if they have concerns about risk or occurrence of exploitation or abuse.

- d) Accessibility: by making reporting rules easy to use by eliminating potential barriers to access to them, such as foreign language, costs and time to use them, and customizing them on the basis of the target (age, sex, different educational background, skills, etc.).

8.3. IWFCI Mongolia shall refer SEA complaints involving personnel of another entity to the respective entity for follow-up, if necessary. Relevant agencies include social workers, child rights workers, psychologists, and detectives (all action based on their/victims consent and needs).

8.4. IWFCI Mongolia will take all necessary steps (standard operation procedure) to:

- a) Ensure the protection and confidentiality of the person who discovered the abuse.
- b) Avoid any contact between the person accused of abuse and the alleged victim.
- c) Protect the alleged victim and give him/her all the support he/she needs immediately (psychological, medical, legal).
- d) Make a verbatim record of the reporter's account and complete the Report of Event form (if possible, the Report should be accompanied by the recording of the testimony).
- e) Throughout the procedure, the interest of the alleged victim should always be considered paramount.

9. Investigation

9.1 IWFCI Mongolia takes all complaints of SEA and other violations of these Policy seriously and will promptly investigate all such complaints and take necessary remedial measures.

9.2 Investigation actions are conducted by the Investigation Commission and coordinated with the consequent activities of COO and may include:

- a) Gather factual information and documentation and evaluate any other items to be acquired, including testimonials.
- b) Carry out an internal investigation, including information gathered from witnesses.
- c) Temporarily suspend from his/her activities the person who is the subject of the complaint or discontinue, in the most serious cases and if these activities concern projects with vulnerable people, the collaborative relationship with the entity to which he/she belongs, during the period of the investigation.
- d) Inform the concerned person about complaints regarding him or her.
- e) Give the suspected person an opportunity to present his or her side of the story, before any decision of guilt or innocence is reached.
- f) Ensure the protection of the victim and the reporter and assist the victim of sexual exploitation or abuse.

9.3 Investigation of complaints will be done in a timely, fair, and impartial manner. Upon receiving a complaint, IWFCI Mongolia will investigate it in accordance with IWFCI Mongolia's investigation process in place, which may depend upon the nature and severity of the complaint.



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- 9.4 The Investigation Commission consists of 4 members, 2 are from the BOD, 1 is an external expert, and 1 is the COO. Investigation Commission's investigation period is a maximum of 1 month.
- 9.5 IWFCI Mongolia has established procedures for receiving, investigating and addressing a complaint of harassment. Confidentiality will be maintained throughout the investigatory process to the extent consistent with adequate investigation and appropriate corrective action.

10. Disciplinary Actions

- 10.1 Disciplinary sanctions up to and including termination shall be imposed on employees who are found guilty of prohibited conduct under the terms of this policy, which may depend on the gravity and extent of the harassment.
- 10.2 Referral to Local Authorities in cases of compelling emergency or danger, prohibited conduct must be reported to local authorities by the complainant. Should it become apparent that the alleged act of prohibited act constitutes a violation of the Criminal Code and the nature of the violation of the Law on Infringement of Mongolia, Local Authorities must be informed.
- 10.3 External personnel shall be liable for any damages caused due to his/her wrongful actions and violation of the terms of this Policies as specified in the contract or in accordance with the law.

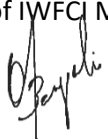
11. Amendments to this Policy

- 11.1 This policy may be modified and amended at any time in writing with the approval of the President of IWFCI–Mongolia.

12. Effective Date

- 12.1 This policy is effective immediately after approval by the President of the IWFCI–Mongolia and will remain in effect until such policy is modified.

Approved by:
President of IWFCI Mongolia

Signature: 

Date: 09 May 2024

ANNEX I. EXAMPLES OF BEHAVIOR CONSTITUTING SEA

SEA

Sexual exploitation is any actual or attempted abuse of 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 means the actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions. Examples of sexual harassment include:

- Unwanted pressure for sexual favors.
- Unwanted touching of a person's clothing, hair, or body.
- Deliberately becoming physically close to a person's body.
- Unwanted letters, telephone calls, or materials of a sexual nature.
- Unwanted and persistent pressure for dates.
- Unwanted sexual teasing, jokes, remarks, or questions.
- Turning work discussions to sexual topics.
- Making sexual gestures with hands or through body movements.

SEA, or any sexual act committed using coercion or without consent are criminal offenses and should be dealt with in line with this policy.



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ANNEX II. CONTACTS OF RELEVANT ORGANIZATIONS

Government authorities and hotline numbers:

Police emergency number:	102
Trust helpline:	1800-1903
Child helpline:	108
Unbound Mongolia:	7575-7875
National Human Rights Commission of Mongolia:	70342122
National Center of Mental Health	70128801

For anonymous reporting on prohibited conduct and SEA:

IWFCI Mongolia

Phones: + 976 8811-0076

Email: info@iwfci.mn or Mongolia.iwfci@gmail.com

Standard Operation Procedure:

A person who brings an allegation or complaint of SEA to the attention of the IWFCI Mongolia following established procedures. This person may be a victim of SEA, a person acting on their behalf, or another person who is aware of the wrongdoing. Therefore, Individuals can confidently and securely send information anonymously while ensuring the protection of their rights and the rights of others. Additionally, they can demand that authorized persons take appropriate actions.

IWFCI Mongolia's primary consideration to children (any person under 18 years of age), a determination of the interest of protecting the child involves an ongoing project as to what would protect a child's physical, psychological and emotional safety, security and well-being, keeping in mind their age, developmental needs or other factors that could place a child at additional risk or cause trauma.



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ANNEX III. ACKNOWLEDGMENT AND ACCEPTANCE FORM OF THE CODE OF CONDUCT/PSEA POLICY OF IWFCI-MONGOLIA

I, the undersigned, Mr/Mrs _____ hired _____ within the IWFCI-Mongolia from ___/___/20 to ___/___/20 in _____.

Declares to have knowledge of the documents of The International Women's Federation of Commerce and Industry (IWFCI) - Mongolia below:

- (1) Code of conduct;
- (2) Protection from Sexual Exploitation and Abuse (PSEA) Policy
- (3) Other regulation and policies
- (_____)

These documents are intended to assert IWFCI-Mongolia's commitment to a zero tolerance policy with regard to Sexual Exploitation and Abuse. All forms of sexual exploitation and abuse are incompatible with the universally accepted norms, values, principles and standards that underpin IWFCI-Mongolia.

By signing this document, preceded by the mention "Read and approved":

- a) I understand IWFCI-Mongolia’s commitment to safeguarding the rights and dignity of children and adult beneficiaries and to protecting them from abuse and exploitation as defined in this IWFCI-Mongolia’s Code of conduct/ PSEA policy.
- b) I declare that I fully agree with the terms and conditions of the IWFCI-Mongolia’s Code of conduct/ PSEA policy.
- c) I commit to treat all persons with whom and for whom I work with respect, without any distinction related to their identity, age, origin, status or situation.
- d) I agree to attend the specific SEA training that IWFCI-Mongolia will offer me.
- e) After a thorough reading of the IWFCI-Mongolia’s Code of conduct/PSEA policy I understand:
 - What sexual exploitation and abuse means, including the forms it can take.
 - That I am duty bound to comply with the standards of behavior outlined in the Code of conduct/ PSEA policy.
 - That I have a duty to report any act, form, or situation of sexual exploitation or abuse of any beneficiary.
 - How to report a situation of sexual exploitation or abuse, in accordance with IWFCI-Mongolia’s procedures, while maintaining strict confidentiality.
 - That if I, in good faith, report a case of sexual exploitation or abuse, or cooperate with an investigation, I am protected from retaliation and may report any retaliation I feel I have suffered.
 - If I have any questions, it is up to me to ask.
 - I understand that failure to comply with the Code of conduct/PSEA policy and not reporting may result in disciplinary action.

Done in _____

On ___/___/___

Signature, preceded by the mention "**Read and approved**":

ANNEX IV. PSEA RISK ASSESSMENT AND MANAGEMENT FOR SAFE PROGRAMMES

The International Women's Federation of Commerce and Industry (IWFCI) – Mongolia will implement the following PSEA risk assessment and management for safe programmes as a benchmark in our operations.

Area	Questions to Consider for Risk Assessment	Possible Management strategy(ies)
Profile of beneficiaries	<ul style="list-style-type: none"> • What is the demographic profile of the population in the target areas (e.g. sex, age, education level, income level, household size, percentage of female- and child-headed households, marriage age, religion, race/ethnicity, migration status, etc.)? • What are some of their characteristics of the population that may render individuals more susceptible to SEA? Which groups are particularly vulnerable?¹ 	<ul style="list-style-type: none"> • Adapt awareness-raising efforts on PSEA to meet specific needs of beneficiaries. • Conduct targeted messaging campaigns for those groups that are highly susceptible to SEA.
Profile of personnel	<ul style="list-style-type: none"> • Is there an adequate gender balance of personnel involved in programming, particularly of personnel directly engaging with beneficiaries and local communities or responsible for recruitment? • Have personnel been sufficiently vetted and trained in regard to PSEA? 	<ul style="list-style-type: none"> • Re-adjust gender balance of personnel involved in programming • Recruit additional female personnel involved in programming as needed • Conduct (refresher) training(s) on PSEA (e.g. annually), specifically focused on possible risks associated with the specific program • Review HR files of personnel and conduct additional screening to identify previous misconduct as needed

¹ For a list of at-risk groups, see pages 11-12 of the IASC, [Guidelines for Integrating GBV Interventions in Humanitarian Action](#), September 2015. Also note that some individuals may have overlapping vulnerabilities (e.g. adolescent girls, mothers with disabilities).

<p>Program approaches</p>	<ul style="list-style-type: none"> • Does the program create or exacerbate existing imbalances between personnel and members of the community? • Does the program involve direct interaction between personnel and beneficiaries, especially children? • How are personnel delivering goods and services (i.e. private/public, working in pairs/alone, gender-mixed)? • Do personnel wear visible forms of identification (e.g. caps, vests, T-Shirts) when conducting program activities? • Are external visitors allowed to attend program activities unaccompanied? Who is in charge of making these decisions? 	<ul style="list-style-type: none"> • Arrange periodic monitoring visits by someone in a management or program oversight role • Change location(s) of distribution to make it more public • Ensure that personnel wear visible forms of identification (e.g. caps, vests, T-Shirts) when conducting program activities and provide such forms of identification where needed • Restrict access of external visitors to program activities, to the extent possible • Ensure that program participants are regularly informed of their rights, of expected behavior of personnel, and how to report concerns
<p>Program context</p>	<ul style="list-style-type: none"> • Where do program activities take place (camp, informal settlement, host community, rural/urban setting, etc.)? What are specific risks associated with this location (e.g. lack of availability of complaints mechanisms or service providers, insecurity)? • What is the attitude of beneficiaries towards GBV concerns? How comfortable would beneficiaries be reporting SEA concerns? • Is there an inter-agency mechanism for community feedback/complaints in this location? 	<ul style="list-style-type: none"> • Create a more secure environment at program location (e.g. install lights, hire night guards) • Work with communities to adapt complaints mechanisms to meet their needs • Ensure that beneficiaries are aware of and can access inter-agency mechanisms for complaints in the program location(s)

ANNEX V. TEMPLATE CLAUSE PARTNERSHIP, SUBCONTRACTOR OR SERVICE CONTRACTS

The International Women's Federation of Commerce and Industry (IWFCI)-Mongolia shall include the following provisions in its all contracts with all partners, subcontractors and related third parties:

1. [**The contractor**] acknowledges and agrees that The International Women's Federation of Commerce and Industry (IWFCI)-Mongolia has a policy of "zero tolerance" for sexual exploitation and abuse. [**The contractor**] and its employees, staff and/or subcontractors shall not be involved in any sexual exploitation or abuse. For the purposes hereof, the following definitions shall be used:

Sexual exploitation means any actual or attempted abuse of 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 means the actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions.

2. [**The contractor**] shall take all necessary action to prevent sexual exploitation or abuse of any of its employees or any other person engaged and under its control, as well as any corrective action in the event that a situation of sexual exploitation or abuse occurs .
3. Measures required to prevent and respond to sexual exploitation and abuse may include, but are not limited to: (1) A clear prohibition against any involvement in a situation of sexual exploitation or abuse; (2) Mandatory background checks for all personnel prior to recruitment; (3) PSEA training for all personnel; (4) Mandatory reporting of all allegations of SEA; (5) Referral of all survivors of SEA to immediate and professional assistance; and (6) Investigation of all reported allegations of SEA and implementation of corrective action.
4. Any breach of the provision by the Contractor shall entitle The International Women's Federation of Commerce and Industry (IWFCI)-Mongolia to terminate the contract with immediate effect."

ANNEX VI. CHECKLIST FOR PSEA-SENSITIVE RECRUITMENT, CONTRACTING AND PERFORMANCE MANAGEMENT

- ✚ Include a sentence in job announcements to notify candidates that background and reference checks will be conducted and ethics is part of annual performance appraisals.
- ✚ Require applicants to self-declare prior issues of sexual or other misconduct, termination of past employment, criminal records, and concerns registered with government authorities regarding contact with children, and to consent to the disclosure of any such information by their former employers during verification of references.
- ✚ Conduct background checks (e.g. police records, Google searches) and contact references to vet for former misconduct in accordance with local laws regarding employment, privacy, data protection and PSEA.
- ✚ Ensure gender-balanced and gender-neutral interview panels during hiring processes and conduct gender neutral interviews.

This includes for instance having a standardized interview process, making sure that each candidate, regardless of his gender or sexual orientation, is being asked the same questions and comparing them equally.

- ✚ Ask candidates interview questions about ethics and ethical dilemmas (e.g. What's your idea of an ethical organization? Tell me about a time when you faced an ethical challenge.)
- ✚ Require candidates to review and sign the code of conduct before being offered a contract.
- ✚ Include a PSEA clause in employment contracts, including when subcontracting:

The PSEA clause must be included in all employment contracts of the organisation.

The PSEA clause should not only mention the zero tolerance policy of the organisation. It is instrumental to ensure the clause lays out the actual obligations of personnel linked to PSEA. These include, without being limited to:

- obligation to refrain from committing SEA,
- obligation to report any situation of SEA;
- obligation to take part in audits/investigations as required and protection against retaliation.

- ✚ Outline disciplinary measures in the event of proven SEA allegations (e.g. termination of contract).
- ✚ Include training in PSEA as part of onboarding process and provide refresher courses at regular intervals during employment tenure.
- ✚ Include adherence to code of conduct (e.g. participation in PSEA trainings) in performance appraisals of staff.
- ✚ Include in the performance appraisals of senior staff their effectiveness in creating and maintaining an environment which prevents and responds to SEA.
- ✚ Freeze professional advancement/recruitment opportunities of individuals under investigation.
- ✚ In cases of confirmed misconduct, take robust disciplinary action (e.g. dismissal, suspension, written censure or other administrative/corrective measures) and, where this involves possible criminal conduct, consider reporting the incident to local law enforcement authorities.
- ✚ Maintain an internal database documenting any disciplinary measures on personnel, including dismissals, to avoid rehiring them at a later point in time.



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- ✚ Systematically share relevant information of personnel known to have committed SEA with other potential employers during background checks, to the extent legally possible.

ANNEX VII. JOB ANNOUNCEMENTS INCLUDING PSEA ELEMENTS

The International Women's Federation of Commerce and Industry (IWFCI)-Mongolia's job announcement shall include the following provisions in its all job announcements including PSEA elements:

The International Women's Federation of Commerce and Industry (IWFCI)-Mongolia has a zero tolerance policy with regard to Sexual Exploitation and Abuse by (IWFCI)-Mongolia's personnel against the people they serve. All forms of sexual exploitation and abuse are incompatible with the universally accepted norms, values, principles and standards that underpin our (IWFCI)-Mongolia. Protection from Sexual Exploitation and Abuse (PSEA) is the responsibility of everyone and all selected candidates will be required to comply with the (IWFCI)-Mongolia's PSEA Policy at all times. Selected candidates will therefore undergo rigorous reference and background checks against their past behaviour related to sexual exploitation and abuse, and may be required to provide additional information further on in the selection process.

ANNEX VII. PRE-RECRUITMENT REFERENCE CHECKS AND SEXUAL MISCONDUCT/SEA BACKGROUND CHECKS

During the selection process, The International Women's Federation of Commerce and Industry (IWFCI)-Mongolia must check following questions in our pre-recruitment and sexual misconduct/sea background. It includes:

- Why has the candidate left your organisation?
- Do you consider the candidate could pose any threat when working with children and vulnerable adults? OR do you consider it would be appropriate for the candidate to work with children and vulnerable adults?
 - No
 - Yes – please provide more information:
- Do you have any information or knowledge of their involvement that would cause us any concerns in relation to Sexual Exploitation and Abuse?
- Do you have any suspicions that the candidate violated your organizations Code of Conduct, including sexual exploitation and abuse?
- Was the candidate found to have committed sexual exploitation and abuse during the period of employment defined above?
 - No
 - Yes – please provide more information:
 - I am unable to specify the nature of misconduct because of the following legal/regulatory requirements _____
 - If the answer above was yes, was a disciplinary measure imposed on the candidate:
 - ❖ No, for the following reasons:
 - ❖ Yes – please provide more information:
 - ❖ I cannot provide an answer for the following reasons:

- Is the candidate currently being investigated for an allegation of misconduct related to Sexual Exploitation and Abuse?
 - No
 - Yes – please provide more information:
- Hypothetically, would you like to employ or work with the candidate again? Why or why not?



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ANNEX VII (A) : TABLE TO REQUEST REFERENCES

Please mention the human resources (or equivalent) contact information for your three previous jobs. If you are currently employed, make sure to include the human resources contact information of your current employer.

	<i>Name and surname</i>	<i>Full address, email address and phone number</i>	<i>Position held</i>
1			
2			
3			

Do we have your consent to contact these people from Human Resources?

No

Yes



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ANNEX VII (B) : REFERENCE CHECK FORM

<i>Name of the organization</i>	
<i>Name of contact person</i>	
<i>Name of the prospective candidate</i>	
<i>Date</i>	

1. <i>How do you know the candidate?</i>	
2. <i>How long have you known them?</i>	
3. <i>Reason for leaving the organization</i>	<i>Resignation <input type="checkbox"/> Termination <input type="checkbox"/> Dismissal <input type="checkbox"/></i> <i><input type="checkbox"/> Other <input type="checkbox"/> (specify):</i>
4. <i>Considering the nature of our operations and the description of the intended responsibilities of the position, do you think the candidate is well suited for the position?</i>	<i>No <input type="checkbox"/> Yes <input type="checkbox"/> Please provide details below:</i>



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<p>5. Describe the candidate's relationship with teammates and supervisors</p>	<p>Excellent <input type="checkbox"/> Very good <input type="checkbox"/> Good <input type="checkbox"/> Poor <input type="checkbox"/> Please provide details below:</p>
<p>6. How would you describe the candidate's honesty, integrity and ethics?</p>	<p>Excellent <input type="checkbox"/> Very good <input type="checkbox"/> Good <input type="checkbox"/> Poor <input type="checkbox"/> Please provide details below:</p>
<p>7. How would you describe the candidate's ability to keep information confidential?</p>	<p>No <input type="checkbox"/> Yes <input type="checkbox"/> Please provide details below:</p>
<p>8. Do you have any reason to consider that it would be inappropriate for the candidate to have a job that would involve working with children and vulnerable adults?</p>	<p>Excellent <input type="checkbox"/> Very good <input type="checkbox"/> Good <input type="checkbox"/> Poor <input type="checkbox"/> Please provide details below:</p>
<p>9. Do you have any doubts that this candidate has committed professional misconduct and/or acted contrary to your Code of Conduct/Regulations?</p>	<p>No <input type="checkbox"/> Yes <input type="checkbox"/> Please provide details below:</p>



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<p>10. <i>Do you have any doubt or awareness that the candidate has ever been involved in sexual exploitation or sexual abuse?</i></p>	<p>No <input type="checkbox"/> Yes <input type="checkbox"/> Please provide details below:</p>
<p>11. <i>The International Women's Federation of Commerce and Industry (IWFCI)-Mongolia has zero tolerance for any form of exploitation and abuse and its personnel shall uphold organizational values and core competencies, particularly diversity and inclusion, integrity, commitment and respect for others. Does the candidate uphold these values?</i></p>	<p>No <input type="checkbox"/> Yes <input type="checkbox"/> Please provide details below:</p>
<p>12. <i>If given the opportunity, would you rehire this candidate?</i></p>	<p>No <input type="checkbox"/> Yes <input type="checkbox"/> Please provide details below:</p>
<p>13. <i>Was there any complaint /allegation against he/she at the police station</i></p>	<p>No <input type="checkbox"/> Yes <input type="checkbox"/> Please provide details below:</p>



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14. *Do you have any other information or comments that you deem useful before we proceed with the hiring of this candidate?* No Yes
Please provide details below:



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ANNEX VIII. PSEA QUESTIONS FOR SELF-DECLARATION

During the selection process, The International Women's Federation of Commerce and Industry (IWFCI)-Mongolia must check following questions in our pre-recruitment and sexual misconduct/sea background. It includes:

SELF-DECLARATION FORM

Name and surname:	
ID card or passport number:	
Date of birth:	
Place of birth:	
Nationality:	
Place of residence:	
Phone number:	
Email address:	

1. Have you ever been the subject of a police investigation or court proceedings, in this country or abroad, as a result of charges of sexual abuse or sexual misconduct against minors or adults that do not appear on your criminal record?	YES/NO <i>If yes, please provide additional information below.</i>
2. Have you ever been subject to sanctions (disciplinary, administrative or criminal) arising from an investigation in relation to sexual exploitation and abuse or sexual misconduct, or left employment pending investigation and refused to cooperate in such an investigation?	YES/NO <i>If yes, please provide additional information below.</i>
3. Have you ever been identified by a government department or judicial or other competent authority in this country or abroad as a risk or potential risk to children or vulnerable adults?	YES/NO <i>If yes, please provide additional information below.</i>



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4. Have you ever been or are you currently subject to disciplinary proceedings?	YES/NO <i>If yes, please provide additional information below.</i>
---------------------------------------------------------------------------------	------------------------------------------------------------------------------

5. Have you left a previous job pending an investigation and refused to cooperate with such an investigation?	YES/NO <i>If yes, please provide additional information below.</i>
---------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------

--	--

Confirmation of statement (please check the boxes below)

	I agree that the information provided here will be processed for recruitment purposes and in confidentiality. I understand that a job offer may be withdrawn or termination may result if I fail to disclose timely information and if such information is subsequently communicated to the organization.
--	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

	I agree to notify the organization within 24 hours if I am subsequently investigated by any agency or organization regarding concerns about my behavior toward children, youth or vulnerable adults.
--	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

	I hereby authorize any person, organization, or educational/training institution I mentioned as a reference in my application to disclose in good faith and in confidence any information in their possession about my qualifications or suitability for the job. I assume no liability to any employer, person or educational/training institution for information provided about me necessary and inherent to the employment process.
--	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

	I understand that the information included in this form and submitted by third parties may be provided by the organization to other persons or organizations in cases where it is deemed necessary to protect other children or vulnerable adults.
--	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Signature:	
-------------------	--

Name and surname in capital letters:	
---------------------------------------------	--

Date:	
--------------	--



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ANNEX IX. EMPLOYEE SELF-DECLARATION

I Mr./Ms./Mrs. _____ S/o D/o _____ resident at _____ declare that I was working with _____ organization/ company/ institute for _____ years/ months.

I hereby declare that I have not been involved in any kind of SEA complaint, or allegation in my previous worked organization.

I accept responsibility of my action under penalties authorized by law, I affirm that all information given in this declaration is true to my knowledge.

Signature: _____

Designation: _____

Department: _____



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ANNEX X. QUESTIONS FOR WRITTEN EXAMS AND ORAL INTERVIEWS RELEVANT TO PSEA

During the interviews, The International Women's Federation of Commerce and Industry (IWFCI)-Mongolia would ask following questions, to identify red flags in relation to sexual exploitation and abuse and sexual misconduct. It includes:

- What's your idea of an ethical organization? Tell me about a time when you faced an ethical challenge.
- The Organizations PSEA Policy and/or Code of Conduct applies to all staff, both on and off duty. Do you have any issues with that?
- Have you ever become aware of a situation where one of your co-workers was involved in a situation of misconduct or breach/violation of your organization ' s Code of Conduct/PSEA/Safeguarding policy in your current or previous organization? If so, please elaborate on the actions you took in response to this situation.
- What would be your contribution to ensuring a safe work environment and culture where sexual exploitation and abuse is not tolerated?
- What contributions would you make to ensure that your teammates adhere to the highest standards of conduct to reject any form of inappropriate sexual behavior?
- Have you been investigated for any misconduct or violation of your current/previous organization's rules/code of conduct?



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Annex XI. SEXUAL EXPLOITATION AND ABUSE ALLEGATION INTAKE FORM

The International Women's Federation of Commerce and Industry (IWFCI)-Mongolia’s all employees, partners, vendors, suppliers, subcontractor, service contractors, candidates and related personnel use this form file reports.

DATA PROTECTION – Ensure that this form, once completed, is stored in a locked file and/or is destroyed once the information is no longer needed.

Complainant information

Full name:	Date of complaint:
Telephone:	Address:

The complaint (Please indicate information such as who, what, how, where and when)

Date of the incident (when): _____

Full name of the survivor (who) – fill only if consent is given:

Age of the survivor:

Where: _____

How: _____



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Information about the accused

Name of accused: _____

Position held by accused: _____

Organization for which the accused work(s): _____

Relationship to the survivor:

Current residence of the accused (if known): _____

Gender: _____

Service provision

Has the survivor been informed of the available medical care?	Yes	No
If yes, has the survivor sought medical treatment after the incident?	Yes	No
If yes, who provided treatment? _____ _____		
If no, provide information to the complainant regarding the nearest medical care and psycho social support services, or get the consent of the survivor to pass on their details (using the form below) to refer them.		
Has the survivor contacted police?	Yes	No

Consent, confidentiality and next steps

Complainant consents to sharing name and contact details for investigation purposes: Yes No

Name of the PSEA/Safeguarding Focal Point:

Organization/Agency: _____



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Annex XI. INTER-ORGANIZATIONAL COMPLAINTS REFERRAL FORM

The IWFCI Mongolia’s should be used when referring a complaint of SEA from one organization to another. It should NOT be used for referring a survivor to a GBV service-provider. Information in this form is confidential, password protected.

Name of Complainant: _____ Address: _____ _____ How does complainant prefer to be contacted (give details): _____	ID number: _____ Age: _____ Sex: _____
Name of survivor (if not complainant): _____ Address/contact details: _____ _____ Name(s) and address of parent/guardian, if under 18: _____ _____ How does survivor prefer to be contacted (give details): _____ Has the survivor given consent to the completion of this form and referral? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don’t know	ID number: _____ Age: _____ Sex: _____
Date of incident(s): _____ Time of incident(s): _____ Location of incident(s): _____ Brief description of incident(s) in the words of the survivor/complainant (attach additional page if necessary): _____ _____	
Name of accused person(s): _____ Organization accused person(s) works for: _____ Address or location where accused person(s) works: _____	Position/Job title of person(s): _____ _____
ORGANIZATION RECEIVING COMPLAINT Name of PSEA Focal Point: _____ Name of person completing form: _____ Position/Job title: _____	
REFERRAL TO ORGANIZATION OF CONCERN PSEA FOCAL POINT Name of organization/name of person (PSEA Focal Point) report forwarded to: _____ Name and position of person report forwarded to (if different from above): _____ Date of referral: _____	
ACKNOWLEDGMENT OF RECEIPT Name: _____ Organization: _____ Position/Job title: _____	



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Signature: _____

Date received: _____

ANNEX XII. REPORT RESPONSE FORM-PSEA

REPORT RESPONSE FORM-PSEA	
Reference No:	
Full Name of the Reporter:	
Contact Information:	Residential address, if known: Telephone: E-mail:
Date of receipt of report:	
Category of report:	<input type="checkbox"/> Sexual exploitation <input type="checkbox"/> Sexual abuse <input type="checkbox"/> Other
Name of staff assigned to review the report	
Date of a verbal or written response to the report	
Description of the actions taken by the Contractor/Employer	
Decisions of the Contractor/Employer or agreement between the Contractor/Employer and the reporter	
Signature of the reporter/Complainant:	Date:
Signature of the Contractor's staff, who	Date:

ANNEX XV. GUIDELINES ON VICTIM ASSISTANCE

1. Assistance and support for victims of sexual exploitation and abuse should be provided in a holistic, integrated manner with the support of a designated case manager/ or COO where feasible and/or service provider with the necessary expertise and capacity. Assistance is provided on a case-by-case basis, in accordance with the needs of the victim. Common services for victims of sexual exploitation and abuse include:
 - **Safety and protection:** This entails the development of an immediate safety or protection plan to address the risk of retaliation, possible breaches of confidentiality or other further violence against the victim. The safety response should clearly set out roles and responsibilities, as well as capacities of designated or relevant actors. Subject to a risk-assessment, and based on the victims' consent and best interest, the safety or protection plan may include relocation support where necessary and appropriate.
 - **Medical care:** Medical care includes the provision of necessary treatment for conditions directly arising from sexual exploitation and abuse. In cases of sexual abuse, this includes informing victims about the importance of seeking medical care within 72 hours and providing the necessary referral to services, including HIV post-exposure treatment, post exposure prophylaxis (PEP), and reproductive and sexual health care as needed and desired.
 - **Psychosocial support:** This comprises the provision of basic psychosocial support, including psychological first aid, and psychosocial counselling to assist victims, in addition to evidence based, focused mental health and psychosocial support network (MHPSS) interventions and facilitating referrals to more specialized mental health care, as needed. Support may also include facilitating access to basic services, peer-to-peer support, enhanced social support through reconnecting victims with family members, friends and neighbors, and/or fostering social connections and interactions through existing community networks.
 - **Legal services:** This entails the referral by the IWFFCI to providers of legal assistance if desired by the victim. legal service providers should be capable of handling cases that may involve multiple jurisdictions.