

SEA Action Plan 2018-2019

MINUSCA

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SEA Action Plan 2018-2019

Chief of Staff's Office

Where does the COS office have a role to play?

The COS office has a role to play in:

Prevention:

- ✓ Enforcing good recruitment practices
- ✓ Conducting outreach activities/raising awareness on SEA within the mission
- ✓ Conducting training on SEA
- ✓ Managing risk

Response:

- ✓ Reporting allegations
- ✓ Referring victims for assistance
- ✓ Taking action in regard to perpetrators during and after the investigative phase
- ✓ Sharing information on SEA outcomes

Capacity-building:

- ✓ Improving the reporting process
- ✓ Identifying and sharing best practices

The COS office does not play a role in:

- ✗ Conducting outreach activities/raising awareness on SEA outside of the mission
- ✗ Referring an allegation for investigation
- ✗ Investigating an allegation
- ✗ Tracking victim assistance
- ✗ Handling the post-investigation process with regard to victims
- ✗ Improving the training process
- ✗ Improving community based complaint mechanisms
- ✗ Improving the investigative process
- ✗ Improving the Victim Assistance mechanism

PREVENTION

Enforcing good recruitment practices

On a continuous basis, the COS has an oversight role for the mission by directing file system management and information management protocols.

Conducting outreach activities/raising awareness on SEA (within the mission)

On continuous basis, the COS office can advise on target audiences for CDT messaging on SEA within the mission, as well as issue recommendations on content (e.g. advising CDT to disseminate best practices as identified by the SRSG during a visit to contingents).

Where requested by CDT, the COS office is to support CDT in the dissemination of material, specifically requesting Section Heads, Contingent or Unit Commanders to share certain materials or ensure they are present in certain locations/during certain meetings.

Conducting trainings on SEA (Induction & refreshers)

On a continuous basis, COS is to be copied in on any and all reports concerning the completion of IMTC trainings by UN staff, including trainings on SEA.

Managing risk

By the end of May 2018, the COS office is to assign to the risk management focal point the monitoring of all risk management taking place across the mission, the consolidation and analysis of identified risks, and the issuance or follow-up of recommendations or mitigation measures regarding these identified risks.

RESPONSE

Reporting allegations

At all times, all staff in the COS office are to report allegations of SEA by UN personnel to CDT within 72 hours. Allegations of SEA by UN Agency or Programme Staff can also be reported to CDT, who will refer the allegation to the appropriate Agency SEA Focal Point. **When in doubt or confused about the perpetrator's identity or category of personnel, report the allegation to CDT anyway.** Reporting is a two-step process:

1) Information gathering

The information required to lodge an allegation is the following, **as far as circumstances allow:**¹

✓ <u>Who</u> is the alleged victim?	✓ <u>What</u> is the nature of the incident?
✓ <u>Who</u> is the alleged perpetrator?	✓ <u>When</u> did the alleged incident take place?
✓ <u>Who</u> reported the allegation?	✓ <u>Where</u> did the alleged incident take place?

In assembling this information, every effort should be made to respect the dignity and confidentiality of the victim. Except to establish the basic facts, unnecessary and repeated interviews with the alleged victim must be avoided, especially if the victim is a minor.

All parties should be informed that the names of victims, witnesses and alleged perpetrators (if known), together with all other identifying information relating to SEA allegations and investigations, will be classified as strictly confidential. Confidentiality of the alleged victim, perpetrator and of the person lodging the allegation will be respected at every stage.

The victim or complainant should also be informed of the next step of the process, i.e. the fact that, upon the receipt of the allegation of SEA, CDT will (1) assess the case as to credible and/or *prima facie* evidence; (2) initiate an initial assessment of the factual basis of the allegation, including to ensure the immediate preservation of available evidence through the Immediate Response Team, and to assess victim assistance and protection needs.

2) Transmitting the information to CDT

Transmit the information assembled to CDT. This can be done:

- **By email:** write to minusca-demasea@un.org, copying in Chief CDT (minusca-cdt-chief@un.org); Diakaridja Bakayoko (bakayokod@un.org); and Maria Rocheteau (rocheteau@un.org)
- **By phone:** call the CDT hotline 4044
- **In person:** report to any CDT officer in the CDT office closest to you. CDT has four offices, located in Bangui, Bouar, Bria and Bambari.

When relaying the information, inform CDT of the measures taken to ensure that all materials, in whatever form, relating to the allegation, are kept secure and strictly confidential. CDT will ensure confidentiality is similarly respected and closely monitored at all stages of the reporting and response process.

¹ In other words, the inability to obtain all of the information should not prevent the allegation from being reported.

Referring victims for assistance

At all times, refer alleged victims of SEA for assistance. All alleged victims of SEA have a right to basic assistance, regardless of the status of their claim. As soon as an allegation of SEA is reported, victims should immediately be offered and referred for assistance. **FIRST, ask if the victim has already received any kind of medical assistance. If NO, proceed to Scenario 1, If YES, proceed to Scenario 2.**

Scenario 1: Referring the Victim for Immediate Assistance:

- If the victim is a minor, inform a Child Protection Officer of the victim's sex, age, type of SEA reported and contact information. **The victim's name does not need to be shared at this point.** Child Protection will handle the referral for assistance, copying in CDT.
- If the victim is an adult, inform a Women's Protection Officer of the victim's sex, age, type of SEA reported and contact information. **The victim's name does not need to be shared at this point.** Women's Protection will handle the referral for assistance, copying in CDT.
- For all age categories, a Human Rights Officer or Community Liaison Officer can be contacted. They must be informed of the victim's sex, age, type of SEA reported and contact information. **The victim's name does not need to be shared at this point.** Human Rights or Civil Affairs will handle the referral for assistance, copying in CDT.

Scenario 2: Gathering information for the Victim's Referral to UNICEF or UNFPA

If the victim has already received medical assistance, gather information, as far as the circumstances allow, as to **WHO** provided the service, **WHEN** it was provided, and **WHAT** was provided. If possible, gather supporting documentation. Transmit this information to CDT. CDT will contact UNICEF (if the victim is a minor) or UNFPA (if the victim is an adult) and organise the victim's referral for assistance.

Taking action with regards to perpetrators during and after the investigative phase

When required, be it by CDT, DMS or any other relevant mission entity, the COS office can provide support on the enforcement of measures against perpetrators both during and after the investigative phase.

Sharing information on SEA outcomes

Where desired, and on top of other material regularly communicated by CDT (Confidential Updates to Senior Leadership / Running Tabs / Confidential Updates to the Senior Leadership, Newsletters), the COS office can request updates from CDT on the status and outcomes of cases.

CAPACITY BUILDING

Improving the reporting process

When requested by CDT, the COS office is to issue communications and reminders on the reporting process, as drafted by CDT, to all mission personnel. This measure will begin with the inclusion of the SOP on handling misconduct including SEA in staff Welcome packages.

Identifying and sharing best practices

By May 2018, the COS office is to assign to the Best Practices Officer the identification of best practices on SEA prevention, response and capacity building, for both the COS office and the mission as a whole. The Best Practices Officer will also regularly share findings through reporting channels to be determined and through platforms such as SEA Task Force or senior management briefings.

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Civil Affairs

Where does Civil Affairs have a role to play?

Civil Affairs has a role to play in:

Prevention:

- ✓ Conducting outreach activities/raising awareness on SEA (outside of the mission)
- ✓ Conducting trainings on SEA (Induction & refreshers)
- ✓ Managing risk

Response:

- ✓ Reporting allegations
- ✓ Referring victims for assistance
- ✓ Sharing information on SEA outcomes

Capacity-building:

- ✓ Improving community-based complaint mechanisms
- ✓ Improving the reporting process
- ✓ Improving the Victim Assistance mechanism
- ✓ Identifying and sharing best practices

Civil Affairs does not play a role in:

- ✗ Enforcing good recruitment practices
- ✗ Conducting outreach activities/raising awareness on SEA within the mission
- ✗ Tracking victim assistance
- ✗ Referring allegations for investigations
- ✗ Investigating allegations

PREVENTION

Conducting outreach activities/raising awareness on SEA (outside of the mission)

When requested by CDT, Civil Affairs can facilitate and/or participate in CDT's conduct of awareness raising sessions or activities with communities. It is CDT's responsibility to contact Civil Affairs in advance of such sessions or activities. Civil Affairs can then assist with movements in the field, introductions to key community leaders, the setting up of meetings with mayors, drawing on their CLA's overall relationship with local authorities, etc. Civil Affairs can also be consulted for input or advice on outreach material, although the ultimate responsibility for developing outreach material lies with CDT.

When requested by CDT, Civil Affairs can assist CDT in distributing outreach material through its Community Liaison Officers, especially in remote areas where there is no other civilian personnel. Outreach material is developed by CDT, who can consult with Civil Affairs on the feasibility of distributing it in different communities (language wise, medium wise, etc.).

Conducting trainings on SEA (Induction & refreshers)

When requested by CDT, Civil Affairs can facilitate and/or participate in CDT's conduct of SEA trainings. It is CDT's responsibility to contact Civil Affairs in advance of such sessions or activities. Civil Affairs can then assist with movements in the field, introductions to key actors, the setting up of meetings, drawing on their CLA's overall relationship with local authorities, etc.

Managing risk

Where deemed appropriate by Civil Affairs, Civil Affairs can report relevant information obtained by Community Liaison Officers through their regular information gathering or risk management activities. This information includes alerts received through Community Alerts Networks, or information obtained during CLA' provision of operational support to visiting joint protection risk management or fact finding missions.

Throughout the first half of 2018, a general training on SEA including SEA risk management will be developed by CDT, in close collaboration with Civil Affairs, for Community Liaison Officers and other section staff. Part of this training's aim is to help Civil Affairs' staff integrate constant SEA risk management within their existing activities (e.g. Area Surveys), as opposed to adding a separate assessment activity. **Trainings should be organised in line with CLA de-briefs to avoid added transportation.** The timeline for the development of this training is as follows:

RESPONSE

Reporting allegations

At all times, all Civil Affairs staff are to report allegations of SEA by UN personnel to CDT within 72 hours. Allegations of SEA by UN Agency or Programme Staff can also be reported to CDT, who will refer the allegation to the appropriate Agency SEA Focal Point. **When in doubt or confused about the perpetrator's identity or category of personnel, report the allegation to CDT anyway.** Reporting is a two-step process:

1) Information gathering

The information required to lodge an allegation is the following, **as far as circumstances allow:**²

✓ Who is the alleged victim?	✓ What is the nature of the incident?
✓ Who is the alleged perpetrator?	✓ When did the alleged incident take place?
✓ Who reported the allegation?	✓ Where did the alleged incident take place?

In assembling this information, every effort should be made to respect the dignity and confidentiality of the victim. Except to establish the basic facts, unnecessary and repeated interviews with the alleged victim must be avoided, especially if the victim is a minor.

All parties should be informed that the names of victims, witnesses and alleged perpetrators (if known), together with all other identifying information relating to SEA allegations and investigations, will be classified as strictly confidential. Confidentiality of the alleged victim, perpetrator and of the person lodging the allegation will be respected at every stage.

The victim or complainant should also be informed of the next step of the process, i.e. the fact that, upon the receipt of the allegation of SEA, CDT will (1) assess the case as to credible and/or *prima facie* evidence; (2) initiate an initial assessment of the factual basis of the allegation, including to ensure the immediate preservation of available evidence through the Immediate Response Team, and to assess victim assistance and protection needs.

2) Transmitting the information to CDT

Transmit the information assembled to CDT. This can be done:

- **By email:** write to minusca-demasea@un.org, copying in Chief CDT (minusca-cdt-chief@un.org); Diakaridja Bakayoko (bakayokod@un.org); and Maria Rocheteau (rocheteau@un.org)
- **By phone:** call the CDT hotline 4044
- **In person:** report to any CDT officer in the CDT office closest to you. CDT has four offices, located in Bangui, Bouar, Bria and Bambari.

When relaying the information, inform CDT of the measures taken to ensure that all materials, in whatever form, relating to the allegation, are kept secure and strictly confidential. CDT will ensure confidentiality is similarly respected and closely monitored at all stages of the reporting and response process.

² In other words, the inability to obtain all of the information should not prevent the allegation from being reported.

Referring victims for assistance

At all times, refer alleged victims of SEA for assistance. All alleged victims of SEA have a right to basic assistance, regardless of the status of their claim. As soon as an allegation of SEA is reported, victims should immediately be offered and referred for assistance. **FIRST, ask if the victim has already received any kind of medical assistance. If NO, proceed to Scenario 1, If YES, proceed to Scenario 2.**

Scenario 1: Referring the Victim for Immediate Assistance:

In areas of deployment where there is a Child Protection/Women's Protection/Human Rights Officer:

- If the victim is a minor, inform a Child Protection Officer of the victim's sex, age, type of SEA reported and contact information. **The victim's name does not need to be shared at this point.** Child Protection will handle the referral for assistance, copying in CDT.
- If the victim is an adult, inform a Women's Protection Officer of the victim's sex, age, type of SEA reported and contact information. **The victim's name does not need to be shared at this point.** Women's Protection will handle the referral for assistance, copying in CDT.
- For all age categories, a Human Rights Officer can be contacted. They must be informed of the victim's sex, age, type of SEA reported and contact information. **The victim's name does not need to be shared at this point.** Human Rights will handle the referral for assistance, copying in CDT.

In areas of deployment where CLAs are the only civilian presence:

- Unless you are already aware or have an established contact with a medical facility nearby, use the **4W document developed by the SGBV sub-cluster** to identify the medical facility nearest to you. This document has been shared with Civil Affairs. It is CDT's responsibility to regularly send the latest version of this document to Civil Affairs; it is Civil Affairs' responsibility to share this document across their section, or ensure that all CLAs know where their nearest medical facility is located.
- Organise the victim's accompaniment to the medical facility for a check-up. If the victim is a girl or a woman, she should be accompanied by a non-uniformed female staff or peer. If the victim is a boy or a man, he should be accompanied by a non-uniformed staff or peer of the gender he has indicated. **Where possible, victims should be seen within 72 hours of the alleged SEA incident.**
- Report all the actions taken to CDT (name of medical facility, date the victim was seen, who accompanied the victim, etc.). CDT will then handle the victim's referral to UNICEF or UNFPA, copying in the person having reported the allegation.
- Understand that in those areas where CLAs are the only civilian presence, some victims may be referred to you by Contingent Commanders, Military Section Chiefs, or other uniformed personnel for you to organise their immediate assistance as outline above.

Scenario 2: Gathering information for the Victim's Referral to UNICEF or UNFPA

If the victim has already received medical assistance, gather information, as far as the circumstances allow, as to **WHO** provided the service, **WHEN** it was provided, and **WHAT** was provided. If possible, gather supporting documentation. Transmit this information to CDT. CDT will contact UNICEF (if the victim is a minor) or UNFPA (if the victim is an adult) and organise the victim's referral for assistance.

Sharing information on SEA outcomes

Whenever desired by Civil Affairs, any Civil Affairs staff can request updates from CDT on the outcomes of SEA cases or on actions taken against perpetrators. This information can be used during awareness raising sessions, briefings or other outreach activities to respectively demonstrate the UN's active commitment to combat SEA or to act as a deterrent.

When required by CDT, Civil Affairs is to disseminate the CDT Newsletter, which contains information on SEA outcomes as well as other useful updates or analysis on SEA and misconduct.

CAPACITY BUILDING

Improving community-based complaint mechanisms

Throughout the first half of 2018, an outreach campaign component on SEA will be jointly developed by CDT and Civil Affairs for communities. The component of this outreach campaign aims to ensure Village Focal Points know how to identify SEA and who to contact when there is a suspicion of SEA, regardless of the perpetrators' identity. **The component will be integrated into regular outreach campaigns organised by Civil Affairs on the protection of civilians.** The timeline for the development of this outreach campaign is as follows:

During this component's development, a specific focus should be had integrating SEA into existing Community Alert Networks.

Improving the reporting process

Throughout the first half of 2018, a general training including on how to report SEA will be developed by CDT, in close collaboration with Civil Affairs, for Community Liaison Officers and other section staff. Part of the aim of this training will be to help Civil Affairs staff integrate SEA reporting within their existing activities, rather than adding a separate reporting activity. The timeline for the development of this training is as follows:

During this training's development, a specific focus should be had on the confidentiality of the reporting process, so as to ensure Community Liaison Officers are not at risk when reporting an allegation against a member of the military camp in which they are residing. **Trainings should be organised in line with CLA de-briefs to avoid added transportation.**

Post-training, where Community Liaison Officers are the only civilian counterpart to a UN military presence, multiply initiatives through which they work in partnership with the military to counter CLA stigmatisation, improve CLA-military relations, and prevent CLAs being at risk when reporting allegations.

Improving the Victim Assistance mechanism

Where deemed appropriate by Civil Affairs, report information on the state of a particular service provider to CDT (e.g. if you found out that a health centre in your area is saturated, shut, compromised, or inaccessible). CDT will transmit this information to the SGBV sub-cluster, who acts as custodian of the **4W document** listing all service providers for victims of SGBV, including SEA. This helps the sub-cluster maintain an updated list, which in turn ensures that victims are referred for assistance to adequate, working structures.

Identifying and sharing best practices

Where deemed appropriate by Civil Affairs, Civil Affairs is to identify best practices on their work's intersection with SEA prevention, response and capacity building, and share them through platforms such as SEA Task Force and PSEA Task Force.

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CDT

Where does CDT have a role to play?

CDT has a role to play in:

Prevention:

- ✓ Enforcing good recruitment practices
- ✓ Conducting outreach activities/raising awareness on SEA within the mission
- ✓ Conducting outreach activities/raising awareness on SEA outside of the mission
- ✓ Conducting training on SEA
- ✓ Managing risk

Response:

- ✓ Reporting allegations
- ✓ Referring allegations for investigation
- ✓ Referring victims for assistance
- ✓ Tracking victim assistance
- ✓ Communicating with media and partners
- ✓ Handling the post-investigation process with regard to victims
- ✓ Taking action in regard to perpetrators during and after the investigative phase
- ✓ Sharing information on SEA outcomes

Capacity-building:

- ✓ Improving the training process
- ✓ Improving community based complaint mechanisms
- ✓ Improving the reporting process
- ✓ Improving the investigative process
- ✓ Improving the Victim Assistance mechanism
- ✓ Identifying and sharing best practices

CDT does not play a role in:

- ✗ Investigating an allegation

PREVENTION

Enforcing good recruitment practices

On a continuous basis, ensure the Misconduct Tracking System is populated with relevant data and/or cases against staff (i.e. all civilian, police and uniformed personnel). This is the responsibility of the Reporting Officer.

Conducting outreach activities/raising awareness on SEA (within the mission)

On a monthly basis, produce and distribute material and/or messages on SEA, and foster discussions around SEA using the relevant platforms (e.g. SEA Task Force).

When solicited by PIO or Senior Management, assist in the organisation of events (high level meetings, visits, conferences) on SEA or where SEA is a topic of discussion.

Conducting outreach activities/raising awareness on SEA (outside of the mission)

Over the first half of 2018, produce and distribute material and messages on SEA targeted towards communities to feed into the 2018 Outreach campaign. The aim of the Outreach campaign is to foster discussions around what constitutes SEA, how to report, why one should report it, and victim assistance, doing so during outreach tours and campaigns led by CDT or in which CDT is invited to participate (e.g. with Civil Affairs).

Conducting trainings on SEA (Induction & refreshers)

When solicited and on a monthly basis at least, conduct induction and refresher trainings for all categories of staff.

When requested by Section heads, conduct Trainings of Trainers.

On a quarterly basis, disseminate reminders on CDT's availability to conduct different kinds of training (e.g. through the CDT newsletter).

Managing risk

On a monthly basis, conduct at least one risk management visits, including through the Joint SEA Prevention Teams, using the risk management toolkit. Identified risks should be categorised per level of risk, and recommendations for their mitigation issued accordingly. Once recommendations have been issued, CDT should follow up on actions taken by the relevant actors (Force, UNPOL, etc.), soliciting support from the COS or SRSG's office if necessary.

Throughout the first half of 2018, CDT should lead on the development and regularly update of a risk register with contribution from all actors involved in risk management at the mission level.

RESPONSE

Reporting allegations

At all times, all CDT staff are to report allegations of SEA by UN personnel to CDT within 72 hours. Allegations of SEA by UN Agency or Programme Staff can also be reported to Chief CDT, who will refer the allegation to the appropriate Agency SEA Focal Point. **When in doubt or confused about the perpetrator's identity or category of personnel, report the allegation to CDT anyway.** Reporting is a two-step process:

1) Information gathering

The information required to lodge an allegation is the following, **as far as circumstances allow:**³

<ul style="list-style-type: none"> ✓ Who is the alleged victim? ✓ Who is the alleged perpetrator? ✓ Who reported the allegation? 	<ul style="list-style-type: none"> ✓ What is the nature of the incident? ✓ When did the alleged incident take place? ✓ Where did the alleged incident take place?
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In assembling this information, every effort should be made to respect the dignity and confidentiality of the victim. Except to establish the basic facts, unnecessary and repeated interviews with the alleged victim must be avoided, especially if the victim is a minor.

All parties should be informed that the names of victims, witnesses and alleged perpetrators (if known), together with all other identifying information relating to SEA allegations and investigations, will be classified as strictly confidential. Confidentiality of the alleged victim, perpetrator and of the person lodging the allegation will be respected at every stage.

The victim or complainant should also be informed of the next step of the process, i.e. the fact that, upon the receipt of the allegation of SEA, CDT will (1) assess the case as to credible and/or *prima facie* evidence; (2) initiate an initial assessment of the factual basis of the allegation, including to ensure the immediate preservation of available evidence through the Immediate Response Team, and to assess victim assistance and protection needs.

2) Transmitting the information to Chief CDT

Transmit the information assembled to Chief CDT. This can be done:

- **By email:** write to minusca-demasea@un.org, copying in Chief CDT (minusca-cdt-chief@un.org); Diakaridja Bakayoko (bakayokod@un.org); and Maria Rocheteau (rocheteau@un.org)
- **By phone:** call the CDT hotline 4044
- **In person:** report to any CDT officer in the CDT office closest to you. CDT has four offices, located in Bangui, Bouar, Bria and Bambari.

When relaying the information, inform Chief CDT of the measures taken to ensure that all materials, in whatever form, relating to the allegation, are kept secure and strictly confidential. All CDT staff will ensure confidentiality is similarly respected and closely monitored at all stages of the reporting and response process.

³ In other words, the inability to obtain all of the information should not prevent the allegation from being reported.

Referring allegations for investigation

- On behalf of the Head of Mission, refer allegations for investigation to the appropriate investigative body.

Referring victims for assistance

At all times, refer alleged victims of SEA for assistance. All alleged victims of SEA have a right to basic assistance, regardless of the status of their claim. As soon as an allegation of SEA is reported, victims should immediately be offered and referred for assistance. **FIRST, ask if the victim has already received any kind of medical assistance. If NO, proceed to Scenario 1, If YES, proceed to Scenario 2.**

Scenario 1: Referring the Victim for Immediate Assistance:

- Unless you are already aware or have an established contact with a medical facility nearby, use the **4W document developed by the SGBV sub-cluster** to identify the medical facility nearest to you. This document has been shared all CDT staff.
- Organise the victim's accompaniment to the medical facility for a check-up. If the victim is a girl or a woman, she should be accompanied by a non-uniformed female staff or peer. If the victim is a boy or a man, he should be accompanied by a non-uniformed staff or peer of the gender he has indicated. **Where possible, victims should be seen within 72 hours of the alleged SEA incident.**
- Document all actions taken (name of medical facility, date the victim was seen, who accompanied the victim, etc.). This information may be required later on in the process.
- Follow-up the assistance with a referral to UNICEF (if the victim is a minor, and with copy to Child Protection) or UNFPA (if the victim is an adult).

Scenario 2: Gathering information for the Victim's Referral to UNICEF or UNFPA

If the victim has already received medical assistance, gather information, as far as the circumstances allow, as to **WHO** provided the service, **WHEN** it was provided, and **WHAT** was provided. If possible, gather supporting documentation. Transmit this information to Chief CDT, and refer to victim to UNICEF (if the victim is a minor) or UNFPA (if the victim is an adult) for assistance, copying in Chief CDT.

Tracking victim assistance

On a continuous basis, track the provision of victim assistance using the Victim Assistance Tracking Table, populating it with information obtained through regular communications or cross-referencing sessions with UNICEF and UNFPA. Relevant primary documentation on assistance provided to each alleged victim should be sought out, obtained and uploaded onto MTS.

Communicating with media and partners

Where required by PIO, provide information to PIO through the designated CDT-PIO focal point. This includes the regular communication, through Confidential Updates to Senior Leadership / Running Tabs or newsletters, of SEA statistics and essential information with PIO, Head of Mission, Senior Leadership Team, Senior Mission Management, SEA Prevention Team, the Force Commander, the Police Commissioner and UNHQ.

Handling the post-investigation process with regard to victims

Over the first half of 2018, develop a strategy and/or SOPs on sharing investigation outcomes with victims, ensuring that information has been communicated to the victim through the most appropriate means. Once a strategy has been developed and launched, follow up and report on the status of assistance provision after the investigation has been completed, using the Victim Assistance Tracking Table.

Taking action with regard to perpetrators during and after the investigative phase

When referring an allegation for investigation, CDT is to make recommendations on interim administrative measures to be taken against the perpetrator during the investigative phase.

Once an investigation has been completed, CDT is to issue recommendations to the Head of Mission on disciplinary/appropriate action to be taken against the perpetrator once the investigation is complete. CDT should then ensure that follow-up action is reported by the appropriate mission actor (Force Commander, Police Commissioner, etc.).

Sharing information on SEA outcomes

Whenever required, CDT should provide information on SEA allegations and cases to the mission leadership, PIO, SEA Task Force. Updates on the outcomes of SEA cases and actions taken against perpetrators should also be communicated to partners, to be used as deterring examples of the UN's active commitment to combat SEA.

CAPACITY BUILDING

Improving the training process

On a continuous basis, and drawing from various feedback mechanisms, CDT is to assess the style, tailoring and targeting of training materials.

On a weekly basis, CDT is to track frequency with which contingents are trained and report this in its weekly report to the COS office.

On a quarterly basis, CDT is to assess and report on training impact through reports to the Head of Mission and CDT quarterly reports.

Improving community-based complaint mechanisms

On a continuous basis, and in close collaboration with UN agencies, CDT is to gather information on the existence and functionality of Community Based Complaint Mechanisms

Throughout the first half of 2018, CDT is to work towards harmonising outreach messages with the UN Country Team and other implementing partners, including messages on the importance of reporting, how to report, and what happens after an allegation is made. Outreach and awareness raising activities should be considered as opportunities to relay information on UN action against SEA (specifically, actions taken against perpetrators) to improve community trust in the UN and Community Based Complaint Mechanisms.

Each quarter, CDT is to input findings into quarterly report, alongside recommendations on ways to improve Community Based Complaint Mechanisms.

Improving the reporting process

On a bi-monthly basis, CDT is to issue a reminder on how to report allegations, with additional material if necessary (checklist, diagrams, etc.).

On a continuous basis, and using the Victim Assistance Tracking Table as a tool, CDT is to monitor the functionality of reporting mechanism, improving as required

Throughout the first half of 2018, CDT is to work with Civil Affairs on the development of a training for Community Liaison Officers on how to report allegations, and how to train others on how to report allegations.

Improving the investigative process

On a continuous basis, CDT is to monitor the quality and timely submission of investigation reports.

Where required, CDT is to provide training to incoming NIOs.

On a monthly basis, CDT is to report on ageing investigations.

Improving the Victim Assistance mechanism

Where deemed appropriate by the CDT, report information on the state of a particular service provider to the SGBV sub-cluster (e.g. if you found out that a health centre in your area is saturated, shut, compromised, or inaccessible). The SGBV sub-cluster acts as custodian of the **4W document** listing all service providers for victims of SGBV, including SEA. This helps the sub-cluster maintain an updated list, which in turn ensures that victims are referred for assistance to adequate, working structures.

Every 6 months, in coordination with the Victims' Rights Advocate, CDT is to use the Victim Assistance Tracking Table to identify gaps in victim assistance, taking into account CAR-specific policies and contexts, and issue recommendations for the Victim Assistance Trust Fund.

Each quarter, CDT is to send a reminder to all mission entities on how to refer victims for assistance (using the MINSUCA intranet, the CDT newsletter, broadcasts, etc.).

Identifying and sharing best practices

On a continuous basis, CDT is to communicate on best practices including through ongoing consultancies, the quarterly report, Confidential Updates to Senior Leadership / Running Tab and/or CDT newsletter, and the annual mission report on SEA, which CDT issues, and in which best practices are discussed.

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CDU/UNHQ

Where does CDU/UNHQ have a role to play?

CDU/UNHQ has a role to play in:

Prevention:

- ✓ Enforcing good recruitment practices
- ✓ Conducting outreach activities/raising awareness on SEA within the mission
- ✓ Conducting outreach activities/raising awareness on SEA outside of the mission
- ✓ Conducting training on SEA
- ✓ Managing risk

Response:

- ✓ Reporting allegations
- ✓ Referring allegations for investigation
- ✓ Tracking victim assistance
- ✓ Communicating with media and partners
- ✓ Handling the post-investigation process with regard to victims
- ✓ Taking action in regard to perpetrators during and after the investigative phase
- ✓ Sharing information on SEA outcomes

Capacity-building:

- ✓ Improving the training process
- ✓ Improving community based complaint mechanisms
- ✓ Improving the reporting process
- ✓ Improving the investigative process
- ✓ Improving the Victim Assistance mechanism
- ✓ Identifying and sharing best practices

CDU/UNHQ does not play a role in:

- ✗ Investigating an allegation
- ✗ Referring victims for assistance

PREVENTION

Enforcing good recruitment practices

On a continuous basis, CDU is to conduct vetting of civilian, military and police personnel for prior misconduct while in the service of a UN field mission. Hiring offices should be informed of findings (FPD, MA, PD, UNV, SLAS, etc.).

Conducting outreach activities/raising awareness on SEA (within the mission)

When solicited, CDU is to provide guidance and support to CDT on SEA awareness raising and outreach strategy. Specifically, this entails (1) providing comments to initiatives at the mission level (e.g. the CDT newsletter), and (2) spearheading initiatives for all missions, with their involvement, at HQ level (e.g. the No Excuse Card).

Conducting outreach activities/raising awareness on SEA (outside of the mission)

When solicited, CDU is to provide guidance and support to CDT on SEA awareness raising. Specifically, this entails (1) commenting and supporting initiatives at the mission level (e.g. the harmonisation of outreach messages with the UN Country Team), and (2) spearheading initiatives for all missions, with their involvement, at HQ level.

Conducting trainings on SEA (Induction & refreshers)

Each year, CDU is to provide and/or update training material and guidance to the mission.

Managing risk

Upon the receipt of risk management reports, CDU is to alter or follow up on risk management reports, especially with regards to repeated recommendations that were not followed or implemented.

When required and deemed appropriate, CDU is to support consultancies at mission level for risk management.

RESPONSE

Reporting allegations

At all times, all UN staff are to report allegations of SEA by UN personnel to CDT within 72 hours. Allegations of SEA by UN Agency or Programme Staff can also be reported to CDT, who will refer the allegation to the appropriate Agency SEA Focal Point. **When in doubt or confused about the perpetrator's identity or category of personnel, report the allegation to CDT anyway.** Reporting is a two-step process:

1) Information gathering

The information required to lodge an allegation is the following, **as far as circumstances allow:**⁴

<ul style="list-style-type: none"> ✓ Who is the alleged victim? ✓ Who is the alleged perpetrator? ✓ Who reported the allegation? 	<ul style="list-style-type: none"> ✓ What is the nature of the incident? ✓ When did the alleged incident take place? ✓ Where did the alleged incident take place?
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In assembling this information, every effort should be made to respect the dignity and confidentiality of the victim. Except to establish the basic facts, unnecessary and repeated interviews with the alleged victim must be avoided, especially if the victim is a minor.

All parties should be informed that the names of victims, witnesses and alleged perpetrators (if known), together with all other identifying information relating to SEA allegations and investigations, will be classified as strictly confidential. Confidentiality of the alleged victim, perpetrator and of the person lodging the allegation will be respected at every stage.

The victim or complainant should also be informed of the next step of the process, i.e. the fact that, upon the receipt of the allegation of SEA, CDT will (1) assess the case as to credible and/or *prima facie* evidence; (2) initiate an initial assessment of the factual basis of the allegation, including to ensure the immediate preservation of available evidence through the Immediate Response Team, and to assess victim assistance and protection needs.

2) Transmitting the information to CDT

Transmit the information assembled to CDT. This can be done:

- **By email:** write to minusca-demasea@un.org, copying in Chief CDT (minusca-cdt-chief@un.org); Diakaridja Bakayoko (bakayokod@un.org); and Maria Rocheteau (rocheteau@un.org)
- **By phone:** call the CDT hotline 4044
- **In person:** report to any CDT officer in the CDT office closest to you. CDT has four offices, located in Bangui, Bouar, Bria and Bambari.

When relaying the information, inform CDT of the measures taken to ensure that all materials, in whatever form, relating to the allegation, are kept secure and strictly confidential. CDT will ensure confidentiality is similarly respected and closely monitored at all stages of the reporting and response process.

⁴ In other words, the inability to obtain all of the information should not prevent the allegation from being reported.

Referring allegations for investigation

Where required, CDU is to refer allegations to OIOS, as applicable.

Tracking victim assistance

Through quarterly reports, CDU is to ensure that victim assistance is being tracked at the mission level. Additional information or analysis on Victim Assistance can also be requested at any time, especially where CDT has not provided any information on assistance provided to a particular victim as requested in a UNHQ issued code cable.

Communicating with media and partners

On a continuous basis, CDU is to maintain updated SEA statistics, reporting and sharing them on the CDU website, directly with relevant entities (General Assembly, TCCs, PCCs) and directly, with additional information if relevant, to DPI.

Handling the post-investigation process with regard to victims

On a continuous basis, and especially throughout the first half of 2018, CDU is to provide policy guidance on how to communicate outcomes of investigations to victims.

Taking action with regard to perpetrators during and after the investigative phase

Upon their receipt, CDU is to review the mission's recommendations on both the interim administrative measures and disciplinary/appropriate action to be taken against perpetrators, and refer recommendations to the appropriate body (OHRM, PCC, TCC, OLA, UNDP, etc.).

Sharing information on SEA outcomes

On a continuous basis, CDU is to update its website, including the section providing statistics on SEA and misconduct across all missions.

CAPACITY BUILDING

Improving the training process

On a yearly basis, CDU is to update and review training material and guidance to the mission, as well as train CDT through refresher trainings (e.g. through the Continuous Learning Program).

Improving community-based complaint mechanisms

On a quarterly basis, CDU is to monitor the implementation of recommended policies through CDT's quarterly report, and provide guidance accordingly.

Improving the reporting process

On a quarterly basis, CDU is to provide material, guidance and coordination on strengthening the reporting system. This includes lobbying at the HQ level, with other agency heads, for better field-level coordination, or liaising with OIOS on the reporting process.

Improving the investigative process

On a bi-weekly basis, CDU is to follow-up on investigation reports with Troop- and Police-contributing countries, and liaise between DFS, OIOS and mission on investigation reports.

Improving the Victim Assistance mechanism

Where deemed appropriate, report information on the state of a particular service provider to CDT (e.g. if you found out that a health centre in your area is saturated, shut, compromised, or inaccessible). CDT will transmit this information to the SGBV sub-cluster, who acts as custodian of the **4W document** listing all service providers for victims of SGBV, including SEA. This helps the sub-cluster maintain an updated list, which in turn ensures that victims are referred for assistance to adequate, working structures.

Identifying and sharing best practices

On a quarterly basis, CDU is to share best practices amongst CDTs across all missions.

SEA Action Plan 2018-2019

Child Protection

Where does Child Protection have a role to play?

The Child Protection has a role to play in:

Prevention:

- ✓ Conducting outreach activities/raising awareness on SEA within the mission
- ✓ Conducting outreach activities/raising awareness on SEA outside of the mission
- ✓ Conducting training on SEA
- ✓ Managing risk

Response:

- ✓ Reporting allegations
- ✓ Investigating an allegation
- ✓ Referring victims for assistance
- ✓ Tracking victim assistance
- ✓ Handling the post-investigation process with regard to victims
- ✓ Sharing information on SEA outcomes

Capacity-building:

- ✓ Improving the training process
- ✓ Improving community based complaint mechanisms
- ✓ Improving the reporting process
- ✓ Improving the investigative process
- ✓ Improving the Victim Assistance mechanism
- ✓ Identifying and sharing best practices

The Child Protection does not play a role in:

- ✗ Enforcing good recruitment practices
- ✗ Communicating with media and partners
- ✗ Taking action in regard to perpetrators during and after the investigative phase

PREVENTION

Conducting outreach activities/raising awareness on SEA (within the mission)

When requested by CDT, Child Protection can facilitate and/or participate in CDT's conduct of awareness raising sessions or activities within the mission. It is CDT's responsibility to contact Child Protection in advance of such sessions or activities. Child Protection can also be consulted for input or advice on outreach material, although the ultimate responsibility for developing outreach material lies with CDT.

When requested by CDT, Child Protection can assist CDT in distributing outreach material through its Child Protection Officers. Outreach material can be developed by CDT (e.g. the Newsletter), who can consult with Child Protection on the feasibility of distributing it in different communities (language wise, medium wise, etc.), or by Child Protection itself, who can consult with CDT on content and design.

When deemed appropriate, Child Protection can produce or initiate the joint production of Child Protection material that intersects with SEA (e.g. the Pocket Card), and request CDT's assistance in distribution of material.

Conducting outreach activities/raising awareness on SEA (outside of the mission)

On a bi-monthly basis, Child Protection is to conduct sensitisation in communities, with topics related to SEA (preventive measures whereby children are not allowed near camps, the need to protect children from certain zones or activities, the prohibition of SEA, etc.). Sensitisation includes the conduct of focus discussions with community leaders on the Six Grave Violations & Child Protection issues, including the prohibition of SEA.

When requested by CDT, Child Protection can facilitate and/or participate in CDT's conduct of awareness raising sessions or activities with communities. It is CDT's responsibility to contact Child Protection in advance of such sessions or activities. Child Protection can also be consulted for input or advice on outreach material, although the ultimate responsibility for developing outreach material lies with CDT.

When requested by CDT, Child Protection can assist CDT in distributing outreach material through its Child Protection Officers, especially in remote areas. Outreach material can be developed by CDT, who can consult with Child Protection on the feasibility of distributing it in different communities (language wise, medium wise, etc.), or by Child Protection itself, who can consult with CDT on content and design.

Conducting trainings on SEA (Induction & refreshers)

When requested by CDT, Child Protection can facilitate and/or participate in CDT's conduct of SEA trainings. It is CDT's responsibility to contact Child Protection in advance of such sessions or activities

During bi-weekly Induction Trainings, Child Protection is to include SEA as a topic. A section on SEA should also be included during specific Child Protection trainings for military and police personnel.

Managing risk

Where deemed appropriate by Child Protection, Child Protection can report relevant information obtained by Child Protection Officers through their regular information gathering or risk management activities. This information includes data uncovered during fact finding missions, assessment visits, through MRMs or other.

On a continuous basis, Child Protection is to ensure its membership on relevant risk management bodies and mechanisms.

RESPONSE

Reporting allegations

At all times, all Child Protection officers and staff are to report allegations of SEA by UN personnel to CDT within 72 hours. Allegations of SEA by UN Agency or Programme Staff can also be reported to CDT, who will refer the allegation to the appropriate Agency SEA Focal Point. **When in doubt or confused about the perpetrator's identity or category of personnel, report the allegation to CDT anyway.** Reporting is a two-step process:

1) Information gathering

The information required to lodge an allegation is the following, **as far as circumstances allow:**⁵

✓ <u>Who</u> is the alleged victim?	✓ <u>What</u> is the nature of the incident?
✓ <u>Who</u> is the alleged perpetrator?	✓ <u>When</u> did the alleged incident take place?
✓ <u>Who</u> reported the allegation?	✓ <u>Where</u> did the alleged incident take place?

In assembling this information, every effort should be made to respect the dignity and confidentiality of the victim. Except to establish the basic facts, unnecessary and repeated interviews with the alleged victim must be avoided, especially if the victim is a minor.

All parties should be informed that the names of victims, witnesses and alleged perpetrators (if known), together with all other identifying information relating to SEA allegations and investigations, will be classified as strictly confidential. Confidentiality of the alleged victim, perpetrator and of the person lodging the allegation will be respected at every stage.

The victim or complainant should also be informed of the next step of the process, i.e. the fact that, upon the receipt of the allegation of SEA, CDT will (1) assess the case as to credible and/or *prima facie* evidence; (2) initiate an initial assessment of the factual basis of the allegation, including to ensure the immediate preservation of available evidence through the Immediate Response Team, and to assess victim assistance and protection needs.

2) Transmitting the information to CDT

Transmit the information assembled to CDT. This can be done:

- **By email:** write to minusca-demasea@un.org, copying in Chief CDT (minusca-cdt-chief@un.org); Diakaridja Bakayoko (bakayokod@un.org); and Maria Rocheteau (rocheteau@un.org)
- **By phone:** call the CDT hotline 4044
- **In person:** report to any CDT officer in the CDT office closest to you. CDT has four offices, located in Bangui, Bouar, Bria and Bambari.

When relaying the information, inform CDT of the measures taken to ensure that all materials, in whatever form, relating to the allegation, are kept secure and strictly confidential. CDT will ensure confidentiality is similarly respected and closely monitored at all stages of the reporting and response process.

⁵ In other words, the inability to obtain all of the information should not prevent the allegation from being reported.

Referring allegations for investigation

On a continuous basis, Child Protection is to ensure that all allegations of SEA against UN personnel, or unidentified/unclear perpetrators, are channelled through CDT, drawing from tools such as the Information Sharing Agreement when exchanging with partners.

Investigating an allegation

During investigations involving minors, Child Protection is to ensure that proceedings are conducted in a child sensitive/child-friendly way, and assist in the allegation's investigation, in cooperation with the appropriate investigative body (e.g. observe compliance with child interviewing guidelines during OIOS interviews with victims who are minors). It is CDT's responsibility to alert Child Protection whenever an investigation involving a minor is taking place.

Referring victims for assistance

At all times, refer alleged victims of SEA for assistance. All alleged victims of SEA have a right to basic assistance, regardless of the status of their claim. As soon as an allegation of SEA is reported, victims should immediately be offered and referred for assistance. **FIRST, ask if the victim has already received any kind of medical assistance. If NO, proceed to Scenario 1, If YES, proceed to Scenario 2.**

Scenario 1: Referring the Victim for Immediate Assistance:

If the victim is a minor or suspected to be a minor:

- Unless you are already aware or have an established contact with a medical facility nearby, use the **4W document developed by the SGBV sub-cluster** to identify the medical facility nearest to you. This document has been shared with Child Protection. It is CDT's responsibility to regularly send the latest version of this document to Child Protection; it is Child Protection's responsibility to share this document across their section, or ensure that all Child Protection Officers know where their nearest medical facility is located.
- Organise the victim's accompaniment to the medical facility for a check-up. If the victim is a girl or a woman, she should be accompanied by a non-uniformed female staff or peer. If the victim is a boy or a man, he should be accompanied by a non-uniformed staff or peer of the gender he has indicated. **Where possible, victims should be seen within 72 hours of the alleged SEA incident.**
- Report all the actions taken to CDT (name of medical facility, date the victim was seen, who accompanied the victim, etc.). CDT will then handle the victim's referral to UNICEF or UNFPA, copying in the person having reported the allegation.
- Understand that in all areas where Child Protection Officers are present, victims who are minors or suspected to be minors will be referred to you by Contingent Commanders, Military Section Chiefs, or other uniformed personnel for you to organise their immediate assistance as outlined above.

If the victim is an adult:

- Inform a Women's Protection Officer of the victim's sex, age, type of SEA reported and contact information. **The victim's name does not need to be shared at this point.** Women's Protection will handle the referral for assistance, copying in CDT.

Scenario 2: Gathering information for the Victim's Referral to UNICEF or UNFPA

If the victim has already received medical assistance, gather information, as far as the circumstances allow, as to **WHO** provided the service, **WHEN** it was provided, and **WHAT** was provided. If possible, gather supporting documentation. Transmit this information to CDT and VRA. CDT will contact UNICEF (if the victim is a minor) or UNFPA (if the victim is an adult) and organise the victim's referral for assistance.

Tracking victim assistance

At all times, and in close collaboration with CDT, and VRA, monitor assistance provided to victims who are minors, and alert CDT on gaps or delays. This includes requesting updates from implementing partners on assistance provided to victims who are minors, at both Child Protection and/or CDT's initiatives.

Whenever desired by Child Protection, any Child Protection staff can request updates from CDT on the status of victim assistance for victims who are minors.

Handling the post-investigation process with regard to victims

When required by CDT, Child Protection is to support and report back on the communication, either directly or through partners, of investigation outcomes to victims, including outcomes of punitive measures on perpetrators.

Sharing information on SEA outcomes

Whenever desired by Child Protection, any Child Protection staff can request updates from CDT on the outcomes of SEA cases or on actions taken against perpetrators. This information can be used during awareness raising sessions, briefings or other outreach activities to respectively demonstrate the UN's active commitment to combat SEA or to act as a deterrent.

When required by CDT, Child Protection is to disseminate the CDT Newsletter, which contains information on SEA outcomes as well as other useful updates or analysis on SEA and misconduct.

CAPACITY BUILDING

Improving the training process

During trainings, compile information obtained through established feedback mechanisms to improve trainings, copying CDT if they were involved in the training process.

Improving community-based complaint mechanisms

On a continuous basis, provide information to and from field-level, drawing from reports from Child Protection Officer, Child Protection Focal Points, or MRM Working Groups, to feed into outreach strategy. This activity includes the regularly communication to communities, through Child Protection Officers, Focal Points, or others, of SEA outcomes in order to increase communities' faith in complaint mechanisms.

Improving the reporting process

On a continuous basis, provide input and advice on the reporting process during SEA Task Force meetings and other relevant platforms.

Improving the investigative process

On a weekly basis, provide feedback and/or recommendations on investigations involving minors and/or the protection of victims who are minors during the investigative phase through weekly reports, communication to CDT or appropriate platforms like the SEA Task Force.

Improving the Victim Assistance mechanism

Where deemed appropriate by Child Protection, report information on the state of a particular service provider to CDT (e.g. if you found out that a health centre in your area is saturated, shut, compromised, or inaccessible). CDT will transmit this information to the SGBV sub-cluster, who acts as custodian of the **4W document** listing all service providers for victims of SGBV, including SEA. This helps the sub-cluster maintain an updated list, which in turn ensures that victims are referred for assistance to adequate, working structures.

Identifying and sharing best practices

Where deemed appropriate by Child Protection, Child Protection is to identify best practices on their work's intersection with SEA prevention, response and capacity building, and share them through platforms such as SEA Task Force and other ad hoc methods.

SEA Action Plan 2018-2019

Correction Officers

Where do Correction Officers have a role to play?

Correction Officers have a role to play in:

Prevention:

- ✓ Enforcing good recruitment practices
- ✓ Conducting outreach activities/raising awareness on SEA outside of the mission
- ✓ Conducting training on SEA
- ✓ Managing risk

Response:

- ✓ Reporting allegations
- ✓ Referring victims for assistance
- ✓ Taking action in regard to perpetrators during and after the investigative phase
- ✓ Sharing information on SEA outcomes

Capacity-building:

- ✓ Improving the training process
- ✓ Improving community based complaint mechanisms
- ✓ Identifying and sharing best practices

Correction Officers do not play a role in:

- ✗ Conducting outreach activities/raising awareness on SEA within the mission
- ✗ Referring allegations for investigation
- ✗ Investigating an allegation
- ✗ Tracking victim assistance
- ✗ Communicating with media and partners
- ✗ Handling the post-investigation process with regard to victims
- ✗ Improving the reporting process
- ✗ Improving the investigative process
- ✗ Improving the Victim Assistance mechanism

PREVENTION

Enforcing good recruitment practices

Upon the arrival of new personnel, the Human Resources Focal Point is to sign off on all staff undertakings once staff members have completed their induction training.

Throughout the first half of 2018, Codes of Conduct for Corrections Officers should be developed to ensure that incarcerated women, girls and boys are protected from abuse of power and possible SEA.

Conducting outreach activities/raising awareness on SEA (outside of the mission)

Throughout 2018, Justice & Corrections is to develop and launch the conduct of periodic awareness raising activities amongst the prison population.

Conducting trainings on SEA (Induction & refreshers)

Upon the arrival of new personnel, Justice and Corrections is to ensure all members to be deployed have received an SEA training during induction. SEA trainings during induction are delivered by CDT. The Justice & Corrections Section chief must then organize regular refresher courses on SEA with CDT.

Managing risk

On a monthly basis, Justice & Corrections is to conduct risk management in prisons, particularly prisons where women, girls and boys are housed, and communicate any findings from risk management to CDT.

RESPONSE

Reporting allegations

At all times, all Correction Officers are to report allegations of SEA by UN personnel to CDT within 72 hours. Allegations of SEA by UN Agency or Programme Staff can also be reported to CDT, who will refer the allegation to the appropriate Agency SEA Focal Point. **When in doubt or confused about the perpetrator's identity or category of personnel, report the allegation to CDT anyway.** Reporting is a two-step process:

1) Information gathering

The information required to lodge an allegation is the following, **as far as circumstances allow:**⁶

✓ Who is the alleged victim?	✓ What is the nature of the incident?
✓ Who is the alleged perpetrator?	✓ When did the alleged incident take place?
✓ Who reported the allegation?	✓ Where did the alleged incident take place?

In assembling this information, every effort should be made to respect the dignity and confidentiality of the victim. Except to establish the basic facts, unnecessary and repeated interviews with the alleged victim must be avoided, especially if the victim is a minor.

All parties should be informed that the names of victims, witnesses and alleged perpetrators (if known), together with all other identifying information relating to SEA allegations and investigations, will be classified as strictly confidential. Confidentiality of the alleged victim, perpetrator and of the person lodging the allegation will be respected at every stage.

The victim or complainant should also be informed of the next step of the process, i.e. the fact that, upon the receipt of the allegation of SEA, CDT will (1) assess the case as to credible and/or *prima facie* evidence; (2) initiate an initial assessment of the factual basis of the allegation, including to ensure the immediate preservation of available evidence through the Immediate Response Team, and to assess victim assistance and protection needs.

2) Transmitting the information to CDT

Transmit the information assembled to CDT. This can be done:

- **By email:** write to minusca-demasea@un.org, copying in Chief CDT (minusca-cdt-chief@un.org); Diakaridja Bakayoko (bakayokod@un.org); and Maria Rocheteau (rocheteau@un.org)
- **By phone:** CDT hotline 40 44
- **In person:** report to any CDT officer in the CDT office closest to you. CDT has four offices, located in Bangui, Bouar, Bria and Bambari.

When relaying the information, inform CDT of the measures taken to ensure that all materials, in whatever form, relating to the allegation, are kept secure and strictly confidential. CDT will ensure confidentiality is similarly respected and closely monitored at all stages of the reporting and response process.

⁶ In other words, the inability to obtain all of the information should not prevent the allegation from being reported.

Referring victims for assistance

At all times, refer alleged victims of SEA for assistance. All alleged victims of SEA have a right to basic assistance, regardless of the status of their claim. As soon as an allegation of SEA is reported, victims should immediately be offered and referred for assistance. **FIRST, ask if the victim has already received any kind of medical assistance. If NO, proceed to Scenario 1, If YES, proceed to Scenario 2.**

Scenario 1: Referring the Victim for Immediate Assistance:

- If the victim is a minor, inform a Child Protection Officer of the victim's sex, age, type of SEA reported and contact information. **The victim's name does not need to be shared at this point.** Child Protection will handle the referral for assistance, copying in CDT.
- If the victim is an adult, inform a Women's Protection Officer of the victim's sex, age, type of SEA reported and contact information. **The victim's name does not need to be shared at this point.** Women's Protection will handle the referral for assistance, copying in CDT.
- For all age categories, a Human Rights Officer or Community Liaison Officer can be contacted. They must be informed of the victim's sex, age, type of SEA reported and contact information. **The victim's name does not need to be shared at this point.** Human Rights or Civil Affairs will handle the referral for assistance, copying in CDT.

Scenario 2: Gathering information for the Victim's Referral to UNICEF or UNFPA

If the victim has already received medical assistance, gather information, as far as the circumstances allow, as to **WHO** provided the service, **WHEN** it was provided, and **WHAT** was provided. If possible, gather supporting documentation. Transmit this information to CDT. CDT will contact UNICEF (if the victim is a minor) or UNFPA (if the victim is an adult) and organise the victim's referral for assistance.

Taking action with regard to perpetrators during and after the investigative phase

During the investigation, Justice & Corrections Section Chief is to ensure compliance with CDT's interim administrative measures.

Once the investigation is complete, Justice & Corrections Section Chief is to ensure disciplinary / appropriate actions approved by DFS and communicated by Head of Mission/CDT are followed, and report back on post-investigation actions to CDT.

Sharing information on SEA outcomes

If so desired, Justice & Corrections Section Head is to request updates from CDT on outcomes of SEA cases (e.g. to feed into training materials, briefings, etc.).

CAPACITY BUILDING

Improving the training process

Following trainings, Justice & Corrections is to provide feedback through their training cell.

On a monthly basis, Justice & Corrections is to assign Corrections trainers for Trainings of Trainers and/or refresher courses on SEA, and subsequently ensure trained trainers uniformly/regularly conduct personnel training; training can be scheduled within the training roster for uniformed Corrections Officers collocated in prison. After each training, Team leader to submit a training report and updated statistics on training figures to CDT.

Improving community-based complaint mechanisms

On a continuous basis, Justice & Corrections is to ensure open communication/conduit for information flow between communities, Community Liaison Officers, the mission, etc. by conducting regular exchanges either in formal settings (meetings, duty related activities within the mission) or informal settings (discussions with communities).

Identifying and sharing best practices

On a quarterly basis at least, Justice & Corrections is to provide inputs to CDT's quarterly report and annual mission report on SEA, and communicate any other relevant information through relevant platforms (SEA Task Force meetings, etc.).

SEA Action Plan 2018-2019

CRSV Section and Gender Adviser

Where do the CRSV Section and Gender have a role to play?

CRSV Section and Gender Adviser have a role to play in:

Prevention:

- ✓ Conducting outreach activities/raising awareness on SEA within the mission
- ✓ Conducting outreach activities/raising awareness on SEA outside of the mission
- ✓ Conducting training on SEA
- ✓ Managing risk

Response:

- ✓ Reporting allegations
- ✓ Referring victims for assistance
- ✓ Handling the post-investigation process with regard to victims
- ✓ Sharing information on SEA outcomes

Capacity-building:

- ✓ Improving the training process
- ✓ Improving community based complaint mechanisms
- ✓ Improving the reporting process
- ✓ Improving the Victim Assistance mechanism
- ✓ Identifying and sharing best practices

CRSV Section and Gender Adviser do not play a role in:

- ✗ Enforcing good recruitment practices
- ✗ Referring allegations for investigation
- ✗ Investigating an allegation
- ✗ Tracking victim assistance
- ✗ Communicating with media and partners
- ✗ Taking action in regard to perpetrators during and after the investigative phase
- ✗ Improving the investigative process

PREVENTION

Conducting outreach activities/raising awareness on SEA (within the mission)

When requested by CDT, CRSV Section and Gender Adviser can facilitate and/or participate in CDT's conduct of awareness raising sessions or activities within the mission. It is CDT's responsibility to contact CRSV Section and Gender Adviser in advance of such sessions or activities.

Conducting outreach activities/raising awareness on SEA (outside of the mission)

When requested by CDT, CRSV Section and Gender Adviser can facilitate and/or participate in CDT's conduct of awareness raising sessions or activities with communities. It is CDT's responsibility to contact CRSV Section and Gender Adviser in advance of such sessions or activities. CRSV Section and Gender Adviser can also conduct their own activities, such as gender sensitisation in communities, with topics related to SEA (preventive measures whereby children (boys and girls) are not allowed near camps, the need to protect children from certain zones or activities, the prohibition of SEA, etc.) or focus discussions with community leaders on SGBV issues, including the prohibition of SEA.

Conducting trainings on SEA (Induction & refreshers)

At all times, SEA should be included as a topic in Gender Induction training, which takes place every 2 weeks

Each quarter, specific SGBV trainings for military and police personnel, with a section on SEA, should be conducted either by CRSV Section or Gender.

Managing risk

On a monthly basis, CRSV Section and Gender Adviser should conduct one risk management of camps using the risk management risk management checklist. This includes ensuring that the camps are MOSS compliant, removed from IDP camps, fenced and protected with ditch perms. Entry and exit gates should be properly manned with 24/7 guards and visitor entry/exit records; isolated posts should be commanded by officers appointed for their charisma and professionalism. Where appropriate, additional risk management risk management should be conducted in coordination with CDT; any relevant information must be reported to the SEA Task Force.

RESPONSE

Reporting allegations

At all times, all CRSV Section and Gender Adviser staff are to report allegations of SEA by UN personnel to CDT within 72 hours. Allegations of SEA by UN Agency or Programme Staff can also be reported to CDT, who will refer the allegation to the appropriate Agency SEA Focal Point. **When in doubt or confused about the perpetrator's identity or category of personnel, report the allegation to CDT anyway.** Reporting is a two-step process:

1) Information gathering

The information required to lodge an allegation is the following, **as far as circumstances allow:**⁷

- ✓ **Who** is the alleged victim?
- ✓ **Who** is the alleged perpetrator?
- ✓ **Who** reported the allegation?
- ✓ **What** is the nature of the incident?
- ✓ **When** did the alleged incident take place?
- ✓ **Where** did the alleged incident take place?

In assembling this information, every effort should be made to respect the dignity and confidentiality of the victim. Except to establish the basic facts, unnecessary and repeated interviews with the alleged victim must be avoided, especially if the victim is a minor.

All parties should be informed that the names of victims, witnesses and alleged perpetrators (if known), together with all other identifying information relating to SEA allegations and investigations, will be classified as strictly confidential. Confidentiality of the alleged victim, perpetrator and of the person lodging the allegation will be respected at every stage.

The victim or complainant should also be informed of the next step of the process, i.e. the fact that, upon the receipt of the allegation of SEA, CDT will (1) assess the case as to credible and/or *prima facie* evidence; (2) initiate an initial assessment of the factual basis of the allegation, including to ensure the immediate preservation of available evidence through the Immediate Response Team, and to assess victim assistance and protection needs.

2) Transmitting the information to CDT

Transmit the information assembled to CDT. This can be done:

- **By email:** write to minusca-demasea@un.org, copying in Chief CDT (minusca-cdt-chief@un.org); Diakaridja Bakayoko (bakayokod@un.org); and Maria Rocheteau (rocheteau@un.org)
- **By phone:** call the CDT hotline 4044
- **In person:** report to any CDT officer in the CDT office closest to you. CDT has four offices, located in Bangui, Bouar, Bria and Bambari.

When relaying the information, inform CDT of the measures taken to ensure that all materials, in whatever form, relating to the allegation, are kept secure and strictly confidential. CDT will ensure confidentiality is similarly respected and closely monitored at all stages of the reporting and response process.

⁷ In other words, the inability to obtain all of the information should not prevent the allegation from being reported.

Referring victims for assistance

At all times, refer alleged victims of SEA for assistance. All alleged victims of SEA have a right to basic assistance, regardless of the status of their claim. As soon as an allegation of SEA is reported, victims should immediately be offered and referred for assistance. **FIRST, ask if the victim has already received any kind of medical assistance. If NO, proceed to Scenario 1, If YES, proceed to Scenario 2.**

Scenario 1: Referring the Victim for Immediate Assistance:

If the victim is a minor:

- If the victim is a minor, inform a Child Protection Officer of the victim's sex, age, type of SEA reported and contact information. **The victim's name does not need to be shared at this point.** Child Protection will handle the referral for assistance, copying in CDT.

If the victim is an adult:

- If the victim is an adult, a Women's Protection Officer can handle the referral for assistance by communicating the victim's sex, age and type of SEA to UNFPA, copying in CDT.
- **For Women's Protection Officers:** unless you are already aware or have an established contact with a medical facility nearby, use the **4W document developed by the SGBV sub-cluster** to identify the medical facility nearest to you. This document has been shared with CSRV Section & Gender staff. It is CDT's responsibility to regularly send the latest version of this document to your sections; it is your responsibility to share this document across your sections, and ensure that all Women Protection Officers know where their nearest medical facility is located.
- Organise the victim's accompaniment to the medical facility for a check-up. If the victim is a girl or a woman, she should be accompanied by a non-uniformed female staff or peer. If the victim is a boy or a man, he should be accompanied by a non-uniformed staff or peer of the gender he has indicated. **Where possible, victims should be seen within 72 hours of the alleged SEA incident.**
- Report all the actions taken to CDT (name of medical facility, date the victim was seen, who accompanied the victim, etc.). CDT will then handle the victim's referral to UNICEF or UNFPA, copying in the person having reported the allegation.
- Understand that in those areas where Women's Protection Officers are present, some victims may be referred to you by Contingent Commanders, Military Section Chiefs, or other uniformed personnel for you to organise their immediate assistance as outline above.

Scenario 2: Gathering information for the Victim's Referral to UNICEF or UNFPA

If the victim has already received medical assistance, gather information, as far as the circumstances allow, as to **WHO** provided the service, **WHEN** it was provided, and **WHAT** was provided. If possible, gather supporting documentation. Transmit this information to CDT. CDT will contact UNICEF (if the victim is a minor) or UNFPA (if the victim is an adult) and organise the victim's referral for assistance.

Handling the post-investigation process with regard to victims

If required, CRSV Section and Gender Adviser are to support the development and launch of a strategy on the communication of investigation outcomes to victims through the most appropriate means. The

communication of outcomes to victims should be followed up by a query and report on the status of assistance provision after the investigation has been completed.

Sharing information on SEA outcomes

If so desired, CRSV Section and Gender Adviser staff can request updates from CDT on the outcomes of SEA cases (to use as examples of the UN's active commitment to combat SEA) or on actions taken against perpetrators (to use as a deterrent) during awareness raising sessions, briefings or other outreach activities.

CAPACITY BUILDING

Improving the training process

On a continuous basis, CRSV Section and Gender Adviser are to provide feedback to CDT on jointly conducted trainings, compiling information obtained through Induction Training feedback; feedback mechanism for other trainings should be developed in tandem.

Improving community-based complaint mechanisms

On a continuous basis, CRSV Section and Gender Adviser are to provide information to and from field-level, drawing from reports from Gender Protection Officers or Gender Focal Points, to feed into outreach strategy. These flows include the regular communication to communities, including through Gender Focal Points, of SEA outcomes to increase communities' faith in complaint mechanisms.

Improving the reporting process

On a continuous basis, CRSV Section and Gender Adviser are to provide input and advice on the reporting process during SEA Task Force meetings and other relevant platforms.

Improving the Victim Assistance mechanism

Where deemed appropriate, report information on the state of a particular service provider to CDT (e.g. if you found out that a health centre in your area is saturated, shut, compromised, or inaccessible). CDT will transmit this information to the SGBV sub-cluster, who acts as custodian of the **4W document** listing all service providers for victims of SGBV, including SEA. This helps the sub-cluster maintain an updated list, which in turn ensures that victims are referred for assistance to adequate, working structures.

Identifying and sharing best practices

Where deemed appropriate, CRSV Section and Gender Adviser are to identify best practices on their work's intersection with SEA prevention, response and capacity building, and share them through platforms such as SEA Task Force and PSEA Task Force.

SEA Action Plan 2018-2019

The Force

Where does the Force have a role to play?

The Force has a role to play in:

Prevention:

- ✓ Enforcing good recruitment practices
- ✓ Conducting outreach activities/raising awareness on SEA within the mission
- ✓ Conducting training on SEA
- ✓ Managing risk

Response:

- ✓ Reporting allegations
- ✓ Investigating an allegation
- ✓ Referring victims for assistance
- ✓ Taking action in regard to perpetrators during and after the investigative phase
- ✓ Sharing information on SEA outcomes

Capacity-building:

- ✓ Improving the training process
- ✓ Improving community based complaint mechanisms
- ✓ Improving the reporting process
- ✓ Improving the investigative process
- ✓ Identifying and sharing best practices

The Force does not play a role in:

- ✗ Conducting outreach activities/raising awareness on SEA outside of the mission
- ✗ Tracking Victim Assistance
- ✗ Referring allegations for investigation
- ✗ Communicating with media and partners
- ✗ Handling the post-investigation process with regard to victims
- ✗ Improving the Victim Assistance mechanism

PREVENTION

Enforcing good recruitment practices

Upon the arrival of new personnel to the mission, CMPO/U1 will provide **Codes of Personal Conduct for Blue Helmets** to all military peacekeepers deployed to the Mission and maintain electronic records of signed Codes of Conduct for each military peacekeeper.

Conducting outreach activities/raising awareness on SEA (within the mission)

On a bi-monthly basis, CMPO is to draft and regularly review directives on SEA, to be disseminated to all contingent and section members.

When requested and on at least a monthly basis, CMPO/U1 should distribute material generated by or communicated to the Force Commander's or Force Provost Marshal's office (directives, sensitization materials, reminders, Codes of Conduct, etc.) to all contingent commanders for dissemination amongst troops, and ask in exchange that best practices from contingents be communicated to use as case studies.

During POB and TOB visits, the Force leadership is to raise awareness on SEA, using standard agenda items developed by CDT.

By May 2018, the Force is to appoint SEA Focal Points in Sectors and Contingents to act as conduits for information and reminders on SEA.

Conducting trainings on SEA (Induction & refreshers)

When the levels of incoming personnel require it, CMPO/U1 is to conduct, with CDT, induction trainings within contingents and across all military personnel.

Every 6 months, Contingent commanders and section chiefs are to organize refresher courses on SEA with CDT.

Managing risk

On a weekly basis, through the Joint SEA Prevention Teams, risk management risk management using the risk management risk management toolkit should be conducted. This checklist includes ensuring that the camps are MOSS compliant, removed from IDP camps, fenced and protected with ditch perms. Entry and exit gates should be properly manned with 24/7 guards and visitor entry/exit records; isolated posts should be commanded by officers appointed for their charisma and professionalism. Risk management visits also include day and night patrols around camps and off limit areas, monitoring for defaulters of the Force Commander's Directives. All relevant findings from risks assessments and patrols, including the identification of high risk locations to be declared off-limits, should be communicated to the Force Commander, with copy to CDT. These findings will be input into the risk management mapping and strategy, including the organized purchasing of needful items.

At all times, the Force is to swiftly implement measures recommended in assessment reports. Where possible, risks should be mitigated through the organisation of Quick Impact Projects with communities, so as to improve relations between the military and the local population.⁸

On a continuous basis, the Force should ensure its continued presence and lead on SEA Prevention Teams (Bangui & Field), and monitor the quarterly rotation of troops at Temporary and Permanent Operating Bases.

⁸ For instance, the contingent at M'Poko airport could address the issue of children studying by the camp's lighted fence at night by organizing a Waka Lamp building session in the local arrondissements, during which the non-fraternization policy would be explained to all inhabitants.

RESPONSE

Reporting allegations

At all times, all uniformed are to report allegations of SEA by UN personnel to CDT within 72 hours. Allegations of SEA by UN Agency or Programme Staff can also be reported to CDT, who will refer the allegation to the appropriate Agency SEA Focal Point. **When in doubt or confused about the perpetrator's identity or category of personnel, report the allegation to CDT anyway.** Reporting is a two-step process:

1) Information gathering

The information required to lodge an allegation is the following, **as far as circumstances allow:**⁹

<ul style="list-style-type: none"> ✓ Who is the alleged victim? ✓ Who is the alleged perpetrator? ✓ Who reported the allegation? 	<ul style="list-style-type: none"> ✓ What is the nature of the incident? ✓ When did the alleged incident take place? ✓ Where did the alleged incident take place?
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In assembling this information, every effort should be made to respect the dignity and confidentiality of the victim. Except to establish the basic facts, unnecessary and repeated interviews with the alleged victim must be avoided, especially if the victim is a minor.

All parties should be informed that the names of victims, witnesses and alleged perpetrators (if known), together with all other identifying information relating to SEA allegations and investigations, will be classified as strictly confidential. Confidentiality of the alleged victim, perpetrator and of the person lodging the allegation will be respected at every stage.

The victim or complainant should also be informed of the next step of the process, i.e. the fact that, upon the receipt of the allegation of SEA, CDT will (1) assess the case as to credible and/or *prima facie* evidence; (2) initiate an initial assessment of the factual basis of the allegation, including to ensure the immediate preservation of available evidence through the Immediate Response Team, and to assess victim assistance and protection needs.

2) Transmitting the information to CDT

Transmit the information assembled to CDT. This can be done:

- **By email:** write to minusca-demasea@un.org, copying in Chief CDT (minusca-cdt-chief@un.org); Diakaridja Bakayoko (bakayokod@un.org); and Maria Rocheteau (rocheteau@un.org)
- **By phone:** call the CDT hotline 4044
- **In person:** report to any CDT officer in the CDT office closest to you. CDT has four offices, located in Bangui, Bouar, Bria and Bambari.

When relaying the information, inform CDT of the measures taken to ensure that all materials, in whatever form, relating to the allegation, are kept secure and strictly confidential. CDT will ensure confidentiality is similarly respected and closely monitored at all stages of the reporting and response process.

⁹ In other words, the inability to obtain all of the information should not prevent the allegation from being reported.

Investigating an allegation

In case of an allegation against military personnel, the Force is to assist in the investigative process, be it lead by a designated National Investigation Officers, OIOS, or both. This includes the communication of findings by fact-finding missions. Depending on the gravity of the offence, the Force Provost Marshal may have a separate investigation.

Referring victims for assistance

At all times, refer alleged victims of SEA for assistance. All alleged victims of SEA have a right to basic assistance, regardless of the status of their claim. As soon as an allegation of SEA is reported, victims should immediately be offered and referred for assistance. **FIRST, ask if the victim has already received any kind of medical assistance. If NO, proceed to Scenario 1, If YES, proceed to Scenario 2.**

Scenario 1: Referring the Victim for Immediate Assistance:

- If the victim is a minor, inform a Child Protection Officer of the victim's sex, age, type of SEA reported and contact information. **The victim's name does not need to be shared at this point.** Child Protection will handle the referral for assistance, copying in CDT.
- If the victim is an adult, inform a Women's Protection Officer of the victim's sex, age, type of SEA reported and contact information. **The victim's name does not need to be shared at this point.** Women's Protection will handle the referral for assistance, copying in CDT.
- For all age categories, a Human Rights Officer or Community Liaison Officer can be contacted. They must be informed of the victim's sex, age, type of SEA reported and contact information. **The victim's name does not need to be shared at this point.** Human Rights or Civil Affairs will handle the referral for assistance, copying in CDT.

Scenario 2: Gathering information for the Victim's Referral to UNICEF or UNFPA

If the victim has already received medical assistance, gather information, as far as the circumstances allow, as to **WHO** provided the service, **WHEN** it was provided, and **WHAT** was provided. If possible, gather supporting documentation. Transmit this information to CDT. CDT will contact UNICEF (if the victim is a minor) or UNFPA (if the victim is an adult) and organise the victim's referral for assistance.

Sharing information on SEA outcomes

If so desired, Military Liaison Officers can request updates from CDT on progress being made and/or outcomes of SEA cases, so as to feed them into training materials, briefings to contingents etc.).

When investigations or fact finding missions have been completed, full reports on those fact finding missions and investigations should be shared with CDT within a 24 hour delay.

CAPACITY BUILDING

Improving the training process

Following induction and/or refresher trainings, (i.e. at least once every 6 months), the Force should provide feedback on trainings to CDT.

Every 3 months, the Force should assign members for Trainings of Trainers and/or refresher courses on SEA, and subsequently ensure trained trainers uniformly/regularly conduct personnel training, reporting back to CDT on training figures every 3 months.

Improving community-based complaint mechanisms

On a continuous basis, the Force should ensure open communication/conduit for information flow between communities, Community Liaison Officers, the mission, etc. by conducting regular exchanges either in formal settings (meetings, duty related activities within the mission) or informal settings (discussions with communities). This is especially important in those areas where the military is the only UN presence.

Improving the reporting process

On a continuous basis, the Force should seek to improve compliance with reporting timelines and procedures, as indicated in directives, Force Provost Marshal Memos, and the “Reporting an Allegation” step in this Action Plan by issuing regular communications, drafted by CDT, on reporting procedures to all sections and contingents.

Improving the investigative process

On a continuous basis, the Force Provost Marshal, Force Legal Officer and Contingent Commanders to train and monitor the quality of investigators. The Force Provost Marshal should additionally monitor the quality and timely submission of fact finding mission and investigation reports.

Identifying and sharing best practices

At least once per quarter, the Force should provide inputs to CDT’s quarterly report and annual mission report on SEA. Additional information, where deemed relevant, can be reported through platforms like the JSPT meetings, SEA Task Force meetings, etc.

SEA Action Plan 2018-2019

Human Rights Division

Where does the Human Rights Division have a role to play?

The Human Rights Division has a role to play in:

Prevention:

- ✓ Enforcing good recruitment practices
- ✓ Conducting outreach activities/raising awareness on SEA outside of the mission
- ✓ Conducting training on SEA
- ✓ Managing risk

Response:

- ✓ Reporting allegations
- ✓ Referring allegations for investigation
- ✓ Investigating an allegation
- ✓ Referring victims for assistance
- ✓ Handling the post-investigation process for victims
- ✓ Taking action in regard to perpetrators during and after the investigative phase
- ✓ Sharing information on SEA outcomes

Capacity-building:

- ✓ Improving the training process
- ✓ Improving the reporting process
- ✓ Improving the investigative process
- ✓ Improving the Victim Assistance mechanism
- ✓ Identifying and sharing best practices

The Human Rights Division does not play a role in:

- ✗ Conducting outreach activities/raising awareness on SEA within the mission
- ✗ Tracking victim assistance
- ✗ Communicating with media and partners
- ✗ Improving community based complaint mechanisms

PREVENTION

Enforcing good recruitment practices

On a continuous basis, HRD staff is to populate OHCHR's database with relevant information on human rights violations allegedly committed by personnel associated with the United Nations, in order for OHCHR to assist in UNHQ's vetting of contingent and civilian staff.

Conducting outreach activities/raising awareness on SEA (outside of the mission)

When requested by CDT, HRD can facilitate and/or participate in CDT's conduct of awareness raising sessions or activities with communities. It is CDT's responsibility to contact HRD in advance of such sessions or activities.

Conducting trainings on SEA (Induction & refreshers)

When requested by CDT, HRD can facilitate and/or participate in CDT's conduct of SEA trainings. It is CDT's responsibility to contact HRD in advance of such sessions or activities. HRD's involvement ensures that SEA is not only presented as a disciplinary issue, but also a human rights issue. HRD and CDT are to discuss the integration of this specific angle into trainings on an ongoing basis.

Managing risk

Where deemed appropriate by HRD, HRD can report relevant information obtained by Human Rights Officers through their regular information gathering or risk management activities. This information includes information gathered through Joint Assessment Missions or Joint Protection Team Missions.

RESPONSE

Reporting allegations

At all times, all HRD staff are to report allegations of SEA by UN personnel¹⁰ to CDT within 72 hours. Allegations of SEA by UN Agency or Programme Staff can also be reported to CDT, who will refer the allegation to the appropriate Agency SEA Focal Point. **When in doubt or confused about the perpetrator's identity or category of personnel, report the allegation to CDT anyway.** Reporting is a two-step process:

1) Information gathering

The information required to lodge an allegation is the following, **as far as circumstances allow:**¹¹

<ul style="list-style-type: none"> ✓ Who is the alleged victim? ✓ Who is the alleged perpetrator? ✓ Who reported the allegation? 	<ul style="list-style-type: none"> ✓ What is the nature of the incident? ✓ When did the alleged incident take place? ✓ Where did the alleged incident take place?
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In assembling this information, every effort should be made to respect the dignity and confidentiality of the victim. Except to establish the basic facts, unnecessary and repeated interviews with the alleged victim must be avoided, especially if the victim is a minor.

All parties should be informed that the names of victims, witnesses and alleged perpetrators (if known), together with all other identifying information relating to SEA allegations and investigations, will be classified as strictly confidential. Confidentiality of the alleged victim, perpetrator and of the person lodging the allegation will be respected at every stage.

The victim or complainant should also be informed of the next step of the process, i.e. the fact that, upon the receipt of the allegation of SEA, CDT will (1) assess the case as to credible and/or *prima facie* evidence; (2) initiate an initial assessment of the factual basis of the allegation, including to ensure the immediate preservation of available evidence through the Immediate Response Team, and to assess victim assistance and protection needs.

2) Transmitting the information to CDT

Transmit the information assembled to CDT. This can be done:

- **By email:** write to minusca-demasea@un.org, copying in Chief CDT (minusca-cdt-chief@un.org); Diakaridja Bakayoko (bakayokod@un.org); and Maria Rocheteau (rocheteau@un.org)
- **By phone:** call the CDT hotline 4044
- **In person:** report to any CDT officer in the CDT office closest to you. CDT has four offices, located in Bangui, Bouar, Bria and Bambari.

When relaying the information, inform CDT of the measures taken to ensure that all materials, in whatever form, relating to the allegation, are kept secure and strictly confidential. CDT will ensure confidentiality is similarly respected and closely monitored at all stages of the reporting and response process.

¹⁰ Allegations against *non-UN* international security forces must be reported to the Head of Mission and OHCHR.

¹¹ In other words, the inability to obtain all of the information should not prevent the allegation from being reported.

Referring allegations for investigation

At all times, all HRD staff are to refer allegations for non-UN international security forces to OHCHR. Where the allegation involve UN personnel, HRD is to share all information obtained during initial fact finding missions with CDT.

Investigating an allegation

Where an allegation involves non-UN international security forces, HRD takes the lead in the conduct of human rights investigations. This investigation takes place in accordance with the OHCHR manual on human rights monitoring.

Where requested by CDT, under the responsibility of the Head of Mission and in coordination with CDT, focal points or other components, HRD can assist in the gathering of additional information needed to properly assess an allegation.

Referring victims for assistance

At all times, HRD must refer alleged victims of SEA for assistance. All alleged victims of SEA have a right to basic assistance, regardless of the status of their claim. As soon as an allegation of SEA is reported, victims should immediately be offered and referred for assistance. **FIRST, ask if the victim has already received any kind of medical assistance. If NO, proceed to Scenario 1, If YES, proceed to Scenario 2.**

Scenario 1: Referring the Victim for Immediate Assistance:

In areas of deployment where there is a Child Protection/Women's Protection Officer:

- If the victim is a minor, inform a Child Protection Officer of the victim's sex, age, type of SEA reported and contact information. **The victim's name does not need to be shared at this point.** Child Protection will handle the referral for assistance, copying in CDT.
- If the victim is an adult, inform a Women's Protection Officer of the victim's sex, age, type of SEA reported and contact information. **The victim's name does not need to be shared at this point.** Women's Protection will handle the referral for assistance, copying in CDT.

In areas of deployment where there are no Child Protection/Women's Protection Officers:

- Unless you are already aware or have an established contact with a medical facility nearby, use the **4W document developed by the SGBV sub-cluster** to identify the medical facility nearest to you. This document has been shared with the Human Rights Division. It is CDT's responsibility to regularly send the latest version of this document to the Human Rights Division; it is the Human Rights Division's responsibility to share this document across their section, or ensure that all Human Rights Officers know where their nearest medical facility is located.
- Organise the victim's accompaniment to the medical facility for a check-up. If the victim is a girl or a woman, she should be accompanied by a non-uniformed female staff or peer. If the victim is a boy or a man, he should be accompanied by a non-uniformed staff or peer of the gender he has indicated. **Where possible, victims should be seen within 72 hours of the alleged SEA incident.**

- Report all the actions taken to CDT (name of medical facility, date the victim was seen, who accompanied the victim, etc.). CDT will then handle the victim's referral to UNICEF or UNFPA, copying in the person having reported the allegation.
- Understand that in those areas where there are Human Rights Officers, but no Child Protection or Women's Protection Officers, some victims may be referred to you by Contingent Commanders, Military Section Chiefs, or other uniformed personnel for you to organise their immediate assistance as outline above.

Scenario 2: Gathering information for the Victim's Referral to UNICEF or UNFPA

If the victim has already received medical assistance, gather information, as far as the circumstances allow, as to **WHO** provided the service, **WHEN** it was provided, and **WHAT** was provided. If possible, gather supporting documentation. Transmit this information to CDT. CDT will contact UNICEF (if the victim is a minor) or UNFPA (if the victim is an adult) and organise the victim's referral for assistance.

During the investigation, HRD can also provide advice on protection issues should they arise during the investigative phase. This applies to both OIOS and NIO investigations. Protection concerns regarding the victim should also be shared with the Head of Mission and other relevant actors in the mission

Handling the post-investigation process with regard to victims

When required by CDT, HRD is to support and report back on the communication, either directly or through partners, of investigation outcomes to victims, including outcomes of punitive measures on perpetrator and information on judicial processes available to victims and witnesses

Upon the completion of a Human Rights investigation, for allegations against non-UN forces, HRD is to ensure that the outcome of investigation and further judicial processes are communicated to the victim through the most appropriate means.

Taking action with regard to perpetrators during and after the investigative phase

At all times, given the UN's duty to cooperate with national and international judicial authorities to facilitate the proper administration of justice, refer requests for cooperation to OLA, as the centralized channel of communication and to ensure a consistent, coherent and comprehensive approach to cooperation. Regarding non-UN international forces, HRD is to follow-up with OLA and OHCHR.

Sharing information on SEA outcomes

Upon the completion of a Human Rights investigation, for investigations regarding non-UN international security forces, HRD is to submit an internal report summarizing facts to the Head of Mission and the OHCHR. If necessary, HRD can then coordinate with other mission actors to substantiate inputs into reports like human rights public reports

CAPACITY BUILDING

Improving the training process

During trainings, compile information obtained through established feedback mechanisms to improve trainings, copying CDT if they were involved in the training process.

Improving the reporting process

On a continuous basis, HRD is to provide recommendations and guidance on the reporting process concerning non UN international security forces to OHCHR and Mission; recommendations on the reporting process concerning UN personnel should be channeled through platforms like the SEA Task Force.

Improving the investigative process

On a yearly basis at least, HRD is to conduct self-evaluations and provide recommendations to OHCHR on the investigation of non UN international security forces.

Improving the Victim Assistance mechanism

Where deemed appropriate by the Human Rights Division, report information on the state of a particular service provider to CDT (e.g. if you found out that a health centre in your area is saturated, shut, compromised, or inaccessible). CDT will transmit this information to the SGBV sub-cluster, who acts as custodian of the **4W document** listing all service providers for victims of SGBV, including SEA. This helps the sub-cluster maintain an updated list, which in turn ensures that victims are referred for assistance to adequate, working structures.

Identifying and sharing best practices

Where deemed appropriate by HRD, HRD is to identify best practices on their work's intersection with SEA prevention, response and capacity building, and share them through platforms such as SEA Task Force and other ad hoc methods.

SEA Action Plan 2018-2019

ODSRSG/RC/HC

Where does the ODSRSG/RC/HC have a role to play?

The ODSRSG/RC/HC has a role to play in:

Prevention:

- ✓ Conducting outreach activities/raising awareness on SEA within the mission
- ✓ Managing risk

Response:

- ✓ Reporting allegations
- ✓ Referring victims for assistance
- ✓ Communicating with media and partners
- ✓ Sharing information on SEA outcomes

Capacity-building:

- ✓ Improving the reporting process
- ✓ Improving the Victim Assistance mechanism
- ✓ Identifying and sharing best practices

The ODSRSG/RC/HC does not play a role in:

- ✗ Enforcing good recruitment practices
- ✗ Conducting outreach activities/raising awareness on SEA outside of the mission
- ✗ Conducting training on SEA
- ✗ Referring allegations for investigation
- ✗ Investigating an allegation
- ✗ Tracking victim assistance
- ✗ Handling the post-investigation process with regard to victims
- ✗ Taking action in regard to perpetrators during and after the investigative phase
- ✗ Improving the training process
- ✗ Improving community based complaint mechanisms
- ✗ Improving the investigative process

PREVENTION

Conducting outreach activities/raising awareness on SEA (within the mission)

On a bi-monthly basis at least, issue statements within the mission on SEA and the measures being taken by the mission to address it. The content of these statements should draw from CDT-issued material (newsletters, Confidential Updates to Senior Leadership / Running Tabs) and be reviewed by CDT for accuracy, especially when it comes to figures.

Managing risk

Where deemed appropriate, share relevant information on SEA, especially SEA risks, with CDT.

At all times, the ODSRSG/RC/HC's office can be contacted by CDT for support on monitoring and ensuring compliance with relevant recommendations on risk mitigation.

RESPONSE

Reporting allegations

At all times, all staff of the office of the O/DSRSG/RC/HC are to report allegations of SEA by UN personnel to CDT within 72 hours. Allegations of SEA by UN Agency or Programme Staff can also be reported to CDT, who will refer the allegation to the appropriate Agency SEA Focal Point. **When in doubt or confused about the perpetrator's identity or category of personnel, report the allegation to CDT anyway.** Reporting is a two-step process:

1) Information gathering

The information required to lodge an allegation is the following, **as far as circumstances allow:**¹²

<input checked="" type="checkbox"/> Who is the alleged victim? <input checked="" type="checkbox"/> Who is the alleged perpetrator? <input checked="" type="checkbox"/> Who reported the allegation?	<input checked="" type="checkbox"/> What is the nature of the incident? <input checked="" type="checkbox"/> When did the alleged incident take place? <input checked="" type="checkbox"/> Where did the alleged incident take place?
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In assembling this information, every effort should be made to respect the dignity and confidentiality of the victim. Except to establish the basic facts, unnecessary and repeated interviews with the alleged victim must be avoided, especially if the victim is a minor.

All parties should be informed that the names of victims, witnesses and alleged perpetrators (if known), together with all other identifying information relating to SEA allegations and investigations, will be classified as strictly confidential. Confidentiality of the alleged victim, perpetrator and of the person lodging the allegation will be respected at every stage.

The victim or complainant should also be informed of the next step of the process, i.e. the fact that, upon the receipt of the allegation of SEA, CDT will (1) assess the case as to credible and/or *prima facie* evidence; (2) initiate an initial assessment of the factual basis of the allegation, including to ensure the immediate preservation of available evidence through the Immediate Response Team, and to assess victim assistance and protection needs.

2) Transmitting the information to CDT

Transmit the information assembled to CDT. This can be done:

- **By email:** write to minusca-demasea@un.org, copying in Chief CDT (minusca-cdt-chief@un.org); Diakaridja Bakayoko (bakayokod@un.org); and Maria Rocheteau (rocheteau@un.org)
- **By phone:** call the CDT hotline 4044
- **In person:** report to any CDT officer in the CDT office closest to you. CDT has four offices, located in Bangui, Bouar, Bria and Bambari.

When relaying the information, inform CDT of the measures taken to ensure that all materials, in whatever form, relating to the allegation, are kept secure and strictly confidential. CDT will ensure confidentiality is similarly respected and closely monitored at all stages of the reporting and response process.

¹² In other words, the inability to obtain all of the information should not prevent the allegation from being reported.

Referring victims for assistance

At all times, refer alleged victims of SEA for assistance. All alleged victims of SEA have a right to basic assistance, regardless of the status of their claim. As soon as an allegation of SEA is reported, victims should immediately be offered and referred for assistance. **FIRST, ask if the victim has already received any kind of medical assistance. If NO, proceed to Scenario 1, If YES, proceed to Scenario 2.**

Scenario 1: Referring the Victim for Immediate Assistance:

- If the victim is a minor, inform a Child Protection Officer of the victim's sex, age, type of SEA reported and contact information. **The victim's name does not need to be shared at this point.** Child Protection will handle the referral for assistance, copying in CDT.
- If the victim is an adult, inform a Women's Protection Officer of the victim's sex, age, type of SEA reported and contact information. **The victim's name does not need to be shared at this point.** Women's Protection will handle the referral for assistance, copying in CDT.
- For all age categories, a Human Rights Officer or Community Liaison Officer can be contacted. They must be informed of the victim's sex, age, type of SEA reported and contact information. **The victim's name does not need to be shared at this point.** Human Rights or Civil Affairs will handle the referral for assistance, copying in CDT.

Scenario 2: Gathering information for the Victim's Referral to UNICEF or UNFPA

If the victim has already received medical assistance, gather information, as far as the circumstances allow, as to **WHO** provided the service, **WHEN** it was provided, and **WHAT** was provided. If possible, gather supporting documentation. Transmit this information to CDT. CDT will contact UNICEF (if the victim is a minor) or UNFPA (if the victim is an adult) and organise the victim's referral for assistance.

Communicating with media and partners

Where deemed appropriate and advised by the SRSG, communicate with the media on information provided by and with the support of CDT.

Sharing information on SEA outcomes

Where desired, and on top of other material regularly communicated by CDT (Confidential Updates to Senior Leadership / Running Tabs, newsletters), request updates from CDT on the status and outcomes of cases.

CAPACITY BUILDING

Improving the reporting process

When requested by CDT, issue communications and reminders on the reporting process to all mission personnel.

Improving the Victim Assistance mechanism

Where deemed appropriate, report information on the state of a particular service provider to CDT (e.g. if you found out that a health centre in your area is saturated, shut, compromised, or inaccessible). CDT will transmit this information to the SGBV sub-cluster, who acts as custodian of the **4W document** listing all service providers for victims of SGBV, including SEA. This helps the sub-cluster maintain an updated list, which in turn ensures that victims are referred for assistance to adequate, working structures.

When tasked or deemed necessary, the office of the ODSRSG/RC/HC can conduct an evaluations of the Victim Assistance mechanism (coverage, efficiency, etc.), in close collaboration with CDT, who can provide figures, statistics, and other, analytical information.

Identifying and sharing best practices

On a continuous basis, the office of the ODSRSG/RC/HC is to identify best practices on their work's intersection with SEA prevention, response and capacity building, and share them through platforms such as SEA Task Force, investigation reports or senior management briefings.

SEA Action Plan 2018-2019

OIOS

Where does OIOS have a role to play?

OIOS has a role to play in:

Prevention:

- ✓ Conducting training on SEA
- ✓ Managing risk

Response:

- ✓ Reporting allegations
- ✓ Referring allegations for investigation
- ✓ Investigating an allegation
- ✓ Referring victims for assistance
- ✓ Handling the post-investigation process with regard to victims
- ✓ Taking action in regard to perpetrators during and after the investigative phase
- ✓ Sharing information on SEA outcomes

Capacity-building:

- ✓ Improving the training process
- ✓ Improving the reporting process
- ✓ Improving the investigative process
- ✓ Identifying and sharing best practices

OIOS does not play a role in:

- ✗ Enforcing good recruitment practices
- ✗ Conducting outreach activities/raising awareness on SEA within the mission
- ✗ Conducting outreach activities/raising awareness on SEA outside of the mission
- ✗ Tracking victim assistance
- ✗ Communicating with media and partners
- ✗ Improving community based complaint mechanisms
- ✗ Improving the victim assistance mechanism

PREVENTION

Conducting trainings on SEA (Induction & refreshers)

Where requested by CDT, participate in trainings conducted by CDT on SEA-related matters. It is CDT's responsibility to contact and notify OIOS of these trainings within the appropriate delays. It is OIOS' responsibility to systematically indicate whether trainings will be attended or not.

Managing risk

On a continuous basis, report on relevant, SEA-related risks to CDT. These risks should also be included, as identified, in investigation reports, audits, evaluations, and in OIOS' yearly report to the General Assembly.

RESPONSE

Reporting allegations

At all times, all OIOS staff are to report allegations of SEA by UN personnel to CDT within 72 hours. Allegations of SEA by UN Agency or Programme Staff can also be reported to CDT, who will refer the allegation to the appropriate Agency SEA Focal Point. **When in doubt or confused about the perpetrator's identity or category of personnel, report the allegation to CDT anyway.** Reporting is a two-step process:

1) Information gathering

The information required to lodge an allegation is the following, **as far as circumstances allow:**¹³

<ul style="list-style-type: none"> ✓ Who is the alleged victim? ✓ Who is the alleged perpetrator? ✓ Who reported the allegation? 	<ul style="list-style-type: none"> ✓ What is the nature of the incident? ✓ When did the alleged incident take place? ✓ Where did the alleged incident take place?
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In assembling this information, every effort should be made to respect the dignity and confidentiality of the victim. Except to establish the basic facts, unnecessary and repeated interviews with the alleged victim must be avoided, especially if the victim is a minor.

All parties should be informed that the names of victims, witnesses and alleged perpetrators (if known), together with all other identifying information relating to SEA allegations and investigations, will be classified as strictly confidential. Confidentiality of the alleged victim, perpetrator and of the person lodging the allegation will be respected at every stage.

The victim or complainant should also be informed of the next step of the process, i.e. the fact that, upon the receipt of the allegation of SEA, CDT will (1) assess the case as to credible and/or *prima facie* evidence; (2) initiate an initial assessment of the factual basis of the allegation, including to ensure the immediate preservation of available evidence through the Immediate Response Team, and to assess victim assistance and protection needs.

2) Transmitting the information to CDT

Transmit the information assembled to CDT. This can be done:

- **By email:** write to minusca-demasea@un.org, copying in Chief CDT (minusca-cdt-chief@un.org); Diakaridja Bakayoko (bakayokod@un.org); and Maria Rocheteau (rocheteau@un.org)
- **By phone:** call the CDT hotline 4044
- **In person:** report to any CDT officer in the CDT office closest to you. CDT has four offices, located in Bangui, Bouar, Bria and Bambari.

When relaying the information, inform CDT of the measures taken to ensure that all materials, in whatever form, relating to the allegation, are kept secure and strictly confidential. CDT will ensure confidentiality is similarly respected and closely monitored at all stages of the reporting and response process.

¹³ In other words, the inability to obtain all of the information should not prevent the allegation from being reported.

Referring allegations for investigation

When sent an SEA allegation, determine whether or not OIOS will investigate. Should OIOS decide not to investigate, refer the allegation back to appropriate entity within the mission. This exclusively includes investigations against non-uniformed personnel, or where NIOs were not appointed in the appropriate timeframe by the member state of the concerned uniformed personnel, allowing OIOS to be the first appropriate investigative entity in line.

Investigating an allegation

Where OIOS retains the lead on investigations or is solicited by NIOs for collaboration, investigate the allegation in line with established processes and principles like the confidentiality or do-no-harm principles.

Referring victims for assistance

At all times, refer alleged victims of SEA for assistance. All alleged victims of SEA have a right to basic assistance, regardless of the status of their claim. As soon as an allegation of SEA is reported, victims should immediately be offered and referred for assistance. **FIRST, ask if the victim has already received any kind of medical assistance. If NO, proceed to Scenario 1, If YES, proceed to Scenario 2.**

Scenario 1: Referring the Victim for Immediate Assistance:

- If the victim is a minor, inform a Child Protection Officer of the victim's sex, age, type of SEA reported and contact information. **The victim's name does not need to be shared at this point.** Child Protection will handle the referral for assistance, copying in CDT.
- If the victim is an adult, inform a Women's Protection Officer of the victim's sex, age, type of SEA reported and contact information. **The victim's name does not need to be shared at this point.** Women's Protection will handle the referral for assistance, copying in CDT.
- For all age categories, a Human Rights Officer or Community Liaison Officer can be contacted. They must be informed of the victim's sex, age, type of SEA reported and contact information. **The victim's name does not need to be shared at this point.** Human Rights or Civil Affairs will handle the referral for assistance, copying in CDT.
- **OIOS can also refer the victim for assistance directly if Chief OIOS deems it necessary for the victim's safety or to preserve the confidentiality of the investigation.** In this case, OIOS staff, unless they already have an established contact with a medical facility nearby, are to use the **4W document developed by the SGBV sub-cluster** to identify the nearest medical facility. This document has been shared with OIOS. It is CDT's responsibility to regularly send the latest version of this document to OIOS; it is OIOS' responsibility to share this document across their section, or ensure that all OIOS staff know where their nearest medical facility is located.

Scenario 2: Gathering information for the Victim's Referral to UNICEF or UNFPA

If the victim has already received medical assistance, gather information, as far as the circumstances allow, as to **WHO** provided the service, **WHEN** it was provided, and **WHAT** was provided. If possible, gather supporting documentation. Transmit this information to CDT. CDT will contact UNICEF (if the victim is a minor) or UNFPA (if the victim is an adult) and organise the victim's referral for assistance.

Handling the post-investigation process with regard to victims

When an investigation has been completed, ensure the investigation outcome has been communicated to CDT for each alleged victim. The outcome should also include information on the reasons behind the allegation's substantiation or non-substantiation, as deemed relevant by OIOS using a victim-centred approach.

Taking action with regard to perpetrators during and after the investigative phase

When an investigation has been completed, follow-up with CDU and CDT on the disciplinary/appropriate actions taken against the perpetrator.

Sharing information on SEA outcomes

On a continuous basis, OIOS is to share information on the status of investigations, informal findings, and outcomes with CDT, the Head of Mission and CDU.

When an investigation has been completed, OIOS is to share its investigation reports with DFS and CDU.

CAPACITY BUILDING

Improving the training process

On a continuous basis, provide training material to CDT and CDU.

On a bi-monthly basis, train CDT officers on procedural matters.

Improving the reporting process

Where deemed appropriate by OIOS, provide input and advice on the reporting process, utilising SEA Task Force meetings and other relevant platforms.

Improving the investigative process

By mid-2018, finalise the program for the training of NIOs and provide inputs into to yearly report on how to expedite and improve investigation process, especially in view of the initiative set out in **paragraph 51 of A/70/729** (shortening the length of investigations into SEA allegations from six to three months train mission investigators.

Identifying and sharing best practices

On a continuous basis, OIOS is to identify best practices on their work's intersection with SEA prevention, response and capacity building, and share them through platforms such as SEA Task Force, OIOS yearly reports, OIOS investigation reports and other.

SEA Action Plan 2018-2019

PIO

Where does PIO have a role to play?

PIO has a role to play in:

Prevention:

- ✓ Enforcing good recruitment practices
- ✓ Conducting outreach activities/raising awareness on SEA within the mission
- ✓ Conducting outreach activities/raising awareness on SEA outside of the mission
- ✓ Conducting training on SEA
- ✓ Managing risk

Response:

- ✓ Reporting allegations
- ✓ Referring victims for assistance
- ✓ Tracking victim assistance
- ✓ Communicating with media and partners
- ✓ Sharing information on SEA outcomes

Capacity-building:

- ✓ Improving the training process
- ✓ Improving community based complaint mechanisms
- ✓ Improving the reporting process
- ✓ Improving the Victim Assistance mechanism
- ✓ Identifying and sharing best practices

PIO does not play a role in:

- ✗ Referring allegations for investigation
- ✗ Investigating an allegation
- ✗ Handling the post-investigation process with regard to victims
- ✗ Taking action in regard to perpetrators during and after the investigative phase
- ✗ Improving the investigative process

PREVENTION

Enforcing good recruitment practices

When requested by CDT, PIO is to, in close collaboration with CDT staff, assist in producing sensitization materials for civilian and uniformed personnel, contributing specifically at concept and design levels.

On a continuous basis, PIO is to ensure the website/CDT section is populated with relevant information materials and stories related to the MINUSCA's combat to tackle SEA.

When requested by CDT, PIO is to share awareness materials from CDT and the office of the Special Coordinator on Improving United Nations Response to Sexual Exploitation and Abuse (Newsletters, Q&A, etc.) by mail and through the MINUSCA website and intranet, based on publication periodicities.

Conducting outreach activities/raising awareness on SEA (within the mission)

When requested by CDT, PIO is to provide financial resources for SEA outreach activities and assist in producing materials, contributing specifically at concept and design levels, and distributing material generated by CDT and UNHQ (directives, sensitization materials, reminders, Codes of Conduct, etc.) to all staff by organizing distribution sessions. To this end, PIO is to appoint an SEA Focal Point to act as conduit for information and reminders on SEA.

Conducting outreach activities/raising awareness on SEA (outside of the mission)

On a continuous basis, PIO is to assist in identifying appropriate communication strategies, approaches and models to ensure effective outreach activities, and support CDT in organizing awareness-raising and community mobilization activities

When requested by CDT, PIO is to assist in designing and meeting procurement standards for promotional materials.

When requested by CDT, PIO is to send staff to attend, report on and provide media coverage of the public sensitization activities and dissemination in MINUSCA communication platforms, involving UN Communication Group in joint MINUSCA-UNCT sensitization activities.

Conducting trainings on SEA (Induction & refreshers)

On a monthly basis, PIO is to disseminate information to staff about trainings across all Mission through MINUSCA Intranet on a monthly basis.

Managing risk

On a monthly basis, and using internal and external communication tools, PIO is to regularly inform the Mission of ongoing efforts to tackle SEA, including leadership visits to uniformed personnel, patrols around camps and off limit areas, the Force Commander and the Police Commissioner directives.

RESPONSE

Reporting allegations

At all times, all staff are to report allegations of SEA by UN personnel to CDT within 72 hours. Allegations of SEA by UN Agency or Programme Staff can also be reported to CDT, who will refer the allegation to the appropriate Agency SEA Focal Point. **When in doubt or confused about the perpetrator's identity or category of personnel, report the allegation to CDT anyway.** Reporting is a two-step process:

1) Information gathering

The information required to lodge an allegation is the following, **as far as circumstances allow:**¹⁴

<ul style="list-style-type: none"> ✓ Who is the alleged victim? ✓ Who is the alleged perpetrator? ✓ Who reported the allegation? 	<ul style="list-style-type: none"> ✓ What is the nature of the incident? ✓ When did the alleged incident take place? ✓ Where did the alleged incident take place?
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In assembling this information, every effort should be made to respect the dignity and confidentiality of the victim. Except to establish the basic facts, unnecessary and repeated interviews with the alleged victim must be avoided, especially if the victim is a minor.

All parties should be informed that the names of victims, witnesses and alleged perpetrators (if known), together with all other identifying information relating to SEA allegations and investigations, will be classified as strictly confidential. Confidentiality of the alleged victim, perpetrator and of the person lodging the allegation will be respected at every stage.

The victim or complainant should also be informed of the next step of the process, i.e. the fact that, upon the receipt of the allegation of SEA, CDT will (1) assess the case as to credible and/or *prima facie* evidence; (2) initiate an initial assessment of the factual basis of the allegation, including to ensure the immediate preservation of available evidence through the Immediate Response Team, and to assess victim assistance and protection needs.

2) Transmitting the information to CDT

Transmit the information assembled to CDT. This can be done:

- **By email:** write to minusca-demasea@un.org, copying in Chief CDT (minusca-cdt-chief@un.org); Diakaridja Bakayoko (bakayokod@un.org); and Maria Rocheteau (rocheteau@un.org)
- **By phone:** call the CDT hotline 4044
- **In person:** report to any CDT officer in the CDT office closest to you. CDT has four offices, located in Bangui, Bouar, Bria and Bambari.

When relaying the information, inform CDT of the measures taken to ensure that all materials, in whatever form, relating to the allegation, are kept secure and strictly confidential. CDT will ensure confidentiality is similarly respected and closely monitored at all stages of the reporting and response process.

¹⁴ In other words, the inability to obtain all of the information should not prevent the allegation from being reported.

Referring victims for assistance

At all times, refer alleged victims of SEA for assistance. All alleged victims of SEA have a right to basic assistance, regardless of the status of their claim. As soon as an allegation of SEA is reported, victims should immediately be offered and referred for assistance. **FIRST, ask if the victim has already received any kind of medical assistance. If NO, proceed to Scenario 1, If YES, proceed to Scenario 2.**

Scenario 1: Referring the Victim for Immediate Assistance:

- If the victim is a minor, inform a Child Protection Officer of the victim's sex, age, type of SEA reported and contact information. **The victim's name does not need to be shared at this point.** Child Protection will handle the referral for assistance, copying in CDT.
- If the victim is an adult, inform a Women's Protection Officer of the victim's sex, age, type of SEA reported and contact information. **The victim's name does not need to be shared at this point.** Women's Protection will handle the referral for assistance, copying in CDT.
- For all age categories, a Human Rights Officer or Community Liaison Officer can be contacted. They must be informed of the victim's sex, age, type of SEA reported and contact information. **The victim's name does not need to be shared at this point.** Human Rights or Civil Affairs will handle the referral for assistance, copying in CDT.

Scenario 2: Gathering information for the Victim's Referral to UNICEF or UNFPA

If the victim has already received medical assistance, gather information, as far as the circumstances allow, as to **WHO** provided the service, **WHEN** it was provided, and **WHAT** was provided. If possible, gather supporting documentation. Transmit this information to CDT. CDT will contact UNICEF (if the victim is a minor) or UNFPA (if the victim is an adult) and organise the victim's referral for assistance.

Tracking victim assistance

When requested by CDT, PIO is to inform about the provision of victim assistance through MINUSCA communication tools, and without putting at risk victims' security.

Communicating with media and partners

On a continuous basis, PIO is to communicate with media as part of the mission transparency on SEA. To do this, PIO must collect information from CDT through the designated CDT-PIO focal point, and channel to CDT all media requests, advising on the need to communicate and the kind of information to be shared. This includes working closely with CDT and HQ on press communiqués content. Other information to be shared with the media should also include statistics and essential information including MINUSCA measures (prevention, trainings) to address SEA in line with SG Zero Tolerance Policy. PIO can also arrange interviews with SRSG and prepare talking-points with CDT.

When requested by CDT, PIO is to update the CDT/SEA pages on the MINUSCA website.

On a continuous basis, PIO is to channel to HQ/DPKO Public Affairs information material in coordination with CDT.

Sharing information on SEA outcomes

Each quarter, PIO is to provide inputs to CDT's quarterly report and annual mission report on SEA, or through relevant platforms (JSPT meetings, SEA Task Force meetings, etc.), communicating on best practices in ongoing consultancies through MINUSCA tools and media.

CAPACITY BUILDING

Improving the training process

When requested by CDT, PIO is to advise and assist in the production of training materials during meetings with CDT on language and design.

Improving community-based complaint mechanisms

When requested by CDT, PIO is to avail human and technical resources to ensure open communication/conduit for information flow between communities and the Mission, specifically through the identification of community leaders and arranging of information sharing session. This also includes the regular communication to communities, including through Focal Points, of SEA outcomes to increase communities' faith in complaint mechanisms.

Improving the reporting process

When requested by CDT, PIO is to disseminate reporting timelines and procedures through MINUSCA internal communication tools, including MINUSCA intranet.

Improving the Victim Assistance mechanism

Throughout the first quarter of 2018, and in coordination with CDT/HQ, PIO is to inform about the accessibility and use of the Victim Trust Fund to address gaps in victim assistance at field level, in coordination with agencies.

Identifying and sharing best practices

Where deemed appropriate by PIO, PIO is to identify best practices on their work's intersection with SEA prevention, response and capacity building, and share them through platforms such as SEA Task Force.

SEA Action Plan 2018-2019

SIU

Where does SIU have a role to play?

SIU has a role to play in:

Prevention:

- ✓ Conducting training on SEA
- ✓ Managing risk

Response:

- ✓ Reporting allegations
- ✓ Investigating an allegation
- ✓ Referring victims for assistance
- ✓ Sharing information on SEA outcomes

Capacity-building:

- ✓ Improving the investigative process
- ✓ Identifying and sharing best practices

SIU does not play a role in:

- ✗ Enforcing good recruitment practices
- ✗ Conducting outreach activities/raising awareness on SEA within the mission
- ✗ Conducting outreach activities/raising awareness on SEA outside of the mission
- ✗ Referring allegations for investigation
- ✗ Tracking victim assistance
- ✗ Communicating with media and partners
- ✗ Handling the post-investigation process with regard to victims
- ✗ Taking action in regard to perpetrators during and after the investigative phase
- ✗ Improving the training process
- ✗ Improving community based complaint mechanisms
- ✗ Improving the reporting process
- ✗ Improving the Victim Assistance mechanism

PREVENTION

Conducting trainings on SEA (Induction & refreshers)

On a continuous basis, Chief SIU is to ensure that SEA is included as an angle in informal trainings provided to investigators. How this angle is included or when is at Chief SIU's prerogative.

Managing risk

Where deemed appropriate by SIU, SIU is to share or report relevant information on SEA and/or risks of SEA with CDT and CSA. This includes confidential information obtained during investigations or fact finding missions.

RESPONSE

Reporting allegations

At all times, all SIU staff are to report allegations of SEA by UN personnel to CDT within 72 hours. Allegations of SEA by UN Agency or Programme Staff can also be reported to CDT, who will refer the allegation to the appropriate Agency SEA Focal Point. **When in doubt or confused about the perpetrator's identity or category of personnel, report the allegation to CDT anyway.** Reporting is a two-step process:

1) Information gathering

The information required to lodge an allegation is the following, **as far as circumstances allow:**¹⁵

✓ <u>Who</u> is the alleged victim?	✓ <u>What</u> is the nature of the incident?
✓ <u>Who</u> is the alleged perpetrator?	✓ <u>When</u> did the alleged incident take place?
✓ <u>Who</u> reported the allegation?	✓ <u>Where</u> did the alleged incident take place?

In assembling this information, every effort should be made to respect the dignity and confidentiality of the victim. Except to establish the basic facts, unnecessary and repeated interviews with the alleged victim must be avoided, especially if the victim is a minor.

All parties should be informed that the names of victims, witnesses and alleged perpetrators (if known), together with all other identifying information relating to SEA allegations and investigations, will be classified as strictly confidential. Confidentiality of the alleged victim, perpetrator and of the person lodging the allegation will be respected at every stage.

The victim or complainant should also be informed of the next step of the process, i.e. the fact that, upon the receipt of the allegation of SEA, CDT will (1) assess the case as to credible and/or *prima facie* evidence; (2) initiate an initial assessment of the factual basis of the allegation, including to ensure the immediate preservation of available evidence through the Immediate Response Team, and to assess victim assistance and protection needs.

2) Transmitting the information to CDT

Transmit the information assembled to CDT. This can be done:

- **By email:** write to minusca-demasea@un.org, copying in Chief CDT (minusca-cdt-chief@un.org); Diakaridja Bakayoko (bakayokod@un.org); and Maria Rocheteau (rocheteau@un.org)
- **By phone:** call the CDT hotline 4044
- **In person:** report to any CDT officer in the CDT office closest to you. CDT has four offices, located in Bangui, Bouar, Bria and Bambari.

When relaying the information, inform CDT of the measures taken to ensure that all materials, in whatever form, relating to the allegation, are kept secure and strictly confidential. CDT will ensure confidentiality is similarly respected and closely monitored at all stages of the reporting and response process.

¹⁵ In other words, the inability to obtain all of the information should not prevent the allegation from being reported.

Investigating an allegation

When assigned an investigation by the Head of Mission, through OIOS or CDT, SIU is to lead the investigation according the established protocols and in line with relevant principles like confidentiality and do-no-harm principles.

Referring victims for assistance

At all times, refer alleged victims of SEA for assistance. All alleged victims of SEA have a right to basic assistance, regardless of the status of their claim. As soon as an allegation of SEA is reported, victims should immediately be offered and referred for assistance. **FIRST, ask if the victim has already received any kind of medical assistance. If NO, proceed to Scenario 1, If YES, proceed to Scenario 2.**

Scenario 1: Referring the Victim for Immediate Assistance:

- If the victim is a minor, inform a Child Protection Officer of the victim's sex, age, type of SEA reported and contact information. **The victim's name does not need to be shared at this point.** Child Protection will handle the referral for assistance, copying in CDT.
- If the victim is an adult, inform a Women's Protection Officer of the victim's sex, age, type of SEA reported and contact information. **The victim's name does not need to be shared at this point.** Women's Protection will handle the referral for assistance, copying in CDT.
- For all age categories, a Human Rights Officer or Community Liaison Officer can be contacted. They must be informed of the victim's sex, age, type of SEA reported and contact information. **The victim's name does not need to be shared at this point.** Human Rights or Civil Affairs will handle the referral for assistance, copying in CDT.
- **SIU can also refer the victim for assistance directly if Chief SIU deems it necessary for the victim's safety or to preserve the confidentiality of the investigation.** In this case, SIU staff, unless they already have an established contact with a medical facility nearby, are to use the **4W document developed by the SGBV sub-cluster** to identify the nearest medical facility. This document has been shared with SIU. It is CDT's responsibility to regularly send the latest version of this document to SIU; it is SIU's responsibility to share this document across their section, or ensure that all SIU staff know where their nearest medical facility is located.

Scenario 2: Gathering information for the Victim's Referral to UNICEF or UNFPA

If the victim has already received medical assistance, gather information, as far as the circumstances allow, as to **WHO** provided the service, **WHEN** it was provided, and **WHAT** was provided. If possible, gather supporting documentation. Transmit this information to CDT. CDT will contact UNICEF (if the victim is a minor) or UNFPA (if the victim is an adult) and organise the victim's referral for assistance.

Sharing information on SEA outcomes

On a continuous basis, SIU is to share information on the status of investigations, informal findings, and outcomes with CDT, the Head of Mission and CDU.

When an investigation has been completed, SIU is to share its investigation reports with DFS/CDU, OIOS and the Head of Mission.

CAPACITY BUILDING

Improving the investigative process

On a continuous basis, SIU is to support CDT and OIOS towards improving and expediting the investigative process.

Identifying and sharing best practices

On a continuous basis, SIU is to identify best practices on their work's intersection with SEA prevention, response and capacity building, and share them through platforms such as SEA Task Force, SIU quarterly statistical analysis reports, senior management briefings and other.

Identify best practices in investigation reports.

SEA Action Plan 2018-2019

SRSG

Where does the SRSG have a role to play?

The SRSG has a role to play in:

Prevention:

- ✓ Conducting outreach activities/raising awareness on SEA within the mission
- ✓ Conducting training on SEA
- ✓ Managing risk

Response:

- ✓ Reporting allegations
- ✓ Referring allegations for investigation
- ✓ Referring victims for assistance
- ✓ Communicating with media and partners
- ✓ Sharing information on SEA outcomes

Capacity-building:

- ✓ Improving the reporting process
- ✓ Identifying and sharing best practices

The SRSG does not play a role in:

- ✗ Enforcing good recruitment practices
- ✗ Conducting outreach activities/raising awareness on SEA outside of the mission
- ✗ Investigating an allegation
- ✗ Tracking victim assistance
- ✗ Handling the post-investigation process with regard to victims
- ✗ Taking action in regard to perpetrators during and after the investigative phase
- ✗ Improving the training process
- ✗ Improving community based complaint mechanisms
- ✗ Improving the investigative process
- ✗ Improving the Victim Assistance mechanism

PREVENTION

Conducting outreach activities/raising awareness on SEA (within the mission)

On a monthly basis at least, deliver messages focused on SEA to: (1) military contingents and/or police units, especially during field visits, (2) civilian components, especially senior management, utilizing senior management meetings at MINUSCA HQ as a platform.

On a bi-monthly basis at least, issue statements via the media on SEA and the measures being taken by the mission to address it. The content of these statements should draw from CDT-issued material (newsletters, Confidential Updates to Senior Leadership / Running Tabs) and be reviewed by CDT for accuracy, especially when it comes to figures.

Conducting trainings on SEA (Induction & refreshers)

On a continuous basis, lead and issue or require reports on all initiatives to monitor and ensure compliance with the UN Standards of Conduct at the mission level.

Managing risk

Where deemed appropriate, share relevant information on SEA, especially SEA risks, with CDT.

At all times, the SRSG's office can be contacted by CDT for support on monitoring and ensuring compliance with relevant recommendations on risk mitigation.

RESPONSE

Reporting allegations

At all times, all staff in the SRSG's office are to report allegations of SEA by UN personnel to CDT within 72 hours. Allegations of SEA by UN Agency or Programme Staff can also be reported to CDT, who will refer the allegation to the appropriate Agency SEA Focal Point. **When in doubt or confused about the perpetrator's identity or category of personnel, report the allegation to CDT anyway.** Reporting is a two-step process:

1) Information gathering

The information required to lodge an allegation is the following, **as far as circumstances allow:**¹⁶

- ✓ **Who** is the alleged victim?
- ✓ **Who** is the alleged perpetrator?
- ✓ **Who** reported the allegation?
- ✓ **What** is the nature of the incident?
- ✓ **When** did the alleged incident take place?
- ✓ **Where** did the alleged incident take place?

In assembling this information, every effort should be made to respect the dignity and confidentiality of the victim. Except to establish the basic facts, unnecessary and repeated interviews with the alleged victim must be avoided, especially if the victim is a minor.

All parties should be informed that the names of victims, witnesses and alleged perpetrators (if known), together with all other identifying information relating to SEA allegations and investigations, will be classified as strictly confidential. Confidentiality of the alleged victim, perpetrator and of the person lodging the allegation will be respected at every stage.

The victim or complainant should also be informed of the next step of the process, i.e. the fact that, upon the receipt of the allegation of SEA, CDT will (1) assess the case as to credible and/or *prima facie* evidence; (2) initiate an initial assessment of the factual basis of the allegation, including to ensure the immediate preservation of available evidence through the Immediate Response Team, and to assess victim assistance and protection needs.

2) Transmitting the information to CDT

Transmit the information assembled to CDT. This can be done:

- **By email:** write to minusca-demasea@un.org, copying in Chief CDT (minusca-cdt-chief@un.org); Diakaridja Bakayoko (bakayokod@un.org); and Maria Rocheteau (rocheteau@un.org)
- **By phone:** call the CDT hotline 4044
- **In person:** report to any CDT officer in the CDT office closest to you. CDT has four offices, located in Bangui, Bouar, Bria and Bambari.

When relaying the information, inform CDT of the measures taken to ensure that all materials, in whatever form, relating to the allegation, are kept secure and strictly confidential. CDT will ensure confidentiality is similarly respected and closely monitored at all stages of the reporting and response process.

¹⁶ In other words, the inability to obtain all of the information should not prevent the allegation from being reported.

Referring allegations for investigation

When an allegation has been received, refer the allegation to the appropriate investigative entity, either through CDT or directly.

Referring victims for assistance

At all times, refer alleged victims of SEA for assistance. All alleged victims of SEA have a right to basic assistance, regardless of the status of their claim. As soon as an allegation of SEA is reported, victims should immediately be offered and referred for assistance. **FIRST, ask if the victim has already received any kind of medical assistance. If NO, proceed to Scenario 1, If YES, proceed to Scenario 2.**

Scenario 1: Referring the Victim for Immediate Assistance:

- If the victim is a minor, inform a Child Protection Officer of the victim's sex, age, type of SEA reported and contact information. **The victim's name does not need to be shared at this point.** Child Protection will handle the referral for assistance, copying in CDT.
- If the victim is an adult, inform a Women's Protection Officer of the victim's sex, age, type of SEA reported and contact information. **The victim's name does not need to be shared at this point.** Women's Protection will handle the referral for assistance, copying in CDT.
- For all age categories, a Human Rights Officer or Community Liaison Officer can be contacted. They must be informed of the victim's sex, age, type of SEA reported and contact information. **The victim's name does not need to be shared at this point.** Human Rights or Civil Affairs will handle the referral for assistance, copying in CDT.

Scenario 2: Gathering information for the Victim's Referral to UNICEF or UNFPA

If the victim has already received medical assistance, gather information, as far as the circumstances allow, as to **WHO** provided the service, **WHEN** it was provided, and **WHAT** was provided. If possible, gather supporting documentation. Transmit this information to CDT. CDT will contact UNICEF (if the victim is a minor) or UNFPA (if the victim is an adult) and organise the victim's referral for assistance.

Communicating with media and partners

Where deemed appropriate, communicate with the media on information provided by and with the support of CDT. This includes the bi-monthly issuance of statements to the media on SEA and measures being taken by the mission to combat it.

Sharing information on SEA outcomes

Where desired, and on top of other material regularly communicated by CDT (Confidential Updates to Senior Leadership / Running Tabs, newsletters), request updates from CDT on the status and outcomes of cases.

CAPACITY BUILDING

Improving the reporting process

When requested by CDT, issue communications and reminders on the reporting process to all mission personnel.

Identifying and sharing best practices

On a continuous basis, the office of the SRSG is to identify best practices on their work's intersection with SEA prevention, response and capacity building, and share them through platforms such as SEA Task Force, investigation reports or senior management briefings.

SEA Action Plan 2018-2019

UNFPA

Where does UNFPA have a role to play?

UNFPA has a role to play in:

Prevention:

- ✓ Conducting outreach activities/raising awareness on SEA outside of the mission
- ✓ Conducting training on SEA
- ✓ Managing risk

Response:

- ✓ Reporting allegations
- ✓ Referring victims for assistance
- ✓ Tracking victim assistance
- ✓ Handling the post-investigation process with regard to victims
- ✓ Sharing information on SEA outcomes

Capacity-building:

- ✓ Improving the training process
- ✓ Improving community based complaint mechanisms
- ✓ Improving the Victim Assistance mechanism
- ✓ Identifying and sharing best practices

UNFPA does not play a role in:

- ✗ Enforcing good recruitment practices
- ✗ Conducting outreach activities/raising awareness on SEA within the mission
- ✗ Referring allegations for investigation
- ✗ Investigating an allegation
- ✗ Communicating with media and partners
- ✗ Taking action in regard to perpetrators during and after the investigative phase
- ✗ Improving the reporting process
- ✗ Improving the investigative process

PREVENTION

Conducting outreach activities/raising awareness on SEA (outside of the mission)

On a monthly basis, conduct joint awareness raising sessions with CDT and/or in coordination with PSEA Focal Points and SGBV sub-cluster on what constitutes SEA, how to report SEA, and the provision of victim assistance.

Conducting trainings on SEA (Induction & refreshers)

Upon recruitment and on an ongoing basis, conduct SEA trainings for UNFPA's own staff to ensure all personnel are informed of what constitutes SEA, how to report SEA including when allegations concern UN personnel, and how to refer victims for assistance.

Managing risk

On a bi-monthly basis, conduct joint assessment visits to IDP camps and other hotspots (e.g. areas of high population density) and share findings with members of the PSEA Task Force and SGBV sub-cluster as deemed relevant.

RESPONSE

Reporting allegations

At all times, all UNFPA staff are to report allegations of SEA by UN personnel to CDT within 72 hours. Allegations of SEA by UN Agency or Programme Staff can also be reported to CDT, who will refer the allegation to the appropriate Agency SEA Focal Point. **When in doubt or confused about the perpetrator's identity or category of personnel, report the allegation to CDT anyway.** Reporting is a two-step process:

1) Information gathering

The information required to lodge an allegation is the following, **as far as circumstances allow:**¹⁷

<ul style="list-style-type: none"> ✓ Who is the alleged victim? ✓ Who is the alleged perpetrator? ✓ Who reported the allegation? 	<ul style="list-style-type: none"> ✓ What is the nature of the incident? ✓ When did the alleged incident take place? ✓ Where did the alleged incident take place?
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In assembling this information, every effort should be made to respect the dignity and confidentiality of the victim. Except to establish the basic facts, unnecessary and repeated interviews with the alleged victim must be avoided, especially if the victim is a minor.

All parties should be informed that the names of victims, witnesses and alleged perpetrators (if known), together with all other identifying information relating to SEA allegations and investigations, will be classified as strictly confidential. Confidentiality of the alleged victim, perpetrator and of the person lodging the allegation will be respected at every stage.

The victim or complainant should also be informed of the next step of the process, i.e. the fact that, upon the receipt of the allegation of SEA, CDT will (1) assess the case as to credible and/or *prima facie* evidence; (2) initiate an initial assessment of the factual basis of the allegation, including to ensure the immediate preservation of available evidence through the Immediate Response Team, and to assess victim assistance and protection needs.

2) Transmitting the information to CDT

Transmit the information assembled to CDT. This can be done:

- **By email:** write to minusca-demasea@un.org, copying in Chief CDT (minusca-cdt-chief@un.org); Diakaridja Bakayoko (bakayokod@un.org); and Maria Rocheteau (rocheteau@un.org)
- **By phone:** call the CDT hotline 4044
- **In person:** report to any CDT officer in the CDT office closest to you. CDT has four offices, located in Bangui, Bouar, Bria and Bambari.

When relaying the information, inform CDT of the measures taken to ensure that all materials, in whatever form, relating to the allegation, are kept secure and strictly confidential. CDT will ensure confidentiality is similarly respected and closely monitored at all stages of the reporting and response process.

¹⁷ In other words, the inability to obtain all of the information should not prevent the allegation from being reported.

Referring victims for assistance

At all times, refer alleged victims of SEA for assistance. All alleged victims of SEA have a right to basic assistance, regardless of the status of their claim. As soon as an allegation of SEA is reported, victims should immediately be offered and referred for assistance. **For victims who are adults, see Scenario 1; for victims who are minors, see Scenario 2.**

Scenario 1: Referring victims who are adults

- **All alleged victims of SEA by UN personnel who are adults will be referred to UNFPA for assistance.** Referrals from the mission will occur within the delays, and share identifiable information, as outlined in the Information Sharing Agreement.
- Allegations of SEA by UN personnel may be uncovered by UNFPA directly, in which case UNFPA must notify CDT using the “Reporting an allegation” steps outlined above, and add information on victim assistance. This information should include assistance possibly provided to the victim before the allegation was reported, and the assistance arranged by UNFPA upon reception of the allegation. Details should be given, as far as the circumstances allow, as to **WHO** provided the service, **WHEN** it was provided, and **WHAT** was provided. As much as possible, primary documentation on victim assistance should be shared with CDT.

Scenario 2: Referring victims who are minors

- **All alleged victims of SEA by UN personnel who are minors should be referred to UNICEF for assistance.** UNFPA is to share with UNICEF information on the victim’s age, sex and the type of SEA alleged, copying in CDT. All additional information will be provided by CDT to UNICEF directly.

Tracking victim assistance

On a continuous basis, and as lead of the SGBV sub-cluster, UNFPA is to maintain and regularly update a list of service providers, grouped into the **4W document**, whose latest version will be widely circulated amongst all actors handling referrals for victim assistance.

On a continuous basis, UNFPA is to maintain an internal database on victim assistance provided to adult victims that were referred to UNFPA. This database will be drawn from during exchanges with CDT on the kinds of assistance provided by or through UNFPA to each alleged adult victim of SEA by UN personnel. For each individual, as much primary documentation on victim assistance should be gathered and subsequently shared with CDT (listening centre records, medical certificates, etc.). Outside of these exchanges, UNFPA is to continuously monitor the assistance provided to all victims, and alert CDT immediately should there be any change in the status of provision of victim assistance.

Handling the post-investigation process with regard to victims

If required, support the communication of investigation outcomes to victims through the most appropriate means, as advised by CDT, and follow up and report on the status of assistance provision after the investigation has been completed.

Sharing information on SEA outcomes

If so desired, request updates from CDT on the outcomes of SEA cases (to use as examples of the UN’s active commitment to combat SEA) or on actions taken against perpetrators (to use as a deterrent) during awareness raising campaigns, outreach activities, etc.

CAPACITY BUILDING

Improving the training process

Where possible and relevant, provide feedback on trainings jointly led with CDT.

Improving community-based complaint mechanisms

On a continuous basis, and through established, in-agency procedures and timelines, gather information on the existence and functionality of Community Based Complaint Mechanisms.

Throughout the first half of 2018, work towards harmonising outreach messages with the UN Country Team and CDT, including messages on the importance of reporting, how to report, and what happens after an allegation is made.

Improving the Victim Assistance mechanism

Where deemed appropriate by the UNFPA, report information on the state of a particular service provider to the SGBV sub-cluster (e.g. if you found out that a health centre in your area is saturated, shut, compromised, or inaccessible). This information should also be incorporated by UNFPA, who is the document's custodian, into the **4W document** listing all active service providers for victims of SGBV, including SEA. It is key that this document be systematically updated to reflect changes on the ground regarding service provider activity or capacity. Whenever the document is updated, it should be re-circulated amongst all agencies involved in the referral for assistance of victims of SGBV, including SEA.

Throughout 2018, discuss, plan and launch the conduct of quality controls for service providers listed in the **4W document**.

Identifying and sharing best practices

Where deemed appropriate by UNFPA, UNFPA is to identify best practices on their work's intersection with SEA prevention, response and capacity building, and share them through platforms such as SEA Task Force and PSEA Task Force.

SEA Action Plan 2018-2019

UNICEF

Where does UNICEF have a role to play?

UNICEF has a role to play in:

Prevention:

- ✓ Conducting outreach activities/raising awareness on SEA outside of the mission
- ✓ Conducting training on SEA
- ✓ Managing risk

Response:

- ✓ Reporting allegations
- ✓ Investigating an allegation
- ✓ Referring victims for assistance
- ✓ Tracking victim assistance
- ✓ Handling the post-investigation process with regard to victims
- ✓ Sharing information on SEA outcomes

Capacity-building:

- ✓ Improving the training process
- ✓ Improving community based complaint mechanisms
- ✓ Improving the Victim Assistance mechanism
- ✓ Identifying and sharing best practices

UNICEF does not play a role in:

- ✗ Enforcing good recruitment practices
- ✗ Conducting outreach activities/raising awareness on SEA within the mission
- ✗ Referring allegations for investigation
- ✗ Communicating with media and partners
- ✗ Taking action in regard to perpetrators during and after the investigative phase
- ✗ Improving the reporting process
- ✗ Improving the investigative process

PREVENTION

Conducting outreach activities/raising awareness on SEA (outside of the mission)

On a monthly basis, conduct joint awareness raising sessions with CDT and/or in coordination with PSEA Focal Points and SGBV sub-cluster on what constitutes SEA, how to report SEA, and the provision of victim assistance.

Conducting trainings on SEA (Induction & refreshers)

Upon recruitment and on an ongoing basis, conduct SEA trainings for UNICEF's own staff to ensure all personnel are informed of what constitutes SEA, how to report SEA including when allegations concern UN personnel, and how to refer victims for assistance.

Managing risk

On a bi-monthly basis, conduct joint assessment visits to IDP camps and other hotspots (e.g. areas of high population density) and share findings with members of the PSEA Task Force and SGBV sub-cluster as deemed relevant.

RESPONSE

Reporting allegations

At all times, all UNICEF staff are to report allegations of SEA by UN personnel to CDT within 72 hours. Allegations of SEA by UN Agency or Programme Staff can also be reported to CDT, who will refer the allegation to the appropriate Agency SEA Focal Point. **When in doubt or confused about the perpetrator's identity or category of personnel, report the allegation to CDT anyway.** Reporting is a two-step process:

1) Information gathering

The information required to lodge an allegation is the following, **as far as circumstances allow:**¹⁸

<ul style="list-style-type: none"> ✓ Who is the alleged victim? ✓ Who is the alleged perpetrator? ✓ Who reported the allegation? 	<ul style="list-style-type: none"> ✓ What is the nature of the incident? ✓ When did the alleged incident take place? ✓ Where did the alleged incident take place?
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In assembling this information, every effort should be made to respect the dignity and confidentiality of the victim. Except to establish the basic facts, unnecessary and repeated interviews with the alleged victim must be avoided, especially if the victim is a minor.

All parties should be informed that the names of victims, witnesses and alleged perpetrators (if known), together with all other identifying information relating to SEA allegations and investigations, will be classified as strictly confidential. Confidentiality of the alleged victim, perpetrator and of the person lodging the allegation will be respected at every stage.

The victim or complainant should also be informed of the next step of the process, i.e. the fact that, upon the receipt of the allegation of SEA, CDT will (1) assess the case as to credible and/or *prima facie* evidence; (2) initiate an initial assessment of the factual basis of the allegation, including to ensure the immediate preservation of available evidence through the Immediate Response Team, and to assess victim assistance and protection needs.

2) Transmitting the information to CDT

Transmit the information assembled to CDT. This can be done:

- **By email:** write to minusca-demasea@un.org, copying in Chief CDT (minusca-cdt-chief@un.org); Diakaridja Bakayoko (bakayokod@un.org); and Maria Rocheteau (rocheteau@un.org)
- **By phone:** call the CDT hotline 4044
- **In person:** report to any CDT officer in the CDT office closest to you. CDT has four offices, located in Bangui, Bouar, Bria and Bambari.

When relaying the information, inform CDT of the measures taken to ensure that all materials, in whatever form, relating to the allegation, are kept secure and strictly confidential. CDT will ensure confidentiality is similarly respected and closely monitored at all stages of the reporting and response process.

¹⁸ In other words, the inability to obtain all of the information should not prevent the allegation from being reported.

Investigating an allegation

During investigations involving minors, and if required to assist by MINUSCA, support the investigative process, collaborating closely with MINUSCA Child Protection throughout. This includes sharing information obtained during child victim interviews, or providing updates on assistance provided to child victims through UNICEF and its implementing partners.

Referring victims for assistance

At all times, refer alleged victims of SEA for assistance. All alleged victims of SEA have a right to basic assistance, regardless of the status of their claim. As soon as an allegation of SEA is reported, victims should immediately be offered and referred for assistance. **For victims who are minors, see Scenario 1; for victims who are adults, see Scenario 2.**

Scenario 1: Referring victims who are minors

- **All alleged victims of SEA by UN personnel who are minors will be referred to UNICEF for assistance.** Referrals from the mission will occur within the delays, and share identifiable information, as outlined in the Information Sharing Agreement.
- Allegations of SEA by UN personnel may be uncovered by UNICEF directly, in which case UNICEF must notify CDT using the “Reporting an allegation” steps outlined above, and add information on victim assistance. This information should include assistance possibly provided to the victim before the allegation was reported, and the assistance arranged by UNICEF upon reception of the allegation. Details should be given, as far as the circumstances allow, as to **WHO** provided the service, **WHEN** it was provided, and **WHAT** was provided. As much as possible, primary documentation on victim assistance should be shared with CDT.

Scenario 2: Referring victims who are adults

- **All alleged victims of SEA by UN personnel who are adults should be referred to UNFPA for assistance.** UNICEF is to share with UNFPA information on the victim’s age, sex and the type of SEA alleged, copying in CDT. All additional information will be provided by CDT to UNFPA directly.

Tracking victim assistance

On a continuous basis, UNICEF is to maintain an internal database on victim assistance provided to child victims that were referred to UNICEF. This database will be drawn from during exchanges with CDT on the kinds of assistance provided by or through UNICEF to each alleged child victim of SEA by UN personnel. For each individual, as much primary documentation on victim assistance should be gathered and subsequently shared with CDT (listening centre records, medical certificates, etc.). Outside of these exchanges, UNICEF is to continuously monitor the assistance provided to all victims, and alert CDT immediately should there be any change in the status of provision of victim assistance.

Handling the post-investigation process with regard to victims

If required, support the communication of investigation outcomes to victims through the most appropriate means, as advised by CDT, and follow up and report on the status of assistance provision after the investigation has been completed.

Sharing information on SEA outcomes

If so desired, request updates from CDT on the outcomes of SEA cases (to use as examples of the UN's active commitment to combat SEA) or on actions taken against perpetrators (to use as a deterrent) during awareness raising campaigns, outreach activities, etc.

CAPACITY BUILDING

Improving the training process

Where possible and relevant, provide feedback on trainings jointly led with CDT.

Improving community-based complaint mechanisms

On a continuous basis, and through established, in-agency procedures and timelines, gather information on the existence and functionality of Community Based Complaint Mechanisms.

Throughout the first half of 2017, work towards harmonising outreach messages with the UN Country Team and CDT, including messages on the importance of reporting, how to report, and what happens after an allegation is made.

Improving the Victim Assistance mechanism

Where deemed appropriate by the UNICEF, report information on the state of a particular service provider to the SGBV sub-cluster (e.g. if you found out that a health centre in your area is saturated, shut, compromised, or inaccessible). This information will be incorporated into the **4W document** listing all service providers for victims of SGBV, including SEA, ensuring that the list updated and capable of helping to refer victims for assistance to adequate, working structures.

Identifying and sharing best practices

Where deemed appropriate by UNICEF, UNICEF is to identify best practices on their work's intersection with SEA prevention, response and capacity building, and share them through platforms such as SEA Task Force and PSEA Task Force.

SEA Action Plan 2018-2019

UNPOL

Where does UNPOL have a role to play?

UNPOL has a role to play in:

Prevention:

- ✓ Enforcing good recruitment practices
- ✓ Conducting outreach activities/raising awareness on SEA within the mission
- ✓ Conducting training on SEA
- ✓ Managing risk

Response:

- ✓ Reporting allegations
- ✓ Investigating an allegation
- ✓ Referring victims for assistance
- ✓ Taking action in regard to perpetrators during and after the investigative phase
- ✓ Sharing information on SEA outcomes

Capacity-building:

- ✓ Improving the training process
- ✓ Improving community based complaint mechanisms
- ✓ Improving the reporting process
- ✓ Improving the investigative process
- ✓ Identifying and sharing best practices

UNPOL does not play a role in:

- ✗ Conducting outreach activities outside of the mission
- ✗ Tracking victim assistance
- ✗ Referring allegations for investigation
- ✗ Communicating with media and partners
- ✗ Handle the post-investigation process with regard to victims
- ✗ Improve the Victim Assistance mechanism

PREVENTION

Enforcing good recruitment practices

Upon the arrival of new personnel to the mission, UNPOL Chief of Staff will provide **Codes of Conduct** via e-mail (IPO) or as part of the Welcome Package (FPU) to all police peacekeepers deployed to the Mission. Signed undertakings will be stored: (1) for IPOs, by the UNPOL Chief of Staff, in their personnel files, and (2) for FPU members, with FPU Coordination.

Conducting outreach activities/raising awareness on SEA (within the mission)

When requested and on at least a monthly basis, UNPOL Chief of Staff to distribute material generated by or communicated to the Police Commissioner's office (directives, sensitization materials, reminders, Codes of Conduct, etc.) to all FPU members and IPOs via e-mail. Copies of all documents communicated will be stored on COSMOS.

Conducting trainings on SEA (Induction & refreshers)

Upon the arrival of new personnel to the mission, UNPOL Chief of Staff is to ensure all members to be deployed received an SEA training during induction. SEA trainings during induction are delivered by CDT. All training attendance sheets are sent to and stored by the UNPOL/FPU Chief of Staff.

For each in-service training session, UNPOL Internal Training Unit to organize one hour presentation/discussion on conduct and discipline, and report back to CDT on discussion outcomes.

Managing risk

On a weekly basis, through the Joint SEA Prevention Teams, risk management using the risk management toolkit checklist should be conducted. All relevant findings should be communicated to the Police Commissioner, with copy to CDT. These findings will then be input into the risk management mapping and strategy as required and appropriate, on a case by case basis.

On a continuous basis, UNPOL should ensure its membership on relevant risk management bodies/mechanisms.

RESPONSE

Reporting allegations

At all times, all uniformed personnel are to report allegations of SEA by UN personnel to CDT within 72 hours. Allegations of SEA by UN Agency or Programme Staff can also be reported to CDT, who will refer the allegation to the appropriate Agency SEA Focal Point. **When in doubt or confused about the perpetrator's identity or category of personnel, report the allegation to CDT anyway.** Reporting is a two-step process:

1) Information gathering

The information required to lodge an allegation is the following, **as far as circumstances allow:**¹⁹

- ✓ **Who** is the alleged victim?
- ✓ **Who** is the alleged perpetrator?
- ✓ **Who** reported the allegation?
- ✓ **What** is the nature of the incident?
- ✓ **When** did the alleged incident take place?
- ✓ **Where** did the alleged incident take place?

In assembling this information, every effort should be made to respect the dignity and confidentiality of the victim. Except to establish the basic facts, unnecessary and repeated interviews with the alleged victim must be avoided, especially if the victim is a minor.

All parties should be informed that the names of victims, witnesses and alleged perpetrators (if known), together with all other identifying information relating to SEA allegations and investigations, will be classified as strictly confidential. Confidentiality of the alleged victim, perpetrator and of the person lodging the allegation will be respected at every stage.

The victim or complainant should also be informed of the next step of the process, i.e. the fact that, upon the receipt of the allegation of SEA, CDT will (1) assess the case as to credible and/or *prima facie* evidence; (2) initiate an initial assessment of the factual basis of the allegation, including to ensure the immediate preservation of available evidence through the Immediate Response Team, and to assess victim assistance and protection needs.

2) Transmitting the information to CDT

Transmit the information assembled to CDT. This can be done:

- **By email:** write to minusca-demasea@un.org, copying in Chief CDT (minusca-cdt-chief@un.org); Diakaridja Bakayoko (bakayokod@un.org); and Maria Rocheteau (rocheteau@un.org)
- **By phone:** call the CDT hotline 4044
- **In person:** report to any CDT officer in the CDT office closest to you. CDT has four offices, located in Bangui, Bouar, Bria and Bambari.

When relaying the information, inform CDT of the measures taken to ensure that all materials, in whatever form, relating to the allegation, are kept secure and strictly confidential. CDT will ensure confidentiality is similarly respected and closely monitored at all stages of the reporting and response process.

¹⁹ In other words, the inability to obtain all of the information should not prevent the allegation from being reported.

Investigating an allegation

Where requested by the Head of Mission, either directly or through CDT, the Internal Investigative Unit is to lead investigations under the Police Commissioner's lead. Otherwise, UNPOL is to assist in all relevant investigative processes, be it lead by a designated National Investigation Officers, OIOS, or both.

Referring victims for assistance

At all times, refer alleged victims of SEA for assistance. All alleged victims of SEA have a right to basic assistance, regardless of the status of their claim. As soon as an allegation of SEA is reported, victims should immediately be offered and referred for assistance. **FIRST, ask if the victim has already received any kind of medical assistance. If NO, proceed to Scenario 1, If YES, proceed to Scenario 2.**

Scenario 1: Referring the Victim for Immediate Assistance:

- If the victim is a minor, inform a Child Protection Officer of the victim's sex, age, type of SEA reported and contact information. **The victim's name does not need to be shared at this point.** Child Protection will handle the referral for assistance, copying in CDT.
- If the victim is an adult, inform a Women's Protection Officer of the victim's sex, age, type of SEA reported and contact information. **The victim's name does not need to be shared at this point.** Women's Protection will handle the referral for assistance, copying in CDT.
- For all age categories, a Human Rights Officer or Community Liaison Officer can be contacted. They must be informed of the victim's sex, age, type of SEA reported and contact information. **The victim's name does not need to be shared at this point.** Human Rights or Civil Affairs will handle the referral for assistance, copying in CDT.

Scenario 2: Gathering information for the Victim's Referral to UNICEF or UNFPA

If the victim has already received medical assistance, gather information, as far as the circumstances allow, as to **WHO** provided the service, **WHEN** it was provided, and **WHAT** was provided. If possible, gather supporting documentation. Transmit this information to CDT. CDT will contact UNICEF (if the victim is a minor) or UNFPA (if the victim is an adult) and organise the victim's referral for assistance.

Taking action with regard to perpetrators during and after the investigative phase

During an investigation, the Contingent Commander or Section Chief (depending on category of police personnel) to ensure compliance with CDT's interim administrative measures.

Once an investigation is complete, the Police Commissioner to ensure disciplinary / appropriate actions approved by DFS and communicated by Head of Mission/CDT are followed, and report back on post-investigation actions to CDT.

Sharing information on SEA outcomes

If so desired, UNPOL Chief of Staff can request updates from CDT on progress being made and/or outcomes of SEA cases, so as to feed them into training materials, briefings to contingents etc.).

When investigations or fact finding missions have been completed, full reports on those fact finding missions and investigations should be shared with CDT within a 24 hour delay.

CAPACITY BUILDING

Improving the training process

Following induction and/or refresher trainings, (i.e. at least once every 6 months), UNPOL should provide feedback on trainings to CDT.

Every 3 months, UNPOL should assign members for Trainings of Trainers and/or refresher courses on SEA, and subsequently ensure trained trainers uniformly/regularly conduct personnel training, reporting back to CDT on training figures every 3 months.

Improving community-based complaint mechanisms

On a continuous basis, UNPOL/FPU units should ensure open communication/conduit for information flow between communities, Community Liaison Officers, the mission, etc. by conducting regular exchanges either in formal settings (meetings, duty related activities within the mission) or informal settings (discussions with communities).

Improving the reporting process

On a continuous basis, UNPOL should seek to improve compliance with reporting timelines and procedures, as indicated in directives, Police Commissioner Memos, and the “Reporting an Allegation” step in this Action Plan by issuing regular communications, drafted by CDT, on reporting procedures to all units and sections.

Improving the investigative process

When triggered, the Police Commissioner and Unit Chiefs to monitor the quality of investigations through peer reviews within the IIU, and case reviews at each level of the hierarchy leading to the Police Commissioner.

On a continuous basis, the Police Commissioner to monitor the quality and timely submission of fact finding mission and investigation reports through evaluations of the disciplinary process and/or report analysis on a bi-annual basis at minima (i.e. through the bi-annual report, and as additionally required via the IEU).

Identifying and sharing best practices

At least once per quarter, UNPOL should provide inputs to CDT’s quarterly report and annual mission report on SEA. Additional information, where deemed relevant, can be reported through platforms like SEA Task Force meetings.

SEA Action Plan 2018-2019

VRA

Where does VRA a role to play?

The VRA has a role to play in:

Prevention:

- ✓ Contributing to outreach activities/raising awareness on SEA with focus on victims' assistance
- ✓ Conducting outreach activities/raising awareness on SEA outside of the mission with focus on victims' assistance;
- ✓ Contributing to managing risk

Response:

- ✓ Reporting allegations
- ✓ Referring allegations to CDT
- ✓ Tracking victim assistance
- ✓ Handling the post-investigation process with regard to victims
- ✓ Sharing information on SEA outcomes
- ✓ Mapping services

Capacity-building:

- ✓ Improving the training process
- ✓ Contributing to improving community based complaint mechanisms
- ✓ Improving the reporting process
- ✓ Improving the investigative process
- ✓ Improving the Victim Assistance mechanisms
- ✓ Identifying and sharing best practices

The VRA does not play a role in:

- ✗ Enforcing good recruitment practices
- ✗ Communicating with media and partners
- ✗ Investigating allegations
- ✗ Taking action in regard to perpetrators during and after the investigative phase

PREVENTION

Conducting outreach activities/raising awareness on SEA (within the mission)

When requested by CDT, VRA can facilitate and/or participate in CDT's conduct of awareness raising sessions or activities within the mission. It is CDT's responsibility to contact VRA in advance of such sessions or activities. VRA can also be consulted for input or advice on outreach material, although the ultimate responsibility for developing outreach material lies with CDT, but VRA can contribute to ensuring they are victim-centered.

When requested by CDT, VRA can assist CDT in distributing outreach material.

Conducting trainings on SEA (Induction & refreshers)

When requested by CDT, VRA can facilitate and/or participate in CDT's conduct of SEA trainings. It is CDT's responsibility to contact VRA in advance of such sessions or activities

Managing risk

Where deemed appropriate, VRA can report relevant information obtained through their regular work, or risk management activities. This information includes data uncovered during fact finding missions, assessment visits, or contact with victims.

On a continuous basis, VRA is to ensure its membership on relevant risk management bodies and mechanisms, and Immediate Response Team (IRT).

RESPONSE

Reporting allegations

At all times, VRA is to report allegations of SEA by UN personnel to CDT within 72 hours. Allegations of SEA by UN Agency or Programme Staff can also be reported to CDT, who will refer the allegation to the appropriate Agency SEA Focal Point. **When in doubt or confused about the perpetrator's identity or category of personnel, report the allegation to CDT anyway**. Reporting is a two-step process:

3) Information gathering

The information required to lodge an allegation is the following, **as far as circumstances allow**:²⁰

✓ <u>Who</u> is the alleged victim?	✓ <u>What</u> is the nature of the incident?
✓ <u>Who</u> is the alleged perpetrator?	✓ <u>When</u> did the alleged incident take place?
✓ <u>Who</u> reported the allegation?	✓ <u>Where</u> did the alleged incident take place?

In assembling this information, every effort should be made to respect the dignity and confidentiality of the victim. Except to establish the basic facts, unnecessary and repeated interviews with the alleged victim must be avoided, especially if the victim is a minor.

All parties should be informed that the names of victims, witnesses and alleged perpetrators (if known), together with all other identifying information relating to SEA allegations and investigations, will be classified as strictly confidential. Confidentiality of the alleged victim, perpetrator and of the person lodging the allegation will be respected at every stage.

The victim or complainant should also be informed of the next step of the process, i.e. the fact that, upon the receipt of the allegation of SEA, CDT will (1) assess the case as to credible and/or *prima facie* evidence; (2) initiate an initial assessment of the factual basis of the allegation, including to ensure the immediate preservation of available evidence through the Immediate Response Team, and to assess victim assistance and protection needs.

4) Transmitting the information to CDT

Transmit the information assembled to CDT. This can be done:

- **By email:** write to minusca-demasea@un.org, copying in Chief CDT (minusca-cdt-chief@un.org); Diakaridja Bakayoko (bakayokod@un.org); and Maria Rocheteau (rocheteau@un.org)
- **By phone:** call the CDT hotline 4044
- **In person:** report to any CDT officer in the CDT office closest to you. CDT has four offices, located in Bangui, Bouar, Bria and Bambari.

When relaying the information, inform CDT of the measures taken to ensure that all materials, in whatever form, relating to the allegation, are kept secure and strictly confidential. CDT will ensure confidentiality is similarly respected and closely monitored at all stages of the reporting and response process.

²⁰ In other words, the inability to obtain all of the information should not prevent the allegation from being reported.

Referring allegations for investigation

On a continuous basis, VRA Protection is to ensure that all allegations of SEA against UN personnel, or unidentified/unclear perpetrators, are channelled through CDT, drawing from tools such as the Information Sharing Agreement when exchanging with partners.

Ensuring victims assistance

At all times, refer alleged victims of SEA for assistance in coordination with CDT. All alleged victims of SEA have a right to basic assistance, regardless of the status of their claim. As soon as an allegation of SEA is reported, victims should immediately be offered and referred for assistance. **FIRST, ask if the victim has already received any kind of medical assistance. If NO, proceed to Scenario 1, If YES, proceed to Scenario 2.**

Scenario 1: Referring the Victim for Immediate Assistance:

If the victim is a minor or suspected to be a minor:

- Unless you are already aware or have an established contact with a medical facility nearby, use the **4W document developed by the SGBV sub-cluster** to identify the medical facility nearest to you.
- Organise the victim's accompaniment to the medical facility for a check-up. If the victim is a girl or a woman, she should be accompanied by a non-uniformed female staff or peer. If the victim is a boy or a man, he should be accompanied by a non-uniformed staff or peer of the gender he has indicated. **Where possible, victims should be seen within 72 hours of the alleged SEA incident.**
- Report all the actions taken to CDT (name of medical facility, date the victim was seen, who accompanied the victim, etc.). CDT will then handle the victim's referral to UNICEF or UNFPA, copying in the person having reported the allegation. And CDT to regularly update the VRA, in order to identify gaps and advocate for remedies.

Scenario 2: Gathering information for the Victim's Referral to UNICEF or UNFPA

If the victim has already received medical assistance, gather information, as far as the circumstances allow, as to **WHO** provided the service, **WHEN** it was provided, and **WHAT** was provided. If possible, gather supporting documentation. Transmit this information to CDT. CDT will contact UNICEF (if the victim is a minor) or UNFPA (if the victim is an adult) and organise the victim's referral for assistance. CDT will update VRA on a regular basis.

Tracking victim assistance

At all times, and in close collaboration with CDT, VRA to monitor assistance provided to all victims and alert CDT and other entities on gaps or delays. This includes requesting updates from implementing partners on assistance provided to victims.

CAPACITY BUILDING

Improving the training process

During trainings, compile information obtained through established feedback mechanisms to improve trainings, copying CDT if they were involved in the training process.

Improving community-based complaint mechanisms

On a continuous basis, provide information to and from field-level, drawing from reports and observations on victim's assistance.

Improving the reporting process

On a continuous basis, provide input and advice on the reporting process during SEA Task Force meetings and other relevant platforms.

Identifying and sharing best practices

Where deemed appropriate by CDT, VRA to identify best practices with regard to victims' assistance.

SEA Action Plan 2018-2019

ODMS AND SUPPORT SECTIONS

Where does ODMS and Support Sections have a role to play?

ODMS and support sections have a role to play in:

Prevention:

- ✓ Enforcing good recruitment practices
- ✓ Conducting outreach activities/raising awareness on SEA within the mission
- ✓ Conducting training on SEA
- ✓ Managing risk
- ✓ Acting on recommendations from risk management
- ✓ Issuing broadcasts within the mission

Response:

- ✓ Reporting allegations
- ✓ Cooperating with investigators

Capacity-building:

- ✓ Improving the training process
- ✓ Improving community based complaint mechanisms
- ✓ Improving the reporting process
- ✓ Identifying and sharing best practices

ODMS and support sections does not play a role in:

- ✗ Conducting outreach activities outside of the mission
- ✗ Tracking victim assistance
- ✗ Referring allegations for investigation
- ✗ Communicating with media and partners
- ✗ Handling the post-investigation process with regard to victims

PREVENTION

Conducting trainings on SEA (Induction & refreshers)

Upon the arrival of new personnel to the mission, support sections will contribute in ensuring that induction sessions are held, which should comprise modules on SEA. IMTC to ensure all new arrivals receive an SEA training during induction. SEA trainings during induction are delivered by CDT. All training attendance sheets are sent to and stored by the IMTC.

Conducting outreach activities/raising awareness on SEA (within the mission)

When requested and on at least a monthly basis, support sections will distribute materials, including directives, sensitization materials, reminders, Codes of Conduct, etc.) to all personnel under their sections.

Managing risk

On a weekly basis, ODMS to ensure attendance o the SEA prevention meetings held by MINUSCA Force Commander.

On a continuous basis, ODMS should ensure that action is taken on recommendations from risk management as necessary, within existing resources.

RESPONSE

Reporting allegations

At all times, all support staff are to report allegations of SEA by UN personnel to CDT within 72 hours. Allegations of SEA by UN Agency or Programme Staff can also be reported to CDT, who will refer the allegation to the appropriate Agency SEA Focal Point. **When in doubt or confused about the perpetrator's identity or category of personnel, report the allegation to CDT anyway.** Reporting is a two-step process:

3) Information gathering

The information required to lodge an allegation is the following, **as far as circumstances allow:**²¹

<ul style="list-style-type: none"> ✓ Who is the alleged victim? ✓ Who is the alleged perpetrator? ✓ Who reported the allegation? 	<ul style="list-style-type: none"> ✓ What is the nature of the incident? ✓ When did the alleged incident take place? ✓ Where did the alleged incident take place?
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In assembling this information, every effort should be made to respect the dignity and confidentiality of the victim. Except to establish the basic facts, unnecessary and repeated interviews with the alleged victim must be avoided, especially if the victim is a minor.

All parties should be informed that the names of victims, witnesses and alleged perpetrators (if known), together with all other identifying information relating to SEA allegations and investigations, will be classified as strictly confidential. Confidentiality of the alleged victim, perpetrator and of the person lodging the allegation will be respected at every stage.

The victim or complainant should also be informed of the next step of the process, i.e. the fact that, upon the receipt of the allegation of SEA, CDT will (1) assess the case as to credible and/or *prima facie* evidence; (2) initiate an initial assessment of the factual basis of the allegation, including to ensure the immediate preservation of available evidence through the Immediate Response Team, and to assess victim assistance and protection needs.

4) Transmitting the information to CDT

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When relaying the information, inform CDT of the measures taken to ensure that all materials, in whatever form, relating to the allegation, are kept secure and strictly confidential. CDT will ensure confidentiality is similarly respected and closely monitored at all stages of the reporting and response process.

²¹ In other words, the inability to obtain all of the information should not prevent the allegation from being reported.

CAPACITY BUILDING

Identifying and sharing best practices

At least once per quarter, Support sections should provide inputs to CDT's quarterly report and annual mission report on SEA, including on activities organized by the IMTC and action taken on risk management recommendations, broadcast issued, VTCs facilitated, etc.

END/