We have ZERO TOLERANCE for any exploitative, abusive, degrading or humiliating behaviour by humanitarian workers in Jordan.

YOU MUST REPORT any suspicion or concern about sexual exploitation and abuse by humanitarian workers to your Investigative Body, PSEA Focal Point or Manager.

UNHCR Inspector General’s Office (IGO) inspector@unhcr.org | www.unhcr.org/php/complaints.php | Hotline: +41 22 7398844

DO NOT investigate further:
- report to your investigation body, national agency or local police
- share information about an incident with others except as required by law
- discuss the incident with the alleged perpetrator
- compromise the safety of the victim

Report any SEA allegation, complaint or concern you have confidentially and as soon as possible.

How should I report?

Reporting to your Investigative Body, PSEA Focal Point or Manager

What happened? Describe what you know about the incident(s) otherwise.

When did the incident(s) occur? Indicate the date(s).

Who committed the alleged wrongdoing? Provide name(s), title and organisation, if possible.

Where did the incident(s) occur? Indicate location.

What should I report?
In the context of refugee response, Sexual Exploitation and Abuse (SEA) is the sexual exploitation and abuse of refugees or other persons of concern by humanitarian workers.

Sexual exploitation means any actual or attempted abuse of a position of vulnerability, differential power, or trust, for sexual purposes, including but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another.

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

We uphold the 6 International* Core Principles for the Prevention of Sexual Exploitation and Abuse (PSEA):

1. Sexual exploitation and abuse of refugees and other persons of concern by humanitarian workers constitutes acts of gross misconduct and are grounds for disciplinary measures and termination of employment.

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

3. Exchange of money, employment, goods, services, including sexual favours or other forms of humiliating, degrading or exploitative behaviour, is prohibited. This includes any exchange of assistance that is due to refugees or other beneficiaries of our organisation.

4. Sexual relationships between humanitarian workers and refugees or other persons of concern of our organisation are strongly discouraged since they are based on unequal power dynamics and may undermine the credibility and integrity of our work.

5. Where a humanitarian worker develops concerns of suspicions regarding SEA by a fellow worker, whether in the same agency or not, he or she must report such concerns via the established reporting mechanism.

6. Humanitarian workers are obliged to create and maintain an environment that prevents sexual exploitation and abuse and promotes the implementation of their code of conduct. Managers at all levels have particular responsibilities to support and develop systems that maintain this environment.

* Inter Agency Standing Committee (IASC), Secretary General’s Bulletin (2003) and Statement of Commitment (2006) for all UN and Non-UN humanitarian personnel