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## PSEA POLICY

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### PROTECTION FROM SEXUAL AND EXPLOYTATION AND ABUSE POLICY



PSEA policy aim is to end the sexual exploitation and sexual abuse by ARDHO workers and Beneficiaries including stakeholders. And ensure that allegations of SEA are responded to in a timely and appropriate manners.

MARCH 1, 2022

AFGHANISTAN RESEARCH, DEVELOPMENT AND HEALTH ORGNANIZATION  
(ARDHO)



## Table of Contents

UPDATE HISTORY .....	Error!
<b>Bookmark not defined.</b>	
ARDHO BACKGROUND .....	2
PURPOSE OF THIS POLICY .....	2
SCOPE .....	3
KEY DEFINITIONS .....	4
CHILD EXPLOITATION AND ABUSE.....	6
IASC SIX CORE PRINCIPLES RELATING TO SEXUAL EXPLOITATION AND ABUSE, 2019 .....	7
IMPLEMENTATION.....	8
ANNEX 01 (Declaration form) .....	8
ANNEX 02 (Procedures for Reporting and Investigating Abuse, Bullying, Exploitation and Harassment Complaints).....	9
ANNEX 03 (Prevention from Sexual Exploitation and Abuse Work Plan).....	12
ANNEX 04 (Compliant Response Mechanism).....	13

## PSEA Policy

The policy has been developed in 2022 and regularly revised by ARDHO program team. The program department manager is responsible for implementation and adaptation of the policy.

### Introduction

Afghanistan Research Development & Health organization (ARDHO) is a non-governmental, non-profit and non-political organization. It promotes and provides development and humanitarian services to the people of Afghanistan, in particular to the country's rural population. ARDHO was established in 2019, it is registered with the Economy Ministry of Islamic Republic of Afghanistan with a mission to provide emergency aid and humanitarian assistance to the population of Afghanistan. ARDHO primary focus is to offer a range of services to the various marginalized groups in the wider section of the society, ARDHO although responds to conflict & natural affected emergencies in the country. ARDHO endeavors to reach the hard-to-reach population of the Provinces of Afghanistan and endeavors to reach the most disadvantaged groups in Afghan society often under very difficult circumstances. Among those with whom ARDHO works are: Internally displaced population, Poor Families, the unemployment and uneducated, Health services too hard to reach population.

With the ultimate goal of the eradication of poverty from Afghanistan, ARDHO has increasingly focused its interventions on contributing to more productive and sustainable livelihoods, particularly within the Health Sector, agricultural sector, and Protection sector and on strengthening basic education. Understanding that resolving conflicts at all levels of society is a prerequisite to successful development in Afghanistan.

### Purpose of this Policy

The purpose of ARDHO's PSEA Policy is to ensure that all ARDHO employees and related personnel make ethical decisions in their professional and personal lives to ensure the protection of all ARDHO Target group, beneficiaries, partner, and stakeholders against sexual exploitation and abuse (SEA) by ARDHO staff and related personnel in the organization environment.

- Women, girls, boys and men with whom ARDHO interacts are protected from SEA. ARDHO acknowledges that no document can offer complete protection, however, implementation of PSEA policy is mandatory to adherence endeavors to minimize risk.
- Staff and representatives' knowledge are enhanced to protect ARDHO beneficiaries and target group by implementing the ARDHO PSEA Policy and all staff and representatives will have clear guidance regarding mandatory behavior and reporting lines should there be an issue.

- The organization is protected by implementing the ARDHO PSEA Policy. GOAL is making clear its commitment to PSEA. The ARDHO PSEA Policy is a tool to enable ARDHO to move towards best practice in this area and to deter those who would wish to abuse it from joining or working with the organization.

## Scope

- The ARDHO PSEA Policy applies to everyone associated with ARDHO activities. This includes the ARDHO Board of Directors and all ARDHO employees, whether part-time or full-time and to any paid or unpaid consultants, contractors, interns, seconders and volunteers who provide services to ARDHO in field and main office. PSEA Operations Checklist is implementing to adherence to PSEA at the workplace regularly for the organization. Any violation of the ARDHO PSEA Policy will be treated with the utmost seriousness and will be dealt with in accordance with ARDHO's Disciplinary Procedure detailed in the HR Manual and applicable laws. This may result in a disciplinary sanction up to and including termination of employment, as well as legal action.
- Those in positions of authority with ARDHO have a particular duty to ensure adherence by both themselves and others to the ARDHO PSEA Policy and to support and develop appropriate systems to facilitate compliance, disclosures and follow up.
- Service providers are expected to be committed to the ARDHO PSEA Policy or to their own PSEA policy, provided which promotes similar principles.

**Personnel and Associates:** Any person employed by or working with ARDHO. Specifically, ARDHO personnel refers to all individuals who have entered into an employment or collaboration contract with ARDHO, including staffs, volunteers, community committee members, interns and consultants, regardless of whether or not they are compensated monetarily, and regardless of the type or duration of their contract; while ARDHO associates refers to all personnel of other entities or individuals who have entered into a cooperative arrangement with ARDHO, including contractors, partners and visitors.

ARDHO intends to fulfil its commitment to protection from sexual exploitation and abuse through the following approaches:

1. **Awareness:** Ensuring that all ARDHO personnel and associates, as well as beneficiaries and target communities, are aware of what SEA is, the risks and consequences related to SEA, and ARDHO zero tolerance towards SEA.
2. **Prevention:** Ensuring prevention of SEA by ARDHO personnel and associates through safe recruitment, safe cooperative arrangements, safe programming and safe communication practices, and by promoting an environment where all ARDHO personnel and associates work to minimize the risks of SEA.

3. **Reporting:** Ensuring that complaint mechanisms for reporting SEA are in place and accessible, particularly to beneficiaries of ARDHO programs, and that all ARDHO personnel and associates are clear what procedures to follow where concerns or suspicions arise regarding a SEA incident. The complaint and reporting mechanism is mentioned in the annex 02.
4. **Response:** Ensuring that appropriate measures are taken to protect and support survivors where concerns arise regarding a SEA incident, and that commensurate actions are taken where suspicions of SEA are validated.
5. **Work plan:** ARDHO has implementing the PSEA work plan at all organizational programming and human resources level which is annex 03.

### Promoting culture of openness, sensitivity and support

Ensuring that ARDHO management favors open lines of communication and dialogue, and an atmosphere of support in order to implement and improve ARDHO SEA prevention practices and response procedures

### Key Definitions

- I. **Child:** A person under the age of 18, regardless of the age of majority or age of consent.
- II. **Sexual Exploitation:** 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. The use of the term “Sexual exploitation and abuse” throughout this policy refers to children as well as vulnerable persons.
- III. **Sexual Abuse:** Sexual abuse means the actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions. The use of the term “Sexual exploitation and abuse” throughout this policy refers to children as well as vulnerable adults.
- IV. **Rape:** Is a type of sexual assault usually involving sexual intercourse or other forms of sexual penetration carried out against a person without that person's consent.
- V. **Sexual assault:** is an act in which a person intentionally sexually touches another person without that person's consent, or coerces or physically forces a person to engage in a sexual act against their will. It is a form of sexual violence, which includes rape (forced vaginal, anal or oral penetration or drug facilitated sexual assault), groping, child sexual abuse or the torture of the person in a sexual manner.
- VI. **Rape of a minor:** Rape is nonconsensual sexual intercourse; it's often committed through force, threats, or fear. One variation of rape, called statutory rape, makes it unlawful to have sex with a minor under the “age of consent,” which is usually between 16 and 18, even if the minor consents to the sex.

- VII. Forced Marriage:** Forced marriage is a marriage in which one or more of the parties is married without their consent or against their will. A marriage can also become a forced marriage even if both parties enter with full consent if one or both are later forced to stay in the marriage against their will.
- VIII. Perpetrator:** A person, or group of persons, who commits an act of SEA.
- IX. Focal Point:** The person designated to receive complaints and reports about alleged acts of SEA involving ARDHO personnel or associates, or other humanitarian aid workers.
- X. Complainant:** The person making the complaint or report about an alleged act of SEA in accordance with the established procedures, including the survivor.
- XI. Subject of the Complaint:** The person alleged to have sexually exploited or abused the survivor.

#### **Vulnerable Adults** (are defined as)

- I. those aged over 18 years and who identify themselves as unable to take ARDHO of themselves/protect themselves from harm or exploitation; or
- II. who, due to their gender, mental or physical health, disability, ethnicity, religious identity, sexual orientation, economic or social status, or as a result of disasters and conflicts, are deemed to be at risk?
- III. **Abuse:** any action that intentionally harms or injures another person. In many cases it is characterized by unbalanced power dynamics between stakeholders (the abuser and the victim).
- IV. **Survivors:** any action that intentionally harms or injures another person. In many cases it is characterized by unbalanced power dynamics between stakeholders (the abuser and the victim).
- V. **Beneficiaries:** Someone who directly receives goods, services or other benefits from a benefactor of ARDHO Program. Note that misuse of power can also apply to the wider community that the NGO serves, and can include exploitation by giving the perception of being in a position of power.

### **Child Exploitation and Abuse**

- I. **Physical abuse:** Physical abuse occurs when a person purposefully injures or threatens to injure a child or young person. This may take the form of slapping, punching, shaking, kicking, burning, shoving or grabbing. The injury may take the form of bruises, cuts, burns or fractures.
- II. **Emotional abuse:** Emotional abuse is inappropriate verbal or symbolic acts toward a child or a pattern of failure over time to provide a child with adequate non-physical nurture and

emotional availability. Such acts have a high probability of damaging a child's self-esteem or social competence.

- III. Neglect: Neglect is the failure to provide a child (where they can do so) with the conditions that are culturally accepted as being essential for their physical and emotional development and well-being.
- IV. Child Sexual Abuse: Child sexual abuse is the involvement of a child in sexual activity that s/he does not fully comprehend, give informed consent to, or for which s/he is not developmentally prepared and cannot give consent, or that violates the laws or social taboos of society. It is evidenced by an activity between a child and an adult or another child who by age or development is in a relationship of responsibility, trust or power, the activity being intended to gratify or satisfy the needs of the other person. It may include, but is not limited to, the inducement or coercion of a child to engage in any unlawful sexual activity, the exploitative use of a child in prostitution or other unlawful sexual practices or the exploitative use of pornographic performances and materials.
- V. Coaching: Generally, refers to behavior that makes it easier for an offender to procure a child for sexual activity. It often involves the act of building the trust of children and/or their ARDHO to gain access to children in order to sexually abuse them. For example, grooming includes encouraging romantic feelings or exposing the child to sexual concepts through pornography.

#### **When made aware of a possible breach of the ARDHO PSEA Policy, ARDHO will**

- I. Act to the best of their ability, to protect complainants from retaliation.
- II. Provide the necessary supports or refer the victim to (*counselling, medical support as appropriate*). Support can include psycho-social counselling and access to other specialist and appropriate support as needed. Survivors and victims can choose when they would like to take up the support options available to them.
- III. Respect confidentiality always.
- IV. Investigate allegations in a timely manner and engage the services of experienced investigators at the appropriate stage in the investigation
- V. Take swift and appropriate action, including suspension, legal action when required against employees who commit sexual exploitation or abuse.
- VI. Any staff member implicated in an investigation shall be suspended on full pay and without prejudice pending the results of the investigation. It should be made clear that suspension does not imply guilt but rather protects all parties whilst an investigation is undertaken
- VII. Take swift and appropriate action, including suspension, legal action when required against employees who were aware of such abuse but did not report it.

- VIII. An evaluation of this policy’s usefulness and results will be undertaken two years after its adoption. Monitoring and Evaluation

## **IASC Six Core Principles Relating to Sexual Exploitation and Abuse, 2019**

Six standards core principals relating to sexual exploitation and abuse:

- I. “Sexual exploitation and abuse by humanitarian workers constitute acts of gross misconduct and are therefore grounds for termination of employment.
- II. Sexual activity with children (persons under the age of 18) is prohibited regardless of the age of majority or age of consent locally. Mistaken belief regarding the age of a child is not a defense.
- III. Exchange of money, employment, goods, or services for sex, including sexual favors or other forms of humiliating, degrading or exploitative behavior is prohibited. This includes exchange of assistance that is due to beneficiaries.
- IV. Any sexual relationship between those providing humanitarian assistance and protection and a person benefitting from such humanitarian assistance and protection that involves improper use of rank or position is prohibited. Such relationships undermine the credibility and integrity of humanitarian aid work.
- V. Where a humanitarian worker develops concerns or suspicions regarding sexual abuse or exploitation by a fellow worker, whether in the same agency or not, he or she must report such concerns via established agency reporting mechanisms.
- VI. Humanitarian workers are obliged to create and maintain an environment which prevents sexual exploitation and abuse and promotes the implementation of their code of conduct. Managers at all levels have responsibilities to support and develop systems which maintain this environment.

## **Support for Survivors**

Support is available to those who feel they are the victims of abuse, bullying, exploitation or harassment and also to those who have been accused of it. People who are able to help are:

- The individual’s line manager where he/she is not the alleged perpetrator of the harassment/bullying.
- A representative from the Human Resources (HR) team.
- In some circumstances and where appropriate, a mediator from the board or an external counsellor (normally arranged via HR) Staff or Volunteer Reported as the Perpetrator If a report is made to ARDHO regarding the inappropriate behavior of staff or volunteers as the perpetrator in relation to SEA, an investigation will be undertaken following the steps above; however:

- If the staff member who receives the complaint believes that ARDHO’s established reporting route is compromised, then the complaint should be raised directly with someone else and in exceptional circumstances, the complaint could also be reported to another NGO if the staff member believes that raising the matter within your organization would not be effective, or could result in further victimization, or if s/he has already disclosed the matter to your organization but no effective action has been taken.
- ARDHO will ensure that the individual who makes a complaint will be treated in complete confidentiality.
  - o Any investigation that is undertaken will be completed. In the event that a complaint does not warrant a full investigation, the director may be asked to take a number of steps to address concerns in other ways (for example, addressing matters of poor practice via training, a change in working arrangements, or a change in procedures).
  - o The subject of the complaint should be given an opportunity to answer the allegations against him or her in writing and to produce evidence to the contrary.

## Recruitment

All employees, contractors, trustees, officers, interns and volunteers, whether paid or unpaid, full time or part time, temporary or long-term should undergo a thorough and standardized recruitment process. To ensure that the organization hires the best possible staff to work with for the purpose of safeguarding against sexual exploitation and abuses all staff including women and children who are involved with ARDHO’s performances, at the offices or with the project’s activities.

The standard recruitment procedure contains the followings:

### Background check

- A. Police check for sexual exploitation conviction where appropriate and necessary
- B. Reference: minimum of two reference check not family members of a relation of two years
- C. The candidate must sign the PSEA and Gender and Child Protection polices compliance declaration forms
- D. Commitment to comply with all safeguarding polices’ requirements of ARDHO’s including Child Protection, Gender and Sexual Exploitation and Abuse.
- E. A member of the recruitment committee is the organization main office PSEA focal point or Gender focal point, in some occasions both are one person.
- F. Part of the interview questions will be SEA, Gender and Child abuse verifying questions
- G. All new comers including contractors, volunteers, newly hired staff, supplier and others have to sign the PSEA declaration form.

### Training and Awareness:

ARDHO providing training on PSEA to all newcomers and provide regular orientation to all staff. National international requirements are taken into view while developing the trainings curriculum.

The PSEA/Gender focal point provides awareness to beneficiaries or affected population about SEA and the existence of a functional CRM. The PSEA focal point is responsible to record the

staff who attended PSEA trainings and a copy will be kept in the employees' personnel files for future record and possible follow-up actions. The following will be the PSEA curriculum.

The orientations and trainings are conducted as per the approved plan also the awareness to communities specially to affected population is provided as part of the project overall implementation plan. The training and awareness may include the following:

1. Reporting and reporting obligation for all staff
2. Investigation
3. Assistance for survivors
4. SEA definition and examples
5. Why preventing sexual exploitation and abuse
6. Awareness on UN Zero-Tolerance Policy on SEA
7. Understanding roles and responsibilities of personnel in preventing and responding to SEA
8. Dissemination of 6 guiding principles

### **Reporting Mechanism:**

ARDHO appoints a focal point for PSEA for every project and also in the office including regional offices and main office. Part of the PSEA focal point is to receive the complaint of SEA. All staff are obliged to refer all allegations and complaint received about SEA to Focal Point. The focal point will process the complaint as per the Complaint Response Mechanism in the projects and as per the grievance system within the offices. ARDHO has a Whistleblowing policy which makes all staff to report all wrongdoings and alleged non-compliances.

#### Reporting channels:

1. There are Complaint Boxes provided in appropriate locations in the project sites and offices
  2. There are hot-lines provided in the project sites and in the offices
  3. There is a Focal Point for PSEA/Gender to receive reports and complaints using form to take and document the complaint. (See Annex 5 report form abstracted from UNICEF toolkit)
  4. In remote areas the Focal Point visits communities on regular bases throughout the age of the project for receiving PSEA/Gender reports and complaints directly from the communities as per plan.
- A. ARDHO establishes and keeps a functional Complaint Response Mechanism in every project both humanitarian and development.  
 The investigation for SEA is modified with the requirements of the UNICEF toolkit PSEA which includes the followings.  
 Work plan, including detailed methodology of investigation (e.g., review of relevant documents, site visit(s), and interviews with relevant stakeholders)  
 Recommended plan of actions for protecting survivors, witnesses and the organization from alleged perpetrators during investigation process

#### Investigation report, including:

1. Executive Summary
2. Introduction
3. Allegations (i.e. listing all allegations; names of the organization's policies/code of conduct and laws potentially violated)
4. Investigative approach (e.g., interviews, review of documents)
5. Chronology of events
6. Analysis of evidence
7. Retaliation and protection risks (and steps taken to address them)
8. Analysis of adequacy of organization's response to SEA allegation
9. Conclusions regarding evidence to substantiate or not the allegation(s)
10. Recommendations (including areas of improvement for the organization's response to PSEA) (abstracted for UNICEF toolkit for PSEA included in ARDHO Complaint Response Mechanism)

B. The human resource policy contains grievance and complaint system, as per this requirement there is an active system of grievance within the offices both main and regional offices.

C. As part of the commitment of ARDHO accountability to affected population for sharing information about the project and organization with the beneficiaries is to inform all stakeholder especially the affected population that there is a mechanism for making complain of sexual exploitation and abuse of all types. The affected population are aware and are educated about SEA and how to report if happened.

The Focal Point or staff taking the complaint should consider the followings:

Get the information on the basis of incident

- I. Explain to the complainant the requirement to report. If the survivor has not given consent to report the incident, there is no obligation to report.
- II. There is a complaint receiving form to be filled in wherever possible and appropriate, this helps to take all the required detailed information which initiate the documentation of the complaint.
- III. If the survivor has not given consent to share their name, it must not be passed on.
- IV. If the survivor is the complainant, seek their informed consent to share information confidentially (see above).
  - a) The complaint will be processed as per the CRM or Grievance system.
  - b) In any situation the allegation will not be referred to external entities unless an investigation about the alleged cases is conducted. The result of investigation and analysis will require us to do so.
  - c) The investigation will be conducted for the following purpose:

Assess whether the allegations reasonably amount to SEA, and possibly, an offence under national law;

Review evidence presented and gather further evidence that might support or undermine the allegations;



Present a summary of the evidence and conclusions. (Abstracted from UNICEF PSEA Toolkit)

Please refer to CRM or Human Resource Policy Grievance section.

## Implementation

The Executive Director of ARDHO is responsible for implementation of the policy; all new program and project will be screened from gender perspective, and the required resource including human resource and gender specialist will be provided.

## Annex 01

### Declaration form

I ----- the signatory/ as ARDHO’s employee certify that I read, understood and retained the contents of this policy and will obey-by all rule and regulations provided there in, and I will accept the consequences which will be issued by any Donors or ARDHO management against any violation of this policy’s provisions.

Signature.....

Date.....

## Annex 02

### **Procedures for Reporting and Investigating Abuse, Bullying, Exploitation and Harassment Complaints:**

Employees, beneficiaries and Volunteers - If an employee or volunteer believes they are being abused, bullied, exploited or harassed they need to follow the procedure below:

1. They should keep a record of events.
2. They should try to explain to the individual concerned that their behavior is not welcome and that it offends or upsets. If this is not possible, they should talk to their line manager or the PSEA focal point. It may be helpful to set out the details in writing.
3. The line manager should meet with the alleged perpetrator, as soon as possible, to give them the specific details of the complaint. They should also talk to the PSEA focal point or HR representative.
4. Where appropriate, the manager should try to resolve matters informally by working closely with both the alleged perpetrator and the complainant to find a way to resolve the issue. Any agreed actions should be set out in writing and reviews put in place.
5. If the matter cannot be resolved informally, the grievance procedure will apply (in the case of the complainant) and the formal disciplinary procedure will apply (in the case of the alleged perpetrator or malicious allegations).
6. If the perpetrator is a volunteer, the equivalent policy will be followed. What if the complaint is about the line manager? Where possible, the complainant should talk to their line manager to let them know that the behavior is causing them a problem. If this is too awkward, they can talk to the next level manager and/or seek support (see above). The procedure above should then be followed. If an employee wishes to raise a grievance, they should follow the grievance procedure. What if the alleged perpetrator is in another organization?

The complainant should still try to resolve matters informally using steps 1-4 above. If this is not successful, the manager of the complainant should con ARDHO their HR representative. The HR representative will then notify the manager of the alleged perpetrator and the above procedure will be followed.

## **Criminal Offenses (e.g., Sexual Assaults)**

In the event of alleged criminal offenses (such as rape and other forms of assault) the aggrieved person or ARDHO will report the incident to appropriate local authorities, local law enforcement and/or diplomatic authorities.

ARDHO employees who are victims of such offenses in connection with their employment will be provided by ARDHO with appropriate and timely physical, medical and psychological support. When necessary, a legal counsel will be consulted.

### **The purposes of an investigation are to:**

- Determine if your staff member has breached the SEA policies;
- Protect individuals from being abused or exploited;
- Highlight issues relating to poor practice/performance; and
- Identify aspects of program delivery or performance that increase risks of abuse or exploitation by staff.

Remember that your investigation is an administrative procedure and should not be seen as a substitute for a criminal investigation when this is warranted.

### **The core principles/aspects of an investigation are:**

- **Thoroughness:** investigations must be conducted in a diligent, complete, and focused manner.
- **Confidentiality:** complainants, witnesses, and the subject of complaint have a right to confidentiality other than in certain, exceptional circumstances.
- **Safety:** the safety and welfare need of the victim and/or complainant are paramount. Competent, responsible, independent investigators: people conducting investigations and preparing reports should be responsible, independent, and have received training.
- **Impartiality:** investigations must be conducted in a fair and equitable way. Investigators must be free of any influence that could impair their judgment.
- **Objectivity:** evidence to support and refute the allegation must be gathered and reported in an unbiased and independent manner.
- **Timelines:** investigations must be conducted and reported in a timely way.
- **Accuracy and documentation:** investigation reports and their conclusions must be supported by adequate documentation.

### **Investigation findings and disciplinary action:**

The complainant and the alleged perpetrator will be informed as soon as reasonable of the findings of the investigation and the final determination.

- If there is evidence to clear the subject of complaint, s/he should be informed of this and there will be no permanent record made of the incident in the employee's file. However, the investigation report will be maintained in HR.
- Managers are also encouraged to inform staff involved in the investigation, or aware of the allegations, that the person has been cleared. Should the investigation indicate that the allegations have not been substantiated, the case will be closed.
- Appropriate counselling may be provided to both complainant and alleged perpetrator.
- If there is a reasonable basis to believe that harassment did occur, appropriate corrective action using ARDHO's disciplinary procedures and full documentation will be kept on record.
- If, after proper investigation, there is evidence to support allegations of sexual exploitation or sexual abuse, these cases may, upon consultation with the appropriate internal legal advisors, be referred to national authorities for criminal prosecution.
- If it is established that knowingly and intentionally false allegations have been made, full documentation will be kept and corrective action will be taken against the complainant as appropriate.
- Any particular concern about possible reprisals against anyone involved in the investigation should be noted. A designated senior staff member should establish concrete plans to monitor this.

### Annex 03

#### Prevention from Sexual Exploitation and Abuse Work Plan

<b>Goal 1: Protect Beneficiaries from SEA</b>					
<b>Action</b>	<b>Timeline</b>	<b>Outcome</b>	<b>Target</b>	<b>Person Responsible</b>	<b>Details</b>
<i>Conduct PSEA campaigns through community outreach for beneficiaries using various channels at local level, including community dialogues and other means to raise awareness</i>	<b>During projects implementation</b>	affected populations are mobilized for the prevention of SEA	Beneficiaries at local and national levels	ARDHO Management	
<b>Goal 2: Enhance Capacity of ARDHO Employees on PSEA</b>					
<i>Organize training of provincial level project officers and GBV officers at field-level, including training on complaint</i>	<b>During projects implementation</b>	Staff members are trained on the prevention of SEA and to	ARDHO staff at head office and local levels	ARDHO Management	

<i>handling, reporting and evidence gathering and feedback systems</i>		response to PSEA cases			
<b>Goal 3: Social Media Awareness on PSEA</b>					
<i>Social media campaigns on ARDHO's website and social media pages for dissemination of Afghanistan PSEA Taskforce key awareness messages</i>	<b>Ongoing</b>	Public sensitized on PSEA and its importance	ARDHO's audiences on the Internet	ARDHO Management	

## Annex 04

### COMPLIANT RESPONSE MECHANISM

If you are a beneficiary of ARDHO or one of our stakeholders and you have a compliant or feedback on our work, please meet us one-to-one or call/SMS or drop an email to:

Email: [hr@ardho.org](mailto:hr@ardho.org)

Phone: 0093(0)793109917

This tool is designed to solicit and respond to the views of recipients of our services. Your respond will help us improve or evaluate our project (s) for which ARDHO is accountable for the implementation.



## Annex 5

### Incident Report Form for SEA Allegations

**CONFIDENTIAL:** Please restrict access to this document and keep it stored safely (e.g., using passwords or encryptions for computers and locking lock offices when unattended). Always use code names when referring to individuals involved in the case, omit information that could reveal identities (e.g., date of birth, address, phone number, description of unique physical traits) and keep information on the identity and personal details of persons involved separate from incident and related reports. (To be filled in by PSEA Focal Point) (Abstracted from UNICEF Toolkit)



1. Details on how, when, and by whom, the allegation was received:
2. Description of alleged incident, including dates, times and locations:
3. Description of alleged or suspected survivors (e.g., name, age, gender, ethnicorigin/nationality, specific needs):
4. Description of alleged or suspected perpetrators (e.g., name, age, gender, nationality,organizational affiliation/position, previous record of misconduct):
5. Actions taken by organization in response to allegations to date (e.g., referral for assistance,investigations, notification of UN/Host Government):
6. Actions taken by other organizations or entities (e.g., UN, Host Government) in response tothe allegation:
7. Requested support from partners (e.g., support for SEA survivors, investigations)

Report transmitted by:	
Name:	Con ARDHO info (email, phone):
Title:	Date: