

I. Responding to UN Volunteers who report misconduct

INFORM – about responding to misconduct

During onboarding and during the assignment;

- Explain your host entity's commitment to responding to all forms of misconduct during induction briefing. Reinforce no retaliation principles.
- Provide access to '[Saying No to Sexual Misconduct](#)' and/or other relevant host entity specific training
- Guide them to the [UN website on Prevention of Sexual Exploitation and Abuse](#) for self-study
- Provide volunteers the '[no excuse](#)' card
- Reiterate [the rights of the UN Volunteers](#)

To run your own 'Say No to Sexual Misconduct' training day, consult with your focal person and [use these lesson plans, activity handouts and notes](#).

LISTEN – Victim-centred approach

If a UN Volunteer reports that they have been subject to misconduct, you have the responsibility to take their report seriously

- Explain **their rights**, as well as **your obligation** to keep information private and confidential unless the volunteer explicitly consents to you sharing the information with others.
- Listen actively and respectfully.** We all need time to collect our thoughts under stress – be patient and supportive.
- Don't give advice directly.** Let them know their options (see 'Guide' section below)
- If they ask you to report the case, ask what information, if any, they consent** to be shared.
- Review organizational policies and procedures for reporting misconduct and follow accordingly.**
- Reassure that **the host entity (and UNV) takes its duty of care to protect very seriously.** Also, explain that you may need to inform others on a 'need to know' basis if they want you to act.
- Be empathetic** ("I understand"), not sympathetic ("I agree").
- Stay neutral.** Don't offer opinions, advice or speculate on the facts.
- Do not make promises you cannot keep.** It depends on procedures or may require further approval.
- Take careful notes for good record-keeping.** Put only exact statements in direct quotes.

Useful phrases that convey empathy

- I am sorry to hear this, thank you for sharing with me.
- A lot of people never tell anyone about this kind of abuse, you should recognize your bravery in reporting this.
- What do you need?
- What will help?
- How would you like me to assist you?
- These are your options for action now (share easily navigable and understandable information about reporting, support procedures).
- If you decide to make a formal report – this is what will happen...
- If this is hard to comprehend right now you can come back another time; there is no problem in going over this information again.
- If you prefer to speak to somebody else, these are your options.
- If you chose to speak to other people, here is what you can expect regarding confidentiality and disclosure.
- I've heard what you have told me, and I understand you may need time to think about what to do or what I can do. Please feel free to come back to me another time.

GUIDE – Counselling, reporting and protection against retaliation

While UN Volunteers know you're there for them, they might not always feel comfortable coming to you about something as sensitive as misconduct. Encourage them to come forward by giving your UN Volunteers with options and sharing contact details for:

Advice and Guidance

Sometimes UN Volunteers may need to counsel to understand their obligations, rights and procedures, resolve conflicts of interest or workplace disputes. Guide them to:

- The Ethics Office of the host entity
- Conduct and Discipline Team (CDT) with UN missions
- [Office of the Ombudsman and Mediation Services](#)
- Your Focal Person on Prevention of Sexual Exploitation and Abuse
- Your Focal Person on Workplace Harassment
- Office of Human Resources

Psychological Counselling

Witnessing or suffering trauma means UN Volunteers and their families might need your help contacting:

- Your organization's counselling team
- Cigna customer service may also assist with related health and well-being issues
- UN Department of Safety and Security's Critical Incident Stress Management Unit
 - Mr. Sohail Ali (East and South Africa):
ali173@un.org, 1- 718-663-1520
 - Ms. Djeneba Coulibaly (West and Central Africa):
colibaly45@un.org, +1-646-659-5649
 - Mr. Abdalla Mansour Amer (MENA):
mansouramer@un.org, 1-917-402-5182
 - Ms. Kalthari Hewage (Asia & Pacific and Russian speaking countries):
hewagem@un.org, 1-917-209-9047
 - Ms. Anne-Marie Serrano Banquet (Europe and Americas):
anne-marie.serranobanquet@un.org, +1-917-209-4615

Reporting Misconduct

Explain how to report specific types of misconduct to your relevant investigation bodies which may include:

- Your organization's investigative body
- [Office of the Ombudsman and Mediation Services](#) for workplace harassment, discrimination and/or abuse of authority
- The Office of Audit and Investigations for UNDP
- Conduct and Discipline Team for UN missions
- UN Office of Internal Oversight Services

Protection Against Retaliation

Create a safe and harmonious working environment. Free from fear, hostility and intimidation. Talk about the protection policies in place including [Secretary-General's bulletin \(ST/SGB/2005/21\)](#) that protects individuals who report allegations of misconduct, including UN Volunteers, from retaliation. Help volunteers contact:

- The Ethics Office of the host entity
- Your whistleblowing protection focal person

ACT – Your Duty of Care

Once informed, consult with the authorized bodies in your organization to execute your duty of care responsibilities.

- If you are following up on the UN Volunteer's behalf without expressed consent, do consider the UN Volunteer's privacy and decision their right to not make a complaint.
- Follow-up on any alleged harassment/retaliation for investigation/protection without delay.
- Ensure that the rights of the UN Volunteer are not infringed upon.
- Ensure proper whistle-blower protection is being afforded equally as to all other staff.
- Notify the UNV focal person, Portfolio Specialist at the Regional Office, of cases involving UN Volunteers for information.

BE AWARE – UNV's Residual Duty of Care and Sanction Process

UNV, as part of the UN system, takes allegations of all forms of misconduct seriously. As the administrative authority for UN Volunteers, UNV has a residual duty of care and takes the obligation to ensure the safety and well-being of the UN Volunteers seriously. Accordingly, UNV may liaise with host entities to ensure that policies and practices are being properly applied and that UN Volunteer's wellbeing and safety is assured.

The Regional Portfolio Specialist (UNV Regional Office) is the responsible focal person to ensure comprehensive responsiveness when receiving reports by UN Volunteer affected by alleged misconduct.