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Annual Report on Corporate Policy, Processes and Measures on the prevention of Harassment, Sexual Harassment and Authority Abuse, including results of the staff satisfaction survey

Executive Summary

This document provides an update on the corporate policy, processes and measures on the prevention of sexual harassment and protection from sexual exploitation and abuse. It presents the current status of actions and next steps related to the areas of governance and policy, prevention and outreach, reporting channels and investigations, accountability.

Queries on the substantive content of this document may be addressed to:

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I. Context

1. FAO applies a zero-tolerance policy towards sexual harassment and sexual exploitation and abuse. A zero-tolerance policy requires a robust system to create an enabling working environment, through the improvement of awareness-raising, reinforcement of the culture of prevention, enabling fair and timely investigations, and application of disciplinary procedures, observing principles of confidentiality and discretion, and guaranteeing a victim-centred approach and ongoing protection of those who report.
2. In line with this principle, from the very start of his mandate in August 2019, the Director-General demonstrated his commitment to the creation of a harmonious work environment and affirmed that *“he would uphold the Organization’s zero tolerance to harassment, sexual harassment, and abuse of power”*. He has also emphasized the importance of transparency and openness, which have been fostered this past year to run throughout the Organization, across and within all levels and locations.
3. The *2019 Annual Report of the Inspector General*¹ reports that the Office of the Inspector General received an increased number of complaints of misconduct compared to the previous year. An increased number of employees’ requests for support and advice on Prevention of Sexual Harassment (PSH) and Protection from Sexual Exploitation and Abuse (PSEA) has also been recorded by relevant offices.
4. The increased reporting may result from greater awareness among personnel, with supervisors and teams able to discuss positive and negative behaviour in a more comfortable manner. The sense of engagement and inclusiveness is encouraging a “speak up culture” in the Organization, where team members feel free to share their ideas, opinions and concerns, without fear of retaliation in a healthy and supportive environment.
5. Managers who walk the talk are essential. All the employees in the Organization play a crucial role in preventing or reducing the possibility of misconduct, including cases of sexual harassment and sexual exploitation and abuse. However, they need to be empowered by the Organization to do so.
6. For this reason, FAO is committed to continuously improving the tools available for employees to prevent and manage misconduct, updating and setting up robust policies and processes, raising awareness and sharing best practices and lessons learned at the UN level.
7. This report reflects actions from September 2019 until September 2020.

II. Progress in alignment with UN System-wide initiatives

Prevention of sexual harassment

8. FAO continues to engage actively in various UN System-wide fora, in particular the work of the CEB Task Force on Addressing Sexual Harassment within the Organizations of the UN System. The Task Force met in July 2020 in order for its members to mutually update the status of implementation of agreed activities.
9. During 2020, the CEB Task Force focused in particular on the following priorities:
 - Review of initiatives and progress in strengthening investigative capacity and promote more victim-centred, effective and efficient investigations. UN investigators discussed challenges in the field from different perspectives, shared best practices and explored solutions to enhancing investigative capacity and cooperation among investigative bodies. The group is currently

¹ FC 180/11.1- 2019 Annual Report of the Inspector General.

working on several deliverables, which include a Manual for investigations of sexual harassment, guidance notes to UN decision makers when considering sexual harassment matters and a sexual harassment investigation training programme;

- Analysis of the results of the Annual Questionnaire on Reporting of Sexual Harassment. On 31 March 2020, the Task Force invited CEB Entities to complete the Annual Questionnaire which had the purpose to provide data on internal mechanisms for reporting sexual harassment and a year-on-year snapshot of this data is used in practice in order to inform data-driven decisions, including in terms of compliance with the CEB Model Policy on sexual harassment. A brief summary of results will be soon published on the webpage of the CEB Task Force.
- Harmonization and strengthening of sexual harassment policies across the UN system. The UN System Model Policy on Sexual Harassment was the first essential step towards fostering a common and consistent response to sexual harassment system-wide and reducing the complexity and fragmentation of the policy and regulatory environment. In February 2020, the HLCM Secretariat conducted a brief survey on the implementation status for the Model Policy. The Organization reported that, in line with the Model Policy:
 - the new FAO policy on prevention of sexual harassment was introduced in February 2019 and adapted to the specific institutional and legal frameworks of the Organization;
 - reports of sexual harassment can be made by any person and against any person, regardless of contractual status;
 - formal reports may be made anonymously, by victims or by others with knowledge of possible harassment;
 - formal reports may be made without deadlines.

10. FAO activities on sexual harassment are part of a broader exercise with the aim of creating a diverse respectful and inclusive working environment². FAO continues to fully support and participate in several UN initiatives related to the UN- Globe, the UN Disability Inclusion and Gender Parity strategies, UN System-wide Action Plan (UN-SWAP) and the Enabling Environment Guidelines for the UN system.

Protection from Sexual Exploitation and Abuse

11. With reference to PSEA, the Organization continues to share experiences and good practices through the participation in several networks, such as the meetings on PSEA of the Inter-Agency Standing Committee (IASC), the UN SEA working group meetings, the Rome-Based Agencies Ethics Officers meetings and the Ethics Network of Multilateral Organizations (ENMO).

12. In addition, in line with the UN report on “Special measures for protection from sexual exploitation and abuse”, in 2020 the Organization submitted to the UN Secretariat the annual action plan to prevent and respond to SEA and distributed the annual Survey to gather information on perceptions of all categories of personnel related to standards of conduct with relation to PSEA in field locations.

13. The FAO Action Plan on PSEA has also been enhanced and adapted to the PSEA Minimum Operating Standards of the IASC to facilitate reporting and will continuously be updated accordingly.

² Organizational culture: A culture of tolerance for sexual harassment, incivility and exclusion all predicted the likelihood of a sexual harassment incident occurring within the UN and related entities, with incivility being the strongest predictor; DELOITTE | UNITED NATIONS SAFE SPACE SURVEY REPORT 2019

III. FAO Employee Satisfaction Survey

14. In November 2018, the Safe Space Survey on Sexual Harassment in our Workplace was administered by Deloitte on behalf of the United Nations. Although the response rate in FAO was 14.6%, the total sample size of 1,898 respondents was considered sufficient to undertake the statistical analyses and identify the following areas for improvements in the Organization:

- a) Primary prevention focusing on creating an organizational culture that is characterized by workplace civility and sexual harassment prevention;
- b) Secondary prevention focusing on less severe forms of sexual harassment and witness intervention; and
- c) Tertiary prevention focusing on strengthening support once an incident of sexual harassment has occurred.

15. During the last months, the Organization focused on activities intended to raise awareness across the Organization and leveraged these survey results for developing the new 2019 Employee Satisfaction Survey (ESS). The Survey was launched on 16 December 2019 to 13,549 employees and covered the period ending on 31 July 2019 with a response rate of 41%. An independent consulting firm was contracted to support the implementation of the survey and the analysis of the results.

16. The Survey included specific follow-up questions on unethical behaviour and misconduct, including sexual harassment in the workplace. The results highlighted that:

- Women aged between 25 and 35, in headquarters, with short contracts as Non-Staff Human Resources reported to have experienced or witnessed sexual harassment;
- Fear of retaliation and thinking that nothing would be done anyway, are the two main reasons why employees are not reporting sexual harassment;
- The results on sexual harassment reflect the trend of the other forms of unethical behaviour and misconduct and identify the same most vulnerable categories which require priority attention from the Organization.

17. With regard to PSH, the attached Action plan reflects new measures that will be introduced in response to these results, with a particular focus on awareness raising towards vulnerable groups, safe reporting of concerns, protection against retaliation and promotion of accountability (action taken when concerns are raised).

18. These actions will also be incorporated in the FAO ESS Action Plan which addresses the feedback from the ES Survey more broadly³.

IV. Progress in FAO

A. Governance and Policy

Governance

19. FAO keeps on monitoring progress on the implementation of the Action Plans through its internal task force, which informally met in August 2020, with the Deputy Director-General Thomas , as the new Chair, in order to take stock, discuss the results of the ESS related to workplace conduct and introduce new members. The task force welcomed the diversified expertise, knowledge and new momentum brought in by the new heads of the Human Resources Division, the Office of the Inspector

³ FC 183/5 Rev.1 - Update on the post-Employee Satisfaction Survey Action Planning Process.

General, the Legal Office, the Ethics Office and the Ombudsman function. New functions and actors could be involved in the task force and in the development of the action plans, as required.

20. In this regard, following the recommendations included in the *Review of the Independence of the Office of the Inspector General and the Ethics and Ombudsman Functions*⁴ and in line with JIU recommendations⁵, the Organization has finalized the recruitment of the incumbents of the now separate Ethics Officer and Ombudsman functions, who have taken up duty in March and September, respectively.

21. The new internet page of the Ethics Office was launched in April 2020 providing, in all official languages, specific information on the Ethics Office and contact details for the FAO reporting channels. This has been linked to other UN system internet outreach efforts designed to facilitate reporting of allegations. Follow-up articles on the intranet, clarifying the roles and responsibilities of the Ethics Office and Ombudsman, for the benefit of staff, are under preparation.

22. A new Workplace Relations Officer in the Human Resources Division is also being recruited to meet the needs of managers for advice or assistance with issues that fall under their purview and the Office of the Inspector General has increased its investigation capacity by the addition of one post, which is currently under recruitment.

Code of Conduct to Prevent Harassment, including Sexual Harassment at FAO Events

23. In line with the UN practices and based on the Model Code of Conduct to Prevent Sexual Harassment during UN Events, endorsed in August 2019 by the HLCM, the new Model Code of Conduct at FAO Events was introduced in February 2020. As soon as in-person meetings are resumed, the Code will be included in the information package provided to participants at FAO events. A link to the Code will also be embedded within the online event registration form for meetings with pre-registration modality.

Implementing partners accountability

24. FAO has continued to update its agreements with implementing partners to include specific clauses covering prevention of and response to sexual harassment and sexual exploitation and abuse. These clauses are aimed at ensuring that implementing partners are informed of their contractual obligations with regard to PSEA/PSH, as well as notifying FAO in the event of any incidents occurring so that the Organization can ensure actions for an appropriate response are underway and monitor the situation.

25. In November 2019, the revision of the UN Pooled Fund legal instruments to reflect obligations with respect to PSEA/PSH was completed, with the participation of FAO in the UN system-wide discussions. In 2020, the Operational Partners Agreement (OPA) template and the Letter of Agreement (LoA) template have both been revised, with new and strengthened wording on partner requirements.

B. Prevention and outreach

Learning tools

26. Regarding the development of learning tools, in April 2020 the Organization launched a new training course on “Whistleblower Protection”, based on the new Whistleblower Protection Policy.

⁴ FC 175/15 - Review of the Independence of the Office of the Inspector General and the Ethics and Ombudsman Functions

⁵ FC 178/10 - Review of Whistle-blower Policies and Practices in United Nations System Organizations (JIU/REP/2018/4)

This online training is available in English, French and Spanish and explains the FAO Whistleblower Protection Policy in detail. It provides information on key terms, processes and different ways in which FAO protects its whistleblowers. In September 2020, the course was included in the list of mandatory training for FAO employees and supplements the information already provided in the Ethics and Integrity at the United Nations online course.

27. In addition, the Organization is developing a new e-learning “Sexual Harassment: the role of managers” which targets line managers, recalling the principles that every FAO manager must follow in relation to sexual harassment and describing the actions they need to take when faced with incidents involving sexual harassment.

28. The mandatory online course on Ethics and Integrity at the United Nations has now been released in a new and updated version in August 2020. The purpose of the online training is to promote ethical awareness and ethical decision-making so that FAO employees can fulfil the mission of the Organization in a conducive work environment. The training addresses typical ethical issues faced by employees, promoting a common understanding of best ethical practices and the highest standards of integrity.

Awareness raising sessions

29. The Human Resources Division, in collaboration with the Chair of the Taskforce, the Ethics Office and the Office of the Inspector General, successfully delivered a series of face-to-face sessions on the Prevention of Sexual Harassment for Managers, based on the Guide for Managers on Prevention of, and Response to, Sexual Harassment in the Workplace. These mandatory information sessions were delivered to 68 senior managers (D1 and above) at headquarters and in decentralized offices through February 2020, and then put on hold as a result of the COVID-19 Pandemic. Remaining sessions will be rolled out in decentralized offices in the coming months.

30. During 2019, FAO mounted an awareness-raising campaign in its Regional offices, targeting the PSEA focal points from country offices. The face-to-face awareness-raising initiative has served to enhance staff knowledge of FAO’s zero tolerance policy framework, the Organization’s standards of conduct and reporting mechanisms in place. These highly interactive sessions provided the focal points with the materials and resources to be able to transfer the knowledge and key messages to their country teams, implementing partners, beneficiaries and local communities. The initiative has strengthened the network of PSEA Focal Points in country offices and is fostering exchange and dialogue on good practices. Based on this campaign, support has been requested from country offices to develop grievance mechanisms and action plans.

C. Reporting channels and Investigations

Enhance Hotline/Helpline reporting capabilities

31. Following the establishment of the Ethics Office reporting/contact line in 2019, its existence has been communicated internally via the Ethics Office intranet page, as well as externally through the new Ethics Office website launched in April 2020.

32. Regarding the OIG hotline for submitting all type of complaints, including for SH and SEA, OIG has had a confidential reporting system in place for a number of years. This includes a web based complaint form, as well as dedicated email and phone means. The phone hotline is available 24hrs, and includes the possibility to leave messages out of working hours. OIG is currently looking into upgrading the systems by integrating them through an external provider.

Improve Community Based Complaint Mechanism

33. To support mainstreaming of PSEA and Accountability to Affected Populations (AAP), FAO has also developed a package of training and guidance materials. More specifically, a comprehensive

AAP Toolkit has been produced (consisting of a compilation of tools, resources and best practices) to provide country offices with concrete technical guidance on aspects such as implementing partner/beneficiary awareness-raising and setting up community-based complaints mechanisms. These materials are being widely disseminated for the use and uptake of FAO staff and the FAO-WFP co-led global Food Security Cluster/members.

Yearly statistical data of SEA and SH related cases

34. The Office of the Inspector General maintains a database of the complaints received by personnel who wish to pursue the formal process. This data is part of the Annual Report of the Inspector General presented to the Finance Committee in the spring session, which also reports on disciplinary measures.

D. Accountability

Managers' accountability for a civil workplace

35. In reference to the Performance Evaluation and Management System (PEMS) for staff members, two new indicators have also been included as part of the PEMS 2020 Planning for all managers. These indicators refer to the supervisor's responsibilities and actions taken to create and maintain an inclusive and respectful work environment and to promote gender parity (e.g. ensure equal employment and learning opportunities, outreach efforts to identify and select talented women in positions at all levels, etc.).

36. The Quality Assessment Report (QAR), which must be completed by the supervisor when the holder of a Non-Staff Human Resources contract is about to finish the assignment, has also been integrated with a specific provision to monitor compliance with mandatory training.

Internal Control Framework and Internal Controls Reporting

37. The Internal Control Framework and Accountability Policy include definition of the accountability for integrity and ethical behaviour in the Organization, with specific reference to the policies on PSH and PSEA. Managers throughout the Organization are required to confirm the application of these policies within their areas of responsibility as part of the formal Internal Control Reporting since 2019. Presently, both documents are being revised to incorporate changes following the modified FAO structure approved by Council in July 2020.

Inputs to and use of UN "ClearCheck" Database

38. Following the launch of the UN "ClearCheck" Database, the Organization is finalizing the relevant guidelines on the use and application of the tool. The Database is now being used by all UN Secretariat entities, as well as over 25 UN agencies, funds and programmes, to share information on former staff and affiliated personnel who were either dismissed for substantiated SH/SEA allegations or who resigned whilst under investigation for SH/SEA.

Inputs to the iReport SEA Tracker

39. Sexual exploitation and abuse is an area of high risk to all entities of the UN system and donors are very interested in ensuring that there is transparency regarding any allegations that arise, which must be dealt with in accordance with best practice standards. Therefore, in addition to the report of the UN Secretary-General, the UN has recently developed the iReport SEA Tracker, which presents detailed information, updated in real time on, inter alia, the date of incident and date of reporting, the type of victim (adult or child), the nature of the allegation, the support provided to the victim, the status of the investigation, the final action, and referral for criminal accountability.

40. As anticipated to the Programme Committee at its 127th Session in November 2019, in 2020 FAO agreed to initiate reporting under the iReport SEA Tracker⁶.

End of year management letter (PSEA)

41. Since January 2018, the UN Secretary-General requests all leaders at every level to certify annually to their governing bodies through a management letter, that they have (i) fully and accurately reported all credible allegations of sexual exploitation and abuse related to their staff and affiliated personnel serving in the organization; and (ii) made training on the PSEA available to their staff and affiliated personnel. In this regard, the End of Year Management Letter on PSEA addressed to the UN Secretary-General dated 4 February 2020 has been posted on the Members' Gateway.

E. Next Steps

42. Building on this important work and to further ensure prevention of sexual harassment and protection from sexual exploitation and abuse, going forward the Organization will focus on the actions listed below. The overarching objective will be to enable a persistent change in the organisational culture by increasing the knowledge of employees about these crucial topics and the awareness of the structures in place to ensure any concerns are handled in line with best practice, policies and procedures.

43. The results of the 2019 Employee Satisfaction Survey provide a baseline against which to measure change and to work on developing future initiatives, which will be adapted taking into account the need to protect the most vulnerable categories of personnel.

44. These are FAO priorities for the following months:

➤ Governance and Policy

- The PSEA/PSH Internal Taskforce will continue to meet on a regular basis with new actors, reinforcing each other's roles while ensuring independence of the functions.
- Relevant policies will be reviewed and updated in order to clarify processes, and roles of offices, managers and employees. To do that, a victim-centred approach will be mainstreamed through stock-taking and gathering of best practices across the UN system, taking also into consideration the linkages between Sexual Harassment and Sexual Exploitation and Abuse.

➤ Prevention and Outreach

- Organizational culture must evolve, to ensure sexual harassment is prevented and eliminated at all levels and in all venues. It is essential that managers be advocates of this change, engaged and empowered to act. In the raising awareness area, the face-to-face information sessions on PSH will be delivered in the decentralized offices in order to complete the first series which targeted senior managers (D1 and above). Additional awareness-raising activities will be also organized targeting vulnerable categories of personnel identified by the Safe Space Survey on Sexual Harassment in our Workplace and the Employee Satisfaction Survey.
- Development of the FAO Leadership Dialogue based on the UN example. The managers will host a yearly conversation with their direct reports related to the ethical challenges faced in their day-to-day work. The Ethics Office will provide the managers with all materials and detailed instructions. The topics will vary from year to year, based on the evolving focus of the Organization.

⁶ CCLM 110/5 - Reporting under the UN Secretary General's reporting system for Sexual Exploitation and Abuse

- Communication is to be reinforced on the many tools at disposal, and best practice, to address sexual harassment including the new Policy and the Code of Conduct at FAO events. Campaigns against sexual harassment, including Director General's messages to reinforce FAO's Zero Tolerance Policy, for organizational change and workplace civility will be developed and rolled out.
 - Internal and external messaging on PSEA will be strengthened through multiple approaches and channels: internally amongst staff and externally with implementing partners and beneficiary communities to raise their awareness of the Organization's standards of conduct, reporting mechanisms and channels.
 - Finalization of the Code of Ethical Conduct. The Code will provide significantly more information to personnel on the broad range of requirements of an ethical workplace and the rules and policies that govern their conduct as FAO employees, including PSH and PSEA. It will also form the basis for the training in ethical conduct rolled out by the Ethics Office and support an exponential increase in awareness throughout FAO of ethical workplace obligations.
 - Country offices will be continuously equipped with relevant and updated PSEA guidance and regular exchange of experiences and good practices will be facilitated between countries and regions through on-line platforms and communities of practice.
- Reporting channels and Investigations
- Efforts will be geared up to strengthen networking with peers and inter-agency fora to collaborate on PSH and PSEA initiatives and ensure harmonization of approaches in global efforts to prevent and report cases of SH and SEA.
 - A guide "FAO's Roadmap", indicating who to contact when employees have something to report, feel mistreated or need guidance to interpret the rules, will be published by the end of the year.
- Accountability
- Finalization of the FAO "ClearCheck" Database Guidelines on the use and application of the tool.
 - Publication of the Administrative Circular on disciplinary matters. The Organization has reintroduced the biannual Administrative Circular which will share its practice in disciplinary matters. The Administrative Circular summarizes cases of established unsatisfactory conduct and the disciplinary actions taken in the past two years and is intended to raise awareness of the most frequently occurring examples of unsatisfactory conduct and their disciplinary consequences, with due regard to the privacy of the staff members concerned. It is also intended to facilitate general understanding by staff members of the disciplinary process.
45. The updated version of the Action Plans⁷ is in attachment to this document as Annex I and II.

⁷ The Action Plans are not exhaustive and do not preclude taking forward other activities that arise.

Annex I

FAO Action Plan on Prevention of Sexual Harassment (PSH)

Sexual harassment is any unwelcome conduct of a sexual nature that might reasonably be expected or be perceived to cause offense or humiliation, when such conduct interferes with work, is made a condition of employment or creates an intimidating, hostile or offensive work environment. Sexual harassment may occur in the workplace or in connection with work. While typically involving a pattern of conduct, sexual harassment may take the form of a single incident. In assessing the reasonableness of expectations or perceptions, the perspective of the person who is the target of the conduct shall be considered.

FAO Policy on Prevention of Sexual Harassment is promulgated by the Administrative Circular 2019/01.

The Organization is represented at the CEB Task Force on Addressing Sexual Harassment within the Organizations of the UN System by the Deputy Director-General, Corporate Logistics and Operational Support Stream.

The following pages provide an overview of the actions that will be carried out and a brief report on progress. The colour-coded reporting system summarized below indicates the status of each initiative and the timeframes.

Colour-coded reporting system

The initiative has been completed in 2020	Completed
Progress towards implementation is on track	Ongoing
Progress is delayed but remedial action is being taken and a revised timeline established	Delayed
Continuing activities	Continuing

A. Governance and Policy			
<u>Major activities</u>	<u>Indicators</u>	<u>Target Timeframe</u>	<u>Status</u>
A.1. Policies			
A.1.1 Review the relevant policies, in order to clarify processes and roles	Relevant policies are up-to-date and provide information on processes and reporting channels	September 2021	Ongoing
A.2 Code of Conduct to Prevent Harassment, including Sexual Harassment at FAO Events			
A.2.1 A new Code of Conduct at FAO events has been introduced based on the CEB Model Code of Conduct to prevent Sexual Harassment during UN Events	The Code of Conduct is issued	February 2020	Completed

B. Prevention and outreach			
<u>Major activities</u>	<u>Indicators</u>	<u>Target Timeframe</u>	<u>Status</u>
B.1 Learning tools			
B.1.1 Release of the video on ‘Whistleblower Protection’	Learning tool released	March 2020	Completed
B.1.2 Release of the e-learning ‘Sexual Harassment – The role of Manager’	Learning tool released	December 2020	Ongoing

B.2 Face-to-face and virtual information sessions in headquarters and decentralized offices			
B.2.1 Implement information sessions at HQ and DOs on the Prevention of Sexual Harassment for Managers	Complete the sessions for all Divisions at HQ and DOs for senior managers (D1 and above)	September 2021	Ongoing
B.2.2 Additional awareness-raising activities to be organized targeting vulnerable categories of personnel identified by the Safe Space Survey on Sexual Harassment in our Workplace and the ESS	Vulnerable categories of personnel know current policies, complaint and advice mechanisms	September 2021	Ongoing
B.3 Reinforced internal communications on SH			
B.3.1 With multiple approaches: <ul style="list-style-type: none"> Broadcast email through corporate internal communication channels to all FAO personnel reminding of the Organization's commitment to zero tolerance and to encourage reporting SH (including Director General's messages). Direct and indirect references published on a continuous basis on the intranet homepage and on screens both in headquarters and in decentralized offices, including 	Awareness raising and communications continue, which play a critical role in combating sexual harassment and prevention through organizational culture change.	Continuing	Continuing

<p>articles, a training section and highlighted notices and pop ups.</p> <ul style="list-style-type: none"> • Publications of newsletters and interviews on its intranet regarding Focus Topics, including SH matters and hotline reporting. • Specific internet and intranet webpages, listing policy and processes for reporting. 			
<p>B.4 Prepare outreach material for internal and external awareness raising</p>			
<p>B.4.1 Development of:</p> <ul style="list-style-type: none"> • Tool kits • Pamphlets • Code of Ethical Conduct 	<p>Managers know how to handle incidents involving sexual harassment and employees know policies in place, definitions and how to report misconduct</p>	<p>June 2021</p>	<p>Ongoing</p>
<p>B.5 FAO Leadership Dialogue</p>			
<p>B.5.1 Development of the FAO Leadership Dialogue based on the UN example</p>	<p>Materials and detailed instructions are shared with managers</p>	<p>September 2021</p>	<p>Ongoing</p>

C. Reporting channels and Investigations			
<u>Major activities</u>	<u>Indicators</u>	<u>Target Timeframe</u>	<u>Status</u>
C.1 Strengthen network with peers to share experiences and good practices			
C.1.1 Share experiences and good practices through the participation in these UN initiatives: <ul style="list-style-type: none"> ▪ CEB Task Force on Addressing Sexual Harassment within the Organizations of the UN System ▪ UN- Globe ▪ UN Disability Inclusion strategy ▪ Gender Parity strategy ▪ UN-SWAP¹ ▪ Enabling Environment Guidelines for the UN system 	Best practices shared and incorporated into FAO policies, strategies and plans as appropriate	Continuing	Continuing
C.2 Counselling support to staff			
C.2.1 The Staff Counsellor provides counselling service for employees aimed also at preventing, managing and solving the issues of harassment and sexual	The service of Staff Counsellor utilized on issues related to sexual harassment	Continuing	Continuing

¹ UN-SWAP: UN System-wide Action Plan

harassment occurring in the work environments brought to his attention.			
C.3 FAO's ROADMAP			
C.3.1 A "FAO's Roadmap" guide on who to contact when employees have something to report, feel mistreated or need guidance to interpret the rules, will be published.	The guide is issued and employees know the reporting channels	December 2020	Ongoing

D. Accountability			
<u>Major activities</u>	<u>Indicators</u>	<u>Target Timeframe</u>	<u>Status</u>
D.1 Managers' accountability for a civil workplace			
D.1.1 Inclusion of two new indicators on actions taken to create and maintain an inclusive and respectful work environment in the PEMS 2020 Planning for all staff members with supervisory roles.	The indicators are part of the PEMS	January 2020	Completed
D.1.2 Inclusion in the Quality Assessment Report (QAR) of a provision to monitor compliance with mandatory training for NSHR.	The provision is part of the QAR	January 2020	Completed
D.2 Inputs to and use of UN "ClearCheck" Database			

D.2.1 Database of personnel (Staff and NSHR) who have been found to have engaged in sexual harassment to avoid rehire.	The Database populated and used for Reference Checks.	Continuing	Continuing
D.2.2 Development of guidelines on the use and application of the Database	The guidelines are issued and disseminated	December 2020	Ongoing
D.3 Provide annual statistics on Sexual Harassment complaints to the CEB Task Force			
D.3.1 Maintain statistics of complaints of sexual harassment	Statistics provided annually to the CEB Task Force	Yearly	Continuing
D.4 Issuance of the Administrative Circular on disciplinary matters			
D.4.1 Reintroduction of the biannual Administrative Circular on disciplinary matters	The Administrative Circular is issued	December 2020	Ongoing

Annex II

FAO Action Plan on Protection from Sexual Exploitation and Abuse (PSEA)

Protection from Sexual Exploitation and Abuse (PSEA) is the term used by the UN and NGO community to refer to measures taken to protect vulnerable people from sexual exploitation and abuse by their own staff and associated personnel. The 2003 UN Secretary General’s Bulletin on sexual exploitation and sexual abuse (ST/SGB/2003/13) defines the term “sexual exploitation” as 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. It defines the term “sexual abuse” as the actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions.

The FAO Policy on Protection from Sexual Exploitation and Abuse is in Administrative Circular 2013/27. FAO has zero-tolerance for sexual exploitation and abuse, as stated in Administrative Circular 2018/02 and Director-General’s Bulletin 2012/70. The Ethics Officer was appointed Senior Focal Point for PSEA in Director-General’s Bulletin 2012/70.

The following pages provide an overview of the actions that will be carried out and a brief report on progress. The colour-coded reporting system summarized below indicates the status of each initiative and the timeframes.

Colour-coded reporting system

The initiative has been completed in 2020	Completed
Progress towards implementation is on track	Ongoing
Progress is delayed but remedial action is being taken and a revised timeline established	Delayed
Continuing activities	Continuing

A. Governance and Policy			
<u>Major activities</u>	<u>Indicators</u>	<u>Target Timeframe</u>	<u>Status</u>
A.1 Policies			
A.1.1 Review the relevant policies, in order to clarify processes and roles	Relevant policies are up-to-date and information on processes and reporting channels provided to stakeholders	April 2021	Ongoing
A.1.2 Develop and issue standard operating procedures covering different aspects of the SEA investigative process	Mechanisms to enforce the policy on whistleblowers – to empower, encourage and protect staff who report cases of SEA – are developed and safeguarded	April 2021	Ongoing
A.1.3 When working with operational partners, ensure adequate safeguards are in place and appropriate action is taken related to SEA (e.g. screening, cooperative arrangements, monitoring, and termination of arrangements, strengthen Operational Partners Agreements (OPA) templates to include detailed requirement to prevent SEA, including their definitions and reporting requirements.)	Procedures are in place to receive written agreements from entities or individuals entering cooperative arrangements with the agency affirming that they are aware of and will abide by the standards of the PSEA policy	July 2020	Completed

B. Prevention and outreach			
<u>Major activities</u>	<u>Indicators</u>	<u>Target Timeframe</u>	<u>Status</u>
B.1. Conduct the Survey of UN Personnel on Standards of Conduct and Behaviour			
B.1.1 Distribution of 2020 Survey to gather information on perceptions of all categories of personnel related to standards of conduct with relation to SEA in field locations.	Report is analyzed and results are taken in consideration for the implementation of new actions.	Yearly	Continuing
B.2 Strengthen mechanisms to regularly monitor implementing partners accountability and adherence to FAO standards			
B.2.1 Collate from country offices periodic reports to monitor implementing partners PSEA accountability	<ul style="list-style-type: none"> Country Annual Reports and Internal Control questionnaire shared with relevant offices to include PSEA questions Country office reports and Internal control questionnaire results provided for corporate PSEA reporting 	Continuing	Continuing
B.3 Support country offices with Feedback and Complaints Mechanisms			
B.3.1 Support regions and countries to strengthen Feedback and Complaints Mechanisms in country offices	Guidelines prepared and disseminated to country offices	December 2020	Ongoing
	Annual collation of data on Feedback and Complaints Mechanisms in place at country level	Continuing	Continuing
B.4 Learning tools			

B.4.1 Release of the video on 'Whistleblower Protection'	Learning tool released	March 2020	Completed
B.5 Continuous support to country offices through PSEA awareness raising			
B.5.1 Awareness raising to be continued for PSEA focal points and country office staff	Enhanced knowledge of PSEA and FAO's PSEA zero-tolerance framework	Continuing	Continuing
B.6 Reinforce internal communications on SEA			
B.6.1 With multiple approaches: <ul style="list-style-type: none"> Broadcast messages and articles through internal communication channels to all personnel of the Organization's commitment to zero tolerance for SEA Direct and indirect references published on the intranet homepage and on screens both in headquarters and in the decentralized offices, including articles, a training section and highlighted notices and pop ups Specific internet and intranet webpages, communicating PSEA policy and reporting procedures 	Awareness raising and communications continue, which play a critical role in combating SEA through organizational culture change.	Continuing	Continuing
B.7 Prepare outreach material for internal and external awareness raising			
B.7.1 Development of: <ul style="list-style-type: none"> Tool kits Pamphlets Posters Code of Ethical Conduct 	Managers know how to handle incidents of SEA and employees know policies in place, definitions and how to report incidents	June 2021	Ongoing

B.8 FAO Leadership Dialogue			
B.8.1 Development of the FAO Leadership Dialogue based on the UN example	Materials and detailed instructions are shared with managers	September 2021	Ongoing

C. Reporting channels and Investigations			
<u>Major activities</u>	<u>Indicators</u>	<u>Target Timeframe</u>	<u>Status</u>
C.1 Strengthen network with peers in the humanitarian and other sectors to share experiences and good practices			
<p>C.1.1 Share experiences and good practices through the participation in the networks:</p> <ul style="list-style-type: none"> ▪ Inter-Agency Standing Committee (IASC) meetings on PSEA ▪ IASC Investigation Bodies on Protection from Sexual Exploitation, Abuse ▪ Rome-Based Agencies Ethics Officers meetings ▪ Ethics Network of Multilateral Organizations (ENMO) 	Best practices shared and incorporated into FAO policies, strategies and plans as appropriate	Continuing	Continuing

D. Accountability			
<u>Major activities</u>	<u>Indicators</u>	<u>Target Timeframe</u>	<u>Status</u>
D.1 Strengthen managers' accountability for SEA-free operations			
D.1.1 Include specific PEMS indicator where applicable (i.e. managers in country, regional, sub-regional offices)	Indicator is part of the PEMS	September 2021	Ongoing
D.2 Strengthen country office ability to tackle SEA			
D.2.1 Ensure that the performance appraisal plans of staff who are Focal Points include their PSEA responsibilities	PSEA responsibilities are part of the PSEA focal point's performance appraisal plan	Continuing	Continuing
D.3 Establish and maintain confidential database by PSEA Senior Focal Points of all SEA reports received			
D.3.1 This database, currently maintained by the Ethics Officer as PSEA Senior Focal Point, records names, contact details of reporting and affected individuals and summary of the complaint including details of subject (if known)	All reports are recorded in the database	Continuing	Continuing
D.4 Provide annual statistics on Sexual Exploitation and Abuse complaints			
D.4.1 Maintain statistics of formal complaints of sexual exploitation and abuse	Statistics provided in the report of the Inspector General, available on the website	Yearly	Continuing
D.5 Inputs to iReport SEA Tracker			
Database of personnel (Staff and NSHR) who have been found to have engaged in sexual exploitation and abuse.	The Database is constantly updated	Continuing	Continuing