



联合国  
粮食及  
农业组织

Food and Agriculture  
Organization of the  
United Nations

Organisation des Nations  
Unies pour l'alimentation  
et l'agriculture

Продовольственная и  
сельскохозяйственная организация  
Объединенных Наций

Organización de las  
Naciones Unidas para la  
Alimentación y la Agricultura

منظمة  
الاغذية والزراعة  
للأمم المتحدة

# COUNCIL

## Hundred and Sixtieth Session

Rome, 3-7 December 2018

### Updated Action Plan for Implementation of the Corporate Policy, Processes and Measures on the Prevention of Harassment, Sexual Harassment and Authority Abuse

1. This document is an addendum to CL 160/9 Corporate policy, processes and measures on the prevention of harassment, sexual harassment and authority abuse.
2. It presents detailed information on the strengthened action plan, including information on indicators, target timeframes and current status of activities.

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

Mr Fernando Serván  
Director, Office of Human Resources  
Tel: +3906 5705 2299

*This document can be accessed using the Quick Response Code on this page;  
an FAO initiative to minimize its environmental impact and promote greener communications.  
Other documents can be consulted at [www.fao.org](http://www.fao.org)*



## ACTION PLAN

### Prevention of Sexual Exploitation and Abuse and Sexual Harassment

FAO applies a zero-tolerance policy towards Sexual Exploitation and Abuse and does not tolerate harassment in any of its forms. A true zero-tolerance policy requires a robust system to create an enabling working environment, through the reinforcement of the culture of prevention, the improvement of awareness-raising and enabling fair investigations, observing principles of confidentiality and discretion, and guarantying ongoing protection of those who report.

Within this framework, the Action Plan is intended in particular to clarify the key areas of work and the concrete actions which are essential to be set up in order to ensure total enforcement of the rules aimed at creating and promoting a working environment that prevents sexual harassment, sexual exploitation and abuse.

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**

Progress towards implementation is **on track**

Progress is **delayed** but remedial action is being taken and a revised timeline established

**Continuing** activities



<b>1. Reporting</b>			
<u>Overview</u> FAO engaged in several actions to better understand and address possible lack of data and under-reporting of sexual harassment cases, conducting analysis on causes and remedial approaches.			
<u>Major activities</u>	<u>Indicators</u>	<u>Target Timeframe</u>	<u>Status</u>
<b>1.1. Conduct the UN System Staff Survey on Sexual Harassment</b>			
Conduct targeted Perception Survey for FAO personnel, aligned to the CEB Task Force efforts to ensure timely and accurate reporting and evidence-based policy making	Result of the survey expected in December 2018	<ul style="list-style-type: none"> <li>December 2018</li> </ul>	Ongoing
<b>1.2 Enhance Hotline/Helpline reporting capabilities</b>			
<ul style="list-style-type: none"> <li>Assigning a voice mailbox to the current hotline, so that complainants could leave messages outside of working hours.</li> <li>Engaged in discussion with other UN agencies to identify a suitable option for an outsourced 24-hour hotline.</li> </ul>	<ul style="list-style-type: none"> <li>voice mailbox assigned</li> <li>Out-sourcing hotline to ensure 24 hours coverage with trained personnel</li> </ul>	<ul style="list-style-type: none"> <li>December 2018</li> <li>June 2019</li> </ul>	Ongoing

<b>1.3 Establish mechanism to regularly monitor implementing partners accountability and adherence to FAO standards</b>			
Work with country offices to establish documented routines to ensure operationalizing and inclusion in the annual reporting of Country Offices	<ul style="list-style-type: none"> <li>▪ Instructions released to country offices.</li> <li>▪ Periodic and random monitoring and beneficiaries' feedback sought on the perceived and demonstrated values of the partner.</li> </ul>	<ul style="list-style-type: none"> <li>▪ December 2018</li> <li>▪ June 2019</li> </ul>	Ongoing
<b>1.4 Improve Community Based Complaint Mechanism (CBCM)</b>			
Work with regions to improve a Community Based Complaint mechanism in Country Offices	<ul style="list-style-type: none"> <li>▪ Guidelines for CBCM at country level are prepared.</li> <li>▪ CBCM is implemented in priority country offices.</li> </ul>	<ul style="list-style-type: none"> <li>▪ January 2019</li> <li>▪ June 2019</li> </ul>	Ongoing
<b>1.5 Establish and maintain confidential database by PSEA Focal point network of all SEA reports received</b>			
This database maintained by the Ethics Office, records details of names, contact details of reporting and affected individual and summary of complaint including details of subject (if known).	All reports are recorded in the database.	Continuing	Continuing

<b>1.6 Inputs to Sexual Harassment Screening Database established by CEB Task Force</b>			
Database of personnel (Staff and NSHR) who have been found to have engaged in sexual harassment to avoid rehire.	Populate the Database and use it for Reference Checks.	Continuing	Continuing
<b>1.7 Provide yearly statistical data of Sexual Harassment related cases</b>			
FAO maintains statistics of formal complaints on Harassment, including Sexual Harassment allegations, and related case since 2015.	Provide Harassment statistics in the report of the Inspector General, available on the website.	Yearly	Continuing

<b>2. Investigation and decision-making</b>			
<u>Overview</u> FAO committed to strengthen capacities and instruments for investigating and supporting victims and to enhance sharing of resources, expertise and best practices.			
<u>Major activities</u>	<u>Indicators</u>	<u>Target Timeframe</u>	<u>Status</u>
<b>2.1. Increase investigative capacity</b>			
Increase investigative capacity by addition of one Professional position (P-3) in the Office of the Inspector General	Investigate capacity reinforced	▪ July 2018	Completed
<b>2.2 Strengthen network with peers in the humanitarian and other sectors to share experiences and good practices</b>			
FAO actively participates in: <ul style="list-style-type: none"> <li>▪ Rome Based Ethics officers meetings</li> <li>▪ IASC webinars</li> <li>▪ Task Team on PSEA webinars and phone conferences</li> <li>▪ UN-SWAP</li> </ul>	Sharing experiences and good practices through the participation in the network (50% of the invitations received on a yearly basis)	Continuing	Continuing

<b>3. Outreach and Support</b>			
<u>Overview</u> More detailed and systematic communication to staff using a variety of communication channels and outreach tools was seen as an effective way to enhance awareness and increase trust in the Organization.			
<u>Major activities</u>	<u>Indicators</u>	<u>Target Timeframe</u>	<u>Status</u>
<b>3.1 Mandatory learning tool on Prevention of Sexual Harassment</b>			
Establishment of a mandatory learning tool	Percentage rate of FAO personnel to complete the mandatory learning tool	▪ October 2018	Completed
Release the customization of the UN e-learning "Working Harmoniously" as mandatory training, together with an additional video on Prevention of Sexual Exploitation and Abuse.	Learning tools to be released	▪ January 2019	Ongoing
<b>3.2 Face-to-face training and video training sessions in headquarters and decentralized offices</b>			
FAO keeps on organizing training sessions at HQ, face-to-face training courses in DOs and video conferences, where sexual harassment and sexual exploitation and abuse is addressed. Special focus is given to regional offices and countries in emergency.	Complete the training sessions for all Divisions at HQ and DOs and increase the number of video conferences.	Additional 10 Divisions at HQ and 9/10 in DOs by March 2019 and additional 15 video conferences by December 2019.	Ongoing

<b>3.3 Awareness raising sessions on PSHEA for FAO focal points in selected priority countries</b>			
Conduct training on SEA and SH in country offices.	Training of focal points and training of trainers in 3-5 countries each quarter	Continuing	Continuing
<b>3.4 Guide for Managers on Prevention of and Response to SH in the Workplace</b>			
A Guide for Managers on Prevention of, and Response to Sexual Harassment in the Workplace to assist managers in the effective fulfilment of their obligations, to create a safe and harmonious work environment, to respond to reports of sexual harassment in the workplace, and to hold personnel accountable for any form of prohibited conduct.	<ul style="list-style-type: none"> <li>▪ Guide available and published on OHR intranet page</li> <li>▪ Communication campaign to remind managers on their role</li> </ul>	<ul style="list-style-type: none"> <li>▪ October 2018</li> <li>▪ January 2019</li> </ul>	Ongoing
<b>3.5. Reinforced internal communications on SEA and SH</b>			
<p>With regard to the reinforcement of internal communication on SEA and SH, FAO is moving forward with multiple approaches:</p> <ul style="list-style-type: none"> <li>▪ Broadcast email from the Ethics Office through corporate internal communication channels to all FAO personnel reminding of the Organization's commitment to zero tolerance and to encourage reporting of SEA and SH.</li> <li>▪ Direct and indirect references published on a continuous basis on the intranet homepage and on screens both in headquarters and in the regional offices, including articles, a training section and highlighted notices and pop ups.</li> </ul>	Improving awareness and communication, which play a critical role in combating sexual harassment and prevention through organizational culture change.	Continuing	Continuing



<ul style="list-style-type: none"> <li>▪ Publications of newsletters on its intranet regarding Focus Topics, including SH matters and hotline reporting.</li> <li>▪ Specific internet and intranet webpages will be enhanced, listing policy and processes for reporting.</li> </ul>			
<b>3.6 Counselling support to staff</b>			
The Staff Counsellor is in charge of the counselling service, aimed also at preventing, managing and solving the issues of harassment and sexual harassment occurring in the work environments brought to his attention.	Staff reporting sexual harassment referred to staff counsellors	<ul style="list-style-type: none"> <li>▪ November 2018</li> </ul>	Completed
<b>3.7 Development of a dedicated intranet page</b>			
Creation of an Intranet page to provide updates	Section created and updated	<ul style="list-style-type: none"> <li>▪ October 2018</li> </ul>	Completed