



TSURO Trust

Prevention of Sexual

Exploitation, Abuse

and Harassment

1. Introduction

TSURO is resolute in ensuring that it upholds the highest standards of integrity, respect and protection of all persons, especially those who may be vulnerable or marginalized. TSURO is aware that the goods and services provided through our programs can create an imbalance of power between those who are employed or engaged by TSURO and programme participants. In the same way, in the work place, an imbalance may also be created among workers themselves due to the organizational structure.

We acknowledge that there's a possibility for this power imbalance to be abused by TSURO employees. It is of utmost importance that we remain vigilant in our commitment to creating a safe and respectful environment for all, as such sexual exploitation, abuse and harassment are unacceptable as they result in grave consequences that harm not only the organization's reputation, but the communities we work in and individuals' lives as well. Therefore, staff members are not allowed to request bribes, payments, gifts, or sexual favors, or swap favors with other staff members, such as between a supervisor and a supervisee. This policy is intended to protect both staff members, partners and program participants, from misuse of power and mistreatment. It also seeks to clarify the responsibilities of the staff, which include

People employed or engaged by TSURO, whether national or international, full or part time, consultants, interns, contractors or volunteers, or any person actively involved in the programs of TSURO or its partner organisations and stakeholders as well.

Power imbalance, whether perceived power or actual power, leads to an increased risk of abuse and exploitation within the humanitarian and development sector. TSURO condemns any abusive or exploitative behavior and is committed to the protection of its programme participants, particularly the beneficiaries, as they are the most vulnerable. This policy is an integral part of the organization's strategy in achieving this objective. Anyone contracted to work with or on behalf of TSURO must formally agree to adhere to this policy.

2. TSURO Trust's policy

It is TSURO's policy to take all reasonable steps to protect all programme participants, and particularly beneficiaries from harassment and abuse perpetrated by:

- staff of TSURO
- staff of TSURO's partner organisations and anyone working on their behalf
- people engaged by TSURO such as consultants, contractors, volunteers, interns, or any person actively involved in the TSURO programme
- visitors to TSURO's programmes and accompanying representatives of international staff

This policy concentrates on the prevention of abuse of all programme participants. All programme participants have the same right to freedom from abuse and exploitation. Such rights are in the national laws of Zimbabwe in which we work.

We acknowledge that certain groups, such as children (individuals under 18 years of age) and women, are often most at risk from abuse, harassment, physical and sexual violence. We believe that children deserve particular consideration given their potential vulnerability to specific risks. As we work in situations that present serious and specific risks to children, we will ensure that any of our programmes which address the needs of children will be delivered in a manner that considers their safety and protection. We will ensure that programmes always take into account the situation of children, the specific protection risks and issues that they face (which may be different for boys and girls), and address these as far as possible. We will not tolerate anybody employed by or associated with TSURO harming children.

3. Scope of this policy

This policy aims at protecting the program participants of TSURO Trust from mistreatment during their conduct with TSURO Trust staff or its partners working with or on behalf of TSURO Trust. These include the full-time employed, part-time, contracts, volunteers, consultants, Board members, Association members, visitors or interns. While program participants are protected from harm, the policy also protects the staff (referred to above), the organization and its partners. Specific wording has been developed for inclusion in contracts with employees, partners, consultants and contractors and is set out in the Programme Participant Protection Policy Guidelines. Any finding of inappropriate behavior will lead to disciplinary action according to the gravity of the matter and as guided.

When we work with other organizations, we will enquire about their PSEAH policy. Protection of participants that are covered by a partner and not covered by us shall be recognized during the time that we shall be working together. Partners who do not have such a policy will be asked to recognize our policy. Acceptance of this policy is a pre-condition of any partnership agreement

4. Definition of Terms

Staff: People employed or engaged by TSURO, whether national or international, full or part time, consultants, interns, contractors or volunteers, or any person actively involved in the programs of TSURO or its partner organisations and stakeholders as well.

Participant: Beneficiaries of our project services who can be members or non-members of TVG and other community members we work with.

Child: a person under the age of 18.

Exploitation: Using one's power, position of authority, influence and or control over resources, to pressure, force or manipulate someone to do something against their will. For examples: Threatening to withhold project assistance from beneficiary.

Partner: Organization that share passion with TSURO Trust and has been accepted as such. The partner can be represented by a single, multiple or a group of people who have an opportunity to interact with TSURO Trust participants.

Visitor: Can be an individual, several or group of people who visit TSURO Trust's programs and have a potential of interacting with TSURO Trust's participants. This include journalists, donors, friends, family members of staff, etc

- *Sexual Exploitation:* Any actual or attempted abuse of a person in a position of vulnerability, differential power, or trust, for sexual purposes, including but not limited to , profiting monetarily, socially or politically from sexual exploitation of another.

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

Sexual Harassment: Means any unwelcome conduct of a sexual nature, whether intended to be harassing or not.e.g unwelcome sexual comment, advance, touch, joke, gesture, whistling, stalking or any other unwelcome conduct or behavior of a sexual nature within the scope of our work. This can be written, oral, visual, including cyber attacks

5. Abuse of power and sexual exploitation

TSURO considers all forms of abuse of power and exploitation to be incompatible with its fundamental belief in the human dignity of all people, international legal norms and standards, and with the organization's core values. TSURO staff and anyone working with or for TSURO must never engage in any form of humiliating, degrading, abusive or exploitative behavior under any circumstances. TSURO prohibits the exchange of money, employment, goods or services for sex

(including sexual favors or other forms of exploitative behavior). This explicitly includes exchange of assistance that is due to beneficiaries.

Any type of sexual activity or any inappropriate behavior which could be deemed to be sexually offensive, provocative or abusive between a TSURO staff member and a child is prohibited regardless of local custom, or the age of majority or consent locally. Mistaken belief in the age of a child is no defense for such actions.

To be fully aware of the issues faced by TSURO in relation to the protection of programme participants, it is essential for all staff to be aware of local cultural and religious practices. TSURO believes that staff should carry out their work in a manner that recognizes and respects local customs and culture. However, culture can never be used as an excuse or a motive for inappropriate behavior. TSURO will not accept using respect for local culture as a justification for supporting or failing to report harmful practices.

6. Preventive measures to reduce the potential for abuse.

TSURO staff must be aware of the power dynamics that may exist within the communities in which we are operational, and of the dynamics between TSURO staff and other programme participants, in particular beneficiaries. Abuse of power is often at the base of incidents of harassment, exploitation and inappropriate behavior. The following are considered to be measures to reduce the potential for such abuse, and it is the responsibility Management to ensure that these measures are taken, and that they address the situation of all programme participants, including children, by:

- educate all the involved parties in delivering services to the participants and the program participants on this code of conduct and obtain a feedback on their perceptions;
- the policy will be made available in local language;
- all partners should receive a copy of this policy;
- making it part of the contract particularly newly recruited staff
- as far as possible, ensuring teams are gender-balanced at all functions and levels of responsibility, in both main and sub-offices, especially when they are in conduct with program participants,
- ensuring that no individual staff member can create a situation where he or she alone is perceived to be the sole and final authority responsible for allocating benefits;
- making all beneficiaries aware that they are entitled to assistance and ensuring clear messaging in relation to: beneficiary selection criteria; the quantity and variety of items

that they should receive; when and how the distribution is taking place (day, time, location, method) etc;

- That the staff of TSURO and its partner organisations have a duty to deliver assistance without any demands or form of discrimination;
- That goods and services delivered cannot be withheld or withdrawn by staff members or those working on behalf of TSURO or its partner organizations;
- That it is unacceptable for the staff or those working on behalf of TSURO or its partner organisations to solicit or accept bribes, rewards, gifts, or sexual favors from a beneficiary.

If acts have been committed in relation to programme participants which are criminal, infringe on individual's rights, or contravene the principles contained in this document, the organisation will take immediate action appropriate to the circumstances and will address the support needs of those involved in the case. This may mean for:

- ❖ Staff or those working for or on behalf of TSURO - disciplinary action.
- ❖ Volunteers - action up to and including termination of appointment
- ❖ Staff of partner organisations, or those working for or on behalf of these organisations- action up to and including the withdrawal of funding or support and/or the termination of partnership agreements
- ❖ Contractors/Consultants- termination of contract
- ❖ Visitors to TSURO- appropriate action up to and including suspension of support for the visit

It should be made clear to all existing and potential partners that TSURO may be unable to continue the partnership if – after proper investigation - we develop serious doubts about:

- the ability or willingness of the partner organisation to uphold this policy;
- the behavior of any individual working on behalf of the partner organisation or associated with it; and
- if the behavior contravenes this policy and if appropriate action is not taken by the partner organization to address it.

7. Relationships with beneficiaries

Those working for and on behalf of TSURO and its partner organisations have potentially greater access to goods, services and power than members of the communities in which we operate. This greater access could be used to pressure or exploit beneficiaries or other programme participants.

Power imbalances exacerbate the vulnerability of beneficiaries making them more susceptible to exploitation by those in power. . For this reason TSURO believes that sexual relationships between TSURO staff and beneficiaries are inappropriate as they may undermine the credibility and integrity of our work. However, we recognize that TSURO staff are often members of the communities in which we operate, and therefore may develop relationships in those communities. To ensure that beneficiaries are protected, and to protect TSURO staff and the organisation from allegations of biased and more favorable treatment being given to some members of the community, TSURO staff must make any such relationship known immediately to the senior manager in the programme area.

8. Duty to report

- Any known or suspected instance of abuse, exploitation, or harassment of programme participants must always be brought to the attention of the Management of TSURO.
- The reporting of a concern may result in an investigation being conducted. Such investigations must be confidential, thorough and prompt.
- People reporting possible violations and/or involved in such investigations – including the subject of the complaint - must be protected against any form of intimidation, threats, reprisal or retaliation resulting from their investigation of the alleged incident. If any member of staff is found intimidating or retaliating against a person making a complaint or conducting or assisting in an investigation, disciplinary action will be imposed.
- All information related to the case will be held in the strictest confidence, and disclosed only on a need-to-know basis to the relevant stakeholders to resolve the matter.
- A staff member reporting against another staff member, TSURO Trust Grievance procedure may also be used in addition to the above actions.
- Details of reported / alleged PPPP incidents should be kept in safe / secure storage by the Manager and or in HR files as appropriate to TSURO Trust standards. Any intentionally false, malicious or vexatious statement, misrepresentation or accusation against another staff member or third party will be considered gross misconduct and will result in disciplinary action.

- Criminal offenses for instance rape and assault should be reported to the law agents of the nation, in this case, the Zimbabwe Republic Police. This decision must be reached after consultation from a management forum.

9. Review of the Policy

- The Administrator is responsible for ensuring that the policy is translated into the local language, training on the policy is taking place, and that a complaints and response mechanism is appropriately developed, implemented and monitored. Feedback on progress towards the implementation of this policy must be included in the annual priorities and reports of all programs.
- TSURO recognizes that both internal and external environments change. Such change may have a bearing on the scope and content of this policy. Consequently, it will be reviewed periodically. The review process will be **consultative and participatory in nature**.

10. PROGRAM PARTICIPANT PROTECTION CODE OF CONDUCT

TSURO Trust's Prevention of Sexual Exploitation and Abuse and Harassment Code of Conduct has been developed in the best interests of human rights to maximize protection of programme participants from exploitation, abuse of power and inappropriate behaviour including: bullying; verbal, physical or sexual harassment; rape; exploitation; intimidation; victimisation; racial or ethnic discrimination or harassment; behaviour that shows a lack of respect for the dignity of others; behaving in an obviously culturally insensitive manner; or attempt to commit fraud, blackmail or to accept or solicit a bribe. This Code clarifies the responsibilities of TSURO Trust staff, volunteers, interns, journalists, partner staff and visitors to the projects and the standards of behaviour expected of them. Employees who do not adhere to this code of conduct or fail to report on others they know or suspect are not adhering to this Code of Conduct will be dealt with through formal disciplinary procedures.

Please note that it is a requirement to obtain a consent from the involved persons in order to shoot photographers, profile case studies, record videos/audios, etc.

Risk Reduction

Do:

- work in a non-compromising position;
- fill out an incident report form if a situation occurs involving a participant which may be subject to misinterpretation.

Do not:

- be alone with a participant in a closed space if possible (if in a room make sure the door is open, if participant is of opposite sex then have a third person);
- show favouritism; and or
- spend excessive amounts of time with one participant;

Sexual behaviour

Do not:

- engage in sexually provocative games with participants;
- make physical contact with a participant in an inappropriate or culturally insensitive way;
- sleep in the same bed as a participant;
- flirt or encourage any crushes by a participant;
- engage in sexual activity with anyone under the age of 18;
- pay for sexual services; and or
- use IT or social media to exploit, harass or groom children, access or share child pornography.

Physical behaviour

Do:

- wait for appropriate physical contact, such as hugging or holding hands, to be initiated by the participant (only if it is acceptable).

Do not:

- discipline participants by use of physical punishment (such as smacking); or
- by failing to provide the necessities of care such as food, shelter or medical attention.

Psychosocial Behaviour

Do:

- try to be alert to physical and emotional states of participants you are working with;
- be aware of the power balance between you and the participant and avoid taking advantage of this;
- always report abuse or suspected abuse.

Do not:

- display discriminatory, prejudicial or oppressive behaviour or language towards participants;
- do not yell or call participant names;

- act in any way that intends to embarrass, shame, humiliate or degrade a participant; and or
- promise secrecy to a participant who discloses abuse to you.

Peer abuse

Do:

- be aware of the potential for peer abuse;
- avoid placing participants in high-risk peer situations.

Communications

Do:

- limit the disclosure of personal information relating to participants to those other staff members who need to know.
- where possible and appropriate: obtain consent (written or if not, verbal) for each case study, photo utilised by fundraising and campaigns teams from the field;
- have a Statement of Commitment signed by every journalist or photographer visiting a TSURO Trust program; and
- ask participants if they would prefer to use their real name or a changed name in a story. (separate policy with more detail in this area may be necessary for the organization)

Do not:

- share personal information (such as exact village/location) which could put a participant at risk where information will be available to public.
- show participants sexually provocative photos unless it is beneficial to them and they have given their consent written or verbal.

Appendix 1

TSURO TRUST PARTICIPANT PROTECTION DECLARATION

I, the undersigned,

Name: -----

TSURO Trust job title -----

hereby declare that:

- 1 I have never been disciplined for misconduct in relation to participants. (“Participants” include beneficiaries of our projects and other community members where we work). I have never been convicted or subject to any investigation for unlawful acts involving the abuse or ill treatment of participants. I am aware that if I fail to declare any such incidents now, this will later result in disciplinary action.
- 2 I have read and understood TSURO Trust’s Program Participant Protection Policy Code of Conduct and will fully adhere to this Code.
- 3 I agree to report any breaches in the Code of Conduct by and I am aware that failure to declare any such knowledge will result in my disciplinary action.
- 4 I have been informed that in the event of my being suspected of inappropriate or abusive behavior in relation to participants, TSURO Trust reserves the right to take protective measures, including provisional suspension from duties while investigations takes place which may then result in my disciplinary action.
- 5 I have been informed that, in the event of confirmed evidence of my involvement in incidents jeopardizing the protection of participants, TSURO Trust will take appropriate administrative and/or legal measures in addition to professional disciplinary action.
- 6 I have been informed that, in the event of termination of contract on the grounds of an incident that is against the Participant Protection Code of Conduct, TSURO Trust reserves the right to inform other agencies who apply for references of the reason for the termination of contract.

Signed

Date

Appendix 2

TSURO TRUST

PSEAH INCIDENT REPORT FORM

If you have knowledge of an incident that has occurred that is against the PSEAH policy , or that a participant’s safety might be in danger, please complete this form to the best of your knowledge as promptly as possible. The rest of the information can be filled out later. Please note for

confidentiality reasons, the report should be written and signed solely by you. It will be held in a secure location and will be treated in the strictest confidence.

Your name

Your job title

Your e-mail address and/or telephone number

Name of alleged perpetrator

Name of participant(s)/victim(s) against whom the incident occurred

Gender of participant
MALE / FEMALE

Age of participant

Address of participant

Guardians / carers of participant (if a child)

Date, time of alleged incident

Location of alleged incident

Please describe the nature of the allegation below (and on a separate page if required). Try to answer the following questions:

Was the abuse observed, suspected or divulged to you by another party?

What was/is the participant's physical and emotional state?

Has the participant said anything to you, and how did you respond?

Were there any other people involved?

What response have you taken, if any, to the alleged incident?

1. Purpose

- The Guide aims to work as guidance for TSURO staff on assisting survivors of Gender Based Violence (herein after referred to as GBV), Sexual Exploitation, Abuse and Harassment (herein after referred to as SEAH) , prioritizing the rights and dignity of victims. This approach is aligned with the United Nations efforts to prevent and respond to sexual exploitation and abuse and takes into account established good practices to address gender-based violence.

2. Principles

- The following guiding principles and rights must be respected and carefully monitored at all stages in the provision of assistance and support.
- Whether the survivor is involved or cooperating in any accountability procedure, for example an investigation, or not assistance and support will be made available to all survivors of SEAH and GBV.
- The manner in which assistance and support shall be provided must be victim-centered, rights-based, age, disability-and gender sensitive, non-discriminatory and culturally appropriate. The rights and best interests of survivors shall guide how assistance and support are designed and provided, for example with child survivors the “best interests of the child” should be taken into account.
- The principle of “do no harm” shall be adhered to in providing assistance to survivors and be provided in a manner which seeks to uphold their rights, dignity and well-being.
- Confidentiality must be upheld and the survivor’s rights to privacy and informed consent in respect of assistance must always be respected. It is the survivor’s (or their parents/caregivers where appropriate) right to decide on the assistance they need, and information should be provided on the full range of options available. They should be informed of the progress and outcomes of actions or processes that concern them.
- Survivors are entitled to pursue applicable accountability measures, including legal redress where desired. TSURO shall cooperate with the State on all available measures to hold perpetrators of SEAH and GBV accountable, while respecting due process, confidentiality and the principle of informed consent.

3. Definitions

- **Sexual abuse** is the actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions.
- **Sexual exploitation** is the 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.
- **Survivor** is a person who is or has been sexually exploited or abused.⁵
- **Perpetrator(s)** is a person (or group of persons) who commits an act of sexual exploitation or abuse.
- **Child** means a person under the age of sixteen years and includes an infant ..
- **TSURO staff and related personnel** are TSURO officials, staff members, consultants, individual contractors, volunteers, experts on mission, other categories of non-staff personnel and contingent members, experts on mission, other categories of non-staff personnel and contingent members.

4. Survivor assistance and support

- TSURO staff has the responsibility to provide assistance and support which begins as soon as information indicating that an individual may be a survivor of GBV or SEAH sexual is received in any way or form. In cases where a TSURO staff member or related personnel is the perpetrators, it does not require the receipt of a credible allegation of SEAH, responsibility begins where there is an allegation or rumors of SEAH.
- Survivors, as well as affected populations more broadly, should be fully informed of the guiding principles on the provision of assistance and support set out in this guide.
- Referrals for assistance should be based on the existing services and programs, such as the established gender-based violence and child protection referral pathways in-country
- Assistance and support for survivors of sexual exploitation and abuse should be provided in a holistic, integrated manner with the support of a designated case manager where feasible and/or service provider with the necessary expertise and capacity. Assistance is provided on a case-by-case basis, in accordance with the needs of the survivor. Common services for victims of sexual exploitation and abuse include:
 - **Safety and protection:** This entails the development of an immediate safety or protection plan to address the risk of retaliation, possible breaches of confidentiality or other further violence against the survivor. The safety response should clearly set out roles and responsibilities, as well as capacities of designated or relevant actors. Subject to a risk-

assessment, and based on the victims' consent and best interest, the safety or protection plan may include relocation support where necessary and appropriate.

- **Medical care:** In cases of sexual abuse, this includes informing survivors about the importance of seeking medical care within 72 hours and providing the necessary referral to services, including HIV post-exposure treatment, post exposure prophylaxis (PEP), and reproductive and sexual health care as needed and desired.
- **Psychosocial support:** This comprises the provision of basic psychosocial support, including psychological first aid, and psychosocial counseling to assist survivor, in addition to evidence-based, focused mental health and psychosocial support network interventions and facilitating referrals to more specialized mental health care, as needed. Support may also include facilitating access to basic services, support groups support, enhanced social support through reconnecting survivors with family members, friends and neighbors, and/or fostering social connections and interactions through existing community networks.
- **Education, livelihood support and basic material assistance:** This entails the referring survivors to safe spaces (eg via Ministry of Women Affairs) for provision of food, clothing, shelter, school re-integration and livelihood support, in particular for victims in the most vulnerable situations to help address their immediate needs.
- **Legal services:** This entails the referral by TSURO to providers of legal assistance if desired by the survivor.

Where there are gaps in service coverage and needed services are unavailable, assistance and support will be provided to survivors by engaging relevant stakeholders like the Ministry of Women Affairs, Community, Small and Medium Enterprises.

6. Special considerations for children

- The vulnerability of children, including adolescent girls and boys, to SEAH because of their age, gender, size and dependency on others should be taken into account when responding to child survivors. A child-sensitive approach should be adopted by TSURO staff as it takes into account the vulnerabilities and capacities of the child, in a manner consistent with the local and international legal framework on children's rights.
- What should be considered most are the best interests of the child, which involve an ongoing assessment as to what would best protect a child's psychological, physical and emotional safety.
- When responding to child survivors, consent should be explained and obtained at the beginning from the child, and the child's parent, legal guardian or person acting *in loco*

parentis. Informed consent from parents or caregiver can be disregarded when informing the parents or caregivers could put the child at risk of retaliation, violence, abuse and/or neglect.

- Those with the necessary training should be the ones to interact with child survivors because child survivors of SEAH may have specific needs that can have serious consequences if mishandled.
- Appropriate assistance should be provided to a child survivor during any investigation or legal process that may ensue. This includes detailed information on what they should expect, continuous updates to the child, and accompaniment by a trained professional throughout the process when it is in the child's best interests.
- Interviews, information-collection and investigations with children should be conducted in a way that is sensitive to the developmental stage and capacities of the child by persons who are properly trained on interviewing in a child-sensitive manner. The views of the child should be taken into account in the decision-making process and have to be considered a significant factor in the settlement of the issue concerned.

References

Children's Act Chapter 5:06

United Nations Glossary on Sexual Exploitation and Abuse, Second edition 2017:
https://hr.un.org/sites/hr.un.org/files/SEA%20Glossary%20%20%5BSecond%20Edition%20-%202017%5D%20-%20English_0.pdf

Protocol on the Provision of Assistance to Victims of Sexual Exploitation and Abuse, United Nations, 2019