

PSEA Minimum Operating Standards	Key Indicators
1. Effective Policy Development and Implementation	<ul style="list-style-type: none"> - A policy stating standards of conduct (see CHS guidance/NGO checklist), including acts of SEA, exists and a work plan to implement the policy is in place. - The policy/standards of conduct have been conveyed to current staff and senior management (at HQ and field level) <u>on repeated occasions (such as inductions and refresher trainings)</u>. - Programming guidelines include identifying and mitigating risks in programmes to make them safer.*
2. Cooperative Arrangements	<ul style="list-style-type: none"> - Codes of conduct are included in general contract conditions. - Procedures are in place to receive written agreement from entities or individuals entering into cooperative arrangements with the agency that they are aware of and will abide by the standards of the PSEA policy. - All contracts with partners/suppliers/contractors include clauses on PSEA.* - Capacity development for partners includes capacity to implement PSEA measures.* - Partner monitoring includes PSEA measures and SEA reports.*
3. A dedicated department/focal point is committed to PSEA	<ul style="list-style-type: none"> - A dedicated department/focal point has the overall responsibility for the development and implementation of PSEA policy and activities. - The responsible department/focal point is required to regularly report to senior management on its progress on PSEA through the Senior Focal Point on PSEA. - Staff members dealing with PSEA have formalised responsibility for PSEA in their job description, performance appraisal or similar. - They have received systematised training on PSEA and the time committed to PSEA is commensurate with the scale of implementation required under the current situation of the organisation.
4. Effective and comprehensive communication from HQ to the field on expectations regarding raising beneficiary awareness on PSEA	<ul style="list-style-type: none"> - The HQ has communicated in detail the expectations regarding beneficiary awareness raising efforts on PSEA (including information on the organisation's standards of conduct and reporting mechanism). - The HQ has distributed examples of awareness raising tools and materials to be used for beneficiary awareness raising activities.

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5. Effective community based complaints mechanisms (CBCM), including victim assistance.	<ul style="list-style-type: none"> - The HQ urges its field offices to participate in community based complaint mechanisms that are jointly developed and implemented by the aid community adapted to the specific locations. - There is guidance provided to the field on how to design the CBCM to ensure it is adapted to the cultural context with focus on community participation. - There is a mechanism for monitoring and review of the complaint mechanism. - The organisation has written guidance on the provision of victim assistance.¹
6. Effective recruitment and performance management	<ul style="list-style-type: none"> - The organisation makes sure that all candidates are required to sign the code of conduct before being offered a contract. - Each organisation commits to improving its system of reference checking and vetting for former misconduct. (At least two references taken from previous employers which include questions on candidate's conduct, behaviour; Criminal records check is conducted, where possible*) - Supervision and performance appraisals include adherence to participation in Code of Conduct trainings (or similar) that includes PSEA. - Performance appraisals for Senior Management include the adherence to create and maintain an environment which prevents sexual exploitation and abuse and promotes the implementation of the code of conduct. (Performance management discussions include understanding of PSEA and an opportunity to raise concerns*). - Job adverts include PSEA commitments.* - Questions related to PSEA and safeguarding asked during interview.*
7. Effective and comprehensive mechanisms are established to ensure awareness-raising on SEA amongst personnel	<ul style="list-style-type: none"> - Staff receives annual refresher training on the standards of conduct, learn about the mechanism to file complaints and reports of misconduct and the implications of breaching these standards. - Training on misconduct (specifically mentioning SEA) forms part of the induction process. (All staff receive a half day training on PSEA – recognising and responding to risks and concerns*) - Staff members are aware of their obligation to report SEA/misconduct and are aware that there is a policy for Protection from retaliation in place.

¹ Please note that both beneficiaries as well as staff can be victims/survivors.

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8. Internal complaints and investigation procedures in place	<ul style="list-style-type: none"> - Written procedures on complaints/reports handling from staff members or beneficiaries are in place. - Staff members are informed on a regular basis of how to file a complaint/report and the procedures for handling these. - Standard investigation operating procedures or equivalent issued and used to guide investigation practice. - Investigations are undertaken by experienced and qualified professionals who are also trained on sensitive investigations such as allegations of SEA. - Investigations are commenced within 3 months and information about out-come is shared with the complainant. - Substantiated complaints have resulted in either disciplinary action or contractual consequences and, if not, the entity is able to justify why not. - A policy or procedure which encourages people to report on concerns without fear of reprisals (whistleblowing policy).*
9. Discipline and Grievance	<ul style="list-style-type: none"> - SEA is explicitly stated as grounds for discipline which may result in termination of the (employment) contract.*
10. Reporting towards donors **	<ul style="list-style-type: none"> - Reporting of SEA incidents should be done when there is a suspicion of severe (sexual) misconduct or any other form of severe inappropriate behavior. Reporting can be done with the first complaint, or at least when the organisation has started an investigation on possible misconduct. <p style="margin-left: 40px;">as stated in the letter by MFA (16-05-2018)</p>
11. Aftercare for victims/survivors**	<ul style="list-style-type: none"> - Victims/survivors of inappropriate behavior are entitles to medical and psychosocial support and other assistance, provided in a timely, effective, and compassionate manner. <p style="margin-left: 40px;">In line with Partos guideline for after care for victims/survivors²</p>