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**Integrated Service on Health and Development Organization**

**ISHDO**

**PROHIBITION OF HARASSMENT, SEXUAL HARASSMENT, ABUSE OF AUTHORITY AND DISCRIMINATION POLICY**

**June 2020**

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# Background

Integrated service on Health and Development Organization (SHDO), the former integrated service for AIDS Prevention and Support Organization (ISAPSO) was established in October 1997 and registered in 2009 by Ethiopian charities and Societies Agency as Ethiopian Residence Charity with registration number 0088 as per the new CSO legislation 621/2009. Following the the proclamation 1113/2019 it is now legally registered as Local Organization.

Though the former name of the organization implied mainly working on HIV/AIDS, it has also been involved in different health, education and community development areas since its inception. Hence, the name was changed to Integrated Service on Health and Development Organization(ISHDO) to reflect its area of interventions. Accordingly, in its fourth five-year strategic plan, the organization revised its vision, mission and goal in light of linking health, education and development services to meet needs of the addressed communities. Currently the organization has governing body of general assembly, with seven elected board members from the general assembly. The organization currently has121(63 female, 58 male)committed staff with diversified qualifications and experiences.

## Vision:

The Organization aspires to see healthy, productive and self- reliant society.

## Mission:

Promoting and providing integrated health, education and development service to improve the livelihood of the needy community through capacity development and active community participation.

## Goal:

To contribute to the national efforts being made in health, education and socio-economic development and empowering the community on poverty reduction.

## Strategic objectives

* + - * Create awareness of the community to develop behavioral change and ensure full participation and involvement in health service promotion and development activates.
      * Support efforts being made in HIV prevention, care and treatment, RH/FP&ARH, Maternal and neonatal health, Sanitation, hygiene, nutrition and micronutrient support to under five children.
      * Support children, youth, people with disabilities and other needy communities in

capacity building and empowerment through provision of support for education.

* Carry out various interventions on capacity building forlow income women and older OVCs in development imitative for Livelihood improvement.
* Work in partnership with government stakeholders, the private sector, CSOs, CBOs, FBOs, the community at large in all matters related to children, women and other Vulnerable group in poverty reduction and ownership feeling development.

## Core values and Principles

* Non-Discriminatory
* Non-political.
* Transparency and accountability
* Participatory approach
* Encouraging volunteerism.

# 1. Policy Statement

1.1. All individuals working for ISHDO have the right to be treated with dignity and respect and to work in an environment free from harassment, sexual harassment abuse of authority or discrimination.

1.2. Consequently, any form of harassment, sexual harassment, abuse of authority or discrimination is prohibited. For the purpose of this policy, harassment, sexual harassment, abuse of authority and discrimination are referred to collectively as “prohibited conduct”.

All complaints of prohibited conduct will be taken seriously and treated with respect and in confidence. No one will be victimized for making such a complaint.

# 2. Scope of Policy

2.1. This policy applies to all ISHDO personnel. Allegations of prohibited conduct can be made by any person irrespective of whether such persons have any contractual status with ISHDO.

Anyone, including employees of ISHDO, Board Members, partner organizations, sub grantees, consultants**,** beneficiaries, clients, customers, casual workers, contractors or visitors who perform the prohibited conduct will be reprimanded in accordance with this internal policy.

All prohibited conduct is forbidden whether it takes place within ISHDO premises or outside, including at social events, training sessions or conferences sponsored by ISHDO.

# 3. Definitions:

**3.1 Harassment** is any improper and unwelcome conduct that might reasonably be expected or be perceived to cause offence or humiliation to another person. Harassment may take the form of words, gestures, actions or omissions which tend to annoy, alarm, abuse, demean, intimidate, belittle, humiliate or embarrass another or which create an intimidating, hostile or offensive work environment. It includes harassment based on any grounds, such as race, religion, color, creed, ethnic origin, physical attributes and gender.

**3.2 Sexual harassment** is unwelcome conduct of a sexual nature which makes a person feel offended, humiliated and/or intimidated. It includes situations where a person is asked to engage in sexual activity as a condition of that person’s employment, as well as situations which create an environment which is hostile, intimidating or humiliating for the recipient.

Sexual harassment can involve one or more incidents and actions constituting harassment may be physical, verbal and non-verbal. Examples of conduct or behavior which constitute sexual harassment include, but are not limited to:

**3.2.1 Physical conduct**

* Unwelcome physical contact including patting, pinching, stroking, kissing, hugging, fondling, or inappropriate touching
* Physical violence, including sexual assault
* The use of job-related threats or rewards to solicit sexual favors
  + 1. **Verbal conduct**
* Comments on a worker’s appearance, age, private life, etc.
* Sexual comments, stories and jokes
* Sexual advances
* Repeated and unwanted social invitations for dates or physical intimacy
* Insults based on the sex of the worker
* Condescending or paternalistic remarks
* Sending sexually explicit messages (by phone or by email)

**3.2.3 Non-verbal conduct**

* Display of sexually explicit or suggestive material
* Sexually-suggestive gestures
* Leering

Anyone can be a victim of sexual harassment, regardless of their sex and of the sex of the harasser. ISHDO recognizes that sexual harassment may also occur between people of the same sex.

**3.3** **Abuse of authority** is the improper use of a position of influence, power, or authority against another person. This is particularly serious when a person uses, or threatens to use, his or her influence, power, or authority to improperly influence the career or employment conditions of another, including, but not limited to, appointment, assignment, contract renewal, performance evaluation, promotion or demotion. Abuse of authority may also include conduct that creates a hostile or offensive work environment, and may include the use of intimidation, threats, blackmail or coercion.

**3.4 Discrimination** is any unfair treatment or arbitrary distinction based on a person’s race, sex, religion, nationality, ethnic origin, disability, age, language, social origin or other status. Discrimination may be an isolated event affecting one person or a group of persons similarly situated, or may manifest itself through harassment or abuse of authority.

**Note:** The mere expression of disagreement, admonishment, criticism or similar expressions regarding work performance, conduct or related issues within a supervisory relationship shall not normally be considered harassment, discrimination, or abuse of authority within the meaning of this policy.

# 4. Prevention:

## 4.1. Responsibilities of ISHDO

**4.1.1. ISHDO will:**

a) Take all appropriate measures to promote a harmonious work environment, and to protect personnel from exposure to any form of prohibited conduct through preventive measures and the provision of effective remedies when prevention has failed.

b) Undertake diligent reference checks of candidates during recruitment processes to ensure that individuals who have a documented history of prohibited conduct are not hired.

c) Request that contractors, suppliers and partners adhere to zero-tolerance for prohibited conduct and commit to taking adequate action if faced with such allegations, in the absence of which, contractual arrangements can be terminated.

d) Provide ongoing training and awareness programs for personnel on policies, procedures and mechanisms, including on bystander techniques for intervention as well as targeted training for managers on appropriate response actions.

## 4.2. Responsibilities of Managers and Supervisors

**4.2.1. Managers and supervisors shall:**

a) Act as role models by upholding the highest standards of conduct without regard to the power their position holds.

b) Promote a harmonious working environment and create an atmosphere in which personnel feel free to express concerns about inappropriate behaviors and to use, without fear of reprisal, all recourse mechanisms and services available to them.

c) Monitor their work units for conduct that may be in violation of this policy, respond promptly to allegations, take them seriously, and ensure that the necessary actions for which they are responsible are taken.

d) Ensure that personnel in their work unit undertake all mandatory trainings on the issue, regularly communicate this policy to their work unit and draw attention to any published information about the consequences of violating this policy.

e) Implement this policy in their work unit and hold personnel accountable for compliance with its terms.

# 4.3. Responsibilities of personnel

**4.3.1. All staff shall:**

a) Refrain from any form of harassment, sexual harassment, abuse of authority or discrimination.

b) Treat all people in the workplace with courtesy and respect and demonstrate their commitment to the prevention of and response to prohibited conduct.

c) Undertake mandatory training and attend other training opportunities to the extent possible.

d) Familiarize themselves with this policy and related policies and resources.

e) Take action where appropriate and, where possible, after consulting with the affected individual, if they become aware of incidents of prohibited conduct and support those impacted as appropriate.

f) Report allegations of prohibited conduct in accordance with the ISHDO Disciplinary Framework.

# 5. Complaints Procedures

Anyone who is subject to sexual harassment/ prohibited conduct should, if possible, inform the alleged harasser that the conduct is unwanted and unwelcome. ISHDO recognizes that sexual harassment/ prohibited conduct may occur in unequal relationships (i.e. between a supervisor and his/her employee) and that it may not be possible for the victim to inform the alleged harasser.

If a victim cannot directly approach an alleged harasser, he/she can approach one of the designated staff members responsible for receiving complaints of sexual harassment/ prohibited conduct. This person could be another supervisor, a member of the human resources department, etc.

When a designated person receives a complaint of sexual harassment/ prohibited conduct, he/she will:

* immediately record the dates, times and facts of the incident(s)
* ascertain the views of the victim as to what outcome he/she wants
* ensure that the victim understands the ISHDO’s procedures for dealing with the complaint
* discuss and agree the next steps: either informal or formal complaint, on the understanding that choosing to resolve the matter informally does not preclude the victim from pursuing a formal complaint if he/she is not satisfied with the outcome
* keep a confidential record of all discussions
* respect the choice of the victim
* ensure that the victim knows that they can lodge the complaint outside of ISHDO through the Ethiopian legal framework.

## 5.1 Informal complaints mechanism

If the victim wishes to deal with the matter informally, the designated person will:

* give an opportunity to the alleged harasser to respond to the complaint
* ensure that the alleged harasser understands the complaints mechanism
* facilitate discussion between both parties to achieve an informal resolution which is acceptable to the complainant, or refer the matter to a designated mediator within ISHDO to resolve the matter
* ensure that a confidential record is kept of what happens
* follow up after the outcome of the complaints mechanism to ensure that the behavior has stopped
* ensure that the above is done speedily and within five working days of the complaint being made

## 5.2 Formal complaints mechanism

If the victim wants to make a formal complaint or if the informal complaint mechanism has not led to a satisfactory outcome for the victim, the formal complaint mechanism should be used to resolve the matter.

The designated person who initially received the complaint will refer the matter to a senior human resources manager to instigate a formal investigation. The senior human resources manager may deal with the matter him/herself, refer the matter to an internal or external investigator or refer it to a committee of three formed to resolve such complaints in ISHDO.

The person carrying out the investigation will:

* interview the victim and the alleged harasser separately
* interview other relevant third parties separately
* decide whether or not the incident(s) of prohibited conduct/sexual harassment took place
* produce a report detailing the investigations, findings and any recommendations
* if the harassment took place, decide what the appropriate remedy for the victim is, in consultation with the victim (i.e.- an apology, a change to working arrangements, a promotion if the victim was demoted as a result of the harassment, training for the harasser, discipline, suspension, dismissal)
* follow up to ensure that the recommendations are implemented, that the behavior has stopped and that the victim is satisfied with the outcome
* if it cannot determine that the harassment took place, he/she may still make recommendations to ensure proper functioning of the workplace
* keep a record of all actions taken
* ensure that the all records concerning the matter are kept confidential
* ensure that the process is done as quickly as possible and in any event within fifteen working days of the complaint being made

## 5.3 Outside complaints mechanisms

A person who has been subject to prohibited conduct can also make a complaint outside of ISHDO. They can do so through the Ethiopian Constitution and related laws of the Ethiopian Government.

# 6. Sanctions and disciplinary measures

Anyone who has been found to perform prohibited conduct on another person under the terms of this policy is liable to any of the following sanctions:

* verbal or written warning
* adverse performance evaluation
* reduction in wages
* transfer
* demotion
* suspension
* dismissal

The nature of the sanctions will depend on the gravity and extent of the prohibited conduct. Suitable deterrent sanctions will be applied to ensure that incidents of prohibited conduct are not treated as trivial. Certain serious cases, including physical violence, will result in the immediate dismissal of the harasser.

# 7. Implementation of this policy

ISHDO will ensure that this policy is widely disseminated to all relevant persons. It will be included in the Human Resource manual of ISHDO. All new employees must be trained on the content of this policy as part of their induction.

Every year, ISHDO will require all employees to attend a refresher training course on the content of this policy.

It is the responsibility of every manager to ensure that all his/her employees are aware of the policy.

# 8. Monitoring and evaluation

ISHDO recognizes the importance of monitoring this policy and will ensure that it anonymously collects statistics and data as to how it is used and whether or not it is effective.

Supervisors, managers and those responsible for dealing with prohibited conduct cases will report on compliance with this policy, including the number of incidents, how they were dealt with, and any recommendations made. This will be done on a yearly basis. As a result of this report, ISHDO will evaluate the effectiveness of this policy and make any changes needed.

This will be facilitated by the focal person in the head office.

# Annex 1: HARASSMENT, SEXUAL HARASSMENT, ABUSE OF AUTHORITY AND DISCRIMINATION COMPLAINT FORM

Name of the Complainant:

Phone Number:

E-mail:

Reporting Date:

 Name of the Accused:

Relationship of the Accused to the Complainant (manager, co-worker, client, etc.):

Phone Number:

E-mail:

1. Please provide specific details of the alleged incident(s). Make sure to include the date(s), time(s), and place(s) where the alleged incident(s) occurred. Attach a separate sheet if necessary.

2. Please explain the event(s) that occurred.

3. Did anyone witness the event? Yes \_\_\_\_\_ No

If yes, please provide the name(s) and contact information, if known, of any witnesses.

4. How did you react to the situation? Did you take any action to stop perceived inappropriate behavior?

5. Have you reported this same individual previously for harassment? Yes \_\_\_\_\_\_ No

If yes, please provide as much information as possible about the prior report, including the date.

   I hereby certify to the best of my knowledge, that all of the above-mentioned information is true,

6. Describe the harm you have suffered as a result of the event.

7. Is there any physical evidence that supports your complaint? Yes \_\_\_\_\_\_ No

If yes, please describe or attach copy of evidence.

8. What is your desired outcome of the investigation?

9. Additional Comments if any

I hereby certify to the best of my knowledge, that all the above –mentioned information is true, accurate, and complete. I understand that making false or frivolous allegations will result in discipline, up to and including termination of employment. I am willing to cooperate fully in the investigation of my complaint and provide whatever evidence ISHDO deems relevant.

**Employee/Complainant’s Signature: Date:**

**Received By: Date:**

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**Integrated Service on Health and Development Organization (ISHDO)**

# ACKNOWLEDGEMENT FOR THE PROHIBITION OF HARASSMENT, SEXUAL HARASSMENT, ABUSE OF AUTHORITY AND DISCRIMINATION POLICY

I have read and been informed about the content, requirements, and expectations of the above stated policy of ISHDO.

I have received a copy of the policy and agree to abide by the policy guidelines as a condition of my employment and my continuing employment at ISHDO.

I understand that if I have questions, at any time, regarding the policy, I will consult with my immediate supervisor or my Human Resources staff members.

Please read the policy carefully to ensure that you understand the policy before signing this document.

**Employee Signature:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Employee Printed Name:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Receipt By:**  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Date:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_