

Global Guidance:

UNCT-SWAP PERFORMANCE INDICATOR 4.2

Virtual Toolkit Resource



What?

Gender Inclusion in Security Management Manual (United Nations Security Management System 2019)



Why?

The manual aims to ensure that gender considerations are included in all components of the UNSMS Security Risk Management process, to ensure the mainstreaming of gender considerations in security management programs and to enable appropriate responses to gender-based security incidents. Topics covered include: gender based security incidents; sexual harassment, exploitation and abuse; and security vulnerabilities for people with diverse sexual orientations, gender identities and sex characteristics.

The manual is designed for UNSMS personnel as well as for managers with security responsibilities and UN personnel more broadly. The guide is fully supportive of enhancing the organizational environment for the promotion of gender equality as per Performance Indicator 4.2 requirements.



Performance Indicator 4.2 Organizational Culture

Approaches Minimum Requirements	Survey results of personnel perception of organizational environment for promotion of gender equality scored a positive rating of 50-64 percent.
Meets Minimum Requirements	Survey results of personnel perception of organizational environment for promotion of gender equality scored a positive rating of 65-80 percent.
Exceeds Minimum Requirements	Survey results of personnel perception of organizational environment for promotion of gender equality scored a positive rating of over 80 percent.

MANUAL

GENDER INCLUSION IN SECURITY MANAGEMENT



UNITED NATIONS SECURITY
MANAGEMENT SYSTEM

November 2019

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The sections in this document can be read as independent and stand-alone guidance for specific gender related security concerns.

This manual is intended primarily as guidance for United Nations Security Management System security personnel, however, actions required within the document may not be the sole responsibility of the security personnel, rather the content will require security to work together with other experts and security managers.

The content may be useful for managers with security responsibilities, security focal points and UN personnel more widely.

For the purposes of this document, UN personnel affected by gender-based security incident(s) are herein referred to as “affected person(s).”

1. Introduction

In a complex and dynamic global security environment, United Nations personnel deliver programmes whilst facing significant security challenges. Furthermore, personnel can be at an increased exposure to security related threats and risks based on their gender, including their sexual orientation, gender expression and gender identity.

The purpose of this Manual is to ensure that gender considerations are included in all components of the UNSMS Security Risk Management process, to ensure the mainstreaming of gender considerations in security management programmes in each location and to ensure appropriate responses to gender-based security incidents. This Manual should be read in conjunction with the UNSMS Policy on Gender Inclusion in Security Risk Management, and the Guidelines, Annex A on Immediate Response to a Gender-Based Security Incident. Ensuring a gendered approach improves security risk management overall.

It is important to recognize and account for the fact that individuals may hold their own personal bias when discussing issues related to sex characteristics, sexual orientation, gender identity and expression. For example, those exhibiting biases may consider one group more predisposed to certain behaviour(s), may differentiate their conduct with particular person(s) or group(s), or may consciously or unconsciously make decisions that discriminate against a person or group. UNSMS security personnel have a duty to be cognizant of and apply gender related terms and nuances to ensure full effectiveness in the management of security risks and to be responsive of the needs of personnel.

1.1 What is gender?

Below is a list of key definitions that security personnel must be familiar with. The following table is intended to provide a base set of key explanations for security personnel, which may be subject to adjustment.

KEY EXPLANATIONS	
Gender	Refers to the roles, behaviours, activities, and attributes that a given society at a given time considers appropriate for an individual, including the relationships that the individual establishes and maintains. Gender refers to the attributes, opportunities and relationships associated with being male and female including lesbian, gay, bisexual, transgendered and inter sex (LGBTI) individuals. These roles, behaviours and attributes are context and time specific and changeable over time as what is expected, allowed and valued by a given society is dynamic due to changing social factors ¹ .
Gender Expression	Each person's presentation of the person's gender through physical appearance – including dress, hairstyles, accessories, cosmetics – and mannerisms, speech, behavioral patterns, names and personal references. ²
Gender Identity	Each person's deeply felt internal and individual experience of gender, which may or may not correspond with the sex assigned at birth, including the personal sense of body (which may involve, if freely chosen, modification of bodily appearance or function by medical, surgical or other means) and other expressions of gender, including dress, speech and mannerisms. ³
Sex	Classification of a person as male, female or intersex. Infants are usually assigned a sex at birth based on the appearance of their external anatomy. A person's sex is a combination of bodily characteristics, including their chromosomes (typically XY chromosome = male, XX chromosome = female), their reproductive organs and their secondary sex characteristics ⁴ .

¹ Adapted from UN Women: Gender Equality Glossary, "gender", UN Women Training Centre

² Yogyakarta Principales plus 10 (2017) "gender expression"

³ Yogyakarta Principales (2006) "gender identity."

⁴ Annex I to the UN Globe Recommendations Terminology Guidance "sex", UN Globe

Sex Characteristics	Each person’s physical features relating to sex, including genitalia and other sexual and reproductive anatomy, chromosomes, hormones and secondary physical features emerging from puberty ⁵ .
Sexual Orientation	Each person’s capacity for profound emotional, affectional or sexual attraction to, and intimate and sexual relations with, individuals of a different gender, or the same gender or more than one gender ⁶ .

1.2 Gender-based security incidents

A gender-based security incident is an incident involving UN personnel, programmes, premises or assets that is gender based.

Gender-Based Violence (GBV) is an umbrella term for any harmful act that is perpetrated against a person’s will and that is based on socially ascribed (gender) differences between females and males. The nature and extent of specific types of GBV vary across cultures, countries and regions.

Security personnel within the UNSMS may be required to respond to gender-based security incidents (including GBV) if requested by or on behalf of an affected person(s) or if the security personnel deem it necessary to intercede⁷. GBV can take many forms, including, but not limited to: physical, sexual, emotional and psychological harm, economic/financial violence. Harmful traditional practices are also considered a form of GBV. Around the world, including within the United Nations, GBV disproportionately affects women and girls because of gender relations, traditional practices and their perceived status to men and boys. Nonetheless, men, boys and LGBTI personnel also experience GBV.

It’s important to remember that GBV can be more acute and prevalent during conflict and humanitarian crises, where state and community structures are fragile or not in place, or such acts are utilised as a weapon by warring parties. UN Personnel are equally affected by and are subject to these types of incidents.

The UNSMS has committed to a gender sensitive and responsive security support, mainstreaming gender considerations in all aspects of security risk management.

Gender Responsive

Gender responsiveness a process that is inclusive, participatory and respectful of all stakeholders⁸.

Gender Sensitive

Addressing gender inequalities through addressing gender norms, roles and access to resources⁹.

Gender Mainstreaming

The process of assessing the implications for women and men of any planned action, including legislation, policies or programmes in all areas and at all levels. It is a strategy for making gender experiences an integral dimension of design, implementation, monitoring and evaluation of policies and programmes so that women and men benefit equally, and inequality is not perpetuated¹⁰.

⁵ Yogyakarta Principles plus 10 (2017) “sex characteristics”

⁶ Yogyakarta Principles (2006), “sexual orientation”

⁷ UNSMS Security Management Operations Manual, Annex A: Immediate Response to Gender-Based Security Incident (2016)

⁸ How to Manage Gender-Responsive Evaluation: Evaluation Handbook, UN Women Independent Evaluation Office

⁹ Adapted from UN Women: Gender Equality Glossary, “gender responsive,” UN Women Training Centre

¹⁰ Adapted from ECOSOC 1997/2.

1.3 Sexual Harassment, Exploitation and Abuse

Sexual Harassment

The United Nations has **zero tolerance** for sexual harassment. Our workplace must be free from any form of harassment, particularly sexual harassment. In the United Nations context, sexual harassment refers to prohibited conduct in the work context, it primarily describes prohibited behaviour against another United Nations personnel. Requisite frameworks, accountability and details on reporting and investigations in the event of sexual harassment in the workplace by UN personnel are governed by each UN entity’s individual policies and procedures. More information can be found in the UN Staff Rules and Regulations available [here](#). Sexual harassment committed against UN personnel by external threat actors must also be considered within the SRM process. These two types of sexual harassment (by UN personnel and by others) are distinct and each require different responses. For more information on Sexual Harassment see section 12.

Sexual Exploitation and Abuse

Security personnel also need to be aware on the UN policies and guidance on Sexual Exploitation and Abuse (SEA) as another form of GBV. The United Nations has developed a system-wide approach to the Prevention of Sexual Abuse and Exploitation (PSEA); available avenues to report such incidences across the United Nations system are found at: <https://www.un.org/preventing-sexual-exploitation-and-abuse/>. For more information on Sexual Exploitation and Abuse see section 13.

KEY EXPLANATIONS	
Gender-Based Security Incident	A security incident involving UN personnel, programmes, premises or assets that is gender based (see Annex D).
Gender Based Violence (GBV)	GBV is an umbrella term for any harmful act that is perpetrated against a person’s will and that is based on socially ascribed (gender) differences between females and males. The nature and extent of specific types of GBV vary across cultures, countries and regions. Examples include sexual violence, including sexual exploitation/abuse and forced prostitution; domestic violence; trafficking; forced/early marriage; harmful traditional practices such as female genital mutilation; honour killings; and widow inheritance. There are different kinds of violence, including (but not limited to) physical, verbal, sexual, psychological, and socioeconomic violence. ¹¹
Sexual Exploitation and Abuse (SEA)	Sexual Exploitation: 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. ¹² Sexual Abuse: Actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions. ¹³
Sexual Harassment	Sexual harassment is any unwelcome conduct of a sexual nature that might reasonably be expected or be perceived to cause offence 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 ¹⁴ .

¹¹ Guidelines for Gender-based Violence Interventions in Humanitarian Settings: Focusing on Prevention of and Response to Sexual Violence in Emergencies. Inter-agency Standing Committee (IASC), 2005.

http://www.humanitarianinfo.org/iasc/content/subsidi/tf_gender/default.asp?bodyID=1&publish=0

¹² United Nations Glossary on Sexual Exploitation and Abuse (2017), “sexual exploitation”

¹³ United Nations Glossary on Sexual Exploitation and Abuse (2017), “sexual abuse”

¹⁴ Uniform definition of Sexual Harassment by UN Chief Executives Board

2. The obligation to address Gender-Based Security Concerns

Under the UNSMS Framework of Accountability¹⁵, the primary responsibility for the safety and security of UN personnel, their eligible family members and of the organisations' property rests with the Host Government.

Without prejudice to the above and while not abrogating the responsibility of the Host Government for its obligations, the United Nations has a duty as an employer to reinforce and, where necessary, supplement the capacity of the Host Government to fulfil these obligations. In some circumstances, the United Nations operates in locations in which the Host Government may be unable or unwilling to provide support in the safeguarding of United Nations personnel, including those who face gender-based security threats.

Gender-based security incidents faced by United Nations personnel are assessed to be underreported and, as a result, the scope and nature of incidents is difficult to measure. The UNSMS has an obligation to incorporate the basic responsibilities for protecting UN personnel from gender-based security incidents. By addressing gender inclusion in security management, the UNSMS is upholding, promoting and protecting human rights and supporting Member States, communities and individuals to meet their obligations.¹⁶

2.1 Roles and Responsibilities of the UNSMS

The UNSMS Framework of Accountability governs and outlines all relevant roles and responsibilities regarding the inclusion of gender considerations in security risk management. The following sections detail the specific responsibilities of each of the various UNSMS roles regarding gender considerations in security risk management.

UNSMS Organizations

- Ensure that respective personnel are informed of UNSMS Gender Considerations in Security Management Policy and guidance.
- Ensure all necessary measures identified are actioned and appropriate resources allocated.
- Ensure that gender is considered throughout security risk management processes and that sufficient funding is allocated for security measures to address gender-based security threats.

Designated Officials (DOs)

- Implement the UNSMS Gender Considerations in Security Management policy and guidance.
- Ensure the provision of gender considerations in security risk management processes and the appropriate management of gender-based security incidents when they occur.
- In their engagement with host government authorities on security issues, ensure, when applicable that gender considerations in security are included in these discussions.

Security Management Team (SMT)

- Collectively provide advice and support to the DO on gender-related security matters, in particular gender mainstreaming into all security risk management processes, including analysis and actions.
- In its regular meetings, review the prevailing situation, including security developments that have gender-related impacts on personnel, and ensure related and effective security prevention and mitigation measures are in place.
- Ensure coordination and collaboration among UNSMS organizations on gender-related security matters.
- Ensure that resources are available to implement all security measures that are gender sensitive and responsive.

¹⁵ SPM Chapter II Section B – Framework of Accountability available here:
<https://dss.un.org/unsmin/Library/PolicyandProcedures/SecurityPolicyManual.aspx>

¹⁶ SPM Chapter IV Section M – Gender Considerations in Security Management available here:
<https://dss.un.org/unsmin/Library/PolicyandProcedures/SecurityPolicyManual.aspx>

- Ensure that United Nations personnel and their eligible family members are regularly informed of United Nations security plans to address gender-based security incidents.

UNSMS Security Personnel

- Act as advisers to their respective organization, or to the DO and the SMT on gender related security threats and risks and responses.
- Ensure that all aspects of security risk management processes are gender-sensitive and responsive. Follow the provisions of this Manual to ensure that gender considerations are included within security risk management processes, including prevention and mitigation measures, security plans and contingency planning, evacuation and/or relocation plans.
- Support their organization, or the DO and Security Management Team in identifying all gender-related security needs, potential funding requirements and communicate to the DO and SMT for implementation.
- Collectively work to establish a system for briefing all personnel employed by the UNSMS organizations and eligible family members on gender-related security issues and appropriate prevention and mitigation measures.
- Ensure there is an effective response mechanism for gender-related security incidents in the completed gender Aide Memoire.
- Ensure any reporting of gender-related security incidents affecting the UNSMS is compliant with the UNSMS Gender Considerations in Security Management policy and details in this Manual.
- Report to the DO and Representatives of organizations all instances of non-compliance with gender-related security policies, practices and procedures.
- Ensure that all security training provided is gender sensitive and responsive.
- Maintain a regular dialogue with host country security agencies on gender-related security matters affecting United Nations personnel, also highlighting gender considerations in host government security and protection measures.

Personnel employed by UNSMS organizations

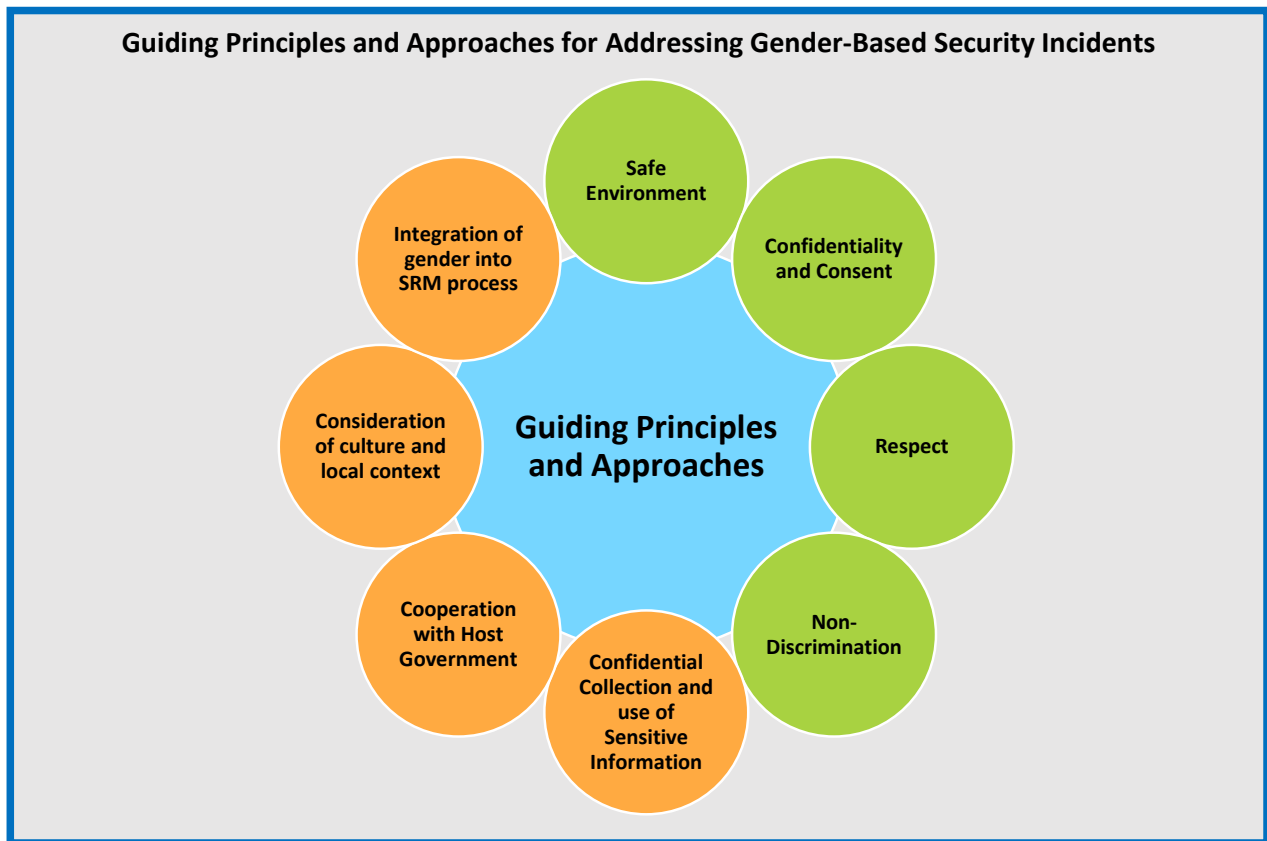
Personnel should be reminded of their responsibilities, in particular that they are responsible to ensure that they:

- Know about gender-related security threats and risks, learn how to prevent and mitigate those threats and risks, and most importantly, are proactive to ensure that they are as safe as possible in any given situation where they might be exposed to gender-based threats/risks.
- Attend briefings and training on gender-relating security threats and risks.
- Are familiar with United Nations gender-related response and support measures, including reporting and counselling, as well as the principle of confidentiality and consent.
- Are cognizant of customs, culture, and religion of the local context of United Nations operations regarding attitudes to sex characteristics, sexual orientation, gender identity and expression, and comport in a manner that will not endanger their safety and security and that of others.
- Comply with all United Nations security regulations and procedures at duty station, both on and off duty.

3. Guiding Principles and Approaches for addressing Gender-Based Security Incidents

The security-related response from the UNSMS towards gender-based security incidents **must be centred on, and sensitive to the affected person/s** and prioritize their rights, needs, and preferences. This will ensure that any operational support procedures focus on guiding the affected person/s access to appropriate and accessible services, including but not limited to: medical care, psychosocial support and legal services.

All aspects of the response should be carried out with adherence to the following principles and approaches, to the best of a security professional’s ability. The four principles (green) outlined below have been identified in the UNSMS Guidelines: Annex A, Immediate response to security incidents. The guiding approaches (orange) are recommended approaches are identified in the UNSMS policy: Gender Considerations in Security Management.



Safe Environment

The safety and security of the affected person is of key importance at all times. When responding to gender-based security incidents, the safety and security of affected persons is the first priority throughout the support process. Creating a safe environment not only includes removing the affected persons from immediate and ongoing danger but also encompasses (but is not limited to): private and confidential access to appropriate persons and locations for reporting purposes, identification of internal and external support structures and facilitation of access to these structures.

Confidentiality and Consent

Affected person/s are not obliged to report gender-based security incidents. They have the right to decide if and to whom they will disclose incidents and or the circumstances of the incidents. This is an exception to the mandatory requirement for all personnel to report all security incidents as outlined in the Framework of Accountability. Security personnel should only share information from the affected persons after obtaining the affected persons explicit and informed consent and only shared with the actors involved in providing follow-on support service. Interpreters, if needed, should sign a confidentiality agreement. Maintaining confidentiality means not disclosing any information at any time to any party without the informed consent of the affected person concerned. For specific information on Sexual Harassment in the workplace refer to section 12. Confidentiality promotes safety, trust and empowerment.

Principle: Respect

The dignity and autonomy of the affected persons must be respected. Security personnel should take extreme care when discussing sensitive topics, ensure language used does not suggest blame and is cognizant of the affected persons communicated gender identity, does not make assumptions on an individual's gender identity or sexual orientation, and uses appropriate persons for providing follow-on support and to inform about options for assistance. An incident may require the allocation of appropriate time for support to the affected person, who may have experienced physical and/or psychological distress. Security personnel should not press affected persons to disclose information regarding the incident. The options for assistance should be clearly described to the affected person. All actions taken by the UNSMS security personnel related to incidents should be guided at all times by respect for the choices, wishes, rights and dignity of the affected person(s).

Principle: Non-Discrimination

Non-discrimination commonly refers to the impartial treatment that must be afforded to personnel affected by a gender-based security incident, regardless of their age, race, religion, nationality, ethnicity, sexual orientation, gender identity and expression, sex characteristics, or any other characteristic. This ensures that any UNSMS security personnel will engage affected personnel in a non-discriminatory fashion, through avoiding any bias, prejudice, judgement and unfairness.

The following are guiding approaches and should inform your actions:

Confidential Collection and use of Sensitive Information

Collecting information on gender-based security incidents is an important part of any UNSMS response. Any such data collection must be both anonymous and in a format that lends itself to being secured with restricted access. Any input of information into SSIRS must only include incident type and country. If affected persons wish to formally report an incident in full, normal reporting procedures would ensue, with anonymity as an appropriate option.

Cooperation with the Host Government

Under the guidance of Chapter II Section E of the UNSMS *Security Policy Manual* (SPM) ("Relations with Host Countries on Security Issues"), the DO has the responsibility to coordinate with host countries on gender-based security issues and their impacts on United Nations personnel, with the support of UN security personnel.

Consideration of culture and local context

It is imperative for all UNSMS personnel responding to gender-based security incidents to be culturally sensitive, but it is also important to remember that respect for other cultures does not mean non-critical acceptance when culture, tradition or religions are invoked as a defence for gender-based security incidents. UN Core Values must be followed in this respect. The response of the security personnel may be challenged in certain contexts based on the expectations, attributes and what is deemed appropriate or inappropriate within the local context, towards gender, including personal bias. This does not negate your responsibility to address gender-based security incidents, through the security risk management process, and to provide suitable support.

The integration of gender into SRM processes

All approaches to gender-based security incidents should derive from the SRM process. UN personnel have different security experiences, needs, expectations and priorities. As such, the UNSMS will apply effective gender sensitive and responsive approaches throughout the SRM process. This includes but is not limited to: the identification and analysis of gender-based security threats, vulnerabilities and risks in the SRM area, identifying appropriate security risk management measures and related procedures.

4. Sexual orientation, gender identity and expression and sex characteristics: awareness

Attitudes to sexuality and the expressions of gender and sexual orientation vary from one country to another. Some may be instilled from a political level, others be based on traditions, religious, cultural and societal norms. Yet at the United Nations, human rights apply equally to all people regardless of their sexual orientation, gender identify and expression and sex characteristics (more commonly referred to as SOGIESC) in just the same way as they do to age, race and religion. The use of language should be gender sensitive, see below on Language Sensitivity.

Examine your potential biases

It is important to examine your own personal biases and understand how these may impact your own behavior and actions. Further, understand some of the challenges and human rights issues that LGBTI personnel face, and consider how that changes your views with this test:

<https://implicit.harvard.edu/implicit/takeatest.html>

UNSMS security personnel must be familiar with the below key explanations. In addition, there are many other terms that may be used in various contexts, which are available in Annex B.

KEY EXPLANATIONS	
Bisexual	An adjective that describes people who have the capacity for romantic, emotional and/or physical attraction to person(s) of the same sex or gender, as well to person(s) of a different sex or gender.
Gay	An adjective used to describe a man whose enduring romantic, emotional and/or physical attraction is to other men ¹⁷ . This can also be used for women.
Gender Expression/Presentation	The external manifestation of one’s gender identity expressed through one’s name, pronouns, “masculine,” “feminine” or gender-variant behaviour, clothing, haircut, voice or bodily characteristics. Society identifies these cues as masculine and feminine, although what is considered masculine and feminine changes over time and varies by culture. Transgender people may seek to make their gender expression match their gender identity rather than the sex they were assigned birth ¹⁸ .
Gender Identity	Each person’s deeply felt internal and individual experience of gender, which may or may not correspond with the sex assigned at birth, including the personal sense of body (which may involve, if freely chosen, modification of bodily appearance or function by medical, surgical or other means) and other expressions of gender, including dress, speech and mannerisms. ¹⁹
Heterosexual	An adjective that describes persons who’s enduring romantic, emotional and/or physical attraction is to person(s) of the opposite sex or gender (also referred to as “straight”) ²⁰ .
Homosexual	An adjective that describes persons who’s enduring romantic, emotional and/or physical attraction is to person(s) of the same sex or gender (also referred to as “gay”). Note that, in English, many people consider homosexual an out-dated clinical term that should be avoided ²¹ .

¹⁷ Adapted from Annex I to the UN Globe Recommendations: Terminology Guidance, “gay”, UN Globe

¹⁸ Annex I to the UN Globe Recommendations, “gender expression/presentation”, UN Globe

¹⁹ Yogyakarta Principles (2006) “gender identity.”

²⁰ Annex I to the UN Globe Recommendations: Terminology Guidance, “heterosexual”, UN Globe

²¹ Annex I to the UN Globe Recommendations: Terminology Guidance, “homosexual”, UN Globe

Intersex	A person with bodily characteristics in relation to medically established standards of maleness and femaleness, including variations at the level of chromosomes, genitalia or secondary sex characteristics. Intersex is sometimes termed “differences in sex development.” “Intersex” is preferred over the outdated term “hermaphrodite.” Intersex persons are likely to be assigned a sex of male or female at birth. Intersex people may grow to identify themselves with the gender corresponding to the sex they were assigned at birth, or with a different gender ²² .
Lesbian	The term can be used to describe women whose enduring romantic, emotional and/or physical attraction is to other women ²³ .
LGBTI	An acronym for lesbian, gay, bisexual, transgender and intersex persons that is also used as shorthand for “persons of diverse sex, sexual orientation and gender identity.” Among other variations: sometimes intersex is not included and the acronym is LGBT; sometimes “queer” or “questioning” is included and the acronym is LGBTQ or LGBTIQ; and sometimes “ally,” “a romantic” or “asexual” is included, and the acronym is “LGBTQA” or “LGBTIQA.” ²⁴
Pansexual	Describes individuals who can be attracted to persons of all gender identities ²⁵ .
Persons of diverse sex, sexual orientation and gender identity	Umbrella term for all people whose sex, sexual orientation or gender identity places them outside the mainstream, and people whose gender identity does not correspond with the sex they were assigned at birth ²⁶ .
Queer	Traditionally a negative term, queer has been re-appropriated by some LGBTI people to describe themselves. It is considered inclusive of a wide range of sexual orientations and gender identities ²⁷ .
Sexual Orientation	Each person’s capacity for profound emotional, affectional or sexual attraction to, and intimate and sexual relations with, individuals of a different gender, or the same gender or more than one gender ²⁸ .
SOGIESC	An acronym for sexual orientation, gender identity and expression, and sex characteristics ²⁹ .
Transgender	Umbrella term used by people whose gender identity and, in some cases, gender expression, differs from what is typically associated with the sex they were assigned at birth, including those whose assigned sex is different from their gender identity and people whose gender identity is neither male nor female as traditionally defined. “Transgender” is preferred over “transsexual,” as it encompasses transsexual and other gender identities ³⁰ .

Language sensitivity: Addressing Individuals

A pronoun is a word that refers to either the person talking (“I” or “you”) or someone or something being talked about (she, he, it, them or this). Often, we use pronouns based on appearances, however we may not always be correct. For example, a transgender woman may be called “he” by people who are unaware she identifies as female while she prefers the pronoun “she,” or by people who are confused by her gender identity or people who are deliberately trying to hurt her. Commonly used gender-neutral pronouns in English are **they**, **them** and **theirs**. This is particularly important for security personnel responding to an incident impacting a transgender person. Therefore, don’t assume, kindly ask the person how they want to be addressed.

²² Annex I to the UN Globe Recommendations: Terminology Guidance, “intersex”, International Organization for Migration

²³ Annex I to the UN Globe Recommendations: Terminology Guidance, “lesbian”, UN Globe

²⁴ Annex I to the UN Globe Recommendations: Terminology Guidance, “LGBTI”, UN Globe

²⁵ Annex I to the UN Globe Recommendations: Terminology Guidance, “bisexual”, UN Globe

²⁶ Annex I to the UN Globe Recommendations: Terminology Guidance, “persons of diverse sex, sexual orientation and gender identity”, UN Globe

²⁷ Annex I to the UN Globe Recommendations: Terminology Guidance, “queer”, UN Globe

²⁸ Yogyakarta Principles (2006), “sexual orientation”

²⁹ Adapted from Annex I to the UN Globe Recommendations: Terminology Guidance, “SOGIESC”, UN Globe

³⁰ Annex I to the UN Globe Recommendations, “transgender”, UN Globe

4.1 Specific security vulnerabilities for people with diverse sexual orientations, gender identity and expression and sex characteristics

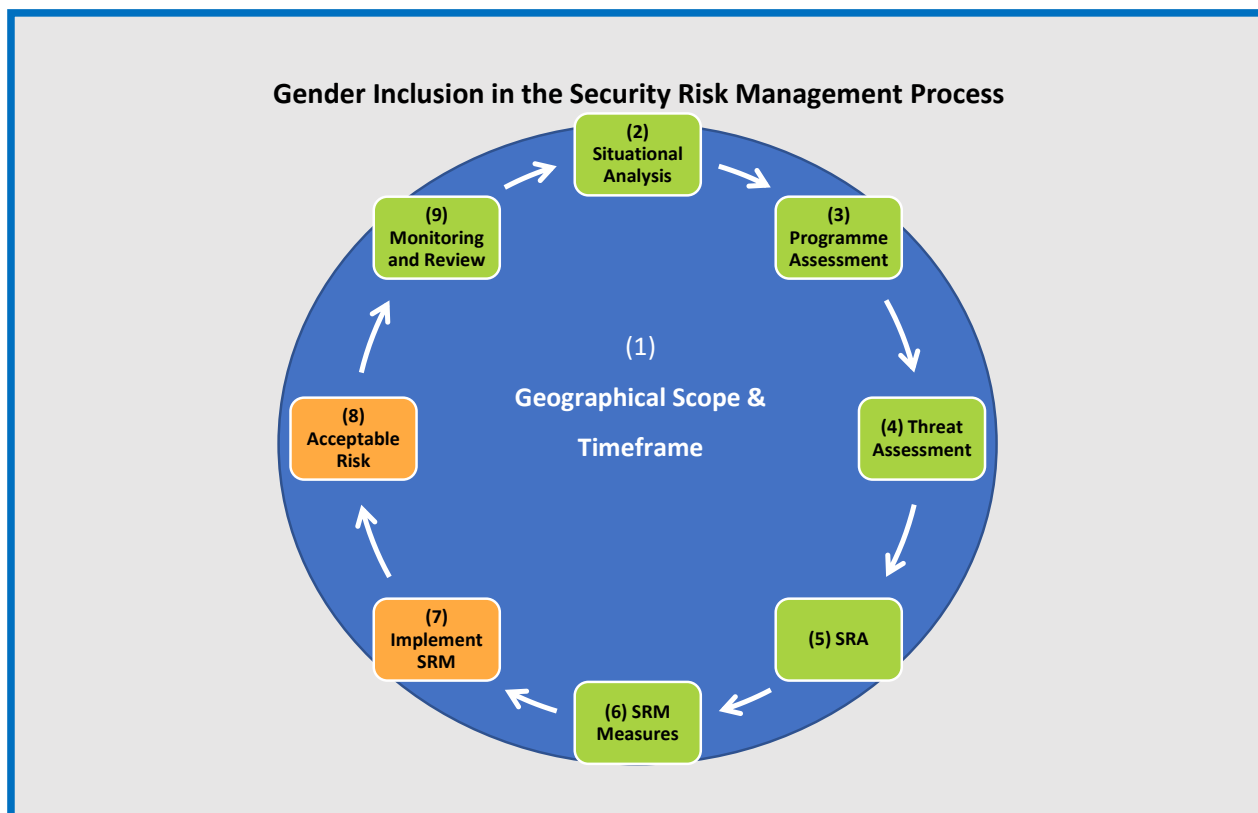
Gender Based Security incidents or acts of discrimination frequently go unreported because affected person/s do not trust police, are afraid of reprisals or are unwilling to identify themselves as LGBTI individuals.

In many countries, LGBTI individuals are not protected from homophobic, bi-phobic and transphobic crimes (for further clarity please see Annex C. Rather these crimes can be perpetuated due to the lack of legal protections and cultural norms. In over seventy countries, laws are in place that criminalize same-sex consensual activity and may disproportionately effect LGBTI individuals. A recent study undertaken by International Lesbian, Gay, Bisexual, Trans and Intersex Association provided insights on differences between laws and societal views. For full detail of the report click here ilga.org. For further information refer to Annex C.

5. Gender in the Security Risk Management (SRM) Process: a step by step guide

Mainstreaming gender considerations into the SRM process enables a more thorough and nuanced review of the operational context of the UN and improves our ability to manage the full spectrum of threats that may affect UN personnel. Incorporating gender considerations into the SRM/UNSMS processes represents a unique challenge to the process as incidents are widely underreported. It is crucial throughout the SRM process for Security personnel to consult widely with relevant experts.

To understand the extent of gender-based threats, and in particular where and how UN personnel may be subjected to incidents, security personnel need to understand i) how gender-based incidents are managed both by government institutions - including the responses by security and judicial systems and available support services and ii) how gender-based threats are perceived within the society and subsequently managed by the community. Information may not be readily available on websites or published by the government. Detailed data on all gender-based threats may also not be available because it may not be considered a criminal offence in the country. On average globally, less than 10% of gender-based violence incidents are actually reported. During times of unrest and breakdown of law and order, and especially in times of conflict, sexual harassment and sexual violence can increase considerably. The following comprises a Step-by-step guide to integrating gender into the SRM process. It addresses those steps where gender needs to be considered and addressed.



5.1 Situational Analysis (SRM Step 2)

Integrating gender into situational analysis enables a more complete, rigorous and nuanced assessment of the various factors impacting security in the SRM area. There are gender dimensions to each of the elements of the Situational Analysis. One must consider how the elements of the situation impact different individuals, i.e. based on sexual orientation, gender identity and expression. This allows for better evaluation of the impact of gender on threats to UN personnel and dependents. Similar to security, societal values, customs and laws are not static

and are continually being reshaped. Regular reviews of the SRM by the SMT should be sure to address any changes in the prevalent norms around gender and identity, that may have an impact on the type, likelihood or impact of a range of gender-based threats.

Research and understand the common gender-based threats and incidents in the operating environment

As a consequence, conducting research and sharing knowledge of local customs and laws that pertain to gender and sexual orientation must also be continually revised. Do not just rely on statistics of gender-based security incidents (e.g. from law enforcement entities) to understand where UN personnel may be subjected to such threats. Security personnel must understand how gender-based incidents are managed by the judicial system, security services, and other support services and how gender-based threats are perceived within the society and subsequently managed by the community (see section 7 on Aide Memoire).

Examples of how gender-based security threats are perceived and addressed within a society	
Domestic Abuse	Domestic Abuse perceived by community as sign of love for individual as opposed to a violent act
Intersectionality	The idea of intersectionality seeks to capture both the structural and dynamic consequences of the interaction between two or more forms of discrimination or systems of subordination. It specifically addresses the manner in which racism, patriarchy, economic disadvantages and other discriminatory systems contribute to create layers of inequality that structures the relative positions of individuals. ³¹
Marital Rape	Rape committed between persons who are married may be perceived culturally as not being rape, and therefore affected persons often don't have access to support services.
Perception of gender-related acceptance based on intersectionality	LGBTI individuals may be perceived to be more or less accepted within the community, based on intersectionality and interaction with race/colour/religion. Therefore, they may be incorrectly perceived as less likely to be targeted with violence.
Sexuality Disclosure	Personnel who identifies as LGBTI may be safe in the office, however may be at risk if their identity is disclosed or shared outside the workplace, and/ or within the community.

Prepare a list of possible gender-based security threats based on document review (see bullet list below of possible sources) and in reference to the list of possible threats in section 5.3 below. Examples found in these documents may include: incidents of sexual assaults in public places, incidents of street harassment, rate of domestic/family violence, high number of anti-LGBTI violence etc. Don't forget the need to look beyond the usual sources and ask different types of questions based on personnel and context.

Potential sources of information that security personnel may wish to consult:

- Platforms that provide data on violence against Women.
- CEDAW documents which will also indicate strategies that the host government are pursuing and regularly report back to the CEDAW Committee/ human rights council.
- Report of the Secretary-General on conflict-related sexual violence.
- The International Lesbian, Gay Bisexual Trans and Intersex Association - ILGA provide informative reports and data on incidents and attitudes towards LGBTI persons.

³¹ "Gender and racial discrimination - Report of the Expert Group Meeting" available at <https://www.un.org/womenwatch/daw/csw/genrac/report.htm>

- UN Globe may also be another good source of information but security personnel should also read and review locally available reports and sources.

Challenges and gaps in data collection for gender-based security threats

With increased attention on gender-based violence, substantial work has been done by governments, non-governmental organizations and UN entities to strengthen methodologies and address the challenges in gathering and collecting data across countries and regions. However, there remains a substantial lack of accurate data on the nature, prevalence and incidents of the various types of gender-based violence. There are many reasons why persons do not report and why gaps exist in data, some of them include: concerns surrounding professional consequences or retaliation, trust in the system and justice/investigations process, perceived lack of reliable evidence, lack of affected person/s ability to recall events, lack of clear support mechanisms and policies, cultural or personal reasons and concerns surrounding community shame and misconceptions of survivors.

Consult with experts/personnel who have appropriate knowledge on this topic

In many operations, to really understand gender-based threats, UNSMS security personnel will need to engage with dedicated advisors of different UN agencies who will be able to provide specialist insight on government institutional processes, local and international NGOs, health service providers, and legal assistance that the UN, NGOs and civil societies are using. Use these experts to understand the gender-based threats that could be impacting UN personnel. This can help you identify the range, prevalence, location, type of gender-based threats in the area. Some examples of resources include: protection officers, gender advisors, medical personnel etc.

Other platforms and organisations that provide information

- CEDAW country-specific information: (<http://www.ohchr.org/EN/HRBodies/CEDAW/Pages/CEDAWIndex.aspx>)
- UN Women country-specific information (<http://www.unwomen.org/en>)
- UNFPA thematic reports (<https://www.unfpa.org/>)
- Secretary General's Database on Violence against Women (<http://evaw-global-database.unwomen.org/en>)
- UN Globe network (<http://www.unglobe.org/>)
- International Lesbian, Gay, Bisexual, trans and Intersex Association Minorities Report 2017: attitudes to sexual and gender minorities around the world (<https://ilga.org/ilga-riwi-global-attitudes-survey>)
- Equal Dex: <http://www.equaldex.com/>
- Global Database on HIV-specific travel restrictions (<http://www.hivtravel.org/>)
- Host Government statistics, legislation and travel advisories

Structural factors that impact gender norms in the environmental context that could be reflected in your Situational Analysis are highlighted below.

Structural factors that impact gender norms in the environmental context	
Cultural influences	Cultural practices during times of conflict or insecurity often lead to restrictions on women and valuing hyper-masculinity in men.
Demographic stress	Conflict and insecurity are often fuelled by demographic stressors, such as unemployed male youth, infant mortality.
Economic performance	Informal economies are often associated with financial disparity between genders and increases pay gaps.
Environmental stress	Increased insecurity substantially reduces women's access to water and arable land and food security of families.
Governance and political instability	Governance and political instability often increase women's exclusion from public decision-making and corruption.
Human development	Conflict and insecurity have impact on high maternal mortality rates, the community's unmet expectations about education and health.
History of armed conflict	History of armed conflict or insecurity and resulting consequences for populations e.g. children born as the result of rape as a weapon of war, widowed family members, orphans.
Militarization	Increased militarization and spending on armies reduce resources for social services often disproportionately affecting women.
Population heterogeneity	Heterogeneity of the population may lead to communal/separatist mobilization, and exacerbate violence related to gender expression of ethnic difference.

It is important to note, that armed conflict and the breakdown of law and order, including increased gender-based violence against the local population, are indicators that personnel could be at an elevated risk of assault by external and internal actors. Often in conflict or insecure contexts, the United Nations may be operating in an integrated mission setting, a larger humanitarian mission or peacekeeping operations. In such settings, personnel may live and work in the same environment, face violent operating environments and have increased access or exposure to situations involving alcohol and drug consumption. All these factors above may be included in the Situation Analysis may be indicators or triggers for gender-based security threats to be addressed in the Specific Threat Assessment.

Examples of indicators and triggers of gender-based security threats

- Localised changes to limit women's rights, including strict requirements for dress code requirements, requirements for male escorts, and increased restrictions on girl's education, are indicators of growing extremist control and a lessening of host government authority. This may lead to more frequent street harassment and assault of women personnel and limitation to their movements.
- In specific contexts, masculinity is linked to ownership of cattle or animals. In such a context, an increase in bride prices leads to increased cattle raiding which may trigger and/or aggravate armed conflict between communities in locations where UN personnel are located.
- Host government police manning checkpoints may harass, intimidate, arrest, and sometimes violently assault persons assumed to be LGBTI.

[5.2 Programme Assessment \(SRM Step 3\)](#)

As SRM depends on understanding and dealing with our vulnerability to threats, including gender-based security threats, part of that understanding involves how programmes operate and how those operations may create exposure to threats. To gain a better understanding of specific information on programme activities, security personnel should collaboratively work at the field level.

In some societies, gender-related programme delivery may put implementing UN personnel and, in some cases, the wider UN at risk. For example, this may include awareness raising programme to eliminate Female Genital Mutilation (FGM) in areas where it may be considered a traditional and accepted practice.

5.3 Specific Threat Assessment (SRM Step 4, Part II)

Based upon the Situational Analysis, security personnel must precisely identify the Specific Threats that may impact the UN. Security personnel must thoroughly understand the gender dimensions of the current context as well as understand the legal framework in the host country, including with reference to sexual orientation and gender identities.

Use the list of gender-based threats to begin determining threats for your SRM area

Based on SRM Step 1 and 2, determine which threats may be considered in your SRM area. Do not try to develop this list in isolation: engage with experts to understand the threats that may be prevalent in the security area but may not be widely referred to.

Develop event descriptors based on various threat actors and categories of personnel/dependents

National and international personnel and their dependents may experience different gender-based security threats. Similarly, threat actors may vary. It is important to reflect the differences that may exist because of their gender, sexual orientation, sex characteristics and gender identity

As an example, there are many locations where international female personnel may be harassed by security forces through stalking, repeated calls, etc. Locally recruited personnel may face different gender-based threats particularly where there is armed conflict and they are living in IDP sites.

It is important to remember that, for security purposes, sexual harassment and sexual assault (including rape) are two different threats that need to be managed differently based on the threat actors and the categories of personnel (or dependents) who may be impacted. Another common mistake is to include an impact statement within the Event Description, which can incorrectly shape and pre-determine the following steps. Rather, when trying to include what the “negative effect on the UN” is, focus on describing who the vulnerable groups are covered by the UNSMS and how, or in what situations, they are typically vulnerable to gender-based threat and how and or where this is typically carried out.

All gender-based security threats are “Direct” when the intent of the perpetrator is to cause harm to UNSMS personnel. Irrespective of the fact that motivation behind targeting the individual is due to their employment with the UN, their ethnicity, sexual orientation, gender identity, gender expression or sex characteristics all gender-based security threats are direct. This will also assist in determining and framing the “Intent” in the next step on the 1-5 scale.

Sample Category	Sample Specific Threat	Sample Event Description
Crime	Sexual Assault	UN national female personnel sexually assaulted by criminal gang in public spaces or in public transport in downtown city x.
Armed Conflict	Sexual Harassment	UN female personnel sexually harassed and intimidated by security forces in location x camp.

Identify how different profiles of personnel in terms of their gender, sexual orientation, sexual identity, sexual expression and job profile, can expose them to gender-based threats. Examples may include:

- **International personnel – Women** – stereotyped because of media, perceived affluence, perceived as having different ideas, beliefs and values than local patriarchal society; looked upon negatively because they do not conform to traditional gender roles, behaviour that may be deemed inappropriate (drinking and smoking in public, etc).
- **Locally recruited personnel – Women** may face criticism for working for an international organization, may be frowned upon for being seen in the company of foreign men, perceived affluence, may face threats from the community for socializing with foreign women; may not be able to carry out all their duties without family or community approval.
- **International personnel** relationships with local persons may be frowned upon and be problematic from cultural, tribal and social perspectives in the community.
- **Locally recruited personnel - Men** may face criticism from the community for working for an International organization and/or a female supervisor; promoting human and equal rights for all. They may face pressure from their community to behave in the local cultural context which may not be in accordance with the UN Charter or UN organization’s code of conduct.
- **LGBTI personnel** - same sex marriage or relations may not be recognized or unlawful, resulting in severe penalties including death sentences in some countries. In some contexts, personnel may be for the victim of “hate crimes” or violent “cures” such as “corrective rape”.

[5.4 Risk Assessment \(SRM Step 5\)](#)

As with the previous steps, it is crucial that Security personnel consult with as many experts/ personnel who may have appropriate knowledge on gender and sexual orientation within the SRM area. Ensure that you are looking at the specific threats realistically regarding your assessment of prevention vulnerability and mitigation vulnerability. All of this will assist with developing a well-reasoned and realistic Likelihood and Impact rating, and subsequent Risk Level.

Ensure that you are looking at this realistically using the prevention vulnerability and mitigation vulnerability. This is where your research and use of expert knowledge as per Step 1 and 2 will help. In many locations, we may reflect that there is a functioning law enforcement system and be inclined to say there are effective security forces widely present, but they may not appropriately address all of the gender-based security incidents of concern to the UNSMS. Similarly, we may think that the response by local authorities is efficient because persons who are apprehended are prosecuted. However, the legislation may not effectively enable a prosecution, the affected person may be further traumatized by the process, details of the case may appear in the media, or the affected person may not have a choice of investigating officers or medical examiners. All these variables could further increase the risk. Examine each step in detail for each of the event descriptors to appreciate what the consequences of each action. This will help you determine appropriate security risk management measures.

[5.5 Selecting appropriate and gender-responsive SRM Measures \(SRM Step 6\)](#)

Determine appropriate risk management measures in consultation with experts, networks, the security cell, relevant personnel, etc. It is important to examine each step for each of the Event Descriptors to appreciate the consequences of each action and help determine appropriate SRM measures. Consultation assists in taking into account the adverse impacts of SRM measures as well as ensures practicality and effectiveness.

In determining SRM measures, it is important to note that whilst the UN is based and operating in a local context, respect to the local culture and customs is paramount. This must not, however, be to the detriment of human rights and UN Core Values. The UNSMS must ensure appropriate advice and information is provided to personnel, detailing specific local culture and customs and how it relates to safety and security, providing personnel with

information to make informed choices for their own safety and security. It is not the role of the security personnel to impose SRM measures that place restrictions based on gender, sexual orientation, sex characteristics, identity and expression of personnel. Security personnel are expected to identify appropriate SRM measures that are efficient at mitigating and preventing threats.

Security personnel must consider multiple dimensions, including gender and how SRM measures impact personnel differently.

Examples of SRM Measures and Procedures		
Categories of measures	Examples of SRM measures	Prevention(P)/ Mitigation (M)
Programme Assessment	<ul style="list-style-type: none"> Completed by UN AFPs programme and submitted to UNSMS in countries of operation, which assists Security Personnel in determining specific gender-based security threats and associated risks to programmes, personnel and assets. 	P
Selection of hotels, event venues, and additional	<ul style="list-style-type: none"> Selection of UNSMS cleared hotels and conference facilities for all UN hosted events. training, roundtable discussions and dialogue platforms. Special considerations are made to access control, lighting in public spaces, protocols to protect the location of UN personnel, transport, 24-hour front desk response capacity, door lock mechanisms, training of hotel personnel etc. 	P/M
Physical security measures	<ul style="list-style-type: none"> Access procedures (for example: female guards for body checks on female visitors). Building evacuation procedures and assembly point – take into consideration mobility and gender of personnel. 	P
Training and Education	<ul style="list-style-type: none"> Personnel to ensure completion of mandatory security training identified at the country level before mission travel or arrival at duty station. UNSMS training programmes mainstream gender-based security considerations such as threats, appropriate recommended measures and support services. Women’s Security Awareness Training (WSAT) course is made available to all women personnel, spouses and appropriate dependents. Training and table top exercises that clearly go through the protocols for incident response to gender-based security incidents so that personnel know what actions to take and how they will be supported. Arranging self-protection classes by trained professional experts Inclusion of implementing partners and NGOs in training opportunities that mainstream gender considerations such as WSAT. 	P/M
Security clearance and security information access	<ul style="list-style-type: none"> Security Clearance (TRIP) obtained prior to all mission travel security travel advisory includes gender considerations and prevention and mitigation mechanisms personnel should take to reduce risk 	P/M
Host Government Security Support	<ul style="list-style-type: none"> Increased host government security support, coordination and liaison for gender-based security incidents (as appropriate), female liaison within Host Government security apparatus 	P/M

Support and Medical Services	<ul style="list-style-type: none"> • Aide Memoire displayed and distributed to the SMT and all UN personnel, detailing support in case of gender-based security incidents. • PEP protocol in place, including mixed gender custodians in all locations, ensuring their details are visible and available to all personnel, and having a 24/7 system for response in case personnel need access. 	M
Transfer risk	<ul style="list-style-type: none"> • Use of implementing partners and government agencies/departments to implement parts of project. 	P
Appointment of focal points	<ul style="list-style-type: none"> • Appointment and training for security focal point to ensure personnel have the appropriate knowledge or training on gender-based threats and support available 	M
Transportation	<ul style="list-style-type: none"> • Identifying various transportation means, enabling UN personnel to make informed decisions about the type of transport they use is an important consideration. • If taxis are a mode of transport – vetting taxi companies and determining a list of safe drivers may be a first step to reducing incidents. Having female taxi driver options for women is another possibility in some contexts. • Organisation of UN shuttle or bus services • Vehicles safety equipment (first aid boxes supplemented with comfort/hygiene boxes supplied with feminine hygiene products). • Established driver and passenger conduct and expectations. • Context-specific procedures and gender considerations such as sitting position inside car, who members of personnel can/cannot travel with. 	P
Security Plans	<ul style="list-style-type: none"> • Mainstreaming gender considerations in the Security Plans, including ensuring concentration points are safe for persons of all gender, have adequate lighting, access to lockable bathroom facilities, feminine hygiene products, and appropriate sleeping arrangements. 	P/M
Procedures	<ul style="list-style-type: none"> • Ensuring that all UN organizations in country have their own mechanisms in place for responding to gender-based violence incidents in line with their organizational SOPs for critical incident response. • Develop SOPs for response to gender-based security incidents. • Expected behaviour in the local context including recommendations on cultural respect, dress, formalities, interactions with various interlocutors, compliance with national laws • Personal security recommendations including avoidance, strength in numbers, curfews, no-go zones, gender-specific threats, etc. • Accommodation procedures, with attention to single travellers' vulnerability. • Alternate work modalities, meetings at alternate venues, work from home and other non-office modalities exercised when necessary and tested on a regular basis. 	M
Forums and Dialogues	<ul style="list-style-type: none"> • Regular meetings and feedback opportunities on services provided by hotels, guard companies, taxi services to ensure that matters and complaints can be addressed and/or appropriate advocacy be undertaken. • Request feedback and suggestions following WSAT and SSAFE training; 	P/M

	<ul style="list-style-type: none"> Meetings and dialogues with colleagues from UN Globe 	
Equipment	<ul style="list-style-type: none"> specific security items. Devices include: doorstops, alarmed doorstops, personal alarms, flashlights, female urinary devices, etc. PPE appropriately sized and fitted for personnel of all genders Gender-specific equipment, supplies that may be needed, pre-positioned or identified for further access: PEP kit, medications, first aid kits that are supplied with gender-specific items such as feminine products, etc. 	P/M
Security Briefings	<ul style="list-style-type: none"> Pre-arrival and on-arrival briefings for personnel and visitors. Including information on gender-based security threats, SRM measures, PEP protocols and custodians, support available as per the completed Aide Memoire. 	P
Acceptance	<ul style="list-style-type: none"> Strategic and respectful cultivation and maintenance of context-specific relationships. Respectful interactions with various interlocutors. Ongoing dialogue and transparency about programme and presence with local communities, beneficiaries, authorities etc. Personnel and community participation in programme design. Constant monitoring and evaluation of programme quality. Strategic programme assessment, design and implementation that incrementally negotiates toward objectives. Personnel well trained in interpersonal communications/ interacting with local community etc. 	P

Residential Security Measures

Residential Security Measures (RSM) should also include gender considerations for households' main earners/breadwinners or for those living alone, as well as International and locally recruited personnel. Specific recommendations may incorporate the need for privacy and support the safety and preparedness of personnel and their dependents.

Examples of RSM Measures		
Category	Measure	Prevention/Mitigation
Procedures	<ul style="list-style-type: none"> Locate bedrooms of personnel member and/or children to increase stand-off with public areas (streets, etc.) Establishing an informal "neighbourhood watch" – set up an informal association to share information on possible threats and developments. Training spouses and children on how to get to flashlights, whistles, alarm, food, safe room, exits in an emergency. Proposing appropriate 'safer zones' or spaces for personnel to live in – there may be recommended areas where there are enhanced police patrols, enhanced street lighting and communal spaces. Recommending international personnel live compounds in non-family duty stations. 	P/M
Physical security measures	<ul style="list-style-type: none"> Makeshift barriers to increase privacy (curtains, fences, higher walls, etc) and bars to deter intruders (wires, poles, etc). Alarms, personal alarms, doorstops, locking mechanisms, dogs. 	P/M

Guard Force	<ul style="list-style-type: none"> Regularly reviewing guard companies to ensure that they are delivering the service expected, and that they have female guards among the guard companies for residences. 	P
Lighting	<ul style="list-style-type: none"> Sensor outdoor lighting. Adequate street lighting along route. 	P
Host Government support	<ul style="list-style-type: none"> Set up and facilitate a meeting between national personnel and local police to talk about issues in the neighbourhood or request increased patrols or greater support services. 	P/M

Security Plan

The Security Plans also have several areas where mainstreaming gender considerations ensures the development of more thorough, responsive, and accurate plans.

Elements to consider in formulating Security Plans

- Concentration Points address the need for sleeping and ablution arrangements for all personnel and dependents, including children and persons with disabilities, and are also stocked with feminine hygiene products.
- Reception areas prepare for the reception of all personnel and dependents, including children and persons with disabilities.
- Evacuation plans consider the needs of pregnant women and persons with disabilities.
- Bunkers or concentration points consider different gender considerations including separation of toilet facilities (where possible)
- PEP Kits and related protocol are included in planning

6. Responding to a gender-based security incident

Security personnel may be the first responder to a gender-based security incident, either by attending the scene of an incident or by being approached by the affected person/s for assistance. For this reason, there is the expectation that security personnel are familiar with and use the tools and response processes described below which will help them to provide adequate support to affected person/s.

Security personnel are not investigators, police, counsellors, medical professionals etc. however, they are responsible for safety and security, referral to appropriate support and should be prepared to maintain integrity of incident location, to support in the identification and prosecution of offenders. The role of security personnel is only, where appropriate and possible, to support – not lead or coordinate – investigations and justice mechanisms.

6.1 First Response: Psychological First Aid and immediate response

The first priority of security personnel is to ascertain if the affected person/s are safe. If they or their location is deemed unsafe, security personnel should remove them to a safe location immediately.

What is psychological first aid (PFA)?

Psychological First Aid (PFA) is not something only professionals can do, and it is neither a professional counselling nor a “psychological debriefing”. Although PFA involves being available to listen to people’s stories, it is NOT pressuring people to tell their feelings or reactions to an event.

PFA is a humane, supportive and practical assistance to UN Personnel who recently suffered exposure to serious stressors. It involves:

- Providing non-intrusive, practical care and support
- Assessing needs and concerns
- Helping people to address basic needs (food, water, information)
- Listening to people without pressuring them to talk
- Comforting people and helping them to feel calm
- Helping people connect to information, services and social supports
- Protecting people from further harm

Who? Very distressed people who were recently exposed to a serious stressful event; it can be provided to adults and children. Don’t force help, but make yourself available and easily accessible to those who may want support.

When? Upon first contact with very distressed people, usually immediately following an event or sometimes a few days or weeks after.

Where? Wherever it is safe enough to be, with some privacy, as appropriate, to preserve confidentiality and dignity.

People may have different reactions to a critical event and do better over the long-term if they:

- Feel safe, connected to others, calm & hopeful
- Have access to social, physical & emotional support
- Regain a sense of control by being able to help themselves

PFA Actions Principles: Prepare

- Learn about the crisis incident
- Be able to provide information about the appropriate services and support available
- Be able to provide relevant safety and security information, as per the affected person's concerns
- Familiarize yourself with gender-based violence threats

Areas you must address:

- Refer to the gender **Aide Memoire**, which focuses on security, medical care, psychosocial support and judicial processes.
- Know and be able to provide information on **the PEP kits** for UNSMS organizations, make sure that they are intact and not expired.
- Provide advice on the local laws. For example, does the country/area you are in have mandatory reporting in place (that if the affected person goes to a hospital, will they be forced to report to the police)? Is adultery a crime that the affected person could be punished for? Is drinking illegal and could the affected person be penalized if alcohol was involved in the incident?
- Know of options if there is a need or a wish for alternatives to the police / hospital where an affected person could be thoroughly examined (usually in the form of a preliminary statement and a head-to-toe examination to note any injuries and collect any forensic evidence). This could be in the form of an independent local rape crisis centre or women's refuge.

PFA Actions Principles: Look

- Check for safety
- Check for people with obvious urgent basic needs
- Check for people with serious distress reactions (physical or psychological)

Things to look out for with a person affected by gender-based security incidents

- Make sure they feel they are no longer in imminent danger; do your best to listen to what they would prefer to do, as far as is possible or realistic.
- You should act in an affected person led way: what the affected person wants (as long as they are not in imminent risk) should be what happens, if possible. Indeed, they may have had the control over their own bodies removed from them in a violent way, and so it is important to help them feel that control has been restored to them and that they can make their own decisions once again.
- Check that the affected person is not in an undue amount of pain or bleeding heavily, by asking them. It is possible to incur severe internal injuries from some types of sexual trauma and these can lead to death in some cases. Make sure to relay this to medical professionals.

When listening to a person affected by sexual violence:

- They are still the same person. Do not treat them as though they have somehow changed or been broken.
- It is normal to also have preconceived thoughts about sexual violence, whether the affected person is to blame. Try to keep your opinions to yourself and remain as neutral and kind as possible. You do not know what has

happened to the affected person/s, and it is not your job to blame them or to ascertain the truth about what happened. You are here to support them: take what they say at face value.

PFA Actions Principles: Listen

- Approach people who may need support
- Ask about people's needs and concerns
- Listen to people and help them feel calm

Things to keep in mind when working with a person affected by sexual violence:

- **Confidentiality is key:** this person has trusted you enough to speak to you about a potentially highly traumatic, distressing incident, which often bears stigma and shame. You should assure them that you will bear their confidentiality in mind first and foremost and will inform them before speaking to anyone else about this situation / check if they are okay with that disclosure.
For sexual harassment in the workplace, if the person speaks about this type of incident, you will need to refer this person to their respective organization. For Secretariat personnel, you have to inform them that you are mandated to inform the relevant UN investigative offices of the incident.
- Victims may not want anyone to know about what has happened to them or may face danger if their community or family find out about the incident. It is necessary to seek their **consent** before contacting anyone on their behalf. Encourage them to speak to at least one other person (like a trusted friend), as it is important to have some social support.
- Make the affected person/s aware that washing themselves could destroy important evidence, but do not pressure them either way. Also make them aware that they could be at risk of HIV or other Sexually Transmitted Infections (STIs), as well as of getting pregnant (depending on the sex of the affected person). Gently encourage them to take the PEP kit and seek medical attention.
- It is alright to write a short, basic report the first time you speak to the affected person. You don't need to get the name of the perpetrator, or all of the details: it may be distressing for them to speak about these, and the priority should be their wellbeing. Pushing them to think back on the incident in greater detail than they are ready to, could be psychologically harmful.

The affected person may feel guilt or shame about the incident. These are normal reactions after an incident of sexual violence, and it is important to reiterate to the affected person in a calm voice: it was not their fault, they did not ask for this to happen, it was solely the perpetrator's decision to attack them which resulted in the incident.

PFA Actions Principles: Link

Distressed people may feel overwhelmed with worries...

- Help them prioritize urgent needs (what to do first).
- Give practical information
- Connect people to loved ones and social support.
- Help them remember how they coped in the past and what helps them to feel better

It is also possible that the affected person feels confused about what happened and does not seem to remember the details/chronology of the incident or is unwilling to call it sexual violence/sexual assault/rape. These are all also normal reactions to sexual trauma, as the brain struggles to process the incident normally. Be patient and speak gently with the affected person and try not to doubt the legitimacy of their claim. Take it one step at a time and go at the pace they want to go.

The affected person may state that they were physically sexually aroused at the time of the incident (against their conscious will): it is worth remembering that physical sexual arousal is not something one can consciously control at any point (all men and women, it is a biological reaction to any kind of physical stimulation). It is also a very common occurrence during sexual violence (for a woman, physical arousal can prevent tearing and internal damage).

The affected person may say that they freeze, didn't fight back or run away: these are all absolutely normal reactions to trauma, especially sexual trauma. One way to understand this is: their brain/body tried to protect them from greater harm or damage by "playing dead" and not putting up a fight. This reaction is totally beyond conscious control: no one can plan what they will do in this kind of situation.

How to talk to a person affected by sexual violence?

How to start:

- Initiate contact only after you have observed the situation and the person or family, and have determined that contact is not likely to be intrusive or disruptive
- Find a quiet, confidential place to talk. Provide basic needs: a drink of water or tea, tissues etc.
- Introduce yourself
- Speak calmly
- Be patient, responsive, and sensitive
- Speak slowly, don't use acronyms or jargon
- Listen more than talk
- Acknowledge the positive features of what the survivor has done to keep safe
- Give information that directly addresses the survivor's immediate goals

Remember that your goal is to reduce distress, assist with current needs, and promote recovery, not to elicit details of traumatic experiences and loss. Ask them questions about the incident gently, but if you find they would prefer not to discuss it in detail, do not pressure them.

If you don't know what to say:

It is OK not to be sure about what to say. Stay with the person, show sympathy and try to find out what could be helpful at that time. If you are asked about something and you are not sure about the response, tell the person that you will try to find out.

Always make sure to report back – make clear arrangements as to logistics, time, meeting place, and information to collect and follow through – every time. Make sure that the affected person is comfortable with you sharing some information where necessary.

Don't forget to connect them with others who can help. UN Staff/Stress Counsellors work completely confidentially and are trained to deal with incidents of sexual violence and it may be worthwhile for the affected person to be given their contact details, even if just to check in further down the line.

Help People feel calm

- Keep your tone of voice soft and calm
- Maintain some eye contact – but don't stare or look them up and down
- Reassure them they are safe and that you are there to help. Ask them what would help them feel safer or calmer, right now
- It is fine to sit in silence. Reassure the affected person that they can talk in their own time, and that the various options at their disposal can be discussed first, if they would prefer
- If someone feels “unreal” (dissociation - a state of consciousness when a person may appear detached from reality or may seem to be internally reliving their trauma) or has a panic or anxiety attack (this can involve hyperventilation or fast and heavy breathing, vomiting, fainting, uncontrollable crying), help them make contact with:
 - Themselves (feel feet on the floor, tap hands on lap) – first check if they are okay with being touched
 - Their surroundings (notice things around them, strong smells like essential oils or hot/cold drinks may help)
 - Their breath (focus on breath & breathe slowly, pausing between breaths).

Start and end with care for yourself

Incidents of sexual violence can be upsetting to hear about and support. They may cause you to have different reactions anger, guilt, or may trigger past memories.

Responders may put their own wellbeing at risk in their drive to help others. Be responsible to yourself and others by paying attention to self-care daily. Questions to ask yourself: how do I take care of myself? How does my team take care of each other? How am I feeling about what I have just heard?

Seek help when you

- Have upsetting thoughts or memories about the incident
- Feel very nervous or extremely sad
- Have trouble sleeping
- Drink a lot of alcohol or take drugs to cope with this experience
- Consult a professional if these difficulties persist more than one month

There is no shame in seeking support from a UN Staff/Stress Counsellor: you cannot help someone else if you are not doing well yourself.

Additional Resources

- The Psychological First Aid: Guide for field workers (World Health Organization (WHO), War Trauma Foundation (WTF), & World Vision International (WVI) (2011). www.who.int
- Different types of sexual violence: <https://www.rainn.org/types-sexual-violence>
- Consent: <https://www.rainn.org/articles/what-is-consent> <https://www.youtube.com/watch?v=oQbei5JGt8>
- Myths surrounding sexual violence: <http://www.acesdv.org/about-sexual-domestic-violence/sexual-violence-myths-misconceptions/>
- Psychological First Aid Online Training <https://learn.nctsn.org/course/index.php?categoryid=11>

6.2 Responding to a gender-based security incident

Prior to arrival at the incident:

Security personnel may be the first responder to a gender-based security incident, this may be due to affected person's wanting to discuss the matter with UNSMS security personnel prior to discussing options regarding appropriate or available host country security.

Security personnel should:

1. Ask if the affected person is safe where they are, if they feel safe, and if they need urgent assistance including support for removal from the scene.
2. Offer to coordinate host Government support, if the affected person consents. You should be able to prepare the affected person what to expect from the host Government (i.e. if there are specialist sexual assault response units or not). If host Government is called with consent of affected person, immediately attend to the scene to provide coordination and support in the first instance of incident management. Suggest the affected person contact a trusted family member or colleague to also provide support if they need. Try to get a more detailed picture of the situation and threat actors, not the incident itself, to enable initial risk assessment prior to arrival at the scene.
3. Offer advice to protect any vulnerable persons, identify witnesses and where applicable, try to mitigate any further damage by purported offender(s).

Arrival at the incident:

The priority of security personnel should be to try to reduce further harm to all persons. This includes responding to the affected person(s), children, witnesses, and the purported offender(s). This is the case even when an incident is reported after the fact. Remember that gender-based incidents may not be reported immediately to security personnel for a range of personal or professional considerations. The UNSMS security personnel must immediately determine whether the affected person/s remain at risk in the current physical location. Security personnel should also make an immediate assessment of the need for first aid or other medical assistance such as an ambulance. Host Country, mission, Quick Reaction Forces (QRF) etc. could be contacted when you are unable to establish the safety and security of those present. Once the safety of persons has been addressed, security personnel should ensure they do not contaminate the integrity of the incident location.

Domestic Abuse

- If it is a domestic abuse incident to which the security personnel are responding, it is unlikely that this is the first incident of this nature, even if they have not attended previously.
- It is vital that security personnel attending domestic abuse incidents deal with both the incident that led to the call and are cognizant of previous incidents.
- Domestic abuse is often like an iceberg, with security personnel dealing only with the tip of the issue. It is therefore important that security personnel also recognize underlying issues, as these are key to understanding risk of harm to the affected person(s).
- Domestic violence may or may not be illegal in your country of operation. When domestic abuse is perpetrated against a UNSMS personnel or a dependent, you may be tempted to consider this a private matter. Regardless of your personal views, domestic Abuse incidents constitute security incidents that require a UNSMS response. If perpetrated by UN personnel, this will require an investigation, which will be carried out by the respective UN organisations investigative organs. The investigation will not be conducted by security personnel.

Where access to the property is denied, this does not necessarily mean that no entry is possible refer to the box below on use of force and powers of entry. Considering the use of entry, will sometimes involve very fine judgements and security personnel may wish to seek advice and support from law enforcement agencies beforehand. Security personnel should accurately record the reasons why they entered.

Use of Force and Powers of Entry:

As UNSMS security personnel, you act as advisers on security and are generally authorized to use force in response to a security incident in accordance with SPM Chap IV, Section H “Use of Force Policy”. Security personnel should prepare options before any incident occurs to seek local advice from management and UN legal as well as potential engagement with host government law enforcement agencies to determine when UN security personnel may use force as bystanders, or ‘citizens’, if at all. For example, instances such as the below may be permissible under law:

- For the purpose of saving life or serious bodily injury
- Preventing serious damage to property
- Under common law to prevent injury or a criminal act
- To search for children who may be in need of protection

UNSMS security personnel may be authorized to utilize force under separate provisions including the UNSMS Arming of Security Personnel Policy and Use of Force Manual.

Security personnel could be asked to provide evidence or information to internal or external investigations. As such, security personnel could observe and record what they hear and see. Security personnel may need to take key actions based on what they see and hear, consider some of the following:

- Affected person(s)'s injuries; purported offender(s)'s injuries; presence of children and any injuries they have sustained.
- Any damage to property; observations of the physical scene, e.g. overturned furniture, broken ornaments, marks on clothing.
- Signs of ongoing disturbance on arrival at the incident or outside the location.
- Demeanour of the purported offender(s), affected person(s) and witnesses, including children.
- Any details which may be indicative of controlling or coercive behaviour – this may be a combination of comments by either the offender(s) or the affected person(s), body language or any other details observed.
- Identification of risk factors – this may include the security personnel’s opinion of the current or potential risk to the affected person(s) and any children, to the purported offender(s), or to the security personnel themselves.
- Allegations made by the affected person(s).
- Comments made by the affected person(s) or witnesses at the scene – if they do not subsequently make a statement, these may still be admissible as hearsay should there later be a legal case.
- Any unsolicited comments or significant statements made by the purported offender(s).

Be Aware

- Children and vulnerable persons can be affected or may have experienced or witnessed abuse, security personnel should be cognisant of such sensitivities.
- Be aware that person(s) may be misusing substances or be affected by mental illness. They may be traumatized by years of abuse, feel terrified or have come to accept the abuse as normal.
- A vulnerable person is a person who is or may be in need of care services by reason of mental or other disability, age or illness and who is or may be unable to take care of themselves, or unable to protect themselves against significant harm or exploitation

Medical treatment

Security personnel should make an immediate assessment of the need for first aid or other medical assistance such as an ambulance.

If an affected person(s) refuses medical help, security personnel should document injuries in as much detail as possible. Affected persons may sometimes refuse treatment because they are concerned about leaving their children. Security personnel can help the affected person/s seek options for the safe and appropriate care for the children, including trusted family members or colleagues.

It may be necessary to ensure that the affected person(s) receives treatment at a medical facility. If this is the case, a security personnel may wish to offer to accompany the affected person(s) in order to maintain the safety, support, continuity of presence, and to support any investigations undertaken by host government, police, or UN internal structures. You may wish to encourage the affected person to contact a family member or trusted colleague to support them during this time. You may wish to advise the affected person to maintain the integrity of items involved in the incident so that they may be retained as evidence, for later use in judicial processes, e.g. clothing at time of incident. There may be a need for a medical examination to be used later for forensic purposes. It is important you are aware of the local procedures at your duty station. In some locations, women attending with sexual assault may experience discrimination by hospital staff, or hospital personnel may be required to notify the police. You may wish to prepare the staff member for potential treatment and either remain with the staff member during the process (on request) or insist on waiting for a trusted family member or colleague to support them during this time.

Continued support to the affected person and a potential investigation

Although there may be criminal proceedings, and thus law enforcement involvement, to complete an investigation at a later stage, for the purposes of UN action this depends entirely on the decision of the affected person(s). The first responder may be required to assist a follow-up investigation, especially in cases where the affected person(s) initially indicate that they do not wish to pursue a legal process. Therefore, actions should not further distress the affected person(s) by retrieval of evidence at a later stage. When the affected person(s) has given consent to receive specialist support, security personnel should share appropriate contacts or services using the resources detailed in the Aide Memoire or specific resources available in organisations.

Whilst the duty of care responsibility remains with the employer, frequently, affected person(s) approach security personnel due to familiarity, workplace access or indeed because they may be the most approachable for them. Where host government security services have been engaged, it is possible that additional local support may provide services. In any event, security personnel should ensure they are aware or have access to the information or services that may be requested including any support offered locally.

Using interpreters at the incident location

If there is a need for an interpreter at the incident location, security personnel should make all efforts to engage an appropriate interpreter. Security personnel should only use family members or friends as interpreters as a last resort and only for the purpose of securing immediate safety. Some family members may be vulnerable to abuse or intimidation by the offender(s) and asking them to interpret could put them at risk.

Determining the primary offender(s) and dealing with counter-allegations

Security personnel should avoid assuming which of the parties is the affected person(s) and which is the presumed offender(s). In domestic environments, this applies to all types of relationships, whether heterosexual, same sex and or familial (non-intimate partner).

First responder as a witness

Security personnel as first responder may be a witness and may be requested to prepare or give a statement, which may be included with any legal proceedings. You should consult with UN legal specialists in this regard.

Responding to Sexual Violence

Personnel affected by sexual violence may not want anyone to know about what has happened to them, or may face danger if their community or family find out about the incident. It is necessary to seek their consent before contacting anyone on their behalf. Encourage them to speak to at least one other person (like a trusted friend), as it is important to have some social support.

Make the affected person/s aware that washing themselves could destroy important evidence, but do not pressure them either way. Also make them aware that they could be at risk of HIV or other STIs, as well as of getting pregnant. Gently encourage them to consider seeking medical attention and inform them about the PEP kit.

It is alright to write a short, basic report the first time you speak to the affected person. You don't need to get the name of the perpetrator, or all of the details: it may be distressing for them to speak about these, and the priority should be their wellbeing. Pushing them to think back on the incident in greater detail than they are ready to could be psychologically harmful. Remember that your goal is to reduce distress, assist with current needs, and promote recovery, not to elicit details of traumatic experiences and loss. Ask them questions about the incident gently, but if you find they would prefer not to discuss it in detail, do not pressure them.

The affected person may feel guilt or shame about the incident. These are normal reactions after an incident of sexual violence, and it is important to reiterate to the affected person in a calm voice: it was not their fault, they did not ask for this to happen, it was solely the perpetrator's decision to attack them which resulted in the incident.

It is also possible that the affected person feels confused about what happened and does not seem to remember the details/chronology of the incident or is unwilling to call it sexual violence/sexual assault/rape. These are all also normal reactions to sexual trauma, as the brain struggles to process the incident normally. Be patient and speak gently with the affected person and try not to doubt the legitimacy of their claim. Take it one step at a time and go at the pace they want to go.

The affected person may state that they were physically sexually aroused at the time of the incident (against their conscious will): it is worth remembering that physical sexual arousal is not something one can consciously control at any point (for both men and women, it is a biological reaction to any kind of physical stimulation). It is also a very common occurrence during sexual violence (for a woman, physical arousal can prevent tearing and internal damage).

The affected person may say that they didn't fight back or run away: these are all absolutely normal reactions to trauma, especially sexual trauma. One way to understand this is: their brain/body tried to protect them from greater harm or damage by "playing dead" and not putting up a fight. This reaction is totally beyond conscious control: no one can plan what they will do in this kind of situation.

Reminder

All UNSMS personnel responding to gender-based security incidents must be culturally sensitive, but it's also important to remember that respect for other cultures does not mean uncritical acceptance when culture, tradition or religions are invoked as a defence for GBV.

Checklist: Actions on arrival at the scene

On arrival at the scene, to ensure the safety of affected person(s), children, witnesses and to preserve evidence, security personnel should:

Reassess affected person(s), child, witnesses and security personnel safety, including immediate risk, particularly in respect of access to or use of weapons.	<input checked="" type="checkbox"/>
Make an immediate assessment of the need for first aid or other medical assistance for any person(s)	<input checked="" type="checkbox"/>
Secure the safety of affected person(s) in their home if at all possible so that they do not feel further affected – if this is unsafe or not possible, security personnel should consider taking them to another place of safety, e.g., the home of a relative unless the relative in question is known to be opposed to the practice or a refuge if available under local arrangements for housing and refuge provision.	<input checked="" type="checkbox"/>
Establish who is or was at the scene, including any children. Depending on the situation, there may be a separation of the parties to deal with them independently.	<input checked="" type="checkbox"/>
Ensure that you provide any information that you obtain including the identity of the purported offender(s), any statements you hear and observations (ex. damage, injuries, weapons, etc.) to the host country law enforcement.	<input checked="" type="checkbox"/>
Consider the need for an interpreter and follow the advice set out below when choosing one	<input checked="" type="checkbox"/>
Consider advising affected person(s) they may wish to record visual evidence, and if permission is given, provide assistance to do so.	<input checked="" type="checkbox"/>

6.3 Medical Support

Immediate after-action: HIV Post-Exposure Prophylaxis (PEP) is an emergency medical response that can be given to an individual who has been potentially exposed to HIV to prevent possible HIV infection in the exposed person. HIV PEP services comprise first aid (depending on nature of exposure); counselling; assessment of risk of exposure to HIV; HIV testing; and, a 30-day course of anti-HIV medication, with appropriate support and follow-up.

The details of the administration of PEP services are contained in the Security Management Operations Manual “Guidelines on PEP Kit Management”, and the current Guidance for Use of PEP Kits document. The PEP kits are distributed once every two years to Designated Officials in countries where rapid universal access to PEP cannot be reliably assured through local health systems. The Security Management Team is responsible for designating “UN HIV PEP Kit Custodians” and for ensuring that the names of these custodians are widely circulated to all personnel through the regular means through which security information is shared (security briefings, 24/7 emergency contacts list). Details of PEP kits should be provided in the security briefing and in information shared by the UNSMS to all personnel in the location. PEP kits can only be administered by medical professionals.

It is also encouraged to publicize the contact details of the custodians and relevant information on PEP Kits through the use of bulletins in locations where most personnel may have access. For maximum efficacy, PEP should be initiated as soon as possible after exposure - ideally within two hours or less and certainly not later than 72 hours following possible HIV exposure. Security personnel must also be aware of the full contents of the PEP Kit, which is:

- Antiretroviral medication
- Pregnancy test
- Emergency oral contraception ("morning-after" pill)
- Patient PEP Registry Form: to be filled and signed by the treating physician who will monitor the care
- PEP information booklet

All UN system personnel and their recognized family members (above the age of 12) are eligible to have access to a UN HIV PEP Kit in case of need. Further PEP Kit Management Guidelines and information can be found here:

<https://dss.un.org/unsmin/Library/PolicyandProcedures/SMOM.aspx>

6.4 Medium term support

Support and information:

Affected person(s) often find gender-based security incidents distressing and potentially life changing. Whilst the impact may vary, many people benefit from receiving some support and particularly information to help them understand not only the available psychosocial support, but also the legal process and potential court appearances.

Reporting a crime

Affected person(s) may initially or at a later stage wish to report a crime, which will require their engagement with host country authorities. It is likely that the affected person(s) will be required to have a face-to-face meeting with those authorities. UNSMS Security personnel, may be requested to support affected person(s) in this process and should be aware of what role they are permitted to fulfil within the respective duty station. Accordingly, they should seek guidance from UN legal specialists.

Host country authorities will generally update affected person(s) on progress with the investigation, letting them know of any arrests or suspects being charged. As a representative of the UNSMS, security personnel may be able to avail themselves of updates for security risk management purposes, only if agreed by the affected person(s).

Witness Statements by Security personnel

In addition to the affected person(s), security personnel may be required to make a witness statement. It is important to consult with UN legal specialists in this regard.

Judicial proceedings

If the legal process results in the case going to court, UN personnel may be asked to provide evidence in a trial. Security personnel should be aware of such developments as this may impact any security measures that have been implemented, or, depending on the profile of the case, the threats to the UN or other personnel, including those that are gender-based.

Protection against harassment or intimidation

It is important to note that there may be cases where harassment or intimidation can occur or be perpetrated by members of host country authorities. Security personnel should consider possibilities of harassment and intimidation of affected persons, or persons involved in judicial processes, within their Security Risk Management processes.

If the affected person(s) or others are harassed or threatened in any way during an investigation or a trial, they should seek legal advice. If the suspect is released on bail, the court may impose a condition preventing them from making any contact with a named person or persons. Applications to the court to obtain injunctions against the suspect can be made, if there is a belief that they may interfere with the affected person(s) or witnesses. If the accused is convicted or acquitted, the criminal court can make a restraining order. In addition, protection for affected person/s and witnesses against witness intimidation can be imposed at the end of a trial. In some countries affected persons can also ask court staff to ensure that they are able to wait in an area away from the suspect and their friends, family and witnesses.

The verdict

If the suspect is found guilty, the affected person(s) may be able to have a personal statement read to the court, before the presiding judge decides on the sentence. The court officer or prosecutor will generally explain to the affected person(s) what the sentence means and if the offender can appeal against the sentence or conviction.

7. Understanding support structures in country and developing the Gender Aide Memoire

In addition to the inclusion of gender responsive SRM measures, in accordance with the UNSMS Guidelines Annex A on Immediate Response to Gender-Based Security Incidents, all locations must develop and maintain an Aide-Memoire providing guidance to all personnel in the location on the available resources in the event of a gender-based security incident. The Aide-Memoire provides a list of references available to all UN personnel outlining available support services in the event of a gender-based security incident regarding medical, psycho-social and judicial responses.

Security personnel must complete the Aide-Memoire with the full cooperation of the Security Cell and Security Management Team. The Aide-Memoire is a document listing a number of resources, most of which are outside of UNSMS security personnel competence. As the resources are used in support of a security incident, security personnel are responsible for coordinating the development in-country.

The Aide-Memoire must identify the necessary resources available to all UN personnel and dependents (internationally or locally recruited), considering both access and availability of support, as well as options for personnel of diverse sex, and sexual identity, language, ethnicity, race, etc. Depending on the size and complexity of the designated area, security personnel may wish to prepare Aide-Memoires for each SRM Area or include a list of Annexes depending on the location of personnel.

The Aide-Memoire must be kept up-to-date by the security cell to ensure relevant and timely information can be provided to UNSMS personnel and dependents. Therefore, security personnel should initiate regular reviews (in line with the SRM process).

Following the development of the Aide-Memoire and endorsement by the SMT, the Designated Official distributes the document to all United Nations personnel in each location. SMT members are responsible for ensuring their personnel are aware of the document. If there are some components of the Aide Memoire that are viewed as sensitive information, such information should be stored and available in the event of an incident.

7.1 Identifying Safe Locations

In response to an immediate or ongoing gender-based security incident, affected person(s) may require temporary or permanent removal to a safe location. The aide memoire requires an identification and prior security assessment of potential safe locations, that may include family/friend houses, guesthouses, hotels, shelters³², refuges, religious location, police stations and hospitals can provide an immediate safe option. When assessing hotels, guesthouses and accommodation options for the above, UNSMS security personnel must take gender into consideration, and seek support and advice where possible.

³² It is important to note, in many locations, demand for shelter services often exceeds availability and often public shelters are in urban areas. Furthermore, sometimes the selection of a shelter as safe accommodation may create additional challenges for UN personnel and their families particularly pertaining to workplace relationships. i.e. Persons of Concern/Beneficiaries using public shelters

Key Considerations for the organization in identifying safe locations for personnel affected by Gender-Based Security Incidents



Note: HR, UNCT, Staff Wellbeing, OSH may be included in the assessment process

The UNSMS must determine what level of risk the affected person(s) remain exposed to in the current physical location. They should also consider security risk management of potential impacts. Affected person(s) may be at risk of future violence by offenders and retaliation by family members. Locations that may be suitable should be *available*, *accessible* and ensure *confidentiality*. With the consent of the affected person(s), the UNSMS may support a secure transfer to a safer location. See the guidance below for support in identifying a range of safe locations for the affected persons. Beyond this immediate requirement, affected person(s) may need support from their organisation in identifying safe accommodation in the medium to long term.

The selection of safe locations is the choice of the affected person(s) ensuring the UNSMS uphold the affected person(s) centred approach. The UNSMS should provide options available to the affected person(s) based on the local duty station, local environment and particular situation ensuring options take into account the following key considerations:

Considerations in Selecting Safe Locations			
Safe Location Types	Benefits	Important considerations	Security Considerations
Affected Person/s residence	Space and persons often known to the affected person who may have experienced trauma	May cause harm to other personnel, dependents and family members Offender may co-habit with affected person/s or have access to premises	<input type="checkbox"/> Confidential location <input type="checkbox"/> Physical security considerations <input type="checkbox"/> Resident(s) aware of risks to persons <input type="checkbox"/> Accessibility of space to visitors
Staying with other family members or friends	Space and persons often known to the affected person who may have experienced trauma	May cause harm to other personnel, dependents and family members	<input type="checkbox"/> Confidential location <input type="checkbox"/> Physical security considerations <input type="checkbox"/> Resident(s) aware of risks to persons <input type="checkbox"/> Accessibility of space to visitors
Guesthouse/Hotel	Anonymous place of safety Often has security presence	Public space Financial considerations	<input type="checkbox"/> Confidential location <input type="checkbox"/> Accessible for personnel with disabilities <input type="checkbox"/> Addresses needs of children and is child friendly, childcare facilities <input type="checkbox"/> Availability of female room service/bell service <input type="checkbox"/> Presence of security personnel and appropriate systems <input type="checkbox"/> Accessibility of room to outdoors <input type="checkbox"/> Distance to restaurants, chemists and other services <input type="checkbox"/> Lighting outside of room in hallway <input type="checkbox"/> Locks, deadlocks and peepholes on doors <input type="checkbox"/> Whether female personnel need to be accompanied (cultural considerations) <input type="checkbox"/> Suitable safe distance from meeting places/bars <input type="checkbox"/> Availability of adjoining rooms <input type="checkbox"/> Gender of hotel/accommodation staff <input type="checkbox"/> Room numbers not announced upon check-in <input type="checkbox"/> Issuance of 2 keys <input type="checkbox"/> Key card access lift and room

<p>Safe houses, refuges, shelters (Public/Private service), religious locations In identifying public/private shelters available within the duty station the UNSMS should collaborate with Country security forces and host Government (if appropriate), specialized UN Agencies. The Global Network of Women's Shelters identifies registered global shelters.</p>	<p>Specialist service provider</p>	<p>Not always available and accessible in duty stations When available, often no space for affected persons</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Availability of services in duty station <input type="checkbox"/> Additional services available at shelter <input type="checkbox"/> Accessibility <input type="checkbox"/> Safety and security of affected person within that environment <input type="checkbox"/> Confidential location <input type="checkbox"/> Presence of security personnel and/or systems <input type="checkbox"/> Physical security considerations including access control <input type="checkbox"/> Protocol for accompanying dependents/children <input type="checkbox"/> Accessible for personnel with disabilities
<p>Hospital/Medical Facility</p>	<p>Multiple services provided to affected person</p>	<p>Security systems and processes may not be fully in place Visitor access Short term nature</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Presence of security personnel <input type="checkbox"/> Access control and physical security considerations <input type="checkbox"/> Visitor accessibility <input type="checkbox"/> Presence of security systems <input type="checkbox"/> Availability of medical examinations, forensic evidence collection and sexual assault exam and care <input type="checkbox"/> Availability of HIV post-exposure prophylaxis, post-exposure prophylaxis for sexually transmitted infections and emergency contraception <input type="checkbox"/> Availability of basic psychosocial support <input type="checkbox"/> Familiarity with the legal system including providing written evidence and court attendance should affected person wish to follow judicial processes.
<p>Law enforcement/Police station</p>	<p>Security personnel and procedures likely in place</p>	<p>Confidentiality Short term nature Children and dependents may not be able to accompany affected person</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Confidential location <input type="checkbox"/> Availability of service in duty station location <input type="checkbox"/> Protocol for accompanying dependents or children <input type="checkbox"/> Accessible for persons with disabilities <input type="checkbox"/> Addresses needs of children and is child friendly <input type="checkbox"/> Availability and presence of female security personnel/police/law enforcement <input type="checkbox"/> Legislative requirements and process expectations, e.g. requirement to be present and engage with the perpetrator, open court proceedings.

Identifying Safe Locations - Step by Step Process

- Prior research and Security Risk Assessments to identify potential safe location options in duty station and areas of operation
- Update documentation of safe locations within Aide Memoire
- Informal assessment of affected person/s safety and security including at their accommodation and work place.
- Presentation of options for safe locations to affected personnel, clearly explaining benefits, risks and important considerations
- Affected person(s) makes decision and may select safe location option
- UNSMS to assist in facilitation and relocation of affected person(s) to selected safe location option.
- Be aware there may be a need to support the establishment of a Memorandum of Understanding with service providers or agreements to support UNSMS needs (consultation with UN legal advisors will be required).

7.2 Local Customs and Laws

Socially constructed norms, practices and beliefs are often reflected in local customs and laws. Expectations related to gender attributes and behaviours are often shaped by local customs and culture.

In some locations, there are specific customs and laws that have a direct impact on security of UN personnel, and are often gender-based. Examples of specific customs and laws include:

- Illegality of public socializing between unmarried man and a woman
- Illegality of any public display of affection.
- Single women at hotel perceived as being a prostitute
- Illegal and restrictive travel and residence for foreigners who are HIV positive
- Illegality of same sex relationships or public displays of same
- Appropriate dress within the local context
- Illegality of crossdressing
- Appropriate use of body language and personal proximity
- Forced marriage with perpetrators and so-called honor killings

Cultural Sensitivity

All UNSMS personnel responding to gender-based security incidents must be culturally sensitive, but it's also important to remember that respect for other cultures does not mean uncritical acceptance when culture, tradition or religions are invoked as a defense for GBV.

It is important to note that because the UN is based and operating in a local context, respect to the local culture and customs is paramount. This must not be to the detriment of human rights and UN Core Values. The UNSMS must ensure it provides appropriate advice and information to personnel, detailing specific local culture and customs and how it relates to safety and security, providing personnel with information to make informed choices for their own safety and security. It is not the role of the security personnel to recommend restrictions based on gender of personnel. Security personnel should provide thoroughly researched guidance and avoid making generalist assumptions and statements.

The Organisation’s responsibility to address, identify and provide suitable support and risk management may be challenged by personal, internal and external bias. This does not negate that responsibility. Societal values, customs and laws, similar to security, are not static and are continually being reshaped. As a consequence, conducting research and sharing knowledge of local customs and laws that pertain to gender must also be continually revised.

Helpful resources for identifying local customs and laws	
UN Internal Resources	
Locally Recruited Personnel	Insight into local customs and details on what is acceptable behaviour in the local context.
UN Women	National legislation, status of women and girls within the country, gender-based violence, support services available in country.
UN Globe	A personnel group representing lesbian, gay, bisexual, transgender, and inter-sex personnel members of the UN system and its peacekeeping operations. They have duty station and agency coordinators.
UNFPA	Sexual and reproductive health, support services, statistics.
Secretary General’s Database on Violence Against Women	Tracks national legal frameworks, policies and programmes in place by country.
UN Women Virtual Knowledge Centre to End Violence Against Women and Girls	Monitors the implementation of national legislation and provides a spotlight on promising global practices. Provides facts and figures on various forms of violence against women and girls by country.
Government Resources	
Host Government Statistics and Legislation	Statistics on GBV and applicable laws.
Member State Travel Advisories	Often detail specific laws, local customs and restrictions.
Other Resources	
ILGA	ILGA is a federation of more than 1,200 member organisations from 132 countries working for lesbian, gay, bisexual, trans and intersex rights. ILGA identifies laws and legal procedures, publishes maps of LGBTI sexual orientation laws in the world, and documents public attitudes towards gender related issues.
ILGA-RIWI Global Attitudes Survey	Gathers data on public attitudes to issues related to sexual orientation, gender identity, gender expression and sex characteristics.
Jones Day	Details the status of legal recognition of same sex relationships by region, for all UN recognized countries.
Global Database on HIV Specific restrictions	Details countries around the world that restrict the entry, residence and stay of foreigners who are HIV positive.

Step by Step Process

- Conduct initial research on local customs and laws when completing the SRM process.
- Meet with relevant UN agencies to discuss local customs and laws as they relate to gender, traditional cultural remedial actions, incident types and statistics.
- Discuss with national personnel local customs and laws.
- Ensure inclusion of relevant local customs and laws, particularly those that pertain to relationships, gender, sexual identity and expression, and justice within relevant security documentation and processes such as the SRM process, security briefings and travel advisories.
- Update and documentation of key relevant local customs and laws in the Aide Memoire.

7.3 Physical Recovery (Medical Support)

The Aide-Memoire is provided to support affected persons decision-making. It should contain relevant lists of resources and advice to aid affected persons with regards to physical recovery and post-incident support in the event of a gender-based security incident. This refers primarily to medical support to manage short and long-term physical impact to the injury suffered. Remember, affected persons may choose not to seek medical support at the onset.

This section should be completed by the SA and Security Management Team with the support of a Health Risk Assessment (where available), Medical Services Division, or other United Nations medical personnel in-country as available, including gender and LGBTI experts. Advice from host Governments or INGO/NGOs could be sought in the absence of UN medical expertise.

The introduction section should include some information on the preferred or likely medical response of the host Government in the event of a gender-based incident being reported, and facilities provided as part of this response.

Elements to consider:

- How do emergency services respond to GBV, sexual violence?
- Is there a specialized unit or protocols in place in the event of life threatening GBV and sexual violence?
- Are entities advised as a matter of legislative protocol, if a person accesses medical testing or facilities?
- Are responses provided with due regard for non-discrimination, including considerations for trans individuals?
- Is consent sought before evidence is taken (photos, assault kits etc)?
- What protocols/practices/attitudes exist in regards to the presence of alcohol or drugs and GBV/sexual violence?
- Is emergency contraception permitted as part of PEP in the local context?

Reference must be made to the HIV Post-Exposure Prophylaxis (PEP) availability and details of the UN HIV PEP Kit Custodians. The administration of PEP services, including designations of UN HIV PEP Kit Custodians are contained in the SMOM Guidelines on PEP Kit Management, and the current Guidance for Use of PEP Kits document. It is a requirement that posters outlining the processes and custodians be widely circulated.

In determining additional medical support facilities if there is no immediate emergency, security personnel should consider issues of access and availability as well as the ability of the service to provide confidentiality, respect and non-discrimination. In addition to Obstetrics/Gynaecological units in large hospitals, determine the availability and access to private care clinics, including those that specialize in gynaecological or sexual-assault care.

Additional considerations to include in the medium to long term:

- Is there access to abortion and emergency contraception in your duty station? Is this permitted under law? If not, are there additional safety or security concerns regarding access to abortion?
- What is the availability of medication to manage sexually transmitted infections?

7.4 Psychological Recovery

Psychological responses to a gender-based security incident can vary significantly and can alter over time. UNSMS security personnel can provide direct support through a commitment to ‘do no harm’ in the management of a security incident. This includes complying with the principles of confidentiality and consent, respect and non-discrimination. Training on Psychological First Aid can greatly improve the responses of security personnel to such serious security incidents.

When working with affected persons, UNSMS security personnel should take care to:

- Assure the affected person you will maintain strict confidentiality based on their consent and keep it!
- Refrain from providing judgement statements or assessments on the reason for the incident.
- Assure the affected person you will not take any actions without their consent, either now or in the future.

UNSMS security personnel should be aware that some responses and behaviour are harmful, such as:

- Judgement or blame: Asking if the person was drunk, why they were in a particular location, what they were wearing or how they were acting at the time of attack; judging a person’s reaction to the assault as suspicious, or abnormal.
- Discomfort or fear: Attempting to control, limit decision-making opportunities, responding mechanically or without empathy, or treating them as ‘victims’.

This section of the Aide Memoire should be completed with the support of CISMU, UN psychosocial support services or counsellors. Advice from host Governments or INGO/NGOs could be sought in the absence of or in addition to UN psychosocial expertise.

To consider in the list of references:

- National services that provide psychosocial support. This may include services for a range of mental health challenges including depression. Services may include consultations, helplines etc.
- NGO or organizational support in country. This may include local services in support of family violence, or shelters.
- External support: Many counsellors provide services via Skype. This may be useful in situations where language poses challenges.
- Wellness: You may wish to include advice on broader stress management resources.

7.5 Legal Systems and Justice

The responsibility for the safety and security of UN personnel rests with the host Government. There is a global commitment by the United Nations to ensure crimes committed against its personnel are investigated and perpetrators are held to account. Standards with regards to responses to incidents, investigative procedures and legal proceedings may vary from country to country. Further, specific laws with regards to gender-based security incidents, including between spouses or family members, may also vary significantly.

Identify UN legal experts who may be contacted, including for UN Agencies Funds and Programmes, and can provide support. UN legal experts should provide advice with regards to the relevant laws that may be in place to assist affected personnel, as well as host Government approaches to confidentiality and consent, respect and non-discrimination

during subsequent legal proceedings. The Aide-Memoire should include information on host Government investigative procedures³³ with regards to gender-based violence, and should be sourced through UN legal support.

UN legal support should advise legal considerations on the ability of the host Government responses to also abide by principles of confidentiality and consent, respect and non-discrimination.

- Is there a specialized unit with experience in gender violence/family violence?
- What protocols are in place? Does this respect confidentiality, respect, non-discrimination? Does such consideration extend regardless of gender or sexuality?
- Would an investigation place the affected person at higher risk based on their gender or sexuality, or cultural norms?
- Are there female investigators also available?
- Is the affected person likely to face their perpetrator?
- What will the judicial process entail?

All UN entities in country are governed by internal policies and procedures with regards to serious incidents impacting personnel including sexual harassment and assault. Relevant representatives within each entity should be prepared, and able to provide advice to affected personnel on these procedures.

Managers should explain to affected persons that the UNSMS will not accompany them through the entire national legal process. Their employing organisation is responsible for determining what support to provide.

8. Security Incident Recording and Reporting

The **recording** of security incidents impacting United Nations personnel, assets and operations is guided by the UNSMS Policy on Significant Security Incident Recording System (SSIRS). The primary aim of such recording is to collect information on incidents that affect the UNSMS in order to inform of threats and incidents to contribute to situational awareness and help design specific interventions (awareness campaigns, training, equipment, security measures, and policies) to reduce harm to personnel.

However, the occurrence of gender-based incidents, primarily sexual assault, is of a sensitive and personal nature. Accordingly, the reporting of these incidents are guided by the UNSMS Policy on Gender Considerations in Security Management and this document, notably principles in relation to confidentiality and consent. Additionally recording of such incidents into SSIRS is only to be undertaken by security personnel with the expressed permission of the affected persons. Affected persons should not be pressed to disclose information regarding the incident, however they should be made aware of the limited specific details that would be entered into SSIRS.

UNSMS personnel who are affected by gender-based incidents are not obliged to **report** these incidents to security personnel.

Some employing organisations may have their own reporting and internal processes related to gender-based security incidents. Security personnel should refer back to the employing organisation for any additional internal reporting processes to ensure appropriate duty of care for the individual.

8.1 Creating Safe Spaces for Discussion

In this context, a “safe space” can be created inside or outside the work place where personnel feel physically and emotionally safe and comfortable to express themselves without fear of judgement or harm.

The objective of a safe space is to discuss, raise awareness, exchange views and experiences, share advice and receive information on gender-based threats and on security with regards to gender, sexual orientation and gender identity. Gender groups often have limited space to meet and discuss matters related to gender-specific threats and differences between sexes, gender groups, sexual orientation and identity without fear of discrimination, emotional harm or repercussions.

A safe space in this context may require the separation of groups along gender aspects. Security personnel should consult with gender specialists to determine whether groups should be separated according to gender, sexual orientation and sexual identities based on the local context. The most common separation will be between women and men; however, groups based on diverse sexual orientation and gender identities must also be considered to ensure personnel feel safe in the chosen group. Risks need to be assessed that could derive from the separation due to misperceptions that groups feel discriminated or incriminated. A mix of separate and joint sessions of all personnel should be considered as a solution.

Security personnel should consider establishing a 'safe space' to discuss, raise awareness, exchange views and experiences, share advice and receive information on gender-based threats. Ideally this is where personnel feel physically and emotionally safe and comfortable to express themselves without fear of judgement, harm and fear of retaliation.

Creation of Working Groups, Specialized Networks

To discuss the range of security threats that may be facing different gender identities at your duty station and the recommended SRM measures and procedures, you may wish to initiate and/or lead a specific forum to address gender-related security threats. Such a group could be utilized to review the SRM for gender inclusion, or develop the Aide-Memoire.

This forum could ensure people feel safe to express their security concerns among groups of different sexual orientation, gender, gender identity. If there is a UN Globe representative in your duty station, they can be availed to support such a process. Clearly stipulate the purpose of the event and the value of these discussions. Relate them to sexual orientation, gender identity and expression in the local context to allow participants to develop a positive mindset and commitment to their participation.

9. Incorporating Gender in Security Briefings

Security personnel are required to provide UN personnel with a security briefing upon arrival and also keep them regularly updated when there is a change of threats or an increase in the risk level, these briefings must mainstream gender considerations.

It may not be easy to address gender-based security threats in some countries where the subject may not be openly talked about, however, the UNSMS has an obligation to ensure that all personnel are aware and moreover the security briefing should be seen as the first safe space to discuss local context, culture and religious perspectives that may impact gender-based security threats.

In some locations UN personnel may not necessarily ask questions related to gender-based threats because they feel uncomfortable raising this in front of other colleagues. It is important that security personnel provide as much information as possible at the outset. Moreover, you should seek other ways to ensure opportunities for dialogue after perhaps by establishing a safer space for gender related security discussions.

You must clearly highlight that all personnel, regardless of gender, have an important role to play when addressing gender-based risks for their co-workers, international and national colleagues, their families and even society through their interactions, engagements in line with the UN Charter. Use the briefing as an opportunity to remind personnel that gender-based violence can be indiscriminate or targeted, potentially affecting any personnel.

The briefing should take the following into account:

- **Identify human rights/fundamental rights violated by acts of gender-based violence for the country** Provide information on gender related human rights issues in the context, particularly pertaining to geographical area. For example: extrajudicial extended detention of anti-Female Genital Mutilation (FGM) activists by State.
- **Be cognizant of the impact of societal and cultural factors.** Determine how your identified threats may be impacted by society, culture, religion and education in the geographical area. For example, a female locally recruited personnel on mission travelling with male colleagues may not be acceptable in some contexts.
- **Outline the support structures detailed in your Aide Memoire**
- **Remind personnel to seek information regarding their own organizations' incident response and re-enforce that their organizations should have mechanisms to offer support.**
- **Reassure and reaffirm the UNSMS Gender Considerations in Security Management policy requirements regarding confidentiality, respect and consent prior to reporting.**
- **Provide information on vulnerability analysis in context.**

Identify how different profiles of personnel in terms of their gender, sexual orientation, sexual identity, sexual expression and job profile, can expose them to gender-based threats. Examples may include:

- **International personnel – Women** – stereotyped because of media, perceived affluence, perceived as having different ideas, beliefs and values than local patriarchal society; looked upon negatively because they are not in their own countries playing the role of homemaker and mother. Behaviour that may be deemed inappropriate, drinking, smoking etc.
- **Locally recruited personnel – Women** may face criticism for working for an International organization, may be frowned upon for being seen in the company of International men, perceived affluence, may face threats from the community for socializing with international women; may not be able to carry out all their duties without family or community approval.
- **International personnel** relationships with local persons may be frowned upon and be problematic from cultural, tribal and social perspectives in the community.
- **Locally recruited personnel - Men** Criticism from the community for working for International organization or a female supervisor; promoting human and equal rights for all. Pressure from

community to behave in the local cultural context which may not be in accordance with the UN Charter or organizations' code of conduct.

- **LGBTI personnel** -; same sex marriage or relations not recognized or unlawful, resulting in severe penalties including death sentences in some countries. In some context personnel may be targeted for 'hate crimes' or violent 'cures'.

- **Provide details on effective security risk management measures.**
- **Identify opportunities for further discussion including groups that may be established at the duty station where concerns can be raised and addressed or names of focal points if available.**

Tips for developing a security briefing

- Ensure to use the appropriate inclusive terminology.
- Ask gender advisers, protection colleague from different organizations who may be able to guide you on some of the information you may be lacking. Ask them to listen to your briefing and provide feedback.
- Consider your audience and be prepared for remarks from them which may not be positive about the subject. Remind them of the UN Charter and respect for others. Manage dynamics within the group so that personnel will feel empowered and confident.
- Familiarize yourself with Annex B Key Terms and become conversant with gender terminology.

Checklist: What should your security briefing include?

Identify incidents and gender-based security incidents for the location	<input checked="" type="checkbox"/>
Identify types of gender-based violence prevalent in the current environment	<input checked="" type="checkbox"/>
Outline the structures in place for physical, psychological and security support if there is an incident both within the UN structures and beyond.	<input checked="" type="checkbox"/>
Outline the judicial process and or religious/social processes that may exist in the location	<input checked="" type="checkbox"/>
Remind personnel to seek information on their own organization incident response and re-enforce that their organizations should have mechanisms to offer support.	<input checked="" type="checkbox"/>
Re-enforce support about confidentiality, respect and consent before any data is reported in UNSMS databases.	<input checked="" type="checkbox"/>
Provide information on vulnerability analysis in the context.	<input checked="" type="checkbox"/>
Identify how different profiles of personnel both in terms of their gender, sexual orientation and or job profile can expose them to gender-based threats.	<input checked="" type="checkbox"/>
Identify security risk management measures.	<input checked="" type="checkbox"/>
Identify opportunities for further discussion including groups that may be established at the duty station where concerns can be raised and addressed or names of focal points if available.	<input checked="" type="checkbox"/>

10. Developing a Gender Sensitive and Responsive Travel Advisory

Travel advisories should also incorporate key gender considerations and relevant risk management measures. As previously mentioned, not all personnel will do research on a country prior to assignment, and this is even more relevant for personnel travelling on mission.

Examples could include:

- Country X continues to see a high incidence of gender-based violence. Often violent and opportunistic crime patterns indicate a higher rate of targeting female and non-gender conforming affected persons in public spaces. Consequently, we urge you to be particularly aware of your surroundings, travel only by registered taxis and if possible be escorted by trusted companions.
- We continue to receive reports of harassing and threatening behaviours targeting trans women and men in Country X. Whilst this rarely escalates to physical assault during day light hours, sexual assaults are more frequent during night time hours. Consequently, we advise personnel to limit time in public areas alone during evening hours.
- Whilst country X is generally known to provide safe entertainment areas, we are aware of reports of victims (based on analysis) having their drinks spiked in a number of bars and nightclubs. Consequently, we advise personnel not to leave drinks unattended or accept complimentary drinks from strangers.
- We have received reports of several persons³⁴ being attacked by taxi drivers during the evening hours, particularly travelling to and from the airport. Consequently, try to arrange your flight arrival time for daytime hours. If this is not possible, arrange alternative transportation to your hotel from the airport with your organization and/or travel unit ahead of time.
- Personnel should be aware of high rates of violent armed robbery in country X, with perpetrators often sexually assaulting victims during an attack.
- Country X continues to receive a high rate of incidents of homophobia, biphobia and transphobia in public settings. Consequently, UN personnel need to maintain a high level of security awareness and consider travelling between work and their hotel using registered taxis.
- There have been numerous reports of violence targeting people because of their sexual orientation, identity or expression within Location X, particularly within the vicinity of XXXX (example: put in known LGBTI nightclub / night life area). Should LGBTI personnel be socializing in this area, particularly during night time hours, we strongly encourage personnel to be escorted from commercial premises into registered taxis and where possible, travel with companions.
- Personnel should be aware that whilst country XXX has recently passed same-sex marriage rights, there continue to be high rates of reported incidents of XXXX and general hostility towards LGBTI people.
- Personnel should be aware that consensual same-sex sexual activity in country XXX is a crime with penalties up to and including XXXXXX. Consequently, be aware if sharing rooms and/or inviting visitors back to your hotel.
- UN personnel should be aware that country XX has the death penalty for same-sex relations, adultery, as well as penalties for public displays of affection.
- UN personnel should be aware that there have been recent reports of violent incidents and/or extortion targeting, in particular men meeting other men via the dating app XXXX. Caution is advised when using such apps when travelling to XXXX.
- Whilst attitudes to the LGBTI community in country xx are generally relaxed, personnel should be aware that consensual same-sex relations are illegal. Recently, there have been reported incidents of entrapment and extortion scams targeting LGBTI people. Consequently, exercise a high degree of awareness in country xx, even whilst socializing in perceived LGBTI safe areas.

³⁴ Identify the exact group of persons targeted (ex. women, transgender, etc.) based on the contextualized threat assessment.

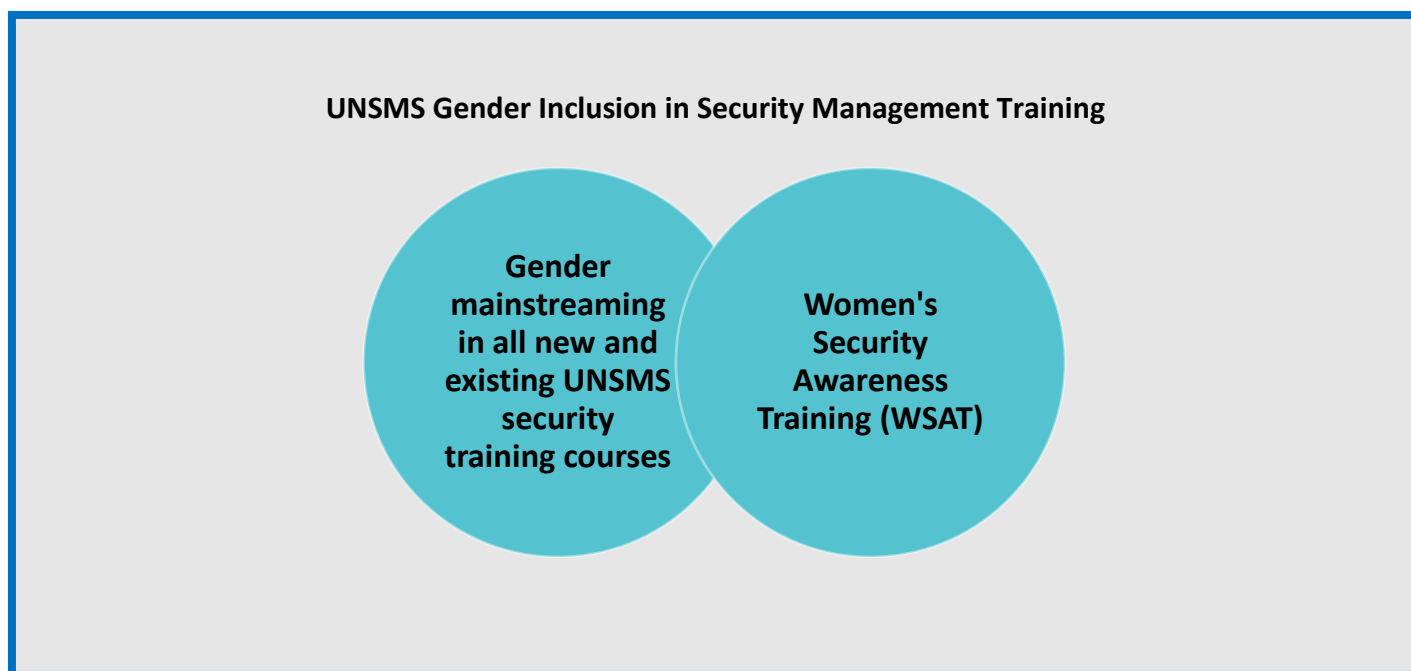
Be aware such disclosure may have safety implications for other personnel and programmes. It is important to ensure that language used in security advisories is inclusive, respectful and non-discriminatory. The following table indicates examples of appropriate language:

Security Advisory examples	
Poor example	Better example
All female UN personnel to be restricted from walking in area A and B	All female UN personnel must have a buddy system or friend when walking in area A and B during the following hours.
LGBTI personnel should not display same sex relations in public areas	Due to the specific restrictive country laws surrounding same-sex relationships, it is recommended that UN personnel refrain, where possible, from public displays of same-sex relationships.
All female UN personnel on mission must be accompanied at hotels by a male escort	All female UN personnel travelling alone on mission are advised to stay at A, B, C hotels which have been assessed for gender suitability. When staying at D hotel please note, it is advised to be accompanied by a colleague (or family member, as appropriate).

11. Training

The UNSMS is committed to ensuring gender inclusion in security training. It has recognised the importance of training that mainstreams gender equality and inclusion considerations across the spectrum of security learning programmes. It has also developed and identified specific gender courses. Additionally, in the IASMN, the Security Training Working Group³⁵ continually evaluates the training needs and ensures the mainstreaming in all learning events. The following courses are offered, and in some cases required:

- [I Know Gender](#): is required for all UNSMS security personnel.
- Women's Security Awareness Training (WSAT) is a non-mandatory course that may be recommended in some contexts as an SRM measure.



11.1 [Women's Security Awareness Training \(WSAT\)](#)

WSAT is a security awareness course that provides key security guidance as it relates to women. The WSAT enhances the knowledge of the security policy framework regarding gender for UN female personnel, as well as provides guidance and advice, with practical security-related response applications.

The course is delivered by certified women security personnel³⁶ with the associated knowledge, skills and attitudes required for the planning and delivery of the WSAT course. Where available, UNSMS entities may include other female specialists that are non-security personnel as subject matter experts, that may provide support to the lead trainer for the delivery of specific modules related to their scope of work.

³⁵ Notwithstanding individual UNSMS Organizations specific requirements

³⁶ UNDSS Communique – UN Security Management System Interim Guidance for Women's Security Awareness Training (WSAT) – 04 December 2018

To ensure quality security education, the UNSMS has identified the following core modules and learning objectives for WSAT. The WSAT is a two-day course in which the following 8 core modules must be delivered and learning objectives achieved:

No.	Core WSAT Modules	Learning Objectives
1	Introduction to security for women	<ul style="list-style-type: none"> • Recognise the importance of WSAT in the UNSMS • Identify course objectives and expectations • Identify different personnel risk profiles • Identify local threats to women
2	Safer travel and commuting	<ul style="list-style-type: none"> • Recognise the importance of preparation prior to travel • Apply key safety and security measures when travelling and commuting
3	Responding to Sexual Harassment	<ul style="list-style-type: none"> • Recognise the behaviors that constitute Sexual Harassment and the locations in which it occurs • Understand and choose appropriate response options • Outline the organisations' policy, procedures and roles and responsibilities on Sexual Harassment • Identify mechanisms of support available to respond and report Sexual Harassment
4	Violence Against Women	<ul style="list-style-type: none"> • Describe the different manifestations of violence against women in the local and cultural context • Outline UNSMS policy, procedures and related support mechanisms available within the UNSMS. • Outline the organisations policy, procedure and related support mechanisms. • Understand response options when affected by an incident • Recognise and identify how to support an affected person
5	Personal Security Awareness	<ul style="list-style-type: none"> • Recognise the importance of developing increased personal security awareness • Identify, respond and reduce exposure and vulnerability to security threats • Apply various practical tips, tools and techniques to enhance situational awareness
6	Safer accommodation arrangements	<ul style="list-style-type: none"> • Outline considerations when selecting accommodation or living arrangements • Outline organisational policy or procedures related to personnel accommodation with specific focus on women • Identify, respond and reduce your exposure and vulnerability in various living arrangements
7	Coping in captivity	<ul style="list-style-type: none"> • Recognise the likelihood of movement restriction incidents in the environmental context • Outline hostage survival or restricted movement challenges, coping mechanisms and self-care options for women • Describe the UNSMS relevant policies and support mechanisms
8	Communicating under stress	<ul style="list-style-type: none"> • Identify communication challenges for women in stressful environments/contexts • Explain the impact of stress on communication and active listening

		<ul style="list-style-type: none"> • Select and apply various practical tips, tools and techniques for verbal conflict resolution
9	Stress Management	<ul style="list-style-type: none"> • Define types of stress and understand how stress affects personal security • Identify internal and external stress factors that can impact you at different levels • Identify your main coping and resilience mechanisms, and develop an individual self-care plan • Request or make changes to your environment to reduce stress
10	Self-Protection	<ul style="list-style-type: none"> • Recognize the linkage between personal security awareness and self-protection • Recognise your vulnerable points and your body's reaction • Use your body for self-protection and to break away from an attack

[11.2 Women's Security Awareness Training – Training of Trainers \(WSAT TOT\)](#)

The WSAT ToT is a five day course developed to provide UN women security personnel with the associated knowledge, skills and attitudes required for the planning and delivery of the WSAT course. Where available UNSMS entities may nominate specialists that are non-security personnel as subject matter experts, who once trained may provide support to the lead security trainer for the delivery of specific modules related to their scope of work (e.g. counsellors, HR).

WSAT TOT courses are organized and facilitated by the Inter-Agency WSAT Coordination Group. Organisations or locations who wish to identify a need for the delivery of a WSAT TOT must liaise with their respective WSAT Focal Point who will flag delivery needs on behalf of the organization or locations to the WSAT Coordination Group.

[11.3 Self-Protection](#)

Self-Defence/Self-Protection training courses aim to equip individuals with enhanced prevention and response skills in the event of a GBV incidents. Self-Protection is to be delivered by a subject matter expert who is certified in a civilian self-protection programme. While not being a standard training offered by the UNSMS, appropriate experts can be brought in at the discretion of UNSMS organisations.

12. Security Implications of Sexual Harassment and Sexual Exploitation and Abuse

Sexual Harassment and Sexual Exploitation and Abuse (SEA) are important issues for the UN which have security implications. The safety and security of UN personnel is a primary responsibility of the Host Country UNSMS. Security personnel need to understand clearly what the implications are of each and the differences between them. In addition to their general responsibilities as personnel and/or managers, security personnel must also understand the potential implications for security that derive from each type of incident. The following sections summarise key issues related to Sexual Harassment and SEA; however, personnel should consult their respective organizational policy for the most up-to-date and accurate information.

Sexual Harassment

What is Sexual Harassment?

Sexual harassment is any unwelcome conduct of a sexual nature that might reasonably be expected or be perceived to cause offence 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.

Sexual Harassment Manifestations

Sexual harassment is the manifestation of a culture of discrimination and privilege based on unequal gender relations and other power dynamics. Sexual harassment may involve any conduct of a verbal, nonverbal or physical nature, including written and electronic communications. Sexual harassment may occur between persons of the same or different genders, and individuals of any gender can be either the targets or the perpetrators.

Sexual harassment may occur outside the workplace and outside working hours, including during official travel or social functions related to work. Sexual harassment may be perpetrated by any colleague, including a supervisor, a peer or a subordinate. A perpetrator's status as a supervisor or a senior official may be treated as an aggravating circumstance. Sexual harassment can take a variety of forms – from looks and words through to physical contact of a sexual nature.

Examples of sexual harassment (non-exhaustive list) include:

- Attempted or actual **sexual assault**
- Sharing or displaying sexually inappropriate images or videos in any format;
- Sending sexually suggestive communications in any format
- Sharing sexual or lewd anecdotes or jokes
- Making inappropriate sexual gestures, such as pelvic thrusts
- Unwelcome touching, including pinching, patting, rubbing, or purposefully brushing up against another person
- Staring in a sexually suggestive manner
- Repeatedly asking a person for dates or asking for sex
- Rating a person's sexuality
- Making sexual comments about appearance, clothing, or body parts
- Name-calling or using slurs with a gender/sexual connotation,
- Making derogatory or demeaning comments about someone's sexual orientation or gender identity

The fact that a person may not explicitly object to the conduct does not mean that they accept it.

Security personnel should consider who may be affected by sexual harassment and understand security's role. UN personnel may report sexual harassment in the workplace as a security incident because they are unsure where else to turn to or they feel in immediate danger. The nature of sexual harassment and the environments in which it takes place may require security personnel to provide advice and support regarding safety and security implications and possible retaliation to affected person/s.

UN personnel, including security personnel, are required to take the mandatory online training related to sexual harassment which is available on respective UN training platforms.

All security personnel must be familiar with their respective organizational policies and guidance for prevention and response, be prepared to contact respective organisations and also have an understanding of other organizations policies and procedures.

UN Sexual Harassment Resources

- [Towards an end to sexual harassment: the urgency and nature of change in the era of #metoo](#), UN Women
- [What will it take? Promoting cultural change to end sexual harassment](#), UN Women
-
- UNSMS organizations have specific internal policies and guidance related to the management of sexual harassment in the workplace. Please refer to these internal rules. For Secretariat personnel, please refer to [ST/SGB/2019/8](#) Addressing discrimination, harassment, including sexual harassment, and abuse of authority
- For

Actions that security personnel should take

The role of security personnel if a case of sexual harassment in the workplace is reported to them will depend on whether they are the supervisor of the affected person, whether the incident is related to the workplace, or if the individual is seeking guidance on the actions they can take, for example seeking a place of safety.

If the security person is the supervisor, their respective organization's policies and procedures for managing and responding to incidents of sexual harassment apply. If the affected person is from a different organization, advise them to consult the procedures within their organization. If the affected person does not know how to do this, they should contact their head of office, staff counselor, ethics office, etc. as appropriate.

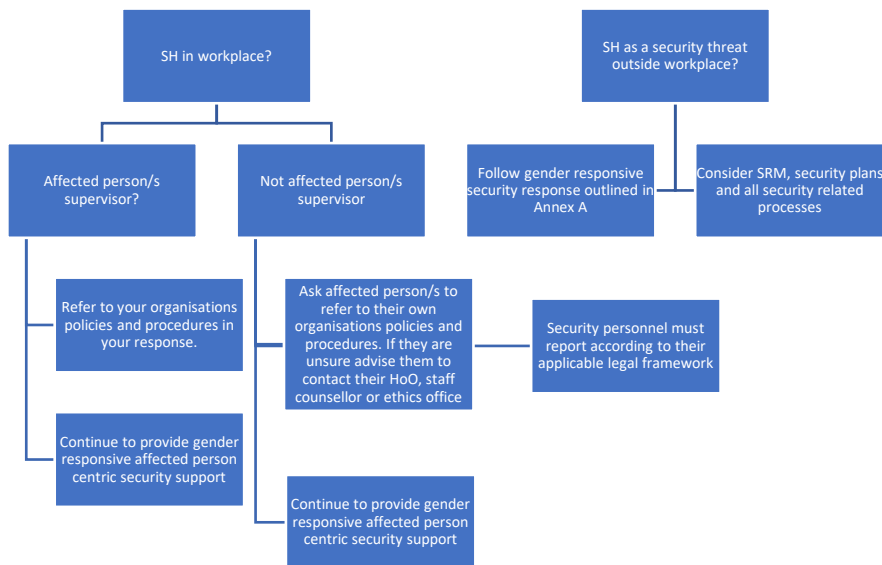
If the incident is related to Sexual Harassment in the workplace, you should refer to your own organisation's policy and procedures.

All UN Secretariat security personnel for whom [ST/SGB/2019/8](#) is applicable must report cases of sexual harassment, including sexual assault involving their personnel, to the responsible official,³⁷ with a copy to the relevant investigative body, or to the investigative body.

It is recommended that security personnel make a note for their own records of their security-related actions taken in case they are contacted at a later stage in regard to the issue.

³⁷ The relevant responsible officials are identified in [ST/AI/2007/1](#): "Unsatisfactory conduct, investigations and the disciplinary process". In most cases, the responsible official is the head of Department or office of the staff member, or the Secretary-General for misconduct on the part of ASGs and USGs.

Many UN organizations have “**HELPLINES**” available to provide guidance with respect to their organization’s procedures for responding to, providing support on sexual harassment in the workplace. UN personnel should check with their HR office, head of office or organization’s internal websites.



Prevention of Sexual Exploitation and Abuse

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

Sexual exploitation and abuse constitutes misconduct in the discharge of the functions of all UN Personnel (civilian, military or police) towards beneficiaries of assistance which includes the local population. It includes any exchange of money, employment, goods, services or assistance for sex, including sexual favors or other forms of humiliating, degrading or exploitative behavior, as any sexual relationships between United Nations personnel and beneficiaries of assistance is based on inherently unequal power dynamics.

Sexual exploitation and abuse is unacceptable behavior and misconduct for all UN personnel. It can lead to additional risk to UN personnel as well as damage the reputation of the UN.

Conduct or behaviour of a sexual nature is considered SEA when this conduct or behavior amounts to either sexual exploitation or sexual abuse as defined in organizational policies (for example: ST/SGB/2003/13).

If UN personnel develop concerns or suspicions regarding either sexual exploitation or sexual abuse by other UN personnel regardless of the organization, **the individual has the responsibility to report** as detailed within respective entities policies and procedures. Many organizations have their own reporting mechanisms for SEA. Security personnel should be fully cognizant of their respective procedures.

SEA policies may also cover third parties, security personnel should be aware of safeguards and procedures in relation to implementing partners and third-party contracts (e.g. private security).

UN PSEA Resources

- <https://www.un.org/preventing-sexual-exploitation-and-abuse/content/policies>

ANNEX A: Immediate Response to Gender-Based Security Incidents

A. PURPOSE

1. This document provides guidance and input for United Nations Security Management System (UNSMS) security personnel³⁸ with regard to gender-based incidents impacting any United Nations personnel³⁹ hereafter termed “affected persons” and supports the Gender Considerations in Security Management policy. It is not intended to replace the role of a critical incident staff counsellor in any way; rather, it is intended to facilitate the following:
 - 1.1 Access to safety - If chosen, create a safe space for affected persons.
 - 1.2 Access to physical health care – Inform affected persons of the importance of accessing health care as soon as possible, no later than 72 hours, and if chosen, facilitate getting the affected persons to medical care.
 - 1.3 Access to psychological support - If chosen, facilitate a connection to staff counselling.
 - 1.4 Access to legal and/or justice systems if such support exists in the relevant location. If available and chosen, refer affected persons to resource as outlined in the Aide Memoire.
 - 1.5 Access to additional resources as available both within the UNSMS and within the country of operation.

B. APPLICABILITY

2. This document applies to all UNSMS security personnel involved in response activities to gender-based incidents at all United Nations duty stations. All security personnel should familiarize themselves with this document and be prepared to execute the procedures herein, in accordance with the *Framework of Accountability for the United Nations Security Management System (“Framework of Accountability”)*.

C. RATIONALE

3. Prior to the development of this document, there were no clearly established procedures for providing the immediate response for gender-based security incidents. This document was therefore created to clarify responsibilities and procedures for UNSMS security personnel in the event of a gender-based incident involving United Nations personnel. It is not intended to replace but rather compliment individual organisations’ procedures.

D. GUIDELINES

³⁸ For the purposes of this guidance, “security personnel” refers to all persons with a dedicated security function or role and may include a Security Focal Point or agency-determined designee who may be carrying out this role in locations where this is not a designated SFP.

³⁹ Refer to UNSMS *Security Policy Manual*, Chapter IV, Section M: “Gender Considerations in Security Management”.

4. Security personnel within the UNSMS will respond to a gender-based security incident if requested by or on behalf of the affected persons or if the security personnel deem it necessary to intercede. Security personnel may only intervene at their discretion should they assess there is an imminent threat to life or the affected persons have been directly impacted or are unable to act due to being incapacitated and others that may be at subsequent risk. The affected persons is not obliged to report gender-based security incidents to security personnel, and therefore assistance will only be provided if accepted by the affected persons. Notably, no action should be taken without the expressed permission of the affected persons, if and when appropriate.
5. All aspects of this document should be carried out with adherence to the following principles, to the best of the ability of the security personnel providing assistance:
 - 5.1 **Safe Environment:** Safety of the affected persons⁴⁰ must be ensured at all times.
 - 5.2 **Confidentiality and Consent:** Information from the affected persons must only be shared after obtaining the affected persons explicit consent and only with the actors involved in providing follow on support service. Data collection must be anonymous and written information in securely locked files. Interpreters if needed should sign a confidentiality agreement.
 - 5.3 **Respect:** The dignity and autonomy of the affected persons must be respected. Extreme care must be taken when discussing sensitive topics, use appropriate personnel for providing follow-on support and to inform about options for assistance. Affected persons should not be pressed to disclose information regarding the incident. The options for assistance should be clearly described.
 - 5.4 **Non-Discrimination:** The above principles apply regardless of the affected persons age, gender, religion, sexual orientation, nationality, ethnicity etc.
6. The assistance provided by UNSMS security personnel can be divided into two distinct categories:
 - 6.1 Creating a safe space for the affected persons and;
 - 6.2 Referring the affected persons to defined resources for further assistance.
7. Creating a safe space for the affected persons:
 - 7.1 Emphasize that your immediate priority is to get the affected persons to safety. Inform the affected person that the UNSMS has procedures and resources for providing assistance. Although you will maintain strict confidentiality, explain that you will need to obtain the affected persons name and location in order to provide immediate assistance.

⁴⁰ For the purpose of this document, “affected individual(s)” may include person(s) directly impacted by the incident, family members, colleagues, etc.

- 7.2 Take a moment to tell the affected persons that the incident is not the affected persons fault and validate that you are there to provide security assistance. If affected persons are despondent, ensure them that not only are you going to assist with getting them to safety but that you will connect them with someone they can talk to get through this difficult time should they require.
 - 7.3 Based on the location of the affected persons, determine if you will be able to provide in-person assistance or if you will need to contact an appropriate alternate who can get to the affected persons more quickly on your behalf. Objectively assess whether or not the affected persons is with a person they can trust. The aim is to address the needs of the affected persons as soon as possible.
 - 7.4 Determine whether the affected persons remain at risk in the current physical location. If so, with the consent of the affected persons, arrange for a secure transfer to a safer location i.e. home if safe, or a temporary shelter (hotel, friend's house, medical facility etc). Use judgment of what makes sense in the local environment and particular situation. If there is no secure location within country, and you have the consent of the affected persons, work with them to determine where they would feel most comfortable until you are able to escalate to the respective headquarters (If the affected persons agree, in order for an appropriate medical evacuation or relocation to be implemented).
 - 7.5 When assessing safety and shelter of the affected persons, consider the perpetrator's potential access to the affected persons or others at risk.
 - 7.5.1 Does the perpetrator live with the affected persons?
 - 7.5.2 Does the perpetrator work with the affected persons? If so, and with the consent of the affected persons, suggest working with human resources of the employing organization and/or other management to identify a solution.
 - 7.5.3 Will the perpetrator have access to the affected person when moving around? Your focus should be identifying potential risks so that their organization or other support mechanisms can implement recommendations to ensure they are safe.
 - 7.6 Consider backlash from the community or the perpetrator (this is likely dependent on local customs and context of the incident).
 - 7.7 Consider response by the host country authorities (this may be based on local laws and customs).
8. Referring the affected persons to defined resources for further assistance:

- 8.1 Resources to address gender-related security incidents, such as the nearest qualified medical provider, must be clearly defined in the Aide Memoire – immediate response to gender-based security incidents, updated regularly, and known to the security personnel at all times.
- 8.2 Physical Recovery: If the affected persons agree to receive medical assistance, consider access and availability, with specific attention to the following:
 - 8.2.1 The affected persons should be fully informed of the Post-Exposure Prophylaxis (PEP) protocol in place for the duty station.
 - 8.2.2 Security personnel are reminded to ensure that they have the latest information related to the PEP Protocol documented within the country-specific Aide Memoire.
 - 8.2.3 When providing guidance on access to medical care, consider local laws and issues of access and availability of supplies. When the affected person requires prescribed medication, even when the need is unrelated to the incident, consideration must be given to prevent interruption of the treatment.
- 8.3 Psychological Recovery: If the affected person agrees to receive psychosocial assistance, consider access and availability. Identify if this type of service is available and acceptable in the given environment at least for immediate care. If not available refer to Critical Incident Stress Management Unit (CISMU) or the agency-defined specialist.
- 8.4 Legal System/Justice: Provide specific details on access to and actions that will be taken by the host Government. Consider host-country laws and culture. When discussing the process with the affected persons, provide clear and objective information without providing your own opinion. Be able to explain the process involved should the affected person decide to move forward with the complaint. Legal expertise within the United Nations should be sought when drafting the Aide Memoire. Should the affected persons wish to consult on the matter with a legal expert, all reasonable effort should be undertaken to facilitate this support.
- 8.5 Ensure affected persons are aware that they may have to contact their respective organisations for support, including but not limited to, human resources, administrative and operational support.

E. REFERENCES

UNSMS *Security Policy Manual*, Chapter II, Section B: “Framework of Accountability for the United Nations Security Management System”.

UNSMS *Security Policy Manual*, Chapter III: “Applicability of United Nations Security Management System”.

UNSMS *Security Policy Manual*, Chapter VI, Section M: “Gender Considerations in Security Management”.

ANNEX B: Aide Memoire Template: Immediate Response to Gender-Based Security Incidents

Fill in relevant information for your location and update once per year or as required.

COUNTRY	AUTHOR	DATE REVISED

SECURITY PROCEDURES	
<p><i>Find a Secure Location(s)</i></p> <p>Determine if the affected persons remain at risk in the current physical location. If so, with the consent of the affected persons, arrange for secure transfer of the affected persons to a safer location i.e. home if safe, or a temporary shelter.</p>	Secure locations within and/or outside the country (add as applicable.)
<p><i>Be Aware of Local Laws and Customs</i></p>	Research the local laws related to gender-based incidents and make notes here:
RESOURCES FOR REFERRAL	
<p><i>Physical Recovery</i></p> <p>Confirm that the PEP Protocol is in place in your location and document specific providers.</p> <p>If the affected persons wish to receive medical assistance, refer them to UN approved clinic or nearest qualified medical provider.</p> <p>If access to a qualified medical provider is not feasible within country, the affected persons should be encouraged to inform someone from the respective agency to discuss possible medical evacuation.</p>	United Nations approved clinics or nearest qualified medical providers:
<p><i>Psychological Recovery</i></p>	United Nations approved psychosocial support:

<p>If the affected person agrees to receive psychosocial assistance, consider access and availability. Determine what specific agency support will be provided.</p>	
<p><i>Legal System/Justice</i></p> <p>Consider host-country laws and culture. When discussing the process with the affected person, provide clear and objective information without providing your own opinion. Be able to fully explain the process involved should the affected person decide to move forward with the complaint. Seek or refer to legal expertise, as required and appropriate.</p>	<p>Provide specific details on access to and actions that will be taken by host government security services, and document contact information:</p>

ANNEX C: Glossary of Terms

Key Explanations	
Persons of diverse sex, sexual orientation and gender identity	Umbrella term for all people whose sex, sexual orientation or gender identity places them outside the mainstream, and people whose gender identity does not correspond with the sex they were assigned at birth ⁴¹ .
LGBTI	An acronym for lesbian, gay, bisexual, transgender and intersex persons that is also used as shorthand for “persons of diverse sex, sexual orientation and gender identity.” Among other variations, sometimes intersex is not included and the acronym is LGBT; sometimes “queer” or “questioning” is included and the acronym is LGBTQ or LGBTIQ; and sometimes “ally,” “a romantic” or “asexual” is included, and the acronym is “LGBTQA” or “LGBTIQA.” ⁴²
SSOGI	An acronym for sex, sexual orientation and gender identity ⁴³ .
Sexual Orientation	
Sexual Orientation	Each person’s capacity for profound emotional, affectional or sexual attraction to, and intimate and sexual relations with, individuals of a different gender, or the same gender or more than one gender ⁴⁴ .
Heterosexual	An adjective that describes persons who’s enduring romantic, emotional and/or physical attraction is to person(s) of a different sex or gender (also referred to as “straight”) ⁴⁵ .
Homosexual	An adjective that describes persons who’s enduring romantic, emotional and/or physical attraction is to person(s) of the same sex or gender (also referred to as “gay”). Note that, in English, many people consider homosexual an out-dated clinical term that should be avoided ⁴⁶ .
Bisexual	An adjective that describes people who have the capacity for romantic, emotional and/or physical attraction to person(s) of the same sex or gender, as well to person(s) of a different sex or gender. Note the term “pansexual” describes individuals who have the capacity for attraction to persons of all gender identities ⁴⁷ .
Asexual	A person who may experience romantic or emotional attraction, but generally does not experience sexual attraction to anyone ⁴⁸ .
Gay	An adjective used to describe a man whose enduring romantic, emotional and/or physical attraction is to other men. The term can also be used to describe women who are attracted to other women ⁴⁹ .
Lesbian	A woman whose enduring romantic, emotional and/or physical attraction is to other women ⁵⁰ .
Queer	Traditionally a negative term, queer has been re-appropriated by some LGBTI people to describe themselves. It is considered inclusive of a wide range of sexual orientations and gender identities ⁵¹ .

⁴¹ Annex I to the UN Globe Recommendations: Terminology Guidance, “persons of diverse sex, sexual orientation and gender identity”, UN Globe

⁴² Annex I to the UN Globe Recommendations: Terminology Guidance, “LGBTI”, UN Globe

⁴³ Annex I to the UN Globe Recommendations: Terminology Guidance, “SSOGI”, UN Globe

⁴⁴ Yogyakarta Principles (2006), “sexual orientation”

⁴⁵ Annex I to the UN Globe Recommendations; Terminology Guidance, “heterosexual”, UN Globe

⁴⁶ Annex I to the UN Globe Recommendations; Terminology Guidance, “homosexual”, UN Globe

⁴⁷ Annex I to the UN Globe Recommendations; Terminology Guidance, “bisexual”, UN Globe

⁴⁸ Annex I to the UN Globe Recommendations: Terminology Guidance, “asexual”, UN Globe

⁴⁹ Annex I to the UN Globe Recommendations: Terminology Guidance, “Gay”, UN Globe

⁵⁰ Annex I to the UN Globe Recommendations; Terminology Guidance, “lesbian”, UN Globe

⁵¹ Annex I to the UN Globe Recommendations; Terminology Guidance, “queer”, UN Globe

Same-Gender Loving (SGL)	A phrase used in queer communities of color as an alternative to LGB. It was coined by activist Cleo Manago to better reflect the culture and experiences of persons of African descent ⁵² .
“Family”	A colloquial term used to identify other LGBTI people, e.g. “that person is family ⁵³ .”
Ally	a heterosexual, cisgender [see definition above] person who supports LGBTI persons ⁵⁴ .
“Ex-Gay”	A person who once identified as gay but does not any longer. Many went through “reparative therapy” or “transformation ministries,” programmes which claim to “cure” same-sex attraction ⁵⁵ .
Sex	The classification of a person as female, male or intersex. Infants are usually assigned a sex at birth based on the appearance of their external anatomy. A person’s sex is a combination of bodily characteristics, including their chromosomes (typically XY chromosome = male, XX chromosome = female), their reproductive organs and their secondary sex characteristics ⁵⁶ .
Intersex	<p>A person with bodily variations in relation to culturally established standards of maleness and femaleness, including variations at the level of chromosomes, genitalia or secondary sex characteristics. Intersex is sometimes termed “differences in sex development.” “Intersex” is preferred over the out-dated term “hermaphrodite.” Intersex persons are likely to be assigned a sex of male or female at birth. Intersex people may grow to identify themselves with the gender corresponding to the sex they were assigned at birth, or with a different gender.</p> <p>Intersex children may undergo surgery to make their bodies conform to expectations of a male or female body. Surgical interventions carried out on children by definition cannot be premised upon informed consent. In the majority of cases, there is not a medical need for the surgery beyond the perceived need to bring the child’s body into line with expectations of a typical male or female body. Such surgeries are generally irreversible and cause a wide range of severe, negative physical and psychological health effects. For these reasons, surgery is increasingly controversial and viewed by many as a violation of human rights. In addition to intersex advocacy organizations, a number of other bodies have called for an end to the practice, including the Committee on the Rights of the Child, the Committee Against Torture and the special procedures mandate holders on the right to health and on torture⁵⁷.</p>
Gender Identity	
Gender	Refers to the roles, behaviours, activities, and attributes that a given society at a given time considers appropriate for an individual, including the relationships that the individual establishes and maintains. Gender refers to the attributes, opportunities and relationships associated with being male and female including lesbian, gay, bisexual, transgendered and inter sex (LGBTI) individuals. These roles, behaviours and attributes are context and time specific and changeable over time as what is expected, allowed and valued by a given society is dynamic due to changing social factors ⁵⁸ .
Gender Identity	Each person’s deeply felt internal and individual experience of gender, which may or may not correspond with the sex assigned at birth, including the personal sense of body (which may involve, if freely chosen, modification of bodily appearance or function by medical,

⁵² Annex I to the UN Globe Recommendations; Terminology Guidance, “SGL”, UN Globe

⁵³ Annex I to the UN Globe Recommendations; Terminology Guidance, “family”, International Organization for Migration

⁵⁴ Annex I to the UN Globe Recommendations; Terminology Guidance, “Ally”, UN Globe

⁵⁵ Annex I to the UN Globe Recommendations; Terminology Guidance, “ex-gay”, International Organization for Migration

⁵⁶ Annex I to the UN Globe Recommendations; Terminology Guidance, “sex”, UN Globe

⁵⁷ Annex I to the UN Globe Recommendations; Terminology Guidance, “intersex”, UN Globe

⁵⁸ Adapted from UN Women: Gender Equality Glossary, “gender,” UN Women Training Centre

	surgical or other means) and other expressions of gender, including dress, speech and mannerisms ⁵⁹ .
Gender Expression/Presentation	The external manifestation of one's gender identity expressed through one's name, pronouns, "masculine," "feminine" or gender-variant behaviour, clothing, haircut, voice or bodily characteristics. Society identifies these cues as masculine and feminine, although what is considered masculine and feminine changes over time and varies by culture. Transgender people may seek to make their gender expression match their gender identity rather than the sex they were assigned birth ⁶⁰ .
The Gender Binary	The classification of gender into two distinct, opposite forms of masculine and feminine. As our understanding of gender evolves, it becomes increasingly clear that gender is a spectrum and the binary fails to capture the nuances of lived gender experiences ⁶¹ .
Masculinity/Femininity:	Possession of the qualities associated with men and women, or maleness and femaleness, in a particular society at a particular time ⁶² .
Transgender	Umbrella term used by people whose gender identity and, in some cases, gender expression, differs from what is typically associated with the sex they were assigned at birth, including those whose assigned sex is different from their gender identity and people whose gender identity is neither male nor female as traditionally defined. "Transgender" is preferred over "transsexual," as it encompasses transsexual and other gender identities ⁶³ .
Transsexual	An older term that is still preferred by some people whose gender identity differs from their assigned sex. Transsexual persons may take measures to physically alter their bodies through medical interventions, including through hormones, implants and surgery. ⁶⁴
Cisgender	Describes a person whose gender identity, gender expression and sex align ⁶⁵ .
Genderqueer/Third Gender/Non-binary	A blanket term used to describe people whose gender identity falls outside the male-female binary; can also describe persons who identify as both male and female (bigender), don't identify with any gender (agender) or identify as a mix of different genders (e.g. male, female and agender on different days) ⁶⁶ .
Cross-Dresser	While anyone may wear clothes associated with a different sex or gender, the term cross-dresser is typically used to refer to heterosexual men who occasionally wear clothes, makeup and accessories culturally associated with women. This term is preferred over "transvestite ⁶⁷ ."
Drag	Refers to men dressing as women, or vice versa, for the purposes of performance or entertainment ⁶⁸ .
Transition	The process of changing one's external gender presentation in order to be more in line with one's gender identity. This is a complex process that typically occurs over a long period of time. Transition includes some or all of the following personal, medical and legal steps: telling one's family, friends and co-workers, using a different name and new pronouns, dressing differently, changing one's name and/or sex on legal documents, hormone therapy

⁵⁹ Yogyakarta Principles (2006), "gender identity"

⁶⁰ Annex I to the UN Globe Recommendations: Terminology Guidance, "gender expression/presentation," UN Globe

⁶¹ Annex I to the UN Globe Recommendations: Terminology Guidance, "the gender binary," UN Globe

⁶² Annex I to the UN Globe Recommendations: Terminology Guidance, "masculinity/femininity," UN Globe

⁶³ Annex I to the UN Globe Recommendations: Terminology Guidance, "transgender," UN Globe

⁶⁴ Annex I to the UN Globe Recommendations: Terminology Guidance, "transsexual," UN Globe

⁶⁵ Annex I to the UN Globe Recommendations: Terminology Guidance, "cisgender," UN Globe

⁶⁶ Annex I to the UN Globe Recommendations: Terminology Guidance, "genderqueer/third gender/non-binary," UN Globe

⁶⁷ Annex I to the UN Globe Recommendations: Terminology Guidance, "cross-dresser," UN Globe

⁶⁸ Annex I to the UN Globe Recommendations: Terminology Guidance, "drag," UN Globe

	and possibly (though not always) one or more types of surgery. The steps involved in transition vary from person to person ⁶⁹ .
Gender Confirmation/Affirming Surgery (previously Sex Reassignment Surgery (SRS))	Gender confirmation, or gender affirming, surgery refers to surgical interventions that may be one part of transition. Not all transgender people choose, have access to or can afford surgery. “Gender confirmation” or “gender affirming” is preferred over “sex reassignment surgery” or “sex change operation.” The terms “pre-operative” (or pre-op) and “post-operative” (or post-op) should also be avoided ⁷⁰ .
Gender Dysphoria	A diagnosis contained in the fifth edition of the American Psychiatric Association’s Diagnostic and Statistical Manual of Mental Disorders (DSM-V). It refers to a feeling of disconnect from or discomfort with one’s sex as assigned at birth. It replaced the out-dated diagnosis “gender identity disorder.” The need for a psychiatric diagnosis for transgender persons to undergo elements of transition such as surgery remains controversial ⁷¹ .
Addressing Transgender Individuals	When referring to transgender people, use their preferred pronoun or, where no such preference is expressed, the pronoun that is consistent with their gender expression or presentation ⁷² .
MTF/FTM	Some transgender women may refer to themselves as M to F or MTF (male-to-female) transgender. Some transgender men may refer to themselves as F to M or FTM (female-to-male) transgender ⁷³ .
Personal Pronouns	A pronoun is a word that refers to either the person talking (I or you) or someone or something being talked about (she, he, it, them or this). Transgender people face difficulty when the pronoun with which they identify does not match the sex they were assigned at birth or others’ perception of their gender identity. For example, a transgender woman may be called “he” by people who are unaware she identifies as female and prefers the pronoun “she,” people who are confused by her gender identity or people who are deliberately trying to hurt her. Commonly used gender-neutral pronouns in English are they, them and theirs. Less commonly used are ze, hir and hirs (pronounced zee, here and heres). For example, “Caleb really likes their new bike. It’s a great fit and they saved up to buy it themselves!” or “Linh prefers to make hir food by himself, but ze is always happy to share hir meal.” Some languages don’t require pronouns to indicate gender or have a gender-neutral option, including Japanese, Swahili, Swedish and Turkish. Sweden has added to their language the gender-neutral pronoun “hen” to complement “han” (he) and “hon” (she). Other languages don’t mark gender at all, including Armenian, Finnish, Hungarian, Persian and Yoruba ⁷⁴ .
Personal Development	
Coming out	A lifelong process of self-acceptance. People may acknowledge their identity first to themselves and then share it with others. Publicly identifying one’s identity may or may not be part of coming out, and the concept of coming out is not specific to every culture ⁷⁵ .
Outed/Public Outing	Describes an individual’s sex, sexual orientation or gender identity being made public against their will or without their knowledge, often for malicious purposes ⁷⁶ .
Questioning	People who are uncertain of their sex, sexual orientation or gender identity ⁷⁷ .

⁶⁹ Annex I to the UN Globe Recommendations: Terminology Guidance, “transition,” UN Globe

⁷⁰ Annex I to the UN Globe Recommendations: Terminology Guidance, “gender confirmation/affirming surgery,” UN Globe

⁷¹ Annex I to the UN Globe Recommendations: Terminology Guidance, “gender dysphoria,” UN Globe

⁷² Annex I to the UN Globe Recommendations: Terminology Guidance, “addressing transgender individuals,” UN Globe

⁷³ Annex I to the UN Globe Recommendations: Terminology Guidance, “MTF/FTM,” UN Globe

⁷⁴ Annex I to the UN Globe Recommendations: Terminology Guidance, “personal pronouns,” UN Globe

⁷⁵ Annex I to the UN Globe Recommendations: Terminology Guidance, “coming out,” UN Globe

⁷⁶ Annex I to the UN Globe Recommendations: Terminology Guidance, “outed/public outing,” UN Globe

⁷⁷ Annex I to the UN Globe Recommendations: Terminology Guidance, “questioning,” UN Globe

Legal Issues	
Sodomy Laws	Laws that prohibit adult, consensual, private, non-commercial anal sex. While sodomy laws may also prohibit anal sex between a man and a woman, they are typically disproportionately applied against persons of diverse sexual orientations and gender identities who engage in same-sex sexual acts. ⁷⁸
Laws of General Application	Laws that are not specifically targeted towards LGBTI persons but may be used disproportionately against them as a way to police the expression of identities that differ from the mainstream. These may include public debauchery, public morality, public order or impersonation laws ⁷⁹ .
Civil Union	Formal recognition of committed same-sex relationships. In some countries, civil unions confer many, but not all, of the same rights, benefits and privileges enjoyed by different-sex marriages, including in relation to the payment of taxes, social security benefits, estate planning or medical decisions ⁸⁰ .
Prejudice	
Homophobia, Biphobia or Transphobia	Fear or hatred of gay or lesbian people, of homosexuality, of bisexuality or of transgender individuals. May manifest in exclusion, discrimination or violence ⁸¹ .
Heterosexism	Promoting heterosexuality as superior or assuming that all people are heterosexual. Gay Bashing: Verbal or physical violence against someone who is or who is perceived to be LGBTI ⁸² .
Sexual and Gender-Based Violence	Any act of violence that targets individuals or groups on the basis of their sex or gender. It includes acts that inflict physical, sexual or psychological harm or suffering, the threats of such acts, coercion or arbitrary deprivation of liberty, whether occurring in public or private life. Gender-based violence encompasses violence directed against people because of how they experience and express their gender and sexual orientation ⁸³ .
Other Terms	
Perception	In this context, refers to the act of viewing others in relation to their sex, sexual orientation, gender identity or gender expression. This is often based on stereotypes and may be done in an unconscious manner ⁸⁴ .
Women Who Have Sex with Women (WSW)	A term used to categorize females who engage in sexual activity with other females, regardless of how they identify themselves. ⁸⁵
Men Who Have Sex with Men (MSM)	A term used to categorize males who engage in sexual activity with other males, regardless of how they identify themselves ⁸⁶ .
Third Gender/Third Sex	The term third gender is in some contexts used in relation to a gender identity that describes someone who considers themselves, or is considered, neither male nor female by societal definition; in other contexts it is used to describe individuals whose gender identity does not match the sex they were assigned at birth ⁸⁷ .
Kathoey/katoey	A term used in Thailand to describe a male-bodied person who has a female gender identity ⁸⁸ .

⁷⁸ Annex I to the UN Globe Recommendations: Terminology Guidance, “sodomy laws,” UN Globe

⁷⁹ Annex I to the UN Globe Recommendations: Terminology Guidance, “laws of general application,” UN Globe

⁸⁰ Annex I to the UN Globe Recommendations: Terminology Guidance, “civil union,” UN Globe

⁸¹ Annex I to the UN Globe Recommendations: Terminology Guidance, “homophobia, biphobia or transphobia,” UN Globe

⁸² Annex I to the UN Globe Recommendations: Terminology Guidance, “heterosexism,” UN Globe

⁸³ Annex I to the UN Globe Recommendations: Terminology Guidance, “sexual and gender based violence,” UN Globe

⁸⁴ Annex I to the UN Globe Recommendations: Terminology Guidance, “perception,” UN Globe

⁸⁵ Annex I to the UN Globe Recommendations: Terminology Guidance, “women who have sex with women (WSW),” UN Globe

⁸⁶ Annex I to the UN Globe Recommendations: Terminology Guidance, “Men who have sex with men (MSM),” UN Globe

⁸⁷ Annex I to the UN Globe Recommendations: Terminology Guidance, “third gender/third sex,” UN Globe

⁸⁸ Annex I to the UN Globe Recommendations: Terminology Guidance, “kathoey/katoey,” UN Globe

Hijra	A broad term used in South Asia (particularly in India), which sometimes refers to individuals who identify as neither male nor female, and in other contexts to male-bodied individuals with a female gender identity. Also referred to as khawaja sara and zenana in Pakistan and northern India ⁸⁹ .
Fa'afafine	A third-gender people of Samoa and the Samoan diaspora ⁹⁰ .
Sworn virgin	Specific to northern Albania, this term describes female-bodied individuals who have the gender presentation and/or identity of male and take a sworn vow of celibacy ⁹¹ .
Two-Spirit	Definition varies among Native American cultures. A two-spirited person may be considered as and fulfil the roles assigned to both male and female sexes, or may fulfil the role of a sex that differs from the one they were assigned at birth. They are often revered ⁹² .

The definitions contained in this glossary were drawn from or informed by, among others, the International Commission of Jurists (ICJ), Yogyakarta Principles, March 2007, available at: www.yogyakartaprinciples.org and the GLAAD Media Reference Guide - 9th Edition, available at: <http://www.glaad.org/reference> as adapted by UNHCR/IOM for their modules on Working with LGBTI persons in forced displacement.

⁸⁹ Annex I to the UN Globe Recommendations: Terminology Guidance, "fa'afafine," UN Globe

⁹⁰ Annex I to the UN Globe Recommendations: Terminology Guidance, "sworn virgin," UN Globe

⁹¹ Annex I to the UN Globe Recommendations: Terminology Guidance, "sworn virgin," UN Globe

⁹² Annex I to the UN Globe Recommendations: Terminology Guidance, "two spirit," UN Globe

ANNEX D: Examples of Gender Based Violence

Categories of gender based violence	Explanation	Examples of perpetrators to consider
Sexual Violence		
Rape <i>Including: marital rape</i>	Engaging in vaginal, anal or oral penetration of a sexual nature of the body of another person with any bodily part or object without that person's consent or where that person is incapable of consenting (e.g. drunk, cognitively impaired etc); Engaging in other acts of a sexual nature with a person without that person's consent or where that person is incapable of consenting; causing another person to engage in acts of a sexual nature with a third person without that person's consent or where that person is incapable of consenting.	Any person including intimate partners, family members, acquaintances (these are the most common), strangers, a person in a position of power, authority and control
Sexual assault	Actual or threatened physical intrusion of a sexual nature, including inappropriate touching, by force or under unequal or non-consensual conditions.	Any person including intimate partners, family members, acquaintances (these are the most common), strangers, a person in a position of power, authority and control
Sexual violence in conflict	Conflict-related sexual violence refers to incidents or patterns of sexual violence, including rape, sexual slavery, forced prostitution, forced pregnancy, enforced sterilization, or any other form of sexual violence, against women, men, girls or boys. Such incidents or patterns occur in conflict or post-conflict settings or other situations of concern (e.g., political strife). They also have a direct or indirect nexus with the conflict or political strife itself, i.e. a temporal, geographical and/or causal link. In addition to the international character of the suspected crimes (that can, depending on the circumstances, constitute war crimes, crimes against humanity, acts of torture or genocide), the link with conflict may be evident in the profile and motivations of the perpetrator(s), the profile of the affected person(s), the climate of impunity/weakened State capacity, cross-border dimensions and/or the fact that it violates the terms of a ceasefire agreement.	Most typically perpetrated by combatants
Sexual Exploitation and Abuse	The term "sexual exploitation" means 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." (UN Secretary-General's Bulletin on protection from sexual exploitation and abuse	Anyone in a position of power, influence, control, including humanitarian aid workers, soldiers/officials at checkpoints, teachers, smugglers, trafficking networks *HR
Sexual Harassment	Any unwelcome sexual advance, request for sexual favour, verbal or physical conduct or gesture of a sexual nature, or any other behaviour of a sexual nature that might reasonably be expected or be perceived to cause offence or humiliation to	any person, including persons in position of power, authority, or control *HR

	another. It can include a one-off incident or a series of incidents. Sexual harassment may be deliberate, unsolicited and coercive. Both male and female persons can either be the victim or offender, and it may occur between persons of the opposite or same sex.	
Physical Violence		
Physical assault	Intentional use of physical force with the potential for causing death, injury or harm. It includes, but is not limited to, scratching, pushing, shoving, throwing, grabbing, biting, choking, shaking, poking, hair pulling, slapping, punching hitting, burning, the use of restraints or one's body size or strength against another person, and the use, or threat to use, a weapon.	Spouse, intimate partner, family member, friend, acquaintance, stranger, anyone in position of power, members of parties to a conflict (death threats/hate crimes)
Emotional and Psychological Violence		
Abuse, humiliation, criticism, intimidation	Verbal abuse that is insulting, degrading, demeaning. Both male and female persons can be the victim or offender, and it may occur between persons of the opposite or same sex.	Anyone in a position of power and control including employers; often perpetrated by spouses, intimate partners or family members in addition to others in a position of authority
Stalking	A pattern of behaviour, which are repetitive and unsolicited such as, unwanted attention, communication, or contact (e.g. following and spying on the victim, damaging property, threats, intrusive attempts for communication, etc.).	Persons known or unknown
Economic/Financial Violence	Denial of funds, refusal to contribute financially, denial of food and basic needs, and controlling access to health care, employment, etc	Spouse, intimate partner, family member, friend, acquaintance, stranger, anyone in position of power.
Trafficking	The recruitment, transportation, transfer, harbouring or receipt of persons by means of the threat or use of force or other forms of coercion, of abduction, of fraud, of deception, of the abuse of power or of a position of vulnerability or of the giving or receiving of payments or benefits to achieve the consent of a person having control over another person, for the purpose of exploitation (including, at a minimum, the exploitation of prostitution of others or other forms of sexual exploitation, forced labour or services, slavery or practices similar to slavery, servitude, or the removal of organs).	Persons known or unknown
Child Abuse	All forms of physical or mental violence, injury and abuse, neglect or children negligent treatment, maltreatment or exploitation, including sexual abuse	Family members, persons known or unknown
ICT Related Violence	Technology enabled violence and abuse that is insulting, degrading, demeaning.	Spouse, intimate partner, family member, friend, acquaintance, stranger, anyone in position of power.
Social media related threats	The use of information and communication technology to perpetrate all gender-based violence. For example, this may include cyber stalking, blackmail, online grooming (including for	Persons known and unknown

	trafficking), hate speech, child pornography and exploitation, cyberbullying, revenge pornography and harassment.	
Harmful Practices		
Other Human Rights Violations		
Arrest/detention	Arrest where campaigning for LGBTI; Arrest for not travelling with Mahram or appropriate male family member. In 76 countries, lesbian, gay, and bisexual persons are at risk of arrest, prosecution, imprisonment (and in 5 countries the death penalty) on the basis of discriminatory laws that criminalize consensual same-sex relationships between adults. In a number of countries, discriminatory laws criminalizing cross-dressing are used to arrest and to punish transgender people. Other laws are used to harass, detain, discriminate, blackmail or place restrictions on the freedom of expression, association, and peaceful assembly of LGBT people. These laws also contribute to perpetuate stigma and discrimination, as well as violence.	State institutions, community
violence against lesbian, gay, bisexual, transgender, and intersex persons.	This includes psychological bullying, physical assault, torture, kidnapping, targeted killings, sexual violence including so-called “corrective” rape of lesbian women. Transgender persons face an especially high risk of violence. LGBTI people are also at high risk of torture and ill-treatment from officials in general and particularly when they are in detention. LGBTI people may also be subjected to involuntary medical treatment that may amount to torture, including anal examinations of gay men to “prove” their homosexuality, unwanted sterilization of transgender people, forced electric shock therapy intended to “change” someone’s sexual orientation, and forced treatment of intersex people.	Violence takes place in a variety of settings: on the street, in public parks, in schools, in workplaces, in private homes, in prisons and police cells. It may be spontaneous, or organized, perpetrated by family members, acquaintances, strangers or by vigilante and extremist groups. Torture and ill-treatment may be carried out by police officers, prison guards, and other detainees, and may also be carried out by medical personnel.
Travel restrictions	Restriction of travel to certain countries for people with HIV/AIDS	

ANNEX E: Training and Education

A number of UNSMS organizations have developed resources including online training to provide information to personnel surrounding gender. Current UNSMS resources are below:

UNSMS	Resource/Training Course	Description	Available
UNDP, UNFPA, UNICEF, UN WOMEN.	Gender Equality	The four agencies developed this course together to raise awareness of gender issues and dynamics and to ensure that their staff achieves a consistent level of knowledge. This course will contribute to a common understanding of terminology, core principles and effective approaches that will help agencies work together on gender programming.	https://gm1.geolearning.com/geonext/learning_un/coursesummary.CourseCatalog.geo?src=CourseCatalog&selectTab=Details&id=22505879397#
UNDP	Gender Mainstreaming	This course is designed to introduce you to the concept of gender mainstreaming and its implications for the organisation as well as for your ongoing work. It will provide you with tools and practical advice for integrating gender equality concerns into programmes in all five practice areas, as well as into policy-level interventions.	https://gm1.geolearning.com/geonext/learning_un/coursesummary.CourseCatalog.geo?id=22505179730
UNDP	The Gender Journey: Thinking outside the box non-programme staff	This course is an exploration of the meaning of gender equality to help us understand why gender equality is important to the success of UNDP and what we can do to play an active role. Understand what we can do to help achieve gender equality in the workplace and in the world.	https://gm1.geolearning.com/geonext/learning_un/coursesummary.CourseCatalog.geo?id=22506050863
UN Women, IOM, FAO, UNDP, UNFPA, UNICEF	I Know Gender	This course aims to develop and/or strengthen awareness and understanding of gender equality and women’s empowerment as a first step towards behavioral change and the integration of a gender perspective into everyday work for all UN staff at headquarters, regional and country levels.	https://trainingcentre.unwomen.org/course/view.php?id=35
UN Women	Security Sector Reform: the rights and needs of women in prisons	This course aims to integrate a gender perspective in prison security personnel training.	https://trainingcentre.unwomen.org/course/description.php?id=13
UN Women	Security Sector Reform: the rights and needs of women in border management	This course aims to integrate a gender perspective in border management training.	https://trainingcentre.unwomen.org/course/description.php?id=12
UN Women	Gender, Migration, Development	This course aims to provoke thinking and action around migration and development from a gender and rights-based perspective, bringing to the fore migration for care, the importance of putting the right to care on the development agenda, and migrant women’s rights.	Face-to-Face

UN Women	Empowering UN System Gender Focal Points	This course aims to strengthen capacity of UN System gender focal points in their specific role and functions in advancing gender equality within their own organizations. It also promotes the building of a community to encourage discussion and sharing of good practices.	4 weeks online &, 5 days face-to-face also can be organized upon request for UN agencies and UN country teams
UN Women, IASC	Gender in Humanitarian Action: Different Needs – Equal opportunities	To provide introductory guidance – through information and practical examples - on the fundamentals of applying a gender-equality approach to humanitarian programming.	https://trainingcentre.unwomen.org/enrol/index.php?id=35
UNESCO	Gender Equality	The content of this eLearning Programme has been developed by the Division for Gender Equality in the Office of the Director-General throughout the implementation of UNESCO’s “Capacity Development and Training in Gender Mainstreaming Programme” launched in September 2005.	http://www.unesco.org/new/index.php?id=34592
UN Cares	UN for All	Addresses basic human rights principles, the power of language in the creation of an inclusive work environment and unconscious bias, and gives an introduction to the basic concepts regarding substance use, disabilities, sexual orientation and gender identity, and mental health.	http://www.uncares.org/unforall/four-learning-modules
UNHCR	Sexual and Gender-based Violence	The e-Learning course on Sexual and Gender-Based Violence (SGBV) explains key concepts that help to recognize SGBV and identify prevention and response strategies. The course examines causes, contributing risks and possible consequences of SGBV. The modules of the course outline core principles guiding prevention and response actions across main sectors.	https://unhcr.csod.com/LMS/LoDetails/DetailsLo.aspx?loid=c2231b24-d811-488f-a40d-8870ff5a5ccc&query=%3Fs%3D1%26q%3Dgender&back=%2FGlobalSearch%2FSearch.aspx%3Fs%3D1%26q%3Dgender#t=1

ANNEX F: Additional Resources

UNSMS Resource	Method	Online Training link / Comments
UNSMS policy on Gender Considerations in Security Management	Video	UNSMIN website
Secretary-General statement on LGBTI and human rights:	Video	http://webtv.un.org/watch/ban-ki-moon-struggle-for-lgbt-right-one-of-the-great-neglected-human-rights-challenges-of-our-time/2303338045001
UN Free and Equal Campaign	Video	https://www.unfe.org/en/actions/faces--14
Born Free and Equal – Sexual Orientation and Gender Identity in International Human Rights Law	Document	http://www.ohchr.org/Documents/Publications/BornFreeAndEqualLowRes.pdf
Joint Statement of UN Agencies on ending violence and discrimination	Document	http://www.ohchr.org/Documents/Issues/Discrimination/Joint_LGBTI_Statement_ENG.PDF
Convention on the Elimination of All Forms of Discrimination against Women	Document	http://www.un.org/womenwatch/daw/cedaw/
Beijing Declaration and Platform for Action	Document	http://www.un.org/womenwatch/daw/beijing/platform/
The Economic and Social Council (ECOSOC) Resolution on Mainstreaming the Gender Perspective into All Policies and Programmes in the United Nations System (1997)	Document	http://www.un.org/documents/ecosoc/docs/1997/e1997-66.htm
Yogyakarta Principles	Document	http://www.yogyakartaprinciples.org/principles_en.pdf
United Nations System-Wide Action Plan (SWAP)	Document	http://www.unwomen.org/~media/Headquarters/Attachments/Sections/How%20We%20Work/UNSystemCoordination/UN-SWAP-Framework-Dec-2012.pdf
HRC, Report of the Office of the United Nations High Commissioner for Human Rights, Discrimination and violence against individuals based on their sexual orientation and gender identity (A /HRC/ 29/ 23)	Document	http://www.un.org/en/ga/search/view_doc.asp?symbol=A/HRC/29/23&referer=/english/&Lang=E
UN WOMEN, The World's Women 2015, Chapter on Violence Against Women	Document	http://unstats.un.org/unsd/gender/downloads/WorldsWomen2015_chapter6_t.pdf
National commitments to women's rights and gender equality	Document	http://www.endvawnow.org/en/articles/1052-general-considerations.html
Guidelines for Integrating Gender-Based Violence Interventions in Humanitarian Action	Document	http://gbvguidelines.org/

Other sources of data available by country/region

Global

- Demographic and Health Survey Domestic Violence Module. Country data available in English
- Global LGBTI Equality news, events and human rights issues <http://equal-eyes.org/>
- The International Violence against Women Surveys
- The World Health Organization (WHO) Multi-country Study on Women's Health and Domestic Violence against Women Study and Fact Sheets.
- The Global Database on Violence against Women and Girls
- Global and Regional Estimates of Violence against Women: Prevalence and Health Effects of Intimate Partner Violence and Non-partner Sexual Violence (World Health Organization, 2013). Full report available in English. Summary reports available in French, Russian and Spanish.

- ILGA State-Sponsored Homophobia Report Annual *State-Sponsored Homophobia* report, a world survey of sexual orientation laws <http://ilga.org/what-we-do/state-sponsored-homophobia-report/>
- ILGA *Trans Legal Mapping Report* covers laws and legal procedures for trans and gender-diverse people to change their identity markers on official documents, as well as the conditions that allow for these processes to take place <http://ilga.org/what-we-do/gender-identity-and-gender-expression-program/trans-legal-mapping-report/>
- The Global Database on HIV-Specific travel and residence restrictions There are many countries around the world that restrict the entry, residence and stay of foreigners who are HIV positive. <http://www.hivtravel.org/>
- The Legal Recognition of Same Sex relationships by region, for all UN recognized countries <http://www.samesexrelationshipguide.com/>
- Global Attitudes Survey on LGBTI People ILGA-RIWI gathers credible data on public attitudes to issues related to sexual orientation, gender identity, gender expression and sex characteristics. <http://ilga.org/what-we-do/ilga-riwi-global-attitudes-survey-lgbti-logo/>
- Every year, ILGA publishes maps of LGBTI sexual orientation laws in the world, charting where criminalisation, protection and recognition laws are enacted. <http://ilga.org/what-we-do/maps-sexual-orientation-laws/>

ANNEX G: Guiding Principles responding to GBV

Guiding Principles: Responding to GBV	
<i>It's important to note, each UNSMS organisation has responsibilities with regards to domestic violence and GBV</i>	
Principle	Why
1. Speak to the affected person/s privately at a time that seems convenient for them	Persons and offenders affected by GBV often perceive it as a private issue, which makes them reluctant to talk. Finding a private place to talk, and making sure that the person you're speaking with has time may help reduce their sense of exposure
2. Begin your conversation by expressing concern for the affected person/s	Affected persons often feel guilty, ashamed, isolated and frightened by what's happening; therefore, discussing their experiences can be upsetting. By expressing concern for a person, you signal that you are offering support – not judgement – which may reduce their anxiety and encourage them to talk about what's happening
3. Share concrete examples of the behaviour you have observed that reflect warning signs of GBV	Talking about specific behaviours (constant texting) allows you to talk objectively about what's happening without labelling the behaviour as abuse, which may prompt an affected person to become defensive. Focusing on specific behaviours also helps make clear why you are concerned and why referrals may be useful to a co-worker.
4. Ask open-ended questions to learn about what is happening and how best to support affected person/s	It is typical that when people see warning signs of GBV they respond by expressing concern and sharing resources and referrals. It is also helpful to ask open-ended questions to learn about what's happening. This enables us to confirm or correct our assumptions, identify immediate security considerations, build trust and learn how to best support the affected person/s
5. Recognize that you are not a GBV expert and you are not equipped to provide counselling to those affected by violence	In an effort to be supportive, people often attempt to counsel or advise affected person/s. Though well intentioned, the advice of an untrained person may increase an affected person/s danger, or place others in danger
6. Have GBV resources, including the aide memoire on hand at the office and practice talking about the available resources and support	Sharing resources can feel uncomfortable; practicing will help build confidence so that if you need to share resources you are able to do so in a way that supports and assists affected person/s
7. Listen openly, without sharing opinions or advice	It is natural that personnel want to share their opinions or advise them; however, doing so may make affected person/s feel judged and may prompt them to isolate themselves.
8. Avoid labelling an affected person/s as a victim or an abuser	Individuals affected by gender-based violence, including domestic violence may not identify themselves as a victim or an abuser. If security personnel label them in this way it is likely they will shut down and withdraw from the conversation. Focus on concrete support rather than labels.
9. Work together as a team to minimize potential harm	The best way to minimize potential harm to further personnel and affected person/s is to work together across disciplines (security, HR, counsellors, medical etc.)