



Food and Agriculture
Organization of the
United Nations

Violence, harassment, sexual exploitation and abuse

FAO does not tolerate violence, harassment and abuse in any of its forms. We treat the people we work for with respect and dignity.

HARASSMENT is any improper and unwelcome conduct that would cause offence or harm to another person. Harassment does not have to be intentional or deliberate. Harassment may take the form of words, gestures or actions which tend to annoy, alarm, abuse, demean, intimidate, belittle, humiliate or embarrass another or which create an intimidating, hostile or offensive work environment. Harassment normally implies repeated incidents.

Violence, harassment, sexual exploitation and abuse are unacceptable and are prohibited conduct for all FAO personnel, its affiliates, partners, sub-contractors, beneficiaries, end users.

Violence, harassment, sexual exploitation and abuse threaten the lives of people that FAO employees are to serve and protect.

Any proven act of violence, harassment and SEA (Sexual Exploitation and Abuse) will result in measures that can include but are not limited to dismissal, contract termination, ban from future FAO or other UN employment and partnership, and possible referral to national authorities

If you witness SEA (Sexual Exploitation and Abuse) behaviour by others, regardless of their position or seniority you have a responsibility and are required to take all reasonable measures to stop the misconduct and report the incident immediately to the FAO Office in Kyrgyzstan.

Reporting Violence, Harassment and SEA. Failure to respond or report misconduct is a breach of the FAO and United Nations standards of conduct.

YOU HAVE a RIGHT to PROTECTION!

If there is any type of sexual and gender-based violence, harassment or abuse directed at you or someone else, as a result of FAO activities and/or staff please report it as soon as possible via one of the following FAO Focal Point contacts:

By email at: **FAOKG-Complaint@fao.org**

By phone: **+996 (312) 389 021**

ADDITIONAL CONTACT INFORMATION

Website www.fao.org

**PSEA
Focal Point** Dinara Rakhmanova,
Assistant FAO Representative
in Kyrgyzstan:
Dinara.Rakhmanova@fao.org

**Domestic
Violence
Helplines** Police: **102**

Emergency Service: **112**

Helpline for children by Ministry
of Health and Social Development
of the Kyrgyz Republic: **111**

Crisis Center Shans
+996 (709) 710 320
(from 10 to 18:00
Saturday and Sunday are off)

**OIG
Hotline
email** Anyone can submit a complaint to the
office of the inspector general (OIG).
Email: **investigations-hotline@fao.org**
or telephone at: **+39 06 570 52333**

Supervisor You can also contact your Supervisor
to report on harassment

“FAO is committed to ensuring that its programs and projects are implemented in accordance with the Organization’s environmental and social obligations. Any comments / concerns / grievances related to the activities and impacts of the project from any beneficiaries or stakeholders, including individual farmers, associations, community groups or organizations will be taken into consideration in accordance with “Compliance Reviews Following Complaints Related to the Organization’s Environmental and Social Standards”*

Concerns can be directed to the project management and staff as a first port of call. Every complaint received by the project staff should be properly documented, communicated to the Grievances focal point and responded to within 30 days. If the resolution at project management level is not possible, the issue should be escalated to the FAO Representative in the country, by contacting FAOKG-Complaint@fao.org. If the consultations and measures at the Country Office management level are not satisfactory for the complainant, a Compliance Review may be filed with the Office of the Inspector-General (OIG) by writing to Investigations-hotline@fao.com. The complaints should provide as much information as possible, including description of what happened, with all relevant details; when it happened (date, time, how many times, etc), where it happened, who was involved and who was implicated as well as complainant’s name and contact information.

* Footnote (<http://www.fao.org/aud/42564-03173af392b352dc16b6cec72fa7ab27f.pdf>), which applies to all FAO programs and projects.