

HANDBOOK
FOR ACTIVISTS

Addressing Sexual and Gender-Based Violence in Communities



People
Change
the World

Diakonia

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List of Acronyms

CCGE	Community Champion for Gender Equality
GBV	Gender-Based Violence
HIV	Human Immunodeficiency Virus
ILO	International Labour Organization
PEP	Post-Exposure Prophylaxis
SGBV	Sexual and Gender-Based Violence
SRH	Sexual and Reproductive Health
SRHR	Sexual and Reproductive Health and Rights
STI	Sexually Transmitted Infection
ZUPCO	Zimbabwe United Passenger Company



Introduction



**ONE IN THREE WOMEN/GIRLS
HAVE EXPERIENCED VIOLENCE
AT SOME POINT IN THEIR LIFETIME.**

In Zimbabwe, gender-based violence (GBV) remains a serious challenge despite efforts to contain this pandemic. One in three women/girls have experienced violence at some point in their lifetime.¹ Women and girls experience different forms of violence in both private and public spaces to the detriment of their wellness, including in terms of their psychosocial, economic productiveness, as well as physiological well-being, among other impacts.

It is important therefore, that Community Champions for Gender Equality (CCGEs) take the lead in GBV prevention programmes through raising awareness on the effects of Gender-Based Violence, and facilitating support for survivors.

This handbook was developed to provide content and guidance to Community Champions for Gender Equality (CCGEs) who are important cadres in addressing sexual and gender-based violence as well as violence against children in both the public and private spheres.

¹ The Zimbabwe Demographic Health Survey, 2015.

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CHAPTER ONE

Understanding Gender



1.1 Towards a definition of gender

The terms gender and sex are often wrongly interchanged in everyday lives. You see these terms on school/workshop participants registers and even on toilet labels, among many other situations and places. If you do not know the difference between the two, you would probably take comfort in the fact that, so do many other people. Admittedly, the terms can be confusing owing to how they refer to related concepts. However, it is important to note that the two are different and to understand how so.

Gender refers to the social interpretations and values assigned to being a woman, a man, a boy or a girl. Gender is about social relationships. Gender is an analytical concept. It is socially determined and not based on the sex of the individual. Gender is socially constructed through a process called **socialisation**, a function of ideas, attitudes and norms of the societies in which individuals are brought up in. We grow up with these and they can, and do, change over time. To such an extent, it is possible to change gender norms and relations.

Sex, on the other hand, refers to the biological differences between women and men. The sex of the individual is determined by biology. Table 1 below indicates, the broad contrasting characteristics of each of the two concepts.

Table 1: Contrasting Sex and Gender Roles

Sex	Gender
Biological	Socially constructed set of roles and responsibilities
Born with	Not born with
Natural	Learned
Universal	Cultural
Cannot be changed	Can be changed
No variation from culture to culture or time to time	Variation from culture to culture and time to time
Example: <i>only women can give birth</i>	Example: <i>Women prove able to do traditionally male jobs as well as men</i>

Source: World Vision International Gender Training Toolkit, 2nd edition

How are gender roles shaped?

From an early age, we have a clear idea of gender roles which includes what things we like as well as behaviours and choices that are associated with being male or female. We then conform to those roles and identify with them. These ideas come from all sorts of sources - our families, the media, what we see in our world. Studies have even shown that parents speak differently to baby boys and girls and our cultural beliefs re-enforce what is seen to be acceptable behaviour of males or females. This includes what we do, what we like and how we behave.

1.2 Gender Roles

In everyday life realities, societies tend to ascribe notions of what is acceptable responsibilities, behaviours, actions and choices for males or females. It is usually this societal attachment of values and expectations to a particular sex that muddles people's understanding of gender and sex. It is from the same social constructions that gender roles are drawn.

1.2.1 Changing gender roles and power

As already noted, it is important to note that these socially constructed roles are by no means inevitable. Gender roles tend to change over time and across societies. Cultural norms and values have changed over the centuries, as have men and women, and they continue to do so today. The one common factor seems to be that different cultures and societies assign different and unequal power to different genders. However, in most societies, including in Zimbabwe, the female gender is defined as having less power and fewer privileges and rights than the male gender. Yet, in reality, it is not our physical differences that define our unequal conditions, but our social norms and values.

Against the background provided, it is important to acknowledge that changing gender roles is a protracted process that involves working with the community and its gatekeepers to revisit social (often cultural and religious) beliefs and norms. This may be beyond the traditional role of CCGEs hence the need to work in partnership with civil society organizations in the process of creating safe private and public spaces for women and girls.

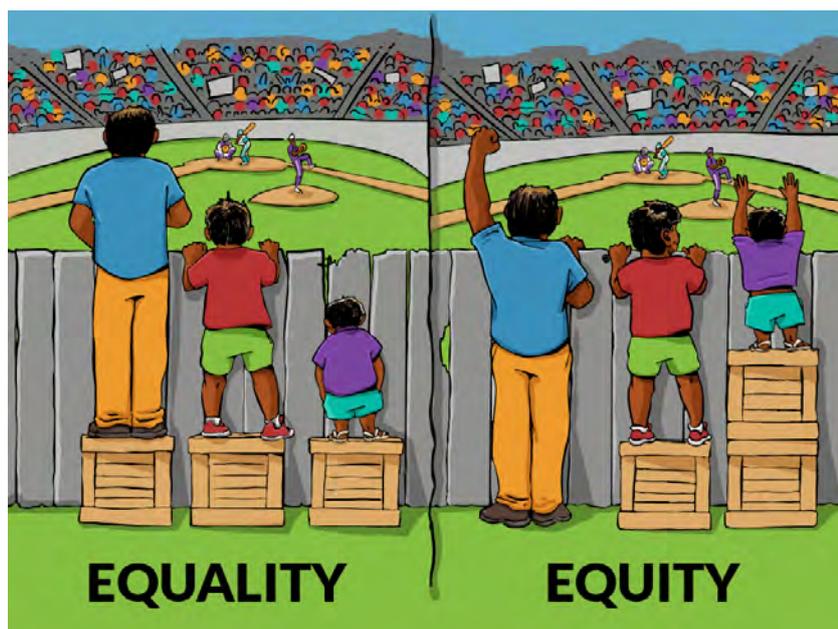
1.3 Important Definitions and Gender Concepts

The previous paragraph located women's marginalisation and oppression in societies' perceptions of gender roles. It is this interplay between gender and power that forms the basis of many gender interventions in societies, especially public programmes and settings. For CCGEs, it is always important to understand how gender is a factor in their processes, policies and programmes. Often, and specifically, this relates to how women's issues and roles are part of the CCGEs' functions and programmes. In that context, and in this manual and in addressing SGBV in general, there are several gender concepts and terms that are used. It is important that these are defined and understood from the onset.

The following are some of these key concepts and working definitions:

Gender: Socially learned roles and responsibilities assigned to women and men in a given culture and the societal structures that support these roles.

Gender analysis: An organised approach for considering gender issues through the entire process of programme or organisational development. The purpose of gender analysis is to ensure that development projects and programmes fully incorporate roles, needs and participation of women and men. Gender analysis requires separating data and information by sex (known as sex-disaggregated data) and understanding how labour, roles, needs, and participation are divided and valued according to sex (whether one is a man or a woman). Gender analysis is done at all stages of development projects.



Source: Interaction Institute for Social Change | Artist: Angus Maguire.

Gender aware: A perspective which accepts that men and women may have same interests but that their differing life experiences and the unequal distribution of resources and responsibilities create peculiarities which may at times cause conflict.

Gender balance: Maintaining a gender balance does not mean equal numbers of women and men in committees or in the workplace, even though this is very important and should be prioritised; rather, it refers to individuals' capability and conditions created for both women and men to participate as equal citizens.

Gender-based violence: It is considered to be any harmful act directed against individuals or groups of individuals on the basis of their gender. For communities, concerns may include sexual violence and other forms that individuals face in private and public spaces because of their gender.²

Gender blind: A situation where policies and programmes assume that there are no social and economic differences between men and women.

Gender equality: Means that women and men have equal conditions for realising their full human rights and potential, to engage in and contribute to political, economic, social and cultural development, and to benefit from the outcomes.

Gender equality should be an embedded transformational development goal of communities, including its programmes as well as structures and functions.

Gender equity: Refers to the process of being fair to women and men. The goal of gender equity looks beyond equality of opportunity as it requires transformative change. So, for example, equity implies taking a fresh look at existing personnel and employment policies or work schedules in order to take account of women's reproductive tasks, so that their work at home is not a barrier to their engagement in the public sphere. Compared to equality, equity is best illustrated in the pictures above.

Gender equity ensures fairness and gives everyone opportunities based on their needs and conditions.

Gender integration: Gender integration is an organic process, akin to a living tree. At the root of the process is political will. A community with strong political will, like a tree with strong roots, can support three vital branches: technical capacity, accountability, and a positive organisational culture. Integrating gender into the community's activities and structures has both external and internal implications. Externally, gender integration fosters participation of and benefits to women and men in the community's initiatives or services. Internally, gender integration promotes women's leadership and equality in community's processes and structures.

Gender mainstreaming: Mainstreaming a gender perspective is the process of assessing implications for women and men of any planned action including policies or programmes, in all areas and at all levels. It refers to a strategy for making women's and men's concerns and experiences an integral dimension of design and implementation, monitoring and evaluating policies and programmes in all political, economic and societal spheres so that women can benefit equally and inequality is not perpetuated. The ultimate goal is to achieve gender equality.

Gender planning: Gender planning refers to the process of planning developmental programmes and projects that are gender sensitive and which consider the impact of differing gender roles and gender needs of women and men in the target community or sector. It involves the selection of appropriate approaches to address not only women and men's practical needs, but which also identifies entry points for challenging unequal relations (i.e., strategic needs) and to enhance the gender-responsiveness of policy dialogue.

Gender responsive programming: Means that community programmes consider gender norms, roles and inequalities and actively take measures to address the same. Gender responsive programmes are only possible when gender analysis is done beforehand and throughout the process.

Gender sensitivity: Implies that the policies and programmes of communities take into account the peculiarities pertaining to the lives of both women and men, while aiming to eliminate inequalities

and promote gender equality, including an equal distribution of resources, therefore addressing and taking into account the gender dimension. Gender sensitivity is necessitated by the acknowledgement of the fact that women and men have different needs, roles, responsibilities, and constraints.

Gender transformative approach: Addresses the causes of gender-based inequalities and works to transform harmful gender roles, norms and power relations. As you shall learn later, through this handbook, a narrow perception of the role of CCGEs does not enable gender transformative approaches to their work. To achieve changes in gender roles, social norms and power relations, CCGEs may need to cooperate closely with various civil society organizations working in their jurisdictions.

Sex-disaggregated data: For a gender analysis, all data should be separated by sex in order to allow differential impacts on men and women to be measured.

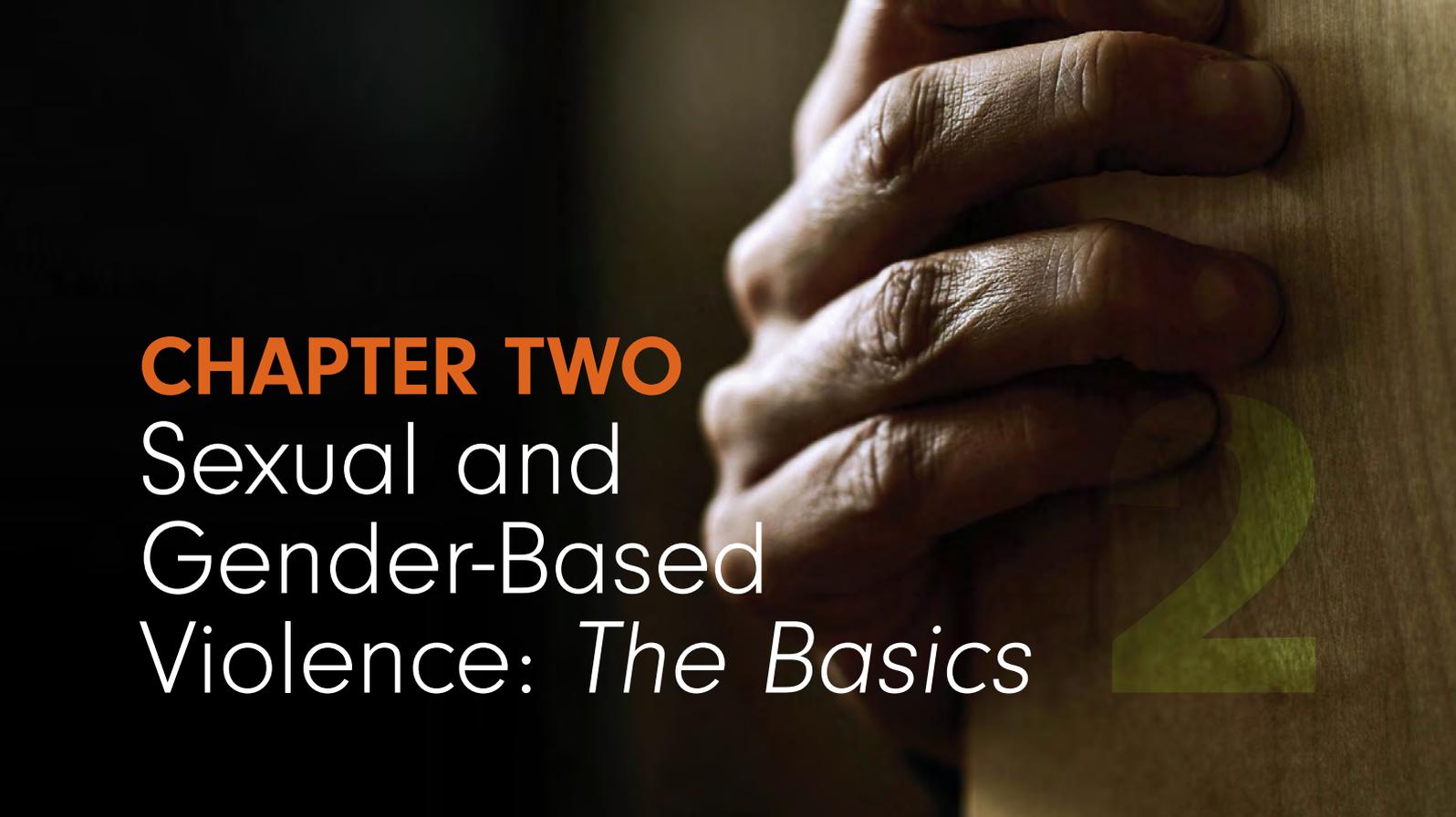
Sexual harassment: Unwelcome sexual conduct that has the purpose or effect of unreasonably interfering with an individual's daily life or creating an intimidating, hostile, or offensive environment.

Sexual violence: A form of gender-based violence that encompasses any sexual act, attempt to obtain a sexual act, unwanted sexual comments or advances, or acts to traffic, or otherwise directed against a person's sexuality using coercion, by any person regardless of their relationship to the victim, in any setting.³ (*In this manual we use sexual and gender-based violence to denote both definitions of gender-based violence and sexual violence*).

1.4 Summary and Conclusion

In this chapter, we have defined gender and its related concepts. This process is important in understanding the relationship between gender roles and power, particularly the subordination of women to men in our society. Such unequal power relations are pervasive and affect women in both their private and public lives. As CCGEs as well as for the communities in general, the goal is to understand how gender is a factor in addressing the problem of SGBV. In Chapter 2, we seek to develop the capacity of communities to understand SGBV issues affecting their localities. Having tools to develop such an understanding and knowing what issues affect their localities, especially women, is an important step for communities to act.

3 Ibid.



CHAPTER TWO

Sexual and Gender-Based Violence: *The Basics*



2.1 Introduction

Several efforts including laws, policies and programmes have been put in place, over the years, to address gender-based violence (GBV) but the problem persists. More than 1 in 3 women have experienced physical violence since the age of 15.⁴ Women experience GBV mostly at the hands of their current or former husband or partner. In this chapter, participants will be introduced to GBV, what it is, its causes and effects as well as how it can be addressed.

2.2 Definition of Gender-Based Violence

Gender-based violence (GBV) is defined as ‘any harmful act that is perpetrated against a person’s will, based on socially-ascribed differences between males and females.’⁵ These socially ascribed differences are what is termed ‘gender’ (see *Chapter 1 for explanations on gender*).

Gender-based violence is sometimes referred to as sexual and gender-based violence (SGBV). In this handbook, the two are used interchangeably.

Because gender-based violence affects women more, it is sometimes defined as ‘*violence that is directed against a woman because she is a woman or that affects women disproportionately.*’⁶

4 The Zimbabwe Demographic Health Survey of 2015.

5 This definition is according to the Inter Agency Standing Committee Guidelines for Integrating Gender-Based Violence Interventions in Humanitarian Action 2015.

6 According to the Zimbabwe Red Cross: Zimbabwe Country Case Study; Effective Law and Policy on Gender Equality and Protection from Sexual and Gender-based Violence in Disasters.

2.3 Forms of SGBV

SGBV can be classified into five categories:⁷

- **Sexual violence** which includes rape, sexual assault, and **sexual harassment**. Sexual harassment being defined as *'unwelcome sexual conduct that has the purpose or effect of unreasonably interfering with an individual's daily life or creating an intimidating, hostile, or offensive environment.'*
- **Physical violence** which includes such violence such as beatings, sometimes even with fatal consequences such as murder.
- **Emotional violence** (psychological abuse).
- **Economic violence** (denial of resources or livelihoods).
- **Harmful traditional practices** (forced marriages, female genital mutilation).

These various forms of violence can take place in the home (classified as domestic violence) or in public spaces or the workplace. Sexual harassment is the most prevalent form of violence in the workplace (see Chapter 3).

2.4 Effects of SGBV

SGBV has several impacts covering the social, economic and political impacts:

- Women and girls may end up with unwanted pregnancies, unsafe abortions, STIs including HIV.
- Physical injuries and disabilities.
- Mental health and psychosocial consequences e.g., stress and depression.
- Social effects include stigmatisation following violation for both survivors and their families.
- Huge investments in health and social welfare services to help survivors cope have a cost on the economy. In addition, SGBV often prevents women from participating in economic activities or their being productive at work. According to the Swedish International Development Agency (Sida), in 2009, SGBV costed Zimbabwe an estimated \$2 billion.⁸ In the same year, the government only managed to make about \$1 billion to fund its activities.⁹
- Affects performance of children in school as well as affects their growth and development.

2.5 Socialisation and SGBV

In Zimbabwe SGBV arises from social, cultural and religious practices that subordinate women to men and do not allow men and women to go out of the socially defined roles of what is normal for men and women. Some of the contributing factors to high prevalence of GBV include:

- Societal norms on sexual rights and perceptions on what is considered a real man or woman.
- Harmful traditional practices that include child pledging, forced virginity testing as well forced and child marriages.
- Commercialisation of the lobola/roora practice.
- Children (girls and boys) are brought up to accept myths about gender as a fact.

⁷ UNFPA, Facilitator's Guide to Reporting on Gender-Based Violence.

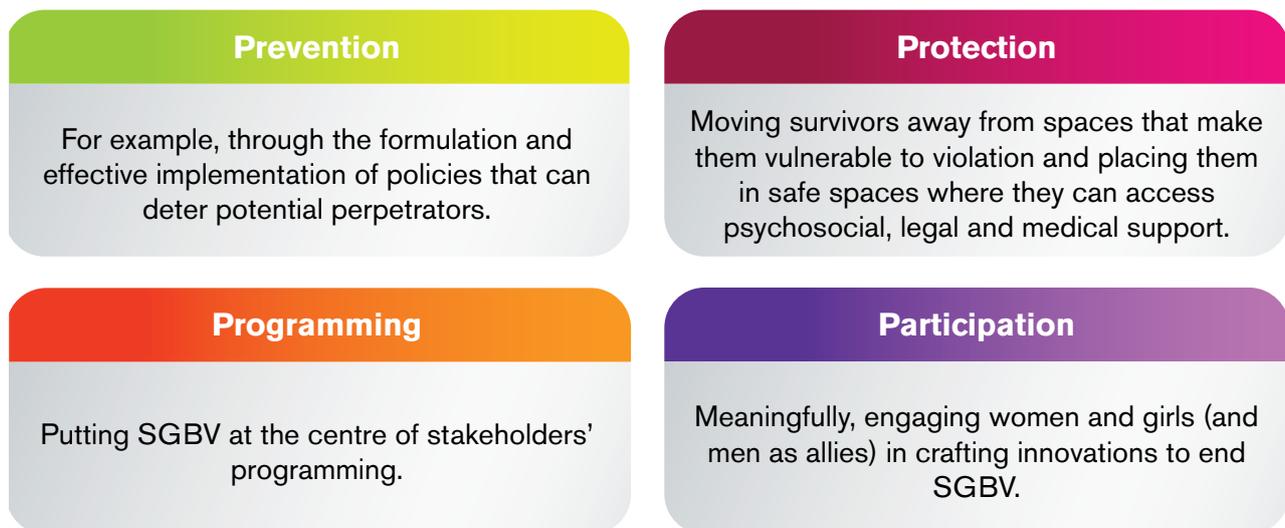
⁸ <https://www.newsday.co.zw/2016/12/cost-gender-based-violence-business/>

⁹ National Budget Statement by Minister of Finance, 17 March 2009.

- Many Zimbabweans are socialised to view violence as acceptable for one reason or another e.g., many believe that it is okay to fight if you don't agree or beat up a child if they do wrong.
- The dependence of women on men for survival and women's lack of access to productive resources such as land makes them vulnerable to violence.
- There are fewer women in decision making and leadership positions.

2.6 Government's Response to SGBV

The national response to SGBV is premised on the 4Ps as follows:



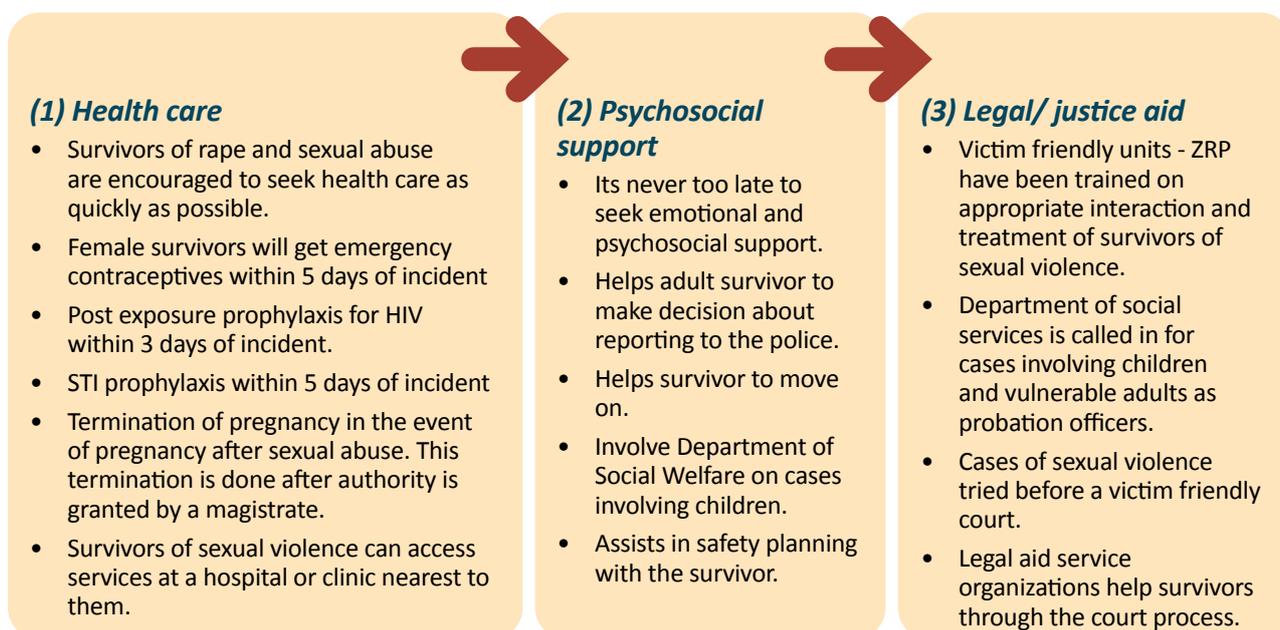
2.6.1 Services Required by Survivors of SGBV

We have already learnt that people who have experienced violence may be affected in many ways. It is important that survivors of violence have access to some help that get them in a position where they can live normal lives again. The following are some of the key services that people who have experienced violence, must access:

- **Clinical services**, especially for those who have experienced sexual violence, physical violence and, in some cases, harmful traditional practices.
- **Legal services**: All forms of violence go against the principles of human rights that every individual must enjoy. Zimbabwe has put in place various laws that protect citizens against the various forms of SGBV. When there is threat of violence or repeated violation, the legal system can provide protection orders as a prevention measure.
- **Psychosocial services** are important not only for people that have gone through emotional violence but for all survivors of SGBV because violence leaves emotional scars on victims.
- **Economic support**: Many, especially women and children, experience the different forms of SGBV at the hands of the people they depend on for survival or are made vulnerable to violence due to poverty. It is important that such survivors of violence are empowered with means of survival in order to allow them to fend off violence. In instances where survivors depend on the perpetrators for survival, often, cases are not reported to the police.
- **Welfare Services**: In some cases, it is necessary to remove people experiencing violence from their homes/communities. Some of the welfare services they require include food, shelter, clothing etc.

The Protocol on the Multi-Sectoral Management of Sexual Abuse and Violence in Zimbabwe, 2012 suggests the following priorities for referrals for survivors of sexual assault and rape:

PRIORITIES FOR REFERRALS



This handbook focusses more on those services required by survivors of rape and/or sexual assault. However, many of these services are relevant to survivors of other forms of violence such as physical and emotional violence. As a learning tool, the handbook seeks to achieve awareness on SGBV and relevant services for survivors. In this case, sexual violence is only an entry point.

2.6.1.1 Guiding Principles for all GBV Prevention and Management Processes

The risk of exposure to SGBV in Zimbabwe is high. SGBV, and in particular sexual violence, is a serious, life-threatening protection issue which primarily affects women and young girls. It is a public health and human rights issue and needs functional systems to provide a comprehensive prevention and response.

SGBV results in women and girls becoming vulnerable to physical injuries, unwanted pregnancy, STIs and HIV. Damage to mental health may lead to anxiety, post-traumatic stress disorder, depression and suicide. Survivors who fail to receive appropriate treatment and counselling can suffer these effects for years, greatly diminishing their ability to care for themselves or their families. The families and communities of survivors may be traumatised.

The following are some of the guiding principles for effective prevention and management of SGBV by CCGEs and community leaders as well as all structures within the referral pathway:

Accountability

Accountability must be ensured at all levels: the beneficiary community; the national/local authority, the employer, and leadership shall hold themselves accountable for the protection, safety and well-being of populations living in areas over which they claim control.

Cooperation

Extend the fullest cooperation and assistance to each other in preventing and responding to SGBV. This includes sharing situation analysis and assessment information to avoid duplication and maximise a shared understanding of the situation.

Coordination

Establish and maintain carefully coordinated multisectoral and inter-organisational interventions for SGBV prevention and response.

Do no/less harm

The CCGEs, community leaderships and those in the referral pathway must strive to “do no harm” or to minimise the harm they may be inadvertently doing simply by being present and providing assistance.

Ethics and safety

Understand and adhere to the ethical and safety recommendations for all staff and volunteers involved in prevention of and response to GBV. They should understand and sign a Code of Conduct or a similar document setting out the same standards of conduct.

Impartiality

Support should be available to all those who are suffering; the guiding principle is only their need and the corresponding right. Human rights are the basis and the framework for an assessment of needs. This principle includes both the proportionality to need (where resources are not sufficient, priority is always given to those most affected) as well as the principle of non-discrimination (no one should be discriminated against based on their sex, age, ethnicity, identity, etc). It is crucial to emphasise state responsibility in ensuring that aid is delivered in an impartial way.

Mainstreaming

Integrate and mainstream SGBV interventions into all facets of community initiatives.

Neutrality

CCGEs must not take sides in the hostilities or in controversies based on political, racial, religious or ideological identity (non-partisanship/independence). Transparency and openness are key issues to keep neutrality. Neutrality for an organisation that has taken on a rights-based approach must not, however, be an obstacle to tackling human rights violations. Neutrality is not a justification for condoning impunity or turning a blind eye to egregious human rights abuses. It does not negate the need for some form of action, whether through strategic advocacy, simple presence, political demarches, local negotiations, etc.

Participation

Ensure equal and active participation by women and men, girls and boys in assessing, planning, implementing, monitoring, and evaluating programmes through the systematic use of participatory methods. Engage the community fully in understanding and promoting gender equality and power relations that protect and respect the rights of women and girls.

Respect for culture and custom

Understanding local customs and traditions is, of course, important, not only in carrying out your work, but also in understanding local values when connecting them to internationally recognized human rights. While local culture and customs vary, human rights are universal and applicable to all human beings, no matter what the cultural setting, and must be paramount. Some interventions require particular sensitivity to local customs. For example, in dealing with survivors of rape, it is important to be aware of how rape and survivors of rape are perceived in the local community in order to best respond to their needs.

2.6.1.2 Guiding Principles for Working with Individual Survivors

The following principles are key for supporting individual survivors of SGBV and it is important that CCGEs and anyone providing support follow them:

Age-sensitivity

Responses must therefore ensure that referrals, services, processes and strategies are sensitive to survivors of all ages.

Best interest

The best interests of the survivor (child or adult) must be considered in all decisions made regarding a survivor and/or alleged child offender and/or witness.

Apply the above principles to children, including their right to participate in decisions that will affect them. If a decision is taken on behalf of the child, the best interests of the child shall be the overriding guide and the appropriate procedures should be followed. It is important to note that these kinds of issues involving children are complex and there are no simple answers.

Confidentiality

Confidentiality of the affected person(s) and their families should be respected at all times. This means sharing only the necessary information as requested, with the consent of the survivor, and with those actors involved in providing assistance, and for the purpose of providing assistance. In addition, special precautions to protect the rights of young children must be taken in close collaboration with a trusted parent or guardian.

All written information about survivors/victims must be maintained in secure, locked files.

Differently abled/Disability

All survivors with disabilities are entitled to all necessary support to enable their equitable access to all relevant services (medical, legal, psychosocial).

Dignity

All survivors have to be treated as individuals, in a way that acknowledges their value and worth. The survivors' wishes, choices, rights, and dignity should be respected at all times. The following may be key:

- Conduct interviews in private settings.
- For female survivors, always try to conduct interviews and examinations with female staff, including translators. For male survivors able to indicate preferences, it is best to ask if he prefers a man or a woman to conduct the interview. In the case of small children, female staff are usually the best choice.
- Be respectful, maintain a non-judgmental manner. Do not laugh or show any disrespect for the individual or her culture, family, or situation.
- Be patient; do not press for more information if the survivor is not ready to speak about her experience.
- Ask only relevant questions. (For example, the status of the virginity of the victim/survivor is not relevant and should not be discussed in case of, say, rape.)
- Avoid requiring the survivor to repeat the story in multiple interviews. This can cause them to relive their trauma.

Ensuring Safety

All action taken on behalf of a survivor and her family should be aimed at restoring or maintaining their personal safety.



Useful Information

Katswe Sistahood provides some of these services to SGBV survivors. The organisation's staff is happy to provide information to survivors on where to go to access services as well as accompany them in the process of seeking services. The organisation also undertakes advocacy to ensure that such services are accessible.

Gender-sensitivity

Services, processes and strategies for responding to survivors of sexual violence and abuse must ensure that they address the specific needs of women and girls and have the flexibility to also respond to men and boy survivors.

Non-Discrimination

All processes, referrals and services must be delivered without discrimination on the basis of, but not limited to, gender, age, disability, colour, social class, race, religion, language or political beliefs.

Participation

Survivors must be supported to participate throughout the response process, actively and meaningfully, and their views must be considered in accordance with their age and maturity. All stakeholders are responsible for ensuring that survivors, and where relevant, their families, are well-informed and have all relevant information necessary to make an informed decision on available services.

2.7 Conclusion

GBV is violence that is based on beliefs of societies on the differences between men and women. It affects women more. There are several different types of violence but all of them have serious impacts on the lives of individuals as well as their communities. GBV is fuelled, especially, by social, cultural and religious beliefs and practices. Communities and individuals, men and women, have a role to play in preventing GBV as well as to ensure that survivors of violence get help. Survivors of GBV require many different services to cope with their experiences of violence and these may include legal, medical and psychosocial services. All these services must meet minimum guidelines set by government hence CCGEs, community leaderships, service providers and SGBV committees must know and adhere to these guidelines.

CHAPTER THREE

Sexual Harassment in Public Spaces and at the Workplace



3.1 Introduction

Sexual harassment is any form of unwelcome sexual behaviour that is offensive, humiliating or intimidating. It is one of the most prevalent forms of SGBV in public spaces and the workplace. Often, sexual harassment involves men who are powerful such as employers and managers harassing female employees. However, sexual harassment can also happen at the hands of colleagues and subordinates or the general public.

Unwelcome sexual advances, requests for sexual favours, and other verbal or physical conduct of a sexual nature constitutes sexual harassment when submission to or rejection of this conduct explicitly or implicitly affects an individual's living, learning or employment etc. i.e. unreasonably interferes with an individual's freedoms, performance or creates an intimidating, hostile or offensive environment. Sexual harassment can occur in a variety of circumstances, including the public and private life of an individual while the victim as well as the harasser may be a woman or a man. The victim does not have to be of the opposite sex.

The harasser's conduct must be unwelcome. The defining characteristic of sexual harassment is that it is unwanted. It is important to clearly let an offender know that certain actions are unwelcome.

3.2 Types of Sexual Harassment

Gender harassment: Generalised sexist statements and behaviour that convey insulting or degrading attitudes about women or men. For example, insulting remarks, obscene jokes or humour about sex, etc.

Seductive behaviour: Unwanted, inappropriate, and offensive sexual advances e.g., repeated and unwanted sexual invitation; insistent requests for dates/dinner/drinks; persistent texts, phone calls, etc.

Sexual bribery: Solicitation of sexual activity or other sex-linked behaviour by promise of reward; the proposition may be either overt or subtle.

Sexual coercion: Coercion of sexual activity or other sex-linked behaviour by threat of punishment; examples include threats to fail a student in school or negative performance evaluations, withholding of promotion, threat of termination in the case of workplace.

Sexual imposition: Gross sexual imposition (such as forceful touching, feeling, grabbing), or sexual assault/battery.

Source: American Psychological Association

3.2.1 Examples of Sexual Harassment

The following examples constitute sexual harassment:

- Gestures, heckling, staring, whistling, unwanted flirtations and touching, sexually charged jokes in the public, bus, fields, company housing, and work facilities.
- Leering (staring at someone in an unpleasant way) or making unwanted comments or jokes about someone's appearance, body, sexual prowess, or sexual deficiencies.
- Promotions or improvement of working conditions in exchange for sexual favours. A thigh-for-a-mark is a common form of sexual harassment in tertiary colleges.
- False rumours or defamation of character if victim doesn't respond to attention.
- Any revenge against another person for reporting or stating intent to report sexual harassment.

3.3 Power Dynamics and Sexual Harassment

Employees can be vulnerable to sexual assault/harassment because they cannot afford to lose their jobs. An employee may be afraid to refuse sexual advances or report harassment/assault because they may lose their job may be very difficult to find another job. Therefore, they may perceive reporting harassment as costly to their families. Many incidents of sexual harassment also go unreported because victims are ashamed of reporting or are afraid people won't believe them.

3.4 Impact of Violence on the Workplace

Violence or harassment can take place anywhere at work. In some places, workers are more vulnerable than others. For example, wherever workers are more vulnerable where they are alone, or in places that are far away from others.

Workers who are victims might miss work, have problems concentrating, have medical problems, or may be harassed or threatened at work. Lack of response by supervisor models' bad behaviour and tells other workers that the company does not take violence seriously or punish those who commit it. This costs the company money and may open it up to investigations and legal actions.

3.5 Sexual Harassment and the Law

At both international and national levels, there are laws that seek to prevent and manage sexual harassment.

3.5.1 International Labour Standards

The ILO Violence and Harassment Convention, 2019 (No. 190) and its accompanying Recommendation (No. 206) provides a clear roadmap for preventing and addressing violence and harassment in the world of work. It defines violence and harassment as "a range of unacceptable behaviours and practices" that "aim at, result in, or are likely to result in physical, psychological, sexual or economic harm". This covers physical abuse, verbal abuse, bullying and mobbing, sexual harassment, threats and stalking, among other things (*Article 1 of the Convention*).

Everyone who works is protected, irrespective of contractual status, including interns, volunteers, job applicants, and persons exercising the authority of an employer (*Article 2 of the Convention*).

The impact of domestic violence on the world of work is also included. This also includes violence that occurs in employer-provided accommodation. (*Article 3(f) of the Convention*). Recommendation 206 also sets out practical measures, including leave for victims, flexible work arrangements, and awareness-raising.

3.5.2 The Zimbabwean Labour Law

There is no definition of sexual harassment in the Labour Act (28:01). Sexual harassment is narrowly addressed under Section 8 as an unfair labour practice. It is defined in 58 (h) of the Labour Act (28:01) as,

“Any employer or for the purpose of paragraphs (g) and (h), an employee or any other person, commits an unfair labour practice if, by act or omission, he – (h) engages in unwelcome sexually-determined behaviour towards any employee, whether verbal or otherwise, such as making physical contact or advances, sexually coloured remarks, or displaying pornographic materials in the workplace.”

The Constitution of Zimbabwe, under Section 65, provides for labour rights and suggests that:

(1) Every person has the right to fair and safe labour practices and standards and to be paid a fair and reasonable wage.

What is clear under the Zimbabwean labour law is that sexual harassment is regarded as unfair labour practice and therefore is included under S65(1) of the Constitution of Zimbabwe. Hence if one commits sexual harassment that will amount to violation of a constitutional right - the right to fair labour standards. The penalties for unfair labour practices in terms of the law include cessation of the unfair labour practice, compensation and/or criminal sanction.

3.6 Responsibilities of the Employer

Of particular interest for the employer is that the person responsible for the harassment need not be a company legal employee. It could be a client, buyer, or independent contractor – if this is happening in the operations of the company, this could cause concern and/or legal complaint.

It has implications to condone harassment and could potentially be used as evidence of a hostile work environment. Thus, in order to mitigate the legal and financial risks to the business, it is best to be vigilant with all person(s) interacting within and from outside your business operation.

3.7 Sexual Harassment Management Interventions at Workplaces

Management may take the following measures to prevent and mitigate the impact of sexual harassment:

1. Establish an anti-harassment policy which is known, understood and enforced.

The sexual harassment policy should:

- define harassment and sexual harassment,
- explain procedures for reporting it, and
- outline the consequences of harassing others.

See Appendix 1, for a sample sexual harassment policy.

2. Employee training. Consider additional training, beyond knowing and understanding the policies in place for your operation, especially for management. Ideally, consider including training (or seeking opportunities for training outside of your own operation) for all employees.

3. Leading by example. Company owners, supervisors, and managers should lead by example. Authority figures that harass employees undermine efforts to safeguard the workplace against harassment. More subtle, is the leading by example with regards to the importance of anti-harassment policies. If managers or supervisors who are providing policy information, leading training efforts, or inviting employees to participate in outside training are dismissive and clearly not invested in such training – beyond perhaps “checking a box” for legal protection, employees will take a cue from management as to the lack of commitment to anti-harassment policy.

4. Fostering communication in a diverse workplace. Company owners and managers can foster a more diverse workplace by ensuring language barriers do not prevent employees from understanding what behaviours are unacceptable and their expectations to be free from harassment in the workplace. Special attention should be paid to underrepresented groups or those with language barriers to communication with managers/owners.

5. Supporting SGBV Prevention and Management Committees. Company owners and managers can support the functions of the SGBV Committees by ensuring they facilitate and allocate time for information dissemination and dialogue, clear reporting channels where survivors and committee members are not intimidated and victimised, providing necessary support to ensure the committees connect with the referral pathway in a timely fashion.

3.8 Improving the safety of women in public spaces

With high rates of unemployment, many women find themselves unemployed. Still, they face many forms of sexual harassment and violence in public spaces and markets where they are, often, self-employed. There are a number of areas that need to be addressed if women who work as street market vendors are to be secure in public spaces and their areas of work. Here we review some of these key areas.

IMPROVING THE SAFETY OF WOMEN IN PUBLIC SPACES

- ▶ SAFE MARKETS
- ▶ SAFE PUBLIC TRANSPORT
- ▶ SAFE STREETS



3.8.1 Safe Markets

It is important that markets are designed with the safety of women in mind if they are to use these safely to sustain their livelihoods. The design of market infrastructure must ensure that there is enough distancing for the comfort of women. Congested public spaces often pose dangers of sexual harassment of women and hence they to avoid such spaces. Ablution facilities complete with baby changing and children's toilet facilities as well as clean running water are a must if women have to balance with the disproportionate childcare responsibilities they take in families. An accompanying safe children's playground is a necessity too. Bathing facilities as well as washable bins are also important for menstrual hygiene management to ensure that women do not miss work when they are menstruating. Key services such as a satellite health facility and a police station must be provided within or the immediate proximity of the markets.

3.8.2 Safe Public Transport

Mobility is a key factor in the safety of women in public spaces. Zimbabwean urban councils have since divested from public transport leaving the responsibility to private operators and of late, national government through the Zimbabwe United Passenger Company (ZUPCO). However, local authorities still manage termini and could do a lot to make these safe for women when they commute. Increasing police services in such spaces and improving lighting are among some of the investments urban authorities can make. Also allocating these termini in places that are safe is important.

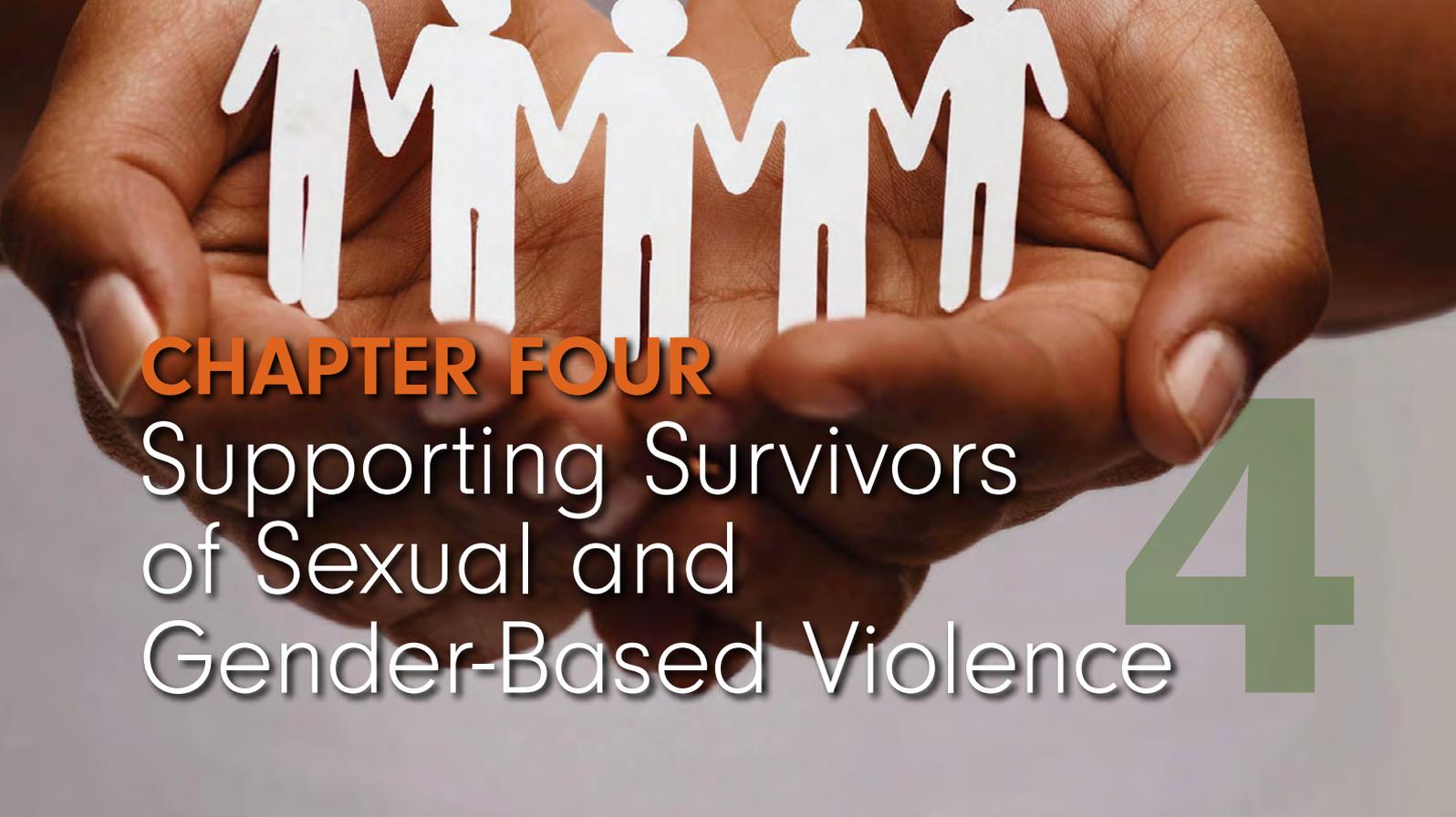
As the economy improves and, in line with global standards of local government, the medium to long-term perspective of local authorities should be on managing a modern, efficient and safe urban transport system. This is not only a cash-cow for local authorities, it is the only way local authorities can guarantee the safety of women commuters.

3.8.3 Safe Streets

Women are increasingly becoming unsafe on streets where they are exposed to sexual harassment, rape and mugging, among other dangers. Increasing policing on the streets as well as ensuring that these streets are well-lit at night could go a long way to make the streets safer for women. Streets in central business district especially could also be monitored with security cameras.

3.9 Conclusion

Sexual harassment is one of the most prevalent forms of SGBV. However, it is often subtle and hence ignored. Victims suffer in silence to the detriment of their psychosocial wellness and productivity. However, although not enough, there is protection at law. Workplaces, can put in place policies and other measures that can prevent and mitigate the impact of sexual harassment.



CHAPTER FOUR

Supporting Survivors of Sexual and Gender-Based Violence

4

4.1 Introduction

It is important that survivors of SGBV receive support services that enable them to cope with their ordeals. As already discussed in Chapter 2, these services include, among others, clinical, legal, psychosocial services. These services, their importance and where to access such are discussed in detail in this chapter.

4.2 Clinical Services

The Minimum Standards for Prevention and Response to Gender-Based Violence in Emergencies recommends that GBV survivors, including women, girls, boys and men, access quality, life-saving healthcare services, with an emphasis on clinical management of rape. In this chapter we explore the key services required by survivors of GBV as well as the important considerations in accessing such services. We may be focussing on rape as an entry point to understanding SGBV and its effects, but it is important that the facilitators know that this may apply to other forms of violence as well.

4.2.1 *Why are clinical services important for survivors of SGBV?*

After experiencing SGBV, particularly rape, it is important that one visits the clinic immediately in order to access some of the following services that may be necessary.

- At the clinic the health care service provider will collect evidence that links the perpetrator to the crime.
- The clinic will also offer the following key:
 - Wound treatment and pain killers
 - STIs screening and treatment
 - Prevention of pregnancy
 - Post-exposure prophylaxis
 - Information on STIs signs and symptoms

Remember clinics also have important prevention services for sexual and reproductive health (SRH) and other forms of GBV, including:

- Contraceptives – both long-term and short-term contraceptives.
- Pre-exposure prophylaxis for HIV.
- Post-abortion services for failed and unprofessional abortions.
- Important health check-ups and treatment of different types of ailments.
- Abortion services within the limits of the law for survivors of rape (in case prevention services were not accessed).



i

About PEP

Post-exposure prophylaxis is short-term antiretroviral treatment to reduce the likelihood of HIV infection after potential exposure. To be effective it must be administered generally within 72 hours of potential exposure.

4.2.2 What to Expect at the Clinic?

The people who provide services are trained in their job and offer you confidentiality and privacy. The service providers will check your history to determine when the incident occurred. If you have bathed, went to the toilet, vomited, changed clothes or done anything before coming to the clinic or hospital after the rape incident, this may affect the collection of forensic evidence that is important in the prosecution of the perpetrator. The service provider will also check for existing health conditions, allergies as well as evaluate possible risk for pregnancy.



Important Tip

Victims must visit the clinic as soon as possible and, if possible, without washing or changing clothes. It is recommended to visit the clinic within 72 hours. However, if for any reason you cannot access the health facility early, you are still required to go to the facility even after 72 hours have elapsed.

The health service provider will undertake a physical and genital examination as well as collect forensic evidence and document observations and evidence for future use in treatment and prosecution. This can be invasive, and you have the right to request to be served by someone of the same sex if possible or when such a person is available.

The facility may offer you counselling services and an opportunity to ask questions. You may be asked to come back for follow-up services such as counselling, evaluation for pregnancy or further treatment or check adherence treatment. In all cases, health facilities will also provide information and counselling necessary for the reporting of cases to the police. However, in cases involving children, they have the responsibility to make a mandatory police report.

4.3 Legal and Justice Services

It is encouraged that once one experiences violence, including especially rape, they visit the clinic or the police station early. The handbook has already explained why it is important to visit the clinic and the health care services provided. Whether one visits the police first or the police station, the services offered remain the same. Zimbabwe has a protocol guiding the provision of services for survivors of sexual violence

and other gender-based violence incidences through the Victim Friendly System.¹⁰ In the protocol (see *Chapter 2*), health services are recommended as an entry point, followed by psychosocial services and then legal and justice services. Whatever service one accesses first, it is important that they subsequently and urgently access the other services. This section addresses why it is important to report such cases to the police and discusses the legal services one may get after reporting.

4.3.1 The Legal and Justice Support System

When survivors have been provided with health care services, they are supposed to be given information and counselling to make a police report so that the perpetrator can be brought to justice. Adults can take an independent decision to make a report or not. It is recommended that to help stop the challenge of SGBV, all cases must be reported. However, only 21 percent of survivors of SGBV report to the police.¹¹ There are several reasons why survivors do not report, among them:

- Having no knowledge on SGBV and services available to people who would have experienced the same.
- Perceptions or real experiences of the police as unfriendly.
- Dependency on the perpetrator for survival.
- Family and societal pressure.
- Fear of stigma associated with sexual assault.
- Travelling great distance is time consuming and costly.
- Limited access to economic resources i.e. legal and travelling fee.

The legal and justice system consists of the following departments or services, in line with the Victim Friendly System:

- The police Victim Friendly Unit, who are trained to handle sensitive cases of rape and other cases of SGBV in a confidential and professional manner. The police investigate cases, arrest perpetrators and prepare cases for prosecution at the courts.
- The courts who try cases and hand out sentences to perpetrators. The courts also issue out protection orders for prevention of violence or authorise abortions for survivors of rape and sexual assault.
- Legal aid service organisations that provide information and support in the journey to access justice.
- The police and the courts also work with the Department of Social Services to ensure children and vulnerable adults are supported.

Although adults can be counselled and provided with information to make a choice on whether to report, once it has been established or suspected that a child (a person under the age of 18 years) has been violated, such cases need to be reported and the child helped to access all services required.

Medical examinations and medical affidavits are provided free of charge.

¹⁰ Protocol on the Multi-Sectoral Management of Sexual Abuse and Violence in Zimbabwe, 2012.

¹¹ Zimbabwe Demographic Health Survey, 2015.

4.3.2 Why Report Cases?

We have already noted that the majority of SGBV cases go unreported. The benefits of reporting include:

- A chance to get justice through legal means. Avoid taking the law in your own hands.
- Ensure that perpetrators are not allowed to get away with their behaviour as well as to ensure that they do not become repeat offenders.
- For females who may need abortion services, they need the intervention of a magistrate.
- In other forms of violence, it is important to get protection orders to avoid further violation from perpetrators. This becomes a prevention measure for people at risk of being violated.
- The police and courts also work with the social welfare services to protect children and other vulnerable survivors.
- In cases where survivors report to the police before visiting the hospital, the police will prioritise immediate and comprehensive access to health care services for survivors of SGBV.

4.4 Psychosocial, Wellness and Support Services

In this section, the handbook addresses the importance of other support services for survivors of SGBV. These services include psychosocial as well as other support services that improve the wellness of survivors. Organisations supporting survivors of SGBV emphasise counselling as well as livelihood support for those survivors who may experience repeated abuse because they depend on their abusers for survival. Ideally, wellness services especially psychosocial support must be given once an individual is suspected to have gone through abuse or the moment survivors report for any of the other services. Such support helps survivors make the right decisions to access life-saving services. When provided at the beginning, such support must be sustained even beyond health care and legal services. Emotional and mental scars may take long to heal.

4.4.1 Important Wellness Services

There is a range of support services that survivors of SGBV need to cope and to return to their near-normal or normal lives. Many of these may be provided during the course of providing the health care and legal/justice services. Despite such services being provided at the clinic or the police/courts, it is important that such services are recognised as important in their own regard and provided even after the survivor has stopped going to the clinic or the police/courts. The following are some of the important wellness services:

- Counselling for both survivors and their families and/or support systems.
- Hygiene and comfort commodities, especially for children for whom abuse may result in some conditions that affect their health, sanitary and hygiene functions.
- Income or livelihood options, especially when the survivors experienced abuse at the hands of the bread winner.
- Evacuation, shelter, placement and/or re-integration in school for children.
- Any other services the survivor may deem necessary in helping them to cope.

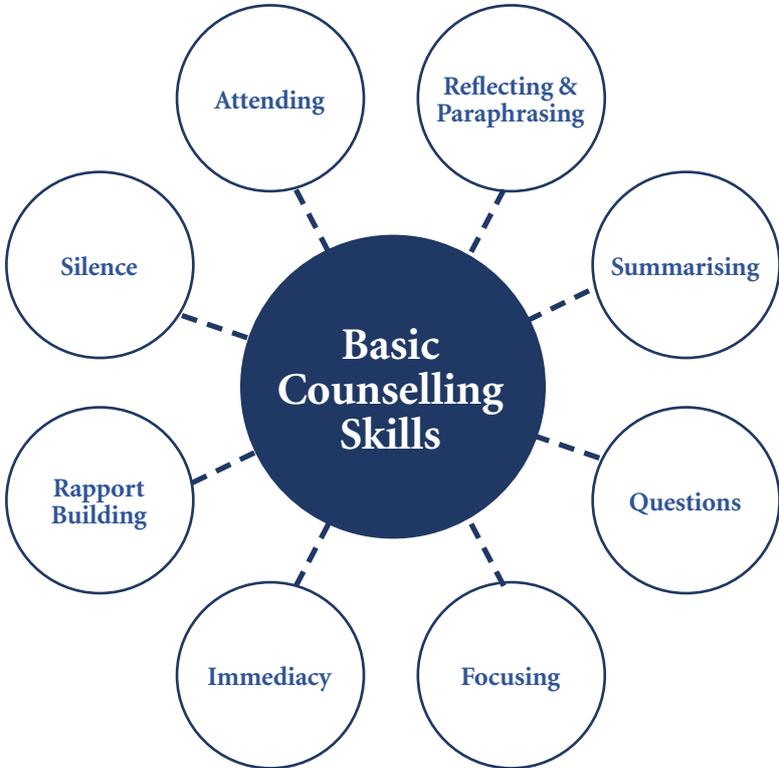


Basic Counselling Skills for SGBV Committees

Here, the handbook focuses on basic or lay counselling as opposed to professional counselling. CCGEs and SGBV committees as lay counsellors must choose their issues carefully and refer complex or difficult cases to professional counsellors.

Counselling does not entail giving survivors of SGBV direct solutions to their problems. Rather it entails giving adequate information for them to make informed choices. Part of the counselling process is to reach a mutual understanding of the client's needs, reach agreement on the goals for the counselling process with a particular client, help the client reach those goals, and ultimately achieve a mutually agreeable end to the counselling process. To this end, the following key considerations, summarise what counselling of adolescents on Sexual and Reproductive Health and Rights (SRHR) entails and how to go about it.

Illustration: Basic Counselling Skills



Source: Counselling Tutor

Core Counselling Skills

The core counselling skills are described below.

- 1. Attending:** Attending in counselling means being in the company of someone else and giving that person your full attention, to what they are saying or doing, valuing them as worthy individuals. Avoid fidgeting or keep your phone away.
- 2. Silence:** Silence in counselling gives the client control of the content, pace and objectives. This includes the counsellor *listening to silences as well as words*, sitting with them and recognising that the silences may facilitate the counselling process. Do not be quick to interject just because the client is silent. It is important to check for cues if the client is finished. It may also be important to ask the client if they are done speaking before interjecting.
- 3. Reflecting and Paraphrasing:** Reflecting in counselling is part of the 'art of listening'. It is making sure that the client knows their story is being listened to.

This is achieved by the counsellor by repeating and feeding a shorter version of their story back to the client. This known as 'paraphrasing'. Use such phrases as *'I hear you are worried about ...'* or *'You are suggesting that your concern ...'* etc.

- 4. Clarifying and the Use of Questions:** Questioning in counselling is an important basic skill. The counsellor uses open questions to clarify his or her understanding of what the client is feeling.

Leading questions are to be avoided as they can impair the counselling relationship. They will also give a client a feeling that they are being judged if they give a certain response. Also, such questions tend to limit the detail you get from a client. Do not ask questions that require a 'Yes' or 'No' answer.

- 5. Focussing:** Focussing, in counselling, involves making decisions about what issues the client wants to deal with. The client may have mentioned a range of issues and problems and focusing allows the counsellor and client together to clear away some of the less important surrounding material and concentrate on the central issues of concern. It is not your role to choose which issue to focus on. Rather, you can let the client know that they may need to tackle one issue at a time, focusing on their capacities and resources. Do not lead them towards what you think is the most important or bigger issue.
- 6. Building Rapport:** Building rapport with clients in counselling is important, whatever model of counselling the counsellor is working with. Rapport means a sense of having a connection with the person. As a counsellor you need to exhibit a friendly demeanour. Look, sit, talk and appear approachable. Smiling needs to be used genuinely and so does showing sympathy. Do not exaggerate friendliness. Clients are able to pick it when you are faking and this can make having a connection difficult.
- 7. Summarising:** Summaries in counselling condense or crystallise the essence of what the client is saying and feeling. The summary 'sums up' the main themes that are emerging. Use this technique before you help the client to focus. When you are able to summarise first, the client will not feel like your attempt to focus (see point 5) is because you did not hear or understand their many concerns.

4.5 Conclusion

The needs of survivors of SGBV are unique and varied. It is important to understand what everyone requires and seek to provide these. Ideally, it is important that survivors are provided referral support to access all the services. CCGEs, SGBV Committees and community leaderships have the responsibility to ensure that the various services discussed here are accessible and affordable for community members who would have experienced SGBV. They may do this by providing information, moral support and accompaniment in the process of accessing the required services.



CHAPTER FIVE

Structures for Supporting Survivors of SGBV in Communities

5.1 Introduction

In order to effectively address all forms of SGBV in communities, it is important to have structures that carry out SGBV prevention and management programmes as well as support the local communities in this regard. In the Katswe Sistahood programmes, there are two such key structures – the Community Champions for Gender Equality (CCGEs) and the SGBV committees. The roles and importance of these structures are discussed in this chapter.

5.2 Community Champions for Gender Equality (CCGEs)

CCGEs are trained volunteers who act as an extension of Katswe Sistahood staff in facilitating the implementation of programmes in the communities. CCGEs are recruited from the communities they serve and are trained on both the content and approaches of Katswe Sistahood's work. Although the majority of CCGEs are women and girls, men and boys can also be recruited, especially to support men engagement initiatives.

5.3 Sexual and Gender-Based Violence (SGBV) Committees

CCGEs will support the setting up of SGBV committees in all communities where Katswe Sistahood has projects. Workplaces such as farms and big companies may also set up their own SGBV Committees. These committees shall be elected and constituted with the participation of all stakeholders in the community, especially women and girls. Once constituted, the SGBV committees shall be oriented and trained by CCGEs and other supporting experts on their role and the skills they need to undertake such.

5.3.1 Why SGBV Committees?

The main role of the committee is to oversee the implementation of SGBV prevention and response activities in their respective communities. They are expected to continue providing services and supporting their colleagues and communities with regards to SGBV beyond the visits of Katswe Sistahood. They act as first responders in providing SGBV services.

Their specific roles shall include:

1. Undertaking prevention and response activities:

- Provide basic counselling services to support service seekers (victims, perpetrators and healthy couples).
- Offer SGBV referral services to survivors.

2. Act as gender champions in their respective communities:

- Raising awareness on SGBV and the necessary services as well as where to get such.
- Act as watchdogs for sexual harassment and other forms of SGBV in the communities, and at workplaces.

3. Assist CCGEs in implementing behaviour change programmes:

- Conduct community dialogues.
- Undertake awareness campaigns.

4. Support CCGEs in tracking & data collection on SGBV in their respective communities:

- Ensuring that interventions are based on evidence.

5.3.2 Constituting SGBV Committees

Ideally, SGBV committees must have 7 members, at least 4 of which are women. The committee must be constituted in a transparent and participatory manner. If possible, men and women must choose their representatives separately. However, the committee must be made known to the community they service.

It is important that they are oriented on their role and that they are trained on how to fulfil their responsibilities.

5.4 Conclusion

In order to support communities to implement SGBV prevention and mitigation programmes, this intervention makes use of CCGEs working closely with SGBV committees on the ground. The constitution and responsibilities of these structures were discussed in this chapter.

APPENDIX ONE

Sample Anti-Harassment Policy



Policy Goal

The goal of **(Company Name)** to provide a work environment free of tensions involving matters which do not relate to the **(Company Name)**'s operation.

Policy Statement

The **(Company Name)** strongly disapproves of any form of harassment including but not limited to ethnic, religious, or sexual harassment involving any of its employees. Actions or remarks involving ethnic or religious animosity or conduct of sexual nature will not be tolerated. Employees without fear of reprisal, have the responsibility to bring any form of harassment to management's attention. Complaints concerning harassment will be investigated by **(Company Name)** promptly in a confidential manner and the results will be reviewed with the persons involved. Disciplinary action, up to and including discharge, will be taken against any employee engaging in any form of harassment. Employees without fear of reprisal, have the responsibility to bring any form of harassment to management's attention. Complaints concerning harassment will be investigated by **(Company Name)** promptly in a confidential manner and the results will be reviewed with the persons involved. Disciplinary action, up to and including discharge, will be taken against any employee engaging in any form of harassment.

Sexual Harassment

Sexual harassment is a form of misconduct that can undermine the integrity of the employment relationship. No employee – male or female – should be subjected to unsolicited and unwelcomed verbal or physical sexual overtures or conduct. Sexual harassment, whether committed by supervisory or non-supervisory personnel, is specifically prohibited.

(Company Name) is responsible for taking action to effectively deal with all acts of sexual harassment occurring in the workplace or as part of the employment relationship, regardless of the manner in which it becomes aware of the conduct. This includes the acts of supervisory or management personnel, non-management employees and third-parties.

Definition

Sexual harassment is defined as either:

1. Unwelcome sexual advances or requests for sexual activity by a **(Company Name)** employee in a position of power or authority to another **(Company Name)** employee, or
2. Other unwelcome verbal or physical conduct of sexual nature by a **(Company Name)** employee to another **(Company Name)** employee, when:
 - Submission to or rejection of such conduct is used explicitly or implicitly as a condition for employment decisions;
 - The purpose or effect of such conduct is to interfere unreasonably with the work performance of the person being harassed; or
 - The purpose or effect of such conduct to a reasonable person is to create an intimidating, hostile, or offensive environment.

Sexual harassment does not refer to occasional compliments or other conduct or actions that arise out of a personal or social relationship that are socially acceptable and not intended to have a discriminatory effect on employment.

Case Management

Violations of this policy by any employee (management or non-management) will result in appropriate disciplinary action up to and including termination of employment.

If the complaint involves a manager, report directly to the owner. If the complaint does not involve a manager, report it to the manager.

Upon receiving an accusation of sexual harassment against an employee of **(Company Name)**, **(Company Name)** will investigate and, if substantiated, will initiate the appropriate disciplinary procedures. There is a three-year limitation period from the date of occurrence for filing a charge that may lead to discipline.

An individual who makes an accusation of sexual harassment will be informed:

1. At the close of the investigation, whether or not disciplinary procedures will be initiated; and
2. At the end of any disciplinary procedures, or the discipline imposed, if applicable.

Non-Retaliation

The policy prohibits retaliation against any person who brings an accusation of discrimination or sexual harassment or who assists with the investigation or resolution of sexual harassment. Notwithstanding this provision, **(Company Name)** may discipline an employee who has been determined to have brought an accusation of sexual harassment in bad faith.

APPENDIX TWO

Monitoring and Evaluating the SGBV Response: A Checklist for CCGEs

Monthly Reporting Template

Name of the CCGE

Province

Reporting Month/Quarter

Key Indicator	Number	Comment/Action Points
Number of awareness raising sessions on SGBV conducted quarterly		<ul style="list-style-type: none"> Which communities were covered? What were the highlights (what are the prevalent forms of violence; was SGBV known and acknowledged by community?) What is already being done to prevent and manage SGBV in the respective communities? What are the challenges and lessons learnt? What action points were suggested?
Number of SGBV cases reported/handled		<ul style="list-style-type: none"> Which forms of SGBV were handled? To whom were they reported? Was there follow up? Were the cases closed to the satisfaction of the victim?
Number of referrals made		<ul style="list-style-type: none"> To whom were referrals made? For what services? Was there follow up on referral cases? Were the cases closed to the satisfaction of the victim?

Conclusion and Way Forward

- Comment on the trend of cases? Are they increasing or decreasing compared to the previous month/s?
- Are there any recommendations for actions to be taken? Who should take action and when?
- Are there reports of changes in knowledge, attitudes, behaviours and practices? Please share success stories (half a page).
- Are cases increasing or decreasing? Why? What can be done to sustain a decrease or reverse an increase?
- Is the response to and handling of SGBV cases improving?

Checklist for baseline and ongoing assessment

Baseline assessment and ongoing monitoring and evaluation component	Tick the appropriate		Comments/Action Points
	Yes	No	
1. Are the communities aware of what constitutes SGBV?			
2. Are the communities aware of where to refer victims of SGBV to get services?			<ul style="list-style-type: none"> • Medical services • Legal services • Psychosocial services
3. Are communities aware of gender implications in their initiatives and processes?			
4. Are the different needs of men and women taken into consideration in planning and implementing community initiatives?			
5. Do workplaces (covered by the programme) have a code of conduct addressing sexual harassment and SGBV issues?			<ul style="list-style-type: none"> • Is the code of conduct/policy available and accessible to the employees? • Is the code of conduct/policy known to employees? • Is the code of conduct/policy implemented?
6. Is an SGBV committee in place in the community?			<ul style="list-style-type: none"> • Is the committee functional? • Are women represented in the committee? • Is the committee trained/oriented on their role? • Does the committee have the necessary resources to perform their role?

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