

PSEA & AAP: Quick Operational Guide

This Quick Operational Guide ensures that Protection from Sexual Exploitation and Abuse (PSEA) and Accountability to Affected Populations (AAP) are integrated into all field activities during emergency response. All staff and volunteers conducting field visits, distributions, assessments, or services must follow these principles:

1. Key Principles

- Treat all community members with respect and dignity.
- Do no harm – prioritize safety, privacy, and inclusion.
- Maintain confidentiality at all times.
- Ensure inclusion: women, children, elderly, persons with disabilities.
- Zero tolerance for sexual exploitation, abuse, or misconduct.

2. Staff Conduct

- Maintain professional boundaries at all times.
- Ensure fair and transparent assistance.
- Protect confidentiality of all beneficiary information.
- Do not promise assistance you cannot deliver.

3. Before the Field Visit

- Staff are aware of PSEA and AAP principles.
- Staff know how to report concerns.

4. During the Visit

- Staff introduce themselves and ABAAD.
- The purpose of the activity is clearly explained.
- PSEA and AAP key messages are shared with the community.
- Communities are informed how to submit complaints or suggestions.
- Complaint boxes are visible and accessible (if applicable).
- Community members are encouraged to provide feedback.

5. Community Key Messages

- You have the right to be treated with dignity and respect.
- No one has the right to demand money or favors for assistance. Aid is free.
- Any inappropriate activity or relationship with anyone under 18 is prohibited.
- Exchange of money, employment, goods, or services for sex is prohibited.
- Reporting will NOT affect your access to assistance and services.
- All reports are handled safely and confidentially.
- You have the right to report anonymously or on behalf of someone else.

6. Reporting Misconduct

If someone reports a concern or SEA issue:

- Listen without judgment.
- Do NOT investigate the complaint.
- Do NOT promise outcomes.
- Record the concern confidentially.
- Inform the PSEA focal point.

7. Red Flags to Watch For

- Requests for money or favors in exchange for aid.
- Community members expressing fear of reporting.
- Preferential treatment during assistance.

ABAAD's Complaint and Feedback Mechanism

- Comment Boxes
- Complaint/Feedback Hotline: 81 696 575
- Any of ABAAD's Staff
- Email: accountability@abaadmena.org

