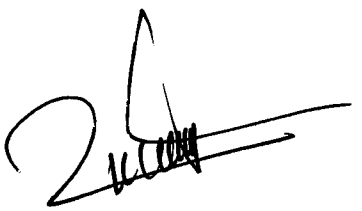
BRAC Safeguarding Reporting and Response Mechanism

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Safeguarding Reporting & Response Mechanism

Introduction

An organization needs to maintain various channels of reporting, to ensure employees and operations are functioning, as per law, policy and regulations. BRAC is committed to upholding a safe, legal and policy complaint workplace, for all its employees and beneficiaries. BRAC strives to create a transparent and accountable work environment, where individuals feel safe, when reporting potential breaches of standards and procedures to the organization.

Scope

The reporting mechanism should be in line with the overarching Safeguarding Policy. The purpose of this reporting mechanism is to enable employees to report any unethical behaviors, or any other types of behaviors, that may potentially breach BRAC's standards and policies, on the basis of anonymity and protection. This reporting mechanism applies to all employees, including regular, contractual, project, service, trainee (including apprentices & interns), volunteers, temporary and non-graded staffs, and beneficiaries of BRAC.

Based on the sensitivity of issues, BRAC reporting mechanism has two different doorways. Sexual harassment issues are followed up by Sexual Harassment Redressal Committee (SHRC). This committee is formed with one internal member and two external members from outside the organization. Other grievance related issues are followed up by the Grievance Management Committee (GMC), which is the expert to deal with particular grievance issues.

DESIGNATED ROLES AND RESPONSIBILITIES

a. Line manager is the first responsible person for any sorts of safeguarding issues. His/hers first and foremost duty is to confirm safety of the complainant. Then, s/he will investigate those issues, which are under his/her jurisdiction, to take necessary steps. Otherwise, forward the complaints to GMC/SHRC/HRD.

b. Helpline operator will record the complaint properly. She will inform the caller about the necessary steps needed to be taken. Furthermore, she will inform concern authorities.

c. GMC/SHRC will receive the complaints. After receiving complaints, they will forward it to the investigation team. After the investigation and review by the Review Committee GMC/SHRC, the proposals will be forwarded to HRD.

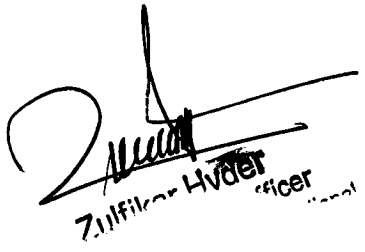
d. Investigation team will inspect the complaint issues, and then submit their report to the Review Committee.

e. Review Committee will first review the investigation report, and then will prepare sorted proposal about the complaint issues. Afterwards, they will forward the proposals to GMC/SHRC.

f. HRD will receive recommendation from GMC/SHRC, and then will take necessary steps to execute those recommendations.

Incidents

Any behavior, contrary to BRAC's policies and Code of Conduct, can be reported using this mechanism.



The following is a non-exhaustive list of incidents, involving BRAC staffs or beneficiaries, that can be reported:

- Abuse
- Sexual Harassment
- Intimidation
- Violence
- Bullying
- Humiliation
- Neglect
- Exploitation
- Discrimination

Behaviors that can be reported to **Sexual Harassment Redressal Committee (SHRC)**

Verbal:

- Insulting and referring to someone with derogatory names
- Making sexual comments about someone's body (E.g.: women's gynaecological matters), appearance, clothing, and looks
- Turning work discussions to sexual topics
- Telling sexual jokes or stories
- Asking personal questions about social or sexual life (sexual fantasies, preferences, or history)
- Condescending or paternalistic remarks
- Propositioning or requesting for sexual favours.
- Telling lies or spreading rumours about a person's personal life
- Exerting pressure or giving threats, in case of refusal to love/marriage proposal
- Sending sexually suggestive messages through letters, calls (any form) SMS, MMS, pictures, emails, different communication apps (E.g.: Skype, Viber, imo, Whatsapp, We Chat), social media (i.e. Facebook, Twitter, LinkedIn), notices, cartoons, graffiti art, or writing on benches, chairs, tables, notice boards, office walls, factory walls, classrooms, and washrooms etc.
- Implicitly and explicitly using/ condoning sexual behaviours, to threaten or insult someone, and to control/ influence/ affect the pay/ terms and conditions of employment/ job promotion, or career of a staff member

Non-verbal:

- Looking or staring at a person that makes them uncomfortable
- Following a person
- Whistling, leering or making kissing sounds at someone
- Giving personal or suggestive gifts
- Displaying or disseminating sexually suggestive visuals (pornography)
- Making sexual gestures through body movements, facial expressions, or gestures
- Taking photographs or videos for the purpose of blackmail or disgrace
- Preventing participation in sports, cultural, organisational, or academic activities on the ground of sex, and/ or for the purpose of sexual harassment

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Physical:

- Giving a massage around the neck or shoulders
- Touching a person's clothing, hair, or body (hugging, kissing, patting, pinching, stroking and/or fondling)
- Blocking a person's path
- Touching or rubbing oneself sexually, around another person
- Physical violence, including sexual assault
- Standing close or brushing up against another person
- Any other physical contact, which implies sexual nature or sexuality

Behaviors that can be reported to the **Grievance Management Committee (GMC)**

Workplace Harassment

Direct or indirect behavior which can be a significant one-time occurrence, repetitive, pestering, unwelcome, threatening, targeted, belittling, and physically and/or emotionally harmful to the person subjected to it

Bullying

Behavior which seeks to belittle, dominate, target, or single out someone. The behavior can be indirect, aggressive and/or threatening. The use of electronic communication/social media, which is referred to as "Cyber bullying", is also covered under this policy

Violence

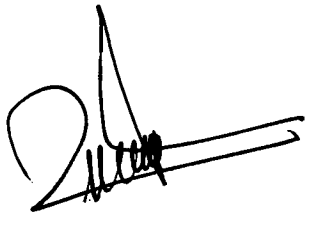
Violent behavior which causes damage to BRAC's assets, or property, and/or incidents that maybe damaging to BRAC's reputation

Discrimination

Discriminate individuals based on religion, gender, sexual orientation, race, color, age, ethnicity and caste

Exploitation

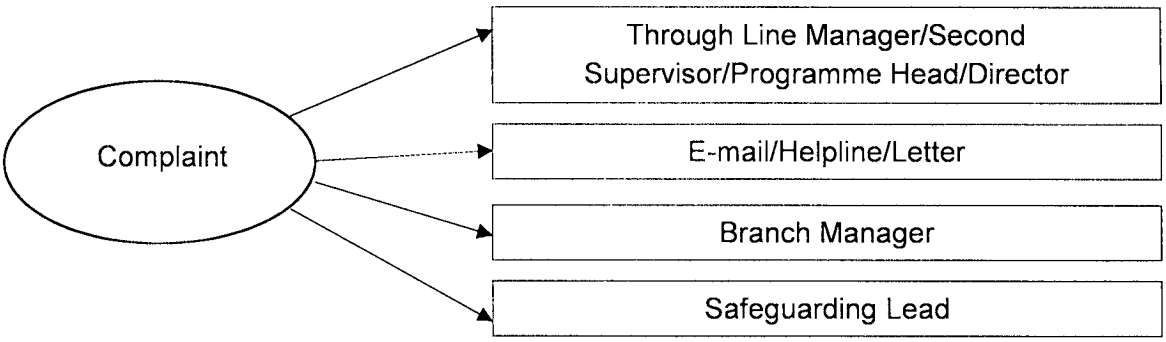
The action or fact of treating someone unfairly, in order to benefit from their work. Someone taking advantages, or do ill and unfair treatment to any staffs or beneficiaries.



How to Report:

BRAC has define reporting mechanism for sexual harassment and any sorts of grievance issues. One can directly inform or report to the **Sexual Harassment Redressal Committee (SHRC),** by mailing to complaint.shrc@brac.net or dialing to **+880-1729071546,** and regarding grievance issues to the **Grievance Unit** via e-mail at hrd.gmt@brac.net, or can dial to **+880-1730346883**, **+880-1708491000**. Besides this, anyone can complain to the line manager or programme head, and if that's not possible, can be reported through letter, or can call to the helpline.

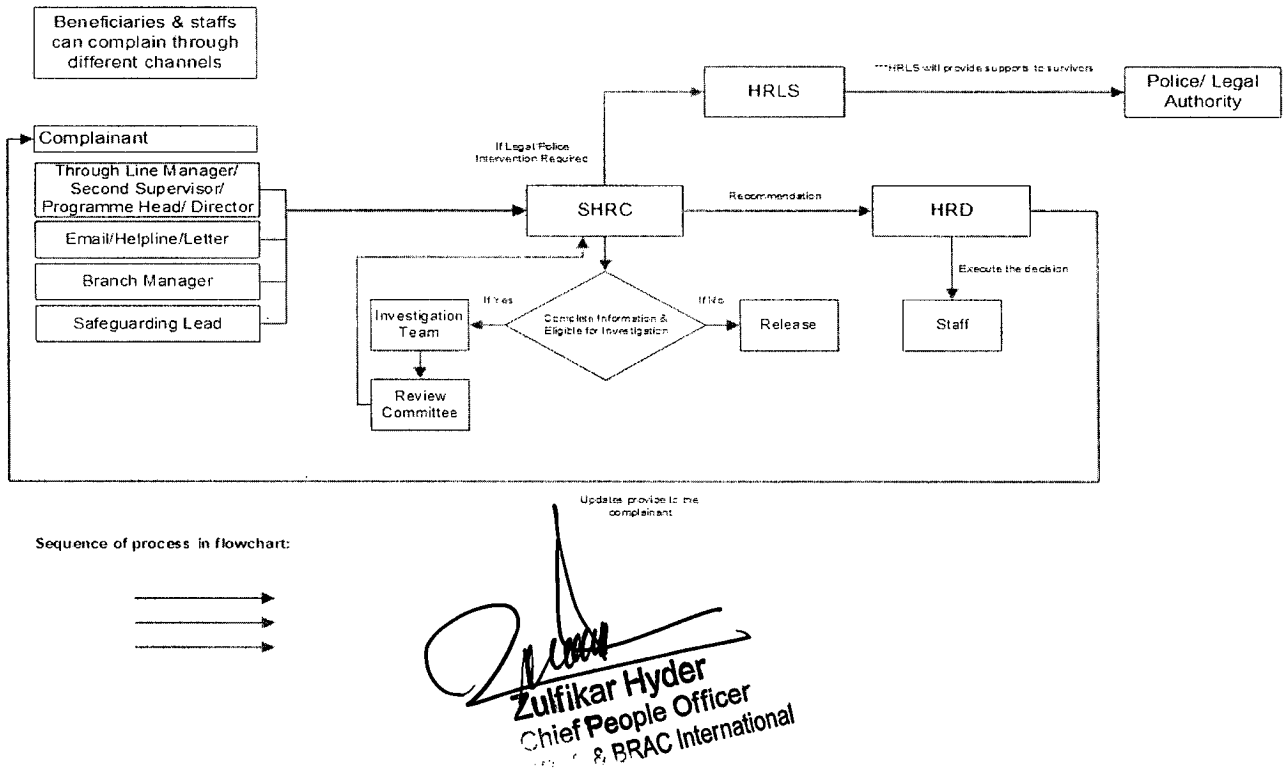
Beneficiaries & Staffs can complain through different channels



Sexual Harassment Elimination (SHE) Reporting Mechanism

Complaints or allegations can be made directly to the **Sexual Harassment Redressal Committee via** e-mail at complaint.shrc@brac.net, or can dial to **+880-1729071546**

Complaint Mechanism

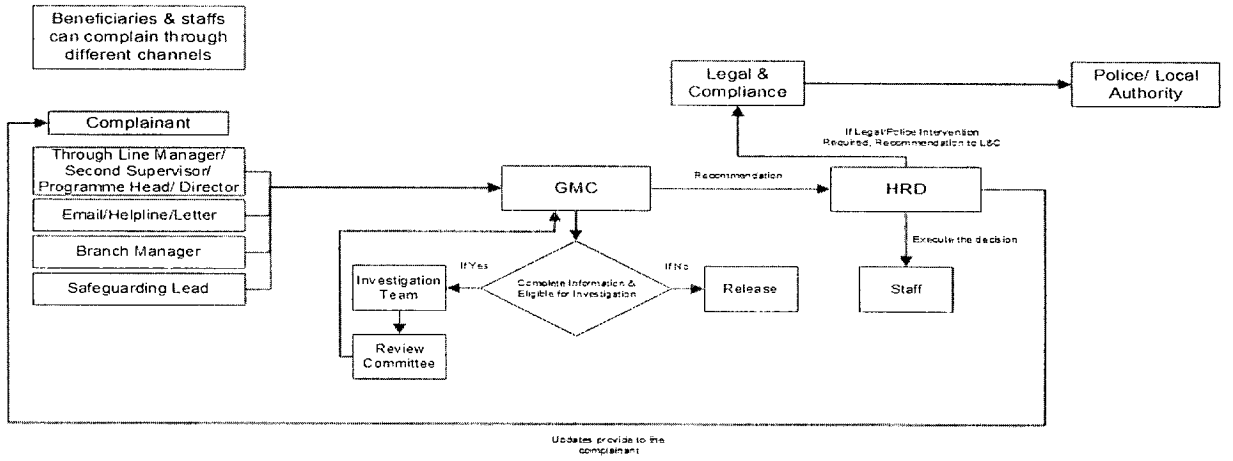


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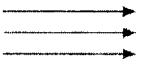
Grievance Reporting Mechanism

Complaints or allegations can be made directly to the **Grievance Unit** via e-mailing to hrd.gmt@brac.net, or can dial to **+880-1730346883**, **+880-1708491000**

Complaint Mechanism



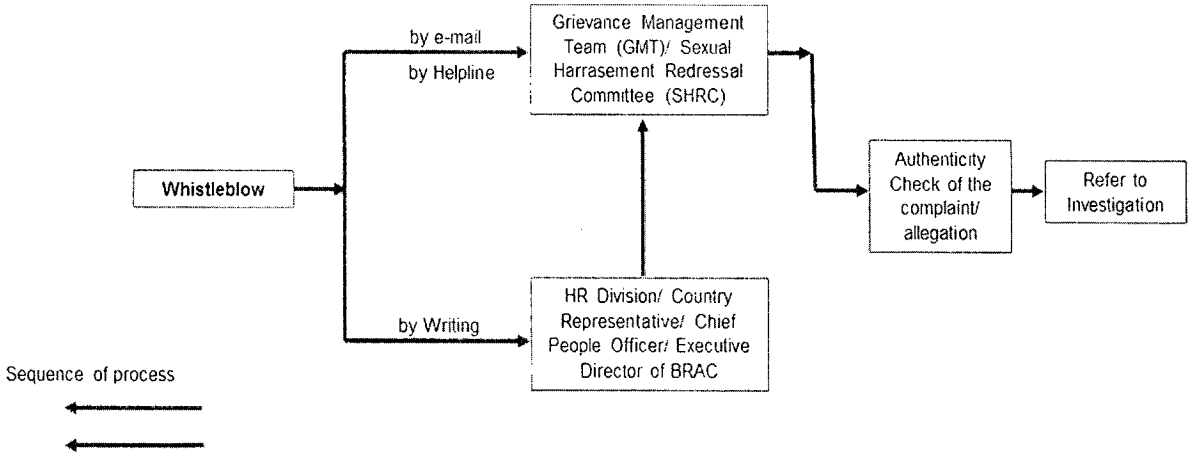
Sequence of process in flowchart:



Whistleblowing Mechanism

The aim of this whistleblowing mechanism is to enable employees to report unethical behaviors, or any other types of behaviors, that may potentially breach BRAC's standards and policies, on the basis of anonymity and protection. The policy applies to all employees, including regular, contractual, project, service, trainee (including apprentices & interns), volunteers, temporary staffs and non-graded staffs and beneficiaries of BRAC. This whistleblowing mechanism comprises of the protection and confidentiality of the whistleblower.

Complaint Mechanism



Sequence of process

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Record Keeping and Case Management

All recorded incidents will be updated; once final incident reports are received. This data will be reviewed by the Safeguarding Lead, on an annual basis. All confidential information will be kept by the Safeguarding team in a safe and confidential place, they will keep the records and manage the cases. A summary of information will be shared as part of reporting to EMC, PCC & IPC; after that, this reports will be shared with risk management team in search of present and future risk and mitigation plan for organization. This report has to be prepared on quarterly basis, throughout the year and will be published in BRAC newsletter. On the basis of findings, safeguarding team will recommend for further action plan to programmes. Safeguarding team will also recommend for any corrections or changes in policies if required.

