

PSEA and CSG Information Notice for Communities

This information notice shall be translated into local languages and be accessible for the communities we serve. Key messages in the local languages may be published as posters and displayed in all relevant sites. Key messages could be also audio recorded in local languages and channelled through local radio stations.

NRC's Mandate:

NRC and its partner organizations in the CO are present to assist people affected by conflict and natural disasters.

Employees of NRC and its partner organisations are required, both personally and professionally and in all circumstances, to comply with the NRC Code of Conduct. Consequently, acts of exploitation, sexual abuse and child abuse committed by NRC staff on members of affected communities are strictly prohibited.

This document explains what is meant by sexual exploitation and abuse, child abuse and ill-treatment, key messages for a greater understanding of the subject by the communities, and what communities can do to file a complaint in this regard.

Basic definitions

Sexual exploitation:

Offering money, Non-food Item (NFI) kits, shelter, food, registration on the distribution list or anything else to obtain sexual relations or favours from someone in a vulnerable situation.

Sexual abuse:

Forcing or coercing someone to have sexual relations or give sexual favours under unequal conditions.

Ill-treatment/child abuse:

Any act of violence against a child that results, or is likely to result, in harm or suffering of a physical, sexual or psychological nature.

Key messages for communities

Message 1:

All the services that NRC provides to the community are free of charge and do not require anything in exchange. If someone from NRC asks you for money, a service or asks you to do something, please report it to the numbers listed below.



Message 2:

Employees from NRC and its partners organisations should never ask you for sexual favours in exchange for assistance.

Message 3:

Acts of exploitation, sexual abuse or any other type of abuse are never your fault.

Message 4:

Child abuse shall never be committed by NRC personnel. All suspicion of child abuse by NRC or its partners organisations must be reported.

Message 5:

INFORM - ALERT - REPORT on child abuse and sexual exploitation and abuse is a duty of each and everyone (women, girls, men and boys) to preserve our communities. Maintaining confidentiality about reports is paramount to NRC.

Message 6:

Raising a complaint on a sexual exploitation and or abuse or a child abuse allegation won't harm your access to assistance from NRC.

How to report cases of abuses

If you aware of or suspect child abuse, sexual exploitation or sexual abuse by an employee or an NRC partner, you should report your concerns directly to NRC through the following channels:

Country Office:

Sub-offices and Area offices: