WILDACT’S SAFEGUARDING POLICY

1. Introduction

WildAct is a local wildlife conservation, not-for-profit organisation based in Vietnam, established in 2015. Our mission is to inspire, motivate and empower society and individuals to engage in the science-based conservation of threatened species and ecosystems.

Ensuring a safe and gender-based violence (GBV) free working environment is essential in delivering our mission. This guideline is a toolkit of approaches, techniques and additional resources to help WildAct, as well as natural conservation organisations to integrate GBV free into their policy. As a wildlife conservation organisation, we work to support equal rights, whether it’s between humans and flora, humans and fauna, or humans and humans.

Policy Statement

This policy will:

• Provide mechanisms to prevent and respond to sexual harassment in the workplace.
• Provide a survivor-centred approach to support survivors of Sexual exploitation, abuse and harassment (SEAH).
• Improve the ability and capacity of WildAct and our members to address sexual harassment, exploitation, and abuse.
• Provide information on psychological and medical support, legal counselling, and other essential services for urgent referrals.
• Serve as a basis and reference for developing the Code of Conduct against Workplace Sexual Harassment, exploitation, and abuse.

Our commitment to prevent and mitigate SEAH

WildAct’s vision and mission acknowledge that a GBV-free and gender equitable working environment is needed to deliver effective conservation outcomes, and that influencing policy decisions should be part of our efforts to achieve a lasting, desirable change. We are committed to:

• Zero tolerance to inaction: In order to create a real change to improve the working environment for our staff and the people whom we work with, we must commit to zero tolerance to inaction. This means we, and our implementing partners will not ignore any allegations related to SEAH by both our employees and any implementing partner and respond appropriately when reports of SEAH arise, in accordance with our regulations, rules, policies and procedures.

• Survivor centred approach: aims to empower the survivor of sexual exploitation, abuse, or harassment by prioritising their rights, needs and wishes. This means we will ensure that survivors have access to appropriate, accessible and quality service. This approach provides confidentiality and choices to survivors of harassment, exploitation, and abuse. Breaching confidentiality inappropriately can put the survivor and others at risk of further harm and discourage them from coming forward for help.
• **Transparency:** In order to acknowledge the experience of and deliver justice to as many survivors as possible, WildAct is committed to reporting allegations to USAID RISE until the end of December 2022. This will not only help to raise awareness of the public on the issue, but also shows the organisation’s commitment to end GBV at their own workplace - see Appendix I for reporting form.

2. Terms and Definitions

**Adult:** A person who is over 18 years old

‘**Source:** Vietnam’s Civil Law’

**Child:** A child is any person under the age of 18.

‘**Source:** UNICEF: The Convention on the Rights of the Child: The children’s version’

**Sexual Exploitation:** refers to any actual or attempted abuse of a position of vulnerability, differential power, or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another.

‘**Source:** UN, 2017. Glossary of Sexual Exploitation and Abuse’

**Example of a sexual exploitation:** Mr. Duc is a field officer who has been working at Dac Lac province for a long time. He made friends with Ms. Dao, a local woman. After a few months of knowing each other, he started to introduce her to his working partners and forced her to have sexual relationship with them.

**Sexual Abuse:** means the actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions.


**Example of a sexual abuse:** Mr. Son is a Project Manager and he travelled to one of his organisation field site to work with the local community. While working in the field, he met Ms. Bich, a local woman from the local community. He has been using his power to threaten her into sexual relationship with him.
Sexual Harassment: is the conduct of a sexual nature committed by a person aimed at another without their consent or against their will.

According to Clause 9, Article 3 of the Labour Code

**Example of a sexual harassment:** Mr. Dat often received sexual suggestive comments from his senior female colleagues. Some said: "It's a trend these days for a young boy like you to date an older lady." To make matters worse, some female colleagues even intentionally touched his body. When he reacted, these women scolded back: "What's the matter? I just want to show you my affection?"

**Which environment enable SEAH**

SEAH becomes possible when there are imbalances of power and opportunities for exploiting such imbalances. In many of the contexts where we work, there is a deep imbalance of power based on gender (i.e. more men are working in our sector than women, especially in the field); and some are more likely to have control of resources (i.e. more men are in decision maker positions than women), and others are more likely to be dependent on those for their access to resources and services (i.e. the local people might be depending on organisation’s staff to benefits from development project). Although recently, many donors tried to address gender inequality by requesting grantees to commit to gender equality activity at project sites, gender inequality in the workplace still contributes to sexual harassment and sex discrimination.

Vietnam’s culture is heavily influenced by Confucianism and Taoism, and both of these ideologies place men in a more privileged position, with women in a subordinate position subject to the former. This justifies both victim-blaming and men’s conduct of sexual harassment due to their “hot-tempered” nature, reinforcing the idea that women are “a legitimate and natural target for flirting by men”. Our survey in 2020 revealed that verbal sexual harassment is the most common type of harassment at a workplace in conservation sector, flirting and sexual teasing has widely been seen as part of Vietnamese cultural norm and everyday work life. The perception that jokes of a sexual nature between male and female colleagues, mostly in verbal form, could be a way of releasing stress in the workplace has been found to be common and widely accepted in Vietnam.

Therefore, to address SEAH and sexual harassment require both individual and organisational changes. An organisational culture conducive to such change will be key.
**What is the Difference Between SEA and Sexual Harassment?**

- SEA occurs when a position of power (i.e. being a staff member of an NGO) is used for sexual purposes against a beneficiary or vulnerable member of the community.
- Sexual harassment occurs when differences in power are abused between staff members (verbally, through touch, use of inappropriate images, etc.).

**Who is vulnerable to SEA?**

As mentioned above, anyone can be vulnerable to SEA. Example of the power dynamic in conservation sector can be:

- A local person vs an organisation staff
- An organisation staff vs a senior government officer
- A child vs an adult
- A junior officer and a senior officer

**Who benefits from a safeguarding policy against SEA?**

Safeguarding policy and procedures set out the best practice framework for organisations to respond to safeguarding concerns. As wildlife conservation organisations, we have regular contact with the local community, and therefore we have a crucial role to play in the support, identification and reporting of people who may be at risk of harm. As wildlife organisations, we also have a duty of care that includes safeguarding for children and adults in a vulnerable situation. Individuals across our organisation and sector need to be informed enough to ensure that complaints and concerns about people at risk are properly identified and acted upon. The list of people can benefit from a safeguarding policy against SEA can include:

- People from the local community;
- Employees from your organisation;
- Your partners’ employees

**Recognising the Signs and Symptoms of abuse and SEA**

WildAct is committed to ensuring that all managers, staff, interns/volunteers and trustees undertake training to gain a basic awareness of the signs and symptoms of abuse. WildAct will ensure that the FCP and any other key members of staff will have access to higher levels of safeguarding training. Abuse and neglect can take many forms and WildAct will always consider the circumstances of an individual case.

**Abuse in adults includes, but not limited to:**

*Discriminatory:* including forms of harassment, bullying, slurs, isolation, neglect, denial of access to services or similar treatment; because of race, gender and gender identity, age, disability, religion or because someone is lesbian, gay, bisexual or transgender. This includes racism, sexism, ageism, homophobia or any other form of hate incident or crime.
**Domestic Abuse or Violence:** Including an incident of a pattern of incidents of controlling, coercive or threatening behaviour, violence, or abuse, by someone who is, or has been, an intimate partner or family member regardless of gender or sexual orientation. This includes psychological/emotional, physical, sexual, financial abuse; so, called ‘honour’ based violence, forced marriage or Female Genital Mutilation (FGM).

**Financial or Material** including theft, fraud, internet scamming, exploitation, coercion in relation to an adult’s financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions, or benefits.

**Modern Slavery:** encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive, and force individuals into a life of abuse, servitude and inhumane treatment.

**Neglect and acts of Omission:** includes ignoring medical, emotional or physical care needs, failure to access appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.

**Physical:** including assault, hitting, slapping, pushing, burning, misuse of medication, restraint or inappropriate physical sanctions.

**Psychological** (sometimes referred to as emotional): including threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyberbullying, isolation or unreasonable and unjustified withdrawal of services or support networks.

**Sexual:** including sexual exploitation, abuse and harassment as mentioned above. These include: rape, indecent exposure, sexual assault, sexual acts, inappropriate looking, talking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts to which the adult has not consented or was pressured into consenting. It also includes exploitative, situations, contexts and relationships where the person receives ‘something’ (e.g. food, accommodation, drugs, alcohol, mobile phones, cigarettes, gifts, money) or perceived friendship/relationship as a result of them performing, and/or another or others performing sexual acts.

**Self-neglect:** includes a person neglecting to care for their personal hygiene, health or surroundings or an ability to provide essential food, clothing, shelter or medical care necessary to maintain their physical and mental health, emotional wellbeing and general safety. It includes behaviour such as hoarding.

**Abuse in children includes, but not limited to:**

**Physical abuse:** a form of abuse which may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child.

**Emotional abuse:** the persistent emotional maltreatment of a child such as to cause severe and adverse effects on the child’s emotional development. Some level of emotional abuse is involved in all types of maltreatment of a child, although it may occur alone.
Sexual abuse: involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening. 

Neglect: the persistent failure to meet a child’s basic physical and/or psychological needs, likely to result in the serious impairment of the child’s health or development. It may also include neglect of, or unresponsiveness to, a child’s basic emotional needs. It is important to be aware of more specific types of abuse and exploitation that fall within these categories. They are child exploitation, cyberbullying and online abuse, criminal exploitation, County Lines, trafficking, modern slavery, domestic abuse, FGM, honour-based abuse, grooming, missing. Abuse may be carried out deliberately or unknowingly. Abuse may be a single act or repeated acts. People who behave abusively come from all backgrounds, nationalities, genders or races. They may be people in positions of trust; they may also be relatives, friends, neighbours, or people who use the same services as the person experiencing abuse.

3. A survivor-centred approach

A survivor-centred approach aims to put the rights of each survivor at the forefront of all actions and ensure that each survivor is treated with dignity and respect. By putting the survivor at the centre of the process, such an approach promotes their recovery, reduces the risk of further harm and reinforces their agency and self-determination. Practicing a survivor-centred approach means establishing a relationship with the survivor that promotes their emotional and physical safety, builds trust and helps them to restore some control over their life.

Example: Ms. An went on a field trip with a senior officer, Mr. Lam. Throughout the field trip, Mr. Lam was constantly sexually harassing Ms. An, both verbally and physically. After the trip, Ms. An contacted the Focal Contact Point (FCP) at her organisation. The FCP adopted the survivor-centred approach, in which Ms. An was reassured that her identity and the details of the incident will be kept confidential. The FCP asked whether Ms. An feels safe, and what she needs. Ms. An's needs and wishes were taken as priority, and this means she has the right to refuse to provide any information, or to decide whether to charge the perpetrator.

Ms. An was also asked to provide feedback and contribute to the update of the organisation gender equality and safeguarding policy, to make sure the policy is inclusive.

A survivor-centred approach is applied through four principles

STEP 1: Confidentiality

Confidentiality means not disclosing any information at any time to any party without the informed consent of the person concerned. Confidentiality is important because:

- Confidentiality promotes safety, trust, dignity and empowerment.
- People have the right to choose to whom they will, or will not, tell their story.
- Breaching confidentiality inappropriately can put the survivor and others at risk of further harm.
- If service providers do not respect confidentiality, others will be discouraged from coming forward for help.
Information collected during interviews with survivors should be kept confidential. Information should be shared only on a need-to-know basis or in line with the organisations and national laws and policies. Consent from the survivor should be obtained before sharing any information, including in the context of a referral.

**However, there are some exceptions to confidentiality:**
There can be exceptions to confidentiality, and it is very important that the survivor (especially children/young people and their caregivers) knows what the limits are. **Limits include:**
- Situations in which there is the threat of ongoing harm to a child; and where the need to protect them overrides confidentiality.
- Situations in which laws or policies require mandatory reporting of certain types of violence against children.
- Situations in which the survivor is at risk of harming themselves or others, including threats of suicide.
- Situations involving sexual exploitation or abuse by humanitarian or peacekeeping personnel.

**STEP 2: Safety**
Survivors, reporters and witnesses’ safety include physical safety and security as well as psychological and emotional safety. This is extremely important because survivors, reporters and witnesses might be at high risk of further violence and threats from perpetrators, people who protect the perpetrators (such as their family and friends). Organisations and agencies should consider the safety needs of:

- Survivors, reporters, witnesses
- Family members and supporters; and
- Those providing care and support.

The survivor’s safety, needs and wishes should be priority. We need to assess the need for immediate intervention when:
- Survivors are in a life-threatening situation
- Survivors are experiencing constant panic attacks and unable to eat or sleep
- Survivors needs immediate medical support
- The sexual harassment behaviour is continued to happen and the survivors are strained and nervous.

At this point, we need to:
- Care for survivors’ urgent needs such as essential supplies or refer them to specialised medical institutions if necessary
- Access the situation alongside the survivors
- Discuss the next course of action
- Determine which supports can be contacted
**Note:** After the assessment, if the organisation is found to be ineligible to handle the case, we need to refer survivors to appropriately authorised agencies to ensure their rights and recovery. See Appendix II for the list of external supports.

**STEP 3: Respect**

This means respecting the dignity, wishes and choices of survivors, and allowing them to be in control of the helping process by deciding who to tell and what action to take. Failing to respect the survivors’ dignity and self-determination can increase their feelings of helplessness and shame, reduce the effectiveness of interventions, cause re-victimization and further harm, and perpetuate harmful norms.

It is important for individuals and organisations to remember that:

- Every survivor has the right to be treated with respect and dignity and to make choices about what happens.
- The response of the service provider can either promote dignity and empowerment or cause further distress and harm.

**STEP 4: Non-discrimination**

All people have an equal right to the best possible assistance without unfair discrimination on the basis of:

- Gender
- Disability
- Race, ethnicity or tribe
- Colour
- Language
- Religious or political beliefs
- Status or social class, etc.

Therefore, it is important for supporting individuals and organisations not to make biassed assumptions toward neither the survivors and/or suspects of SEAH.

**4. WildAct and its’ employees responsible**

*Responsibilities of WildAct’s Staff, Interns and Volunteers*

a. To follow the Code of Conducts, Safeguarding Policy and procedures at all times, particularly if concerns arise about the safety or welfare of an adult or a child.

b. Take responsibility for preventing and reporting any misconduct that is illegal and violates the anti-sexual harassment policy of their agency/unit.

c. Report any incidents or suspected incidents of SEAH.

d. To participate in safeguarding training and maintain current working knowledge of safeguarding.

e. Discuss any concerns about the welfare of any partners or child with their line manager and FCP.

If the line manager is unavailable, staff and volunteers must go directly to the director.

f. Work collaboratively with other agencies to safeguard and protect the welfare of people who are partnering with WildAct.

g. Remain alert at all times to the possibility of abuse, and report any suspected misconduct.

h. Recognise the impact that diversity, beliefs and values of people can have to biodiversity and conservation.
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Responsibilities of Managers, Directors and Trustees
a. Establishing and maintaining a working environment that is free of GBV, SEAH.
b. Supervise the implementation of the Code provisions.
c. Take action in response to reports of suspected SEAH.
d. Take immediate action to allay alleged survivors’ fear of retaliation and reassure them that their wishes are not being ignored or disregarded, when receiving a SEAH complaint.
e. Ensure the effective enforcement of the Code of Conducts and Safeguarding policies.
f. Regularly informing their employees, partners and customers about the measures that need to be taken to prevent and respond to sexual exploitation, abuse, or harassment.
g. Trustees have a duty of care to prevent risks to WildAct’s reputation and its people.

Responsibilities of partners
a. All of WildAct’s partners and service providers will be fully informed of the code, ensuring they understand and be aware of the agency/unit’s expectations.
b. Must emphasise that they do not hesitate to terminate all cooperation agreements if any party violates anti-harassment policies.
c. Contracts and agreements must reflect the expectation and commitment to sexual harassment prevention and response.

Focal Contact Point - FCP
WildAct’s Program Manager has been appointed as FCP who is responsible for leading safeguarding in the organisation. In their absence, a deputy will be available for staff to consult with and report to. Definition of FCP can be seen at Appendix IV. The roles and responsibilities of the FCP at WildAct are to:
a. Ensure that all staff are aware of what they should do and who they should go to if they have concerns that an adult or child at risk may be experiencing or has experienced abuse or neglect.
b. Ensure there are reporting mechanisms available to anyone that are accessible, confidential, and survivor-centred.
c. Ensure people know what behaviours WildAct considered unacceptable, and where they can lodge a report if they experience or become aware of an incident.
d. Ensure that concerns are acted on, clearly recorded.
e. Follow up any safeguarding referrals and ensure the issues have been addressed.
f. Manage and have oversight over individual cases, involving allegations against an employee, volunteer or Trustee, paid or unpaid.
g. Consider any recommendations from the safeguarding process.
h. Reinforce the need for confidentiality and to ensure that staff, volunteers and trustees are adhering to good practice with regard to confidentiality and security.
i. Ensure that staff working directly with clients who have experienced abuse, or who are experiencing abuse, are well supported and receive appropriate supervision.
j. Ensure staff, volunteers and trustees are given support and afforded protection.
k. Ensure victims of SEAH, and those accused of perpetrating SEAH will be dealt with in a fair and equitable manner and they will be kept informed of any action that has been taken and its outcome.

Trung tâm hành động vì động vật hoang dã Việt Nam - WildAct
26, TT26, Khu Đô Thị Vân Phú, Hà Đông, Hà Nội, Việt Nam
www.wildact-vn.org | info@wildact-vn.org
Training

All staff, interns and volunteers will receive safeguarding training at a level according to their role. This will be refreshed as a minimum every three years.

5. Reporting Mechanism

WildAct’s staff could report through face-to-face meeting with FCP and/or line managers; filing a complaint email or through WildAct’s phone number: +84 33 450 9868

Non-WildAct staff, for example, local people, can report any abuse conducted by WildAct’s staff and its partner, through:

- Phone number: +84 33 450 9868 - request to talk to FCP;
- Directly, face to face with a Field Officer. In case the Field Officer is the abuser, they can report to a Field Manager and vice versa.
- Email: fcp@wildact-vn.org

This information will be made clear with all involved parties, prior to any field activities.

5. Responding to People who have Experienced or are Experiencing Abuse

WildAct recognises that it has a duty to act on reports, or suspicions of abuse or neglect. It also acknowledges that taking action in cases of adult abuse is never easy.

*Responding if FCP receives an allegation:*

a) Reassure the person concerned.
b) Listen to what they are saying.
c) Record what you have been told/witnessed as soon as possible.
d) Remain calm and do not show shock or disbelief.
e) Tell them that the information will be treated seriously.
f) Ask questions to ensure you gather the full facts but do not start to investigate or ask detailed or probing questions - see appendix V for example of question.
g) Use the vulnerable adult/child’s own words where possible.
h) Do not promise to keep it a secret.
i) Tell the child or vulnerable adult what you are going to do next and explain that you will need to get help to keep him/her safe.

*If you witness abuse or abuse has just taken place, the priorities will be:*

a) To call an ambulance if required.
b) To call the Police if a crime has been committed.
c) To preserve evidence.
d) To keep yourself and others safe.
e) To inform the FCP.
f) To record what happened in the agreed place/file/log.
Allegations made against a member of staff and/or WildAct’s partner:
If a member of staff/WildAct partners has information which suggests s/he has:

a. Behaved in a way that has harmed or may have harmed a vulnerable adult/child.
b. Possibly committed a criminal offence against, or related to, a vulnerable adult/child.
c. Behaved towards a vulnerable adult/child in a way that has indicated she/he is unsuitable to work with vulnerable adults/children.

The member of staff should immediately report this to their line manager or FCP.

If the allegation is made about the FCP, staff must inform their line manager who will in turn inform the Director.

If the allegation is made about the Director, staff must inform the FCP, and FCP will inform the board of trustees.

Please dial 113 if the person is in immediate danger.

To discuss whether or not a referral is required, you can seek advice from Professional Consultation - see Appendix I.

6. Recording and Managing Confidential Information

WildAct is committed to maintaining confidentiality wherever possible and information regarding safeguarding issues should be shared only with those who need to know. The victim or person making a complaint has the right to decline to share information, or any part of the information. S/he also has the decision on who to share the information with.

All allegations/concerns should be recorded in the agreed place/file/log where safeguarding concerns are recorded. The information should be factual and not based on opinions. FCP will record what the victim said, what FCP have seen and names of witnesses if appropriate. The information that is recorded will be kept secure and only shared with relevant personnel and under agreement from the victim.

Disseminating/Reviewing Policy and Procedures

This safeguarding policy and procedures will be clearly communicated to staff. The FCP will be responsible for ensuring that this is done. The safeguarding policy and procedures will be reviewed annually by the FCP, managers and director. The FCP will be collecting WildAct’s staff opinion in this process and can recommend changes. The FCP will also ensure that any changes are clearly communicated to staff.

7. Key prevention and mitigation measures

WildAct is committed that employees will not be subjected to any penalty or repression for:

a. making a complaint in good faith;
b. giving evidence during the complaint handling process, or
c. communicating the results of the investigation.

During the investigation process, FCP are not allowed to make any presumption as to whether the alleged harasser has violated the law or not.
Accountability and transparency framework: WildAct is fully committed to transparency and accountability with our employees, partners, and government agencies. Reliable and regularly updated reported cases and results of the investigation is an essential component of informing, monitoring, reporting and evaluating progress towards a better, safer and more equitable workplace. WildAct is open to share non-confidential data and progress on performance with its partners and the broader public. This will enhance WildAct’s image and reputation in actively reducing GBV and SEAH in the working environment.

**DO**

- DO treat survivors with dignity and respect.
- DO respect a survivor’s right to choose what to do in her situation.
- DO maintain privacy and confidentiality.
- DO honour the principle of non-discrimination and treat all survivors with equal respect and dignity, irrespective of their age, race, ethnicity, nationality, religion, sexual orientation, HIV status and disability status.
- DO provide information to survivors on the options available to them, including any associated risks.

**DON’T**

- DO NOT disrespect survivors and their choices and promote victim-blaming attitudes.
- DO NOT tell a survivor what she must do, thereby imposing your view and contributing to her sense of powerlessness.
- DO NOT disclose a survivor’s information without their permission. The survivor has a right to decide with whom they do and do not tell their story.
- DO NOT discriminate against survivors from marginalised groups, e.g. women and girls living HIV.
- DO NOT withhold information from survivors.
APPENDICES

Appendix I: Reporting the case to RISE

You can report the case to USAID Rise challenge, following this link:
https://forms.gle/Ntx8EyFodLTMa6e7A
### Appendix II: List of external support agencies

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<thead>
<tr>
<th>Name of agency/unit</th>
<th>Office address</th>
<th>Working time</th>
<th>Contact information (Phone number, Website, Email)</th>
<th>Type of services</th>
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<tbody>
<tr>
<td><strong>Case management support</strong></td>
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- Provide information on gender-based violence  
- Connection victims of violence to necessary services  
- Legal case support |
| Blue Dragon Children's Foundation | Headquarters in Hanoi | 24/7 | Phone +84 243 717 0544  
24/7 support via email: info@bdcf.org | - Support women and children who have been sexually abused and trafficked  
- Provide psychological counseling and therapy (individuals and groups) |
<table>
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<tr>
<th>Company</th>
<th>Address</th>
<th>Hours</th>
<th>Contact Information</th>
<th>Services</th>
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</table>
| Hagar International in Vietnam  | 152 Au Co Street, Tu Lien Ward, Tay Ho District, Hanoi                   | 24/7        | Hotline (24/7) 0943 111 967 Landline number (office hours) 024 3728 2342 | - Support women and children affected by human trafficking, domestic violence and sexual abuse by providing them completely free services as follows:  
  + Safe accommodation  
  + Health care  
  + Psychological counseling and support; post-trauma consultation; long term psychotherapy  
  + Education and life skills training  
  + Improve economic capacity.  
  - Main areas of operation: Hanoi, Hoa Binh, Cao Bang, Nghe An, Yen Bai. |
| HopeBox social enterprise        | No. 5C, Lane 7, Alley 264, Au Co Street, Tay Ho District, Hanoi          | 8:00-17:00, Monday to Friday | Phone number: 0901 245 073                    | - Create jobs for women who are subjected to gender-based violence such as training them to bake; and empower them to leave their violent environments.  
  - Cover 50% of accommodation costs, as well as award scholarships to children who are victims of domestic violence.  
  - Provide psychological counseling and support; and self-development courses |
| Peace House Shelter (Vietnam Women's Union) | Facility 1: Center for Women and Development (20 Thuy Khue Street, Tay Ho District, Hanoi). Facility 2: Center for the Development of Women in the Mekong Delta, (Cai Rang District, Can Tho City) | 24/7 | Call center 1900969680 Hotline: 0946 833 382/0946 833 384/0946 833 380 (Hanoi), 0919 480 908 (Can Tho) Website: [http://ngoinhabinhyen.vn](http://ngoinhabinhyen.vn) Fanpage: [https://www.facebook.com/NgoiNhaBinhYenVietnam/](https://www.facebook.com/NgoiNhaBinhYenVietnam/) Email: Phongtuvan.cwd@gmail.com | - Support women and children who are victims of domestic violence, abuse and human trafficking nationwide. - Provide a comprehensive support package including: + Safe and free accommodation + Psychological support + Legal support + Learning support + Entertainment and life skills support + Provide consultation and support of vocational training and employment - Timescale of support: 3 months for victims of domestic violence and abuse; and 6 months for victims of human trafficking. Nevertheless, the timescale can be extended if the victims are not yet safe. - Continue to support victims to return to their families within 24 months | **Health services provision** |
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<tr>
<th>Institute for Development &amp; Community Health LIGHT</th>
<th>Lot 38, Alley 100, Dich Vong Hau Street, Cau Giay District, Hanoi</th>
<th>8:00 - 17:30 Monday to Saturday</th>
<th>Phone number: 098 113 5959 <a href="http://light.org.vn/light-clinic/">http://light.org.vn/light-clinic/</a></th>
<th>- Provide free reproductive health checkups, including counseling on reproductive health and performing gynecological examinations at LIGHT clinics in Hanoi, Quang Ninh and Da Nang. - Ensure information confidentiality for victims of violence when they come for counseling, examination and referral to appropriate health care facilities.</th>
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<tr>
<td>Psychological counseling and support</td>
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<tr>
<td>Organization</td>
<td>Address</td>
<td>Operating Hours</td>
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| Action to the Community Development Institute (ACDC) | Room 903, Dream Center Home Building, No. 11A, Lane 282, Nguyen Huy Tuong Street, Thanh Xuan District, Hanoi | 8:30 - 15:00 Monday to Friday | Phone number: 024 6291 0814/024 6329 1019  
Website: [http://acdc.vn/vi](http://acdc.vn/vi)  
Email: tuvan@acdc.org.vn | Providing free legal advice and consulting services for people with disabilities |
| HopeBox social enterprise                | No. 5C, Lane 7, Alley 264, Au Co Street, Tay Ho District, Hanoi          | 8:00 - 17:00 Monday to Friday | Phone number: 0901 245 073                                                          | - Create jobs for women who are subjected to gender-based violence such as training them to bake; and empower them to leave their violent environments.  
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<th>Organization</th>
<th>Address</th>
<th>Hotline</th>
<th>Description</th>
</tr>
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<tbody>
<tr>
<td>Hagar International in Vietnam</td>
<td>152 Au Co Street, Tu Lien Ward, Tay Ho District, Hanoi</td>
<td>24/7 0943 111 967</td>
<td>- Support women and children subjected to human trafficking, domestic violence and sexual abuse by providing them completely free services as follows: + Safe accommodation + Health care + Psychological counseling and support; Post-trauma consultation; long term psychotherapy + Education and life skills training + Improve economic capacity. - Main areas of operation: Hanoi, Hoa Binh, Cao Bang, Nghe An, Yen Bai.</td>
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<td>Support from the police</td>
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<tr>
<td>Criminal Police Section (PC02) - Hanoi Municipal Police</td>
<td>No. 7 Thien Quang Street, Nguyen Du Ward, Hai Ba Trung District, Hanoi</td>
<td>24/7 0692 196 242</td>
<td></td>
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<tr>
<td><strong>Municipal Police (Quick Reaction Force)</strong></td>
<td>268 Tran Hung Dao Street, Nguyen Cu Trinh Ward, District 1, Ho Chi Minh City</td>
<td>24/7</td>
<td>113</td>
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<tr>
<td><strong>Criminal Police Section of Hai Phong Municipal Police</strong></td>
<td>No.4 Le Dai Hanh Street, Minh Khai Ward, Hong Bang District, Hai Phong City</td>
<td>24/7</td>
<td>Phone number: 0692 785 874 (24/7)</td>
</tr>
</tbody>
</table>

**Legal aid provision**

| **Legal Aid Department, Ministry of Justice** | No. 58 - 60 Tran Phu Street, Ba Dinh District, Hanoi | 8:30 - 11:00, 14:00 - 17:00 Monday to Friday | Phone number: 024 6273 9631 [https://tgpl.moj.gov.vn/](https://tgpl.moj.gov.vn/) |

- Receive calls from people of all 63 provinces and centrally-run cities in Vietnam, and provide them with referrals to State Legal Aid Centers of provinces and municipalities.
- Offer free legal services to people who are eligible for legal aid as prescribed by Vietnam laws.
| **National helpline 111 for child protection and human trafficking prevention** (Ministry of Labor, War Invalids and Social Affairs) | **National child helpline, Department of Child Affairs, no.35 Tran Phu street, Ba Dinh district, Hanoi** | **24/7** | **Phone number: 111 Email: tongdaiquocgia111@gmail.com** | - Support commune-level child protection workers in formulating and implementing support and intervention plans for each child being abused or at risk of violence, exploitation or abandonment; as well as monitor and evaluate the development and implementation of those plans.  
- Provide psychological and legal counseling for children, or the parents, family members, and caregivers of those children. |
| --- | --- | --- | --- |  |
| **State Legal Aid Center in Hai Phong City** | **112 Le Duan Street, Quan Tru Ward, Kien An District, Hai Phong City** | **07:00 – 11:30 (summer); 07:30 – 12:00 (winter); 13:30 – 17:00 Monday to Friday** | **Phone number: 0225 3690 317 0225 3678 689** |  |
We **ACT** for Wildlife

- Receiving complaints  
- Connecting victims of violence to necessary services  
- Legal case support |
| --- | --- | --- | --- | --- |

| Accommodation provision |  |
| --- | --- | --- | --- | --- |

Sunshine House  
(supported by the Ministry of Labour, Invalids and Social Affairs and UNFPA)  
No. 35A Dien Bien Phu Street, Hong Ha Ward, Ha Long City, Quang Ninh Province | 24/7 | Free consultation hotline: 18001769 | - Counseling activities  
- Intervention, emergency support and case management  
- Communication to raise people’s awareness and transform community behavior |  

Trung tâm hành động vì động vật hoang dã Việt Nam - WildAct  
26, TT26, Khu Dô Thị Văn Phú, Hà Đông, Hà Nội, Việt Nam  
www.wildact-vn.org | info@wildact-vn.org
| Peace House Shelter (Vietnam Women's Union) | Facility 1: Center for Women and Development (20 Thuy Khue Street, Tay Ho District, Hanoi). Facility 2: Center for the Development of Women in the Mekong Delta, (Cai Rang District, Can Tho City) | 24/7 Call center 1900 969 680 Hotline: 0946 833 382/0946 833 384/0946 833 380 (Hanoi), 0919 480 908 (Can Tho) Website: [http://ngoinhabinhyn.vn](http://ngoinhabinhyn.vn) Fan page: [https://www.facebook.com/NgoiNhaBinhYenVietnam/](https://www.facebook.com/NgoiNhaBinhYenVietnam/) Email: Phongtuvan.cwd@gmail.com | - Support women and children who are victims of domestic violence, abuse and human trafficking nationwide. - Provide a comprehensive support package including: + Safe and free accommodation + Psychological support + Legal support + Learning support + Entertainment and life skills support + Provide consultation and support of vocational training and employment - Timescale of support: 3 months for victims of domestic violence and abuse; and 6 months for victims of human trafficking. Nevertheless, the timescale can be extended if the victims are not yet safe. Continue to support victims to return to their families within 24 months. |
| Hagar International in Vietnam | 152 Au Co Street, Tu Lien Ward, Tay Ho District, Hanoi | 24/7 | Hotline (24/7) 0943 111 967, Landline number (office hours) 024 3728 2342 | - Support women and children subjected to human trafficking, domestic violence and sexual abuse by providing them completely free services as follows:
+ Safe accommodation
+ Health care
+ Psychological counseling and support;
Post-trauma consultation; long term psychotherapy
+ Education and life skills training
+ Improve economic capacity.
- Main areas of operation: Hanoi, Hoa Binh, Cao Bang, Nghe An, Yen Bai. |
Appendix III: GBV Risk Assessment Form

Can be seen here: shorturl.at/hmFL2

Appendix IV: Focal Contact Point - FCP

*Definition of FCP in the Workplace:* Focal Contact Points, or FCPs, in the workplace are those working in the conservation sector and desiring to promote a workplace that is free of gender-based violence. They will be provided constant training on how to receive and handle harassment allegations and support victims who have been subjected to gender-based violence within their organisation in a professional manner.

FCPs could be individuals who volunteer or be appointed by their organisation to receive harassment complaints, provide constant support to alleged victims and refer them to appropriately authorised agencies.

*Roles and Responsibilities of FCPs*

*Provide case support*
- Receive allegations and support people who are subjected to gender-based violence.
- Advise leaders on how to address the harassment complaints according to the victims’ wishes
- Follow up the case until reasonable and good-faith conclusions are drawn

*Prevent sexual harassment at the workplace*
- Support the agency/unit’s leaders to organise periodic training sessions/workshops to improve their staff’s knowledge on gender-based violence and the Code of Practice/Internal rules/Regulations the agency/unit employs in the effort of eradicating this pressing problem
- Provide colleagues information on the agency’s sexual harassment handling mechanisms and answer questions related to it.
- Cooperate with other agencies that also have FCPs and utilise the collective efforts to create a safe and healthy working environment for conservationists.

*Capacity building*
- Constantly improve work-related skills and knowledge to support colleagues whenever needed
- Regularly improve knowledge and skills on workplace GBV reduction and sexual harassment prevention&response

*Required knowledge and skills of FCPs*
  - Definition of sexual harassment, forms of sexual harassment, and types of sexual exploitation and violence misconduct
  - Legal knowledge: the Vietnam Criminal Code 2017 from articles 141 to 147
  - Knowledge of gender equality: National Strategy on Gender Equality 2021-2030
  - Principles of Information Confidentiality

*Basic skills FCPs need to acquire*
  - Listening Skills
  - Questioning skills
  - Basic consulting skills

*Support principles*
• Prioritizing the safety of victims subjected to sexual harassment
• Keep the information confidential and only provide it to authorised agencies
• Don't blame the person being harassed
• Don't force them to act when they're not ready
• Ensure that any form of support provided is commensurate with the stage of the incident and consider whether or not the insiders are willing to disrupt it.
• Avoid providing uncertain and vague information, which can destroy the trust of those being harassed
• Ensure the self-determination of those involved in the case - every decision has to be made based on their expectations and needs
• Act in a quick and timely manner
• Protect the confidentiality, honour, reputation, dignity and safety of the victims, complainants, denunciatory and respondents.
Appendix V: Receive and collect information

Whistle-blowers are usually those who witnessed the sexual harassment behavior or those being told about the incident. When approaching individuals being sexually harassed, FCPs should ensure these victims’ safety, observe them if they feel comfortable disclosing information about an incident, or if they are frightened by the threats or other related factors. To get information from whistle-blowers, below are some questions FCPs can ask.

Examples:
• When did the incident happen?
• Where did it happen?
• Does anybody know about this other than me?
• How would you like to be supported?
• What can I do to help you?