

**NTNC's Guidelines on  
Prevention and Protection from Sexual Exploitation,  
Sexual Abuse, and Sexual Harassment (SEAH);  
Anti-Human Trafficking (AHT); and  
Child Safeguard (CS)**

---

**Guidelines for Safeguarding Human Rights and Equality**



**National Trust for Nature Conservation**

**Khumaltar, Lalitpur**

**2019**

## SECTION I

### **Guidelines on the Prevention and Protection from Sexual Exploitation, Sexual Abuse, and Sexual Harassment (SEAH)**

#### **1. Introduction**

NTNC respects human rights, dignity, aspirations and equality of gender, and avoids any forms of sexual harassment that occurs in the workplace including with beneficiaries and partners. This Guideline is developed to ensure zero tolerance for all forms of sexual wrongdoing including Sexual Exploitation, Sexual Abuse, and Sexual Harassment (SEAH) in organizational level.

#### **2. Scope**

This Guideline sets clear obligations for NTNC's employees that include all forms and levels of employees and other service providers to prevent and respond to SEAH. This Guideline shall refrain from condoning, encouraging, participating in, or engaging in SEAH. This Guideline shall be applied to all the projects/programmes and undertakings of NTNC and extends to the behavior of NTNC employees with the beneficiaries and the partners. This Guideline shall cover Sexual Exploitation, Sexual Abuse, and Sexual Harassment.

#### **3. Definitions and Terms**

For the purposes of this Guideline, the following definitions, terms and conditions are defined as follows:

- a) "**SEAH**" means Sexual Exploitation, Sexual Abuse, and Sexual Harassment.
- b) "**Sexual exploitation**" means 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.
- c) "**Sexual abuse**" means the actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions.
- d) "**Sexual harassment**" means any form of unwelcome sexual behaviour that's offensive, humiliating or intimidating and may take different forms such as verbal, nonverbal and physical sexual harassments.
- e) "**Employee**" means a person holding any post of the NTNC or project/programme/field office under it.

f) **“Victim”** means the person who is, or has been, sexually exploited, abused, or harassed.

g) **“SEAH Committee”** means a three-member committee to deal with the received complaints related to SEAH.

h) **“Senior Management”** means a top most three-member team at the NTNC’s Central Office.

#### **4. Requirements**

- NTNC shall identify and prevent potentially harmful impacts such as sexual exploitation, threatened physical intrusion and trafficking on women, men, third gender and children.
- NTNC shall ensure safe and secured working environment in both at the organizational level and at the beneficiary level through adoption of zero-tolerance against sexual harassment.
- NTNC shall establish a procedure for lodging a complaint of harassment, discrimination or retaliation and will treat all aspects of the procedure confidentially to the extent reasonably possible.

#### **5. Complaint procedure/Reporting and Investigation**

##### **SEAH Committee formation**

NTNC shall form a three-member SEAH Committee. If there are complaints and grievances received from the Coordinator, immediate senior official will lead the team and investigate it. The SEAH Committee shall be formed maintaining a gender balance to a possible extent.

1. Coordinator: Manager as designated
2. Member: Senior Administrative Officer-Human Resources
3. Member: Gender Equality and Social Inclusion (GESI) Focal Person

##### **Complaint lodging**

- All the complaints shall be submitted to the SEAH Committee immediately after an incident through the complaint box, internal portal, NTNC mail, email, in writing, in person or through telephone.
- The SEAH Committee may assist the Complainant in completing a written statement.

## **Grievance redressal procedure**

- Upon receiving a complaint, Coordinator shall call a meeting within three working days and review the complaint. In case of NTNC's field offices, the project chief/Office-In-charge of NTNC's projects/programmes and field offices shall forward the complaints received at the field level to Central office.
- The SEAH Committee shall initiate an investigation to determine whether there is a reasonable basis for believing that the suspected violation of this Guideline occurred.
- The Complainant shall be separated during the course of the investigation if required.
- During the investigation, SEAH Committee members can adopt different case handling modality for investigating the case and interviewing the Complainant and any witnesses to determine whether the alleged conduct occurred.
- If it is determined that a violation of this Guideline has occurred, SEAH Committee shall recommend appropriate disciplinary action. The appropriate action shall depend on the following factors:
  - a) the severity, frequency and pervasiveness of the conduct;
  - b) prior complaints made by the Complainant;
  - c) prior complaints made against the Complainant; and
  - d) the quality of the evidence (e.g., firsthand knowledge, credible verification).
- Upon the conclusion of an investigation, SEAH Committee shall submit a written report of findings within two weeks from lodging of complaint to the Member-Secretary who will call the Senior Management meeting to discuss the findings.
- The Senior Management shall review the investigation report and any statements submitted by the Complainant, discuss results of the investigation with SEAH Committee, and decide what action, if any, will be taken.
- The final decision shall be made based on NTNC's Bye-laws, 1996 which will be notified to SEAH Committee. The Complainant shall be informed about the decision within a month.
- If required, the Senior Management and or the complainants may refer to the NTNC Governing Board of Trustees to address the concern issue.
- The Complainants, if dissatisfied with the decision, shall have the rights to go for legal process.

## SECTION II

### Guidelines on Anti-Human Trafficking (AHT)

#### 1. Introduction

NTNC respects human rights, and discourages human trafficking and forced labor in any form that occurs in the workplace. This Guideline is developed to ensure NTNC is free from any form of Human Trafficking.

#### 2. Scope

This Guideline sets clear obligations for NTNC's employees that include all forms and levels of employees and other service providers to prevent and respond to AHT. This Guideline shall refrain from condoning, encouraging, participating in, or engaging in AHT. This Guideline shall be applied to all the projects/programmes and undertakings of NTNC and extends to the behavior of NTNC employees with the beneficiaries and the partners. This Guideline shall cover Trafficking in Persons and Human Trafficking.

#### 3. Definitions and Terms

For the purposes of this Guideline, the following definitions, terms and conditions are defined as follows:

- a) "**Trafficking in Persons (TIP)**" is an international crime involving the acquisition of a human being through the use of force, fraud, or coercion for the purpose of exploiting the individual for profit through forced labor or prostitution.
- b) "**Human trafficking**" is the recruitment, transportation, transfer, harbouring or receipt of persons, by means of the threat or use of force or other forms of coercion, of abduction, of fraud, of deception, of the abuse of power or of a position of vulnerability or of the giving or receiving of payments or benefits to achieve the consent of a person having control over another person, for the purpose of exploitation.
- c) "**AHT Committee**" means a three-member committee to deal with the received complaints related to anti-human trafficking.
- d) "**Senior Management**" means a top most three-member team at the NTNC's Central Office.

#### **4. Requirements**

- NTNC shall identify and prevent potentially harmful impacts such as suppress and punish TIP, especially women and children; procuring commercial sex acts; using forced labor; soliciting a person for the purpose of employment, or offering employment by means of materially false or fraudulent pretenses, representations, or promises regarding that employment; and charging employees recruitment fees.
- NTNC shall ensure safe and secured working environment in both organization and with beneficiaries against TIP and human trafficking.
- NTNC shall establish a procedure for lodging a complaint of TIP and human trafficking and will treat all aspects of the procedure confidentially to the extent reasonably possible.

#### **5. Complaint procedure/Reporting and Investigation**

##### **AHT Committee formation**

NTNC shall form a three-member AHT Committee. If there are complaints and grievances received for the Coordinator, immediate Senior Official will lead the team and investigate it. The AHT Committee shall be formed maintaining a gender balance to a possible extent.

1. Coordinator: Manager as designated
2. Member: Senior Administrative Officer-HR
3. Member: GESI Focal Person

##### **Complaint lodging**

- All the complaints shall be submitted to the AHT Committee immediately after an incident through the complaint box, internal portal, NTNC mail, email, in writing, in person or through telephone.
- The AHT Committee may assist the Complainant in completing a written statement.

##### **Grievance redressal procedure**

- Upon receiving a complaint, Coordinator shall call a meeting within three working days and review the complaint. In case of NTNC's field offices, the project chief/Office-In-charge of NTNC's projects/programmes and field offices shall forward the complaints received at the field level to Central office.

- The AHT Committee shall initiate an investigation to determine whether there is a reasonable basis for believing that the suspected violation of this Guideline occurred.
- The Complainant shall be separated during the course of the investigation if required.
- During the investigation, AHT Committee members can adopt different case handling modality for investigating the case and interviewing the Complainant and any witnesses to determine whether the alleged conduct occurred.
- If it is determined that a violation of This Guideline has occurred, AHT Committee shall recommend appropriate disciplinary action. The appropriate action shall depend on the following factors:
  - a) the severity, frequency and pervasiveness of the conduct;
  - b) prior complaints made by the Complainant;
  - c) prior complaints made against the Complainant; and
  - d) the quality of the evidence (e.g., firsthand knowledge, credible verification).
- Upon the conclusion of an investigation, AHT Committee shall submit a written report of findings within two weeks from lodging of complaint to the Member-Secretary who will call the Senior Management meeting to discuss the findings.
- The Senior Management shall review the investigation report and any statements submitted by the Complainant, discuss results of the investigation with AHT Committee, and decide what action, if any, will be taken.
- The final decision shall be made based on NTNC's Bye-laws, 1996 which will be notified to AHT Committee. The complainant shall be informed about the decision within a month.
- If required, the Senior Management and or the Complainants may refer to the NTNC Governing Board of Trustees to address the concern issue.
- The Complainants, if dissatisfied with the decision shall have the rights to go for legal process.

## SECTION III

### Guidelines on Child Safeguard (CS)

#### 1. Introduction

NTNC respects child rights including preventing and responding to child abuse, exploitation, or neglect that occurs in the workplace. This Guideline is developed to ensure NTNC is free from all forms of abuse and exploitation caused to child in organizational level.

#### 2. Scope

This Guideline sets clear obligations for NTNC's employees that include all forms and levels of employees and other service providers to prevent and respond to CS. This Guideline shall refrain from condoning, encouraging, participating in, or engaging in CS. This Guideline shall be applied to all the projects/programmes and undertakings of NTNC. This Guideline shall cover Child Abuse and Exploitation.

#### 3. Definitions and Terms

For the purposes of this Guideline, the following definitions, terms and conditions are defined as follows:

- a) **“Child:** A child or children are defined as persons who have not attained 18 years of age.
- b) **“Child Abuse and Exploitation”:** Constitutes any form of physical abuse; emotional ill-treatment; sexual abuse; trafficking; or commercial, transactional, labor, or other exploitation resulting in actual or potential harm to the child's health, well-being, survival, development, or dignity.
- c)
- c) **"CS Committee"** means a three-member committee to deal with the received complaints related to child safeguard.
- d) **“Senior Management”** means a top most three-member team at the NTNC's Central Office.

#### 4. Requirements

- NTNC shall identify and prevent potentially harmful impacts such as any form of physical abuse; emotional ill-treatment; sexual abuse; trafficking; or commercial, transactional, labor, or other exploitation resulting in actual or potential harm to the child's health, well-being, survival, development, or dignity.



- NTNC shall ensure safe and secured working environment in both organization and with beneficiaries against child abuse and exploitation.
- NTNC shall establish a procedure for lodging a complaint of child abuse; exploitation and will treat all aspects of the procedure confidentially to the extent reasonably possible.

## **5. Complaint procedure/Reporting and Investigation**

### **SEAH Committee formation**

NTNC shall form a three-member CS Committee. If there are complaints and grievances received for the Coordinator, immediate Senior Official will lead the team and investigate it. The CS Committee shall be formed maintaining a gender balance to a possible extent.

1. Coordinator: Manager as designated
2. Member: Senior Administrative Officer-HR
3. Member: GESI Focal Person

### **Complaint lodging**

- All the complaints shall be submitted to the CS Committee immediately after an incident through the complaint box, internal portal, NTNC mail, email, in writing, in person or through telephone.
- The CS Committee may assist the Complainant in completing a written statement.

### **Grievance redressal procedure**

- Upon receiving a complaint, Coordinator shall call a meeting within three working days and review the complaint. In case of NTNC's field offices, the project chief/Office-In-Charge of NTNC's projects/programmes and field offices shall forward the complaints received at the field level to Central office.
- The CS Committee shall initiate an investigation to determine whether there is a reasonable basis for believing that the suspected violation of this Guideline occurred.
- The Complainant shall be separated during the course of the investigation if required.

- During the investigation, CS Committee members can adopt different case handling modality for investigating the case and interviewing the Complainant and any witnesses to determine whether the alleged conduct occurred.
- If it is determined that a violation of this Guideline has occurred, CS Committee shall recommend appropriate disciplinary action. The appropriate action shall depend on the following factors:
  - a) the severity, frequency and pervasiveness of the conduct;
  - b) prior complaints made by the Complainant;
  - c) prior complaints made against the Complainant; and
  - d) the quality of the evidence (e.g., firsthand knowledge, credible verification).
- Upon the conclusion of an investigation, CS Committee shall submit a written report of findings within two weeks from lodging of complaint to the Member-Secretary who will call the Senior Management meeting to discuss the findings.
- The Senior Management shall review the investigation report and any statements submitted by the Complainant, discuss results of the investigation with CS Committee, and decide what action, if any, will be taken.
- Once a final decision is made by the Senior Management, the decision shall be notified to CS Committee. If disciplinary action has to be taken, the Complainant shall be informed of the nature of the disciplinary action with its execution procedure within a month.
- If required, the Senior Management and or the Complainants may refer to the NTNC Governing Board of Trustees to address the concern issue.
- The Complainants, if dissatisfied with the decision shall have the rights to go for legal process.