

# HUMANITARIAN OPERATIONS SUPPORT SECTORS FOCUSING ON LOGISTICS AND TELECOMMUNICATIONS



## THIS SECTION APPLIES TO:

- Humanitarian actors (staff and leadership) working in the logistics and telecommunications sectors (whose work is primarily or exclusively to assist other humanitarian actors in carrying out operations)
- Support sector coordination mechanisms

## Why Addressing Gender-Based Violence Is a Critical Concern of Humanitarian Operations Support Sectors

While most humanitarian actors in emergencies work directly with affected populations, some sectors work to ensure that an uninterrupted supply of life-saving relief items reaches women, girls, men and boys who have been exposed to a humanitarian emergency. **Even if these sector actors have limited interaction with affected populations, they can play an important role in supporting efforts to prevent and mitigate GBV.**

**Logistics (including Procurement):** The Logistics sector is critical to ensuring the rapid procurement, storage, installation and distribution of essential and life-saving supplies, including supplies that can mitigate the risk of GBV.<sup>1</sup> Logistics departments may be responsible for establishing contracts for constructions, rentals and casual labours. They may also determine the location and scheduling of distribution points, all of which can influence the risks of GBV.

**Emergency Telecommunications:** While telecommunications personnel primarily focus on supporting other humanitarian operations, the field of telecommunications and new technologies is continuously evolving. Where infrastructure allows, the use of telecommunications and technology can expand humanitarian actors' capacity to help affected populations. In particular, the field of telecommunications offers exciting opportunities to prevent and mitigate GBV. Although opportunities are generally led by GBV specialists, telecommunications personnel can work with GBV specialists on new

<sup>1</sup> Such supplies can include, among others: food; medicines and medical drugs; post-exposure prophylaxis (PEP) kits; privacy screens for medical examinations; sturdy locks for toilets and bathing facilities; school uniforms or other appropriate clothing; partitions for shelters; ramps and other accessibility features for persons with disabilities; sanitary supplies for women and girls of reproductive age; etc.



technologies to ensure they are developed and used in an ethical and secure manner, so that the benefits of these new strategies outweigh any potential risks (e.g. risks associated with particular messages as well as access and use of technology by males and females). Emerging possibilities for assisting GBV survivors and those at risk through the strategic use of information and communication technologies (ICTs) include:

- ▶ Using mobile phones to disseminate information about GBV services and promote messages related to GBV prevention.
- ▶ Using mobile phones to enable GBV survivors to reach GBV helplines or other venues for reporting violence, or to receive money/cash vouchers.
- ▶ Mapping safe and unsafe areas through Global Positioning Systems (GPS), codifying and confidentially sharing this information with GBV specialists to better inform policy and programming.



## KEY ACTIONS FOR HUMANITARIAN OPERATIONS SUPPORT SECTORS

The following are some of the common GBV-related actions that can be implemented by logistics and telecommunications support sectors operating in humanitarian settings.

### 1. **Work with GBV specialists to improve the capacity of humanitarian operations support sector actors (staff, contractors, volunteers) to prevent and mitigate GBV.**

- ▶ Solicit support from GBV specialists to:
  - Conduct research on the links between the support sector and GBV (e.g. when, why and how GBV-related safety issues arise at the field level; how the sector can be involved in mitigative or supportive actions; how to ensure that women are meaningfully involved in support sectors; how to minimize the potential risks of new technological strategies; etc.).
  - Provide training to all support sector actors about these potential risk factors.
- ▶ Provide guidance to procurement personnel on the specifications for commonly purchased articles that facilitate prevention of and response to GBV. Link with GBV specialists and other relevant sector actors as needed.
- ▶ Put in place a mechanism that allows support sector actors to report (e.g. to a supervisor or an identified focal point within a contracting agency) any GBV-related concerns they may observe while carrying out their responsibilities (for example, observing women, girls and other at-risk groups walking in isolated places or being threatened by others in the community).
- ▶ In cases where support sector actors work with affected populations, provide community members with information about existing codes of conduct for support sector actors, as well as where to report sexual exploitation and abuse committed by support sector actors. Ensure appropriate training is provided for staff and partners on the prevention of sexual exploitation and abuse.



**2. Consult with GBV specialists to identify safe, confidential and appropriate systems of care (referral pathways) for survivors, and ensure support sector actors have the basic skills to provide them with information on where they can obtain support.**

- ▶ Ensure all actors (staff, contractors, volunteers, etc.) have written information about where to refer survivors for care and support, including whom to contact at both the country and global/headquarters levels to refer this information. Regularly update information about survivor services.
- ▶ Train all actors in issues of gender, GBV, women's/human rights, social exclusion, sexuality and psychological first aid (e.g. how to supportively engage with survivors and provide information in an ethical, safe and confidential manner about their rights and options to report risk and access care).

### ESSENTIAL TO KNOW

#### Referral Pathways

A 'referral pathway' is a flexible mechanism that safely links survivors to supportive and competent services, such as medical care, mental health and psychosocial support, police assistance and legal/justice support.

**3. Involve women and other at-risk groups<sup>2</sup> in all aspects of humanitarian operations support sector activities (with due caution in situations where this poses a potential security risk and/or increases the risk of GBV).**

- ▶ Where appropriate, strive to increase the representation of females as staff and volunteers in support sector activities.
  - Provide women with formal and on-the-job training as well as targeted support to assume leadership and training positions.
  - Be aware of potential tensions that may be caused by attempting to change the role of women and girls in communities and, as necessary, engage in dialogue with males to ensure their support.
- ▶ Employ persons from at-risk groups in support sector staff, leadership and training positions. Solicit their input to ensure specific issues of vulnerability are adequately represented and addressed in programmes.

**4. Incorporate GBV prevention and mitigation strategies into the policies, standards and guidelines of support sectors.**

- ▶ Review and revise sector policies to ensure they integrate GBV prevention and mitigation strategies. These can include, among others:
  - Policies regarding childcare for staff.
  - Standards for equal employment of females, and policies to prevent discrimination in hiring practices.
  - Relevant information about agency procedures to report, investigate and take disciplinary action in cases of sexual exploitation and abuse, including immediate termination of a contract where a case is confirmed.
  - Policies to prevent children from working.
  - Policies on age-, gender-, and culturally appropriate and safe housing for staff.

<sup>2</sup> For the purposes of these Guidelines, at-risk groups include those whose particular vulnerabilities may increase their exposure to GBV and other forms of violence: adolescent girls; elderly women; woman and child heads of households; girls and women who bear children of rape and their children born of rape; indigenous people and ethnic and religious minorities; lesbian, gay, bisexual, transgender and intersex (LGBTI) persons; persons living with HIV; persons with disabilities; persons involved in forced and/or coerced prostitution and child victims of sexual exploitation; persons in detention; separated or unaccompanied children and orphans, including children associated with armed forces/groups; and survivors of violence. For a summary of the protection rights and needs of each of these groups, see page 11 of these Guidelines.





## KEY GBV CONSIDERATIONS FOR COORDINATION WITH OTHER HUMANITARIAN SECTORS

As a first step in coordination, logistics and telecommunications support sectors operating in humanitarian settings should seek out the GBV coordination mechanism to identify where GBV expertise is available in-country. GBV specialists can be enlisted to:

- ▶ Provide trainings for support sector actors (staff, contractors and volunteers) on issues of gender, GBV and women's/human rights.
- ▶ Support research on the links between the support sector and GBV.
- ▶ Review existing (or develop new) sector policies to integrate GBV prevention and mitigation strategies.
- ▶ Identify where survivors who may report instances of GBV exposure to support sector staff can receive safe, confidential and appropriate care, and provide staff who interact with affected populations with the basic skills and information to respond supportively to survivors.

In addition, support sector programmers should link with other humanitarian sectors to meet GBV-related risk-reduction priorities. These include—where they exist and as appropriate—partners addressing gender, mental health and psychosocial support (MHPSS), HIV, age and environment. For more general information on GBV-related coordination responsibilities, see **Part Two: Background to Thematic Area Guidance**.





KEY GBV CONSIDERATIONS FOR

# MONITORING AND EVALUATION THROUGHOUT THE PROGRAMME CYCLE

The indicators listed below are non-exhaustive suggestions based on the recommendations contained in this thematic area. Indicators can be used to measure the progress and outcomes of activities undertaken across the programme cycle, with the ultimate aim of maintaining effective programmes and improving accountability to affected populations. The *'Indicator Definition'* describes the information needed to measure the indicator; *'Possible Data Sources'* suggests existing sources where a sector or agency can gather the necessary information; *'Target'* represents a benchmark for success in implementation; *'Baseline'* indicators are collected prior to or at the earliest stage of a programme to be used as a reference point for subsequent measurements; *'Output'* monitors a tangible and immediate product of an activity; and *'Outcome'* measures a change in progress in social, behavioural or environmental conditions. Targets should be set prior to the start of an activity and adjusted as the project progresses based on the project duration, available resources and contextual concerns to ensure they are appropriate for the setting.

The indicators should be collected and reported by the sector represented in this thematic area. Several indicators have been taken from the sector's own guidance and resources (see footnotes below the table). See **Part Two: Background to Thematic Area Guidance** for more information on monitoring and evaluation.

To the extent possible, indicators should be disaggregated by sex, age, disability and other vulnerability factors. See **Part One: Introduction** for more information on vulnerability factors for at-risk groups.

Monitoring and Evaluation Indicators				Stage of Programme		
INDICATOR	INDICATOR DEFINITION	POSSIBLE DATA SOURCES	TARGET	BASE-LINE	OUT-PUT	OUT-COME
<b>Training of support sector staff on the GBV Guidelines</b>	$\frac{\# \text{ of support sector}^* \text{ staff who participated in a training on the GBV Guidelines} \times 100}{\# \text{ of support sector staff}}$ <p><i>* Support sector includes logistics, procurement and telecommunications</i></p>	Training attendance, meeting minutes, survey (at agency or sector level)	100%	✓	✓	
<b>Staff knowledge of standards for confidential sharing of GBV reports</b>	$\frac{\# \text{ of staff who, in response to a prompted question, correctly say that information shared on GBV reports should not reveal the identity of survivors} \times 100}{\# \text{ of surveyed staff}}$	Survey (at agency or programme level)	100%	✓		✓
<b>Staff knowledge of referral pathway for GBV survivors</b>	$\frac{\# \text{ of support sector staff who, in response to a prompted question, correctly say the referral pathway for GBV survivors} \times 100}{\# \text{ of surveyed support sector staff}}$	Survey	100%	✓		✓
<b>Female staff in support sector positions</b>	$\frac{\# \text{ of staff in support sector positions who are female} \times 100}{\# \text{ of staff in support sector positions}}$	Organizational records	50%	✓	✓	



# RESOURCES

## Key Resources

- The United Nations Development Programme (UNDP) has identified a variety of ways through which information about GBV services can be deployed. For more information, see **UNDP. 2008. *Gender Responsive E-Governance: Exploring the transformative potential***, <[www.undp.org/content/dam/aplaws/publication/en/publications/womens-empowerment/primers-in-gender-and-democratic-governance-4/f\\_GenderGovPr\\_eG\\_Web.pdf](http://www.undp.org/content/dam/aplaws/publication/en/publications/womens-empowerment/primers-in-gender-and-democratic-governance-4/f_GenderGovPr_eG_Web.pdf)>
- **Smith, G., MacAuslan, I., Butters, S., and Trommé, M., for the Cash Learning Partnership (CaLP). 2012. *New Technologies in Cash Transfer Programming and Humanitarian Assistance***, <[www.cashlearning.org/resources/library/272-new-technologies-in-cash-transfer-programming-and-humanitarian-assistance](http://www.cashlearning.org/resources/library/272-new-technologies-in-cash-transfer-programming-and-humanitarian-assistance)>
- **Office for the Coordination of Humanitarian Affairs. 2013. *Humanitarianism in the Network Age***, <<https://docs.unocha.org/sites/dms/Documents/WEB%20Humanitarianism%20in%20the%20Network%20Age%20vF%20single.pdf>>. See: <<http://irevolution.net/2013/04/09/humanitarianism-network-age>> for a summary of the report.

