

United Nations  Nations Unies

DEPARTMENT OF SAFETY AND SECURITY

**BE SAFE
BE SECURE**

**Security Guidelines for
Women**

2006

As approved by the HLCM at its meeting in September 2006

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1. Introduction

1. Primary responsibility for the safety and security of all United Nations personnel rests with the Host Government. In addition, the United Nations Security Management System¹ has a responsibility for ensuring the safety and security of all UN personnel, and you as women are no exception. Having said that, as a staff member of the United Nations System you are responsible for your own actions and behaviour and how this may affect your security. Furthermore, you need to be proactive in your own personal safety and security and take the steps necessary to ensure that you are as safe as possible in any given situation.

2. Managers and Supervisors also have a responsibility for ensuring that as much as practicable, the safety and security of women is addressed in their security management processes.

3. These guidelines are not only for women; male colleagues should also be familiar with them in order to better share the concerns of women and to provide the right assistance at the right time. This does not have to be a complicated process. Simple awareness of the threats and risks to women, and being sensitized to these threats and risks, should motivate our male colleagues to take small but effective measures that would contribute toward the process of ensuring the safety and security of women staff members.

4. These guidelines are the result of specific requests from women staff members who wanted to have tips on dealing with security issues as they relate to women. They are not designed to be comprehensive but to complement the existing security measures at a given duty station or mission, and to assist you in taking control of your own personal safety and security in either your professional or personal lives. They have been drawn from a variety of existing sources which are available in the public arena and a list of reference materials is provided in the Annex showed you wish to pursue this subject further.

¹ Refer to UN Publication 'Security in the Field, Information for staff members of the United Nations System', 1998.

2. Travel to the Duty Station

Prior Preparation

1. When travelling on holiday, you plan and prepare yourselves not only to make sure that your holiday is enjoyable, but also to ensure that you are as safe and secure as possible. Your preparation prior to travelling on mission or to take up post at a duty station should be no different, other than including some UN specific requirements. The following are some aspects of your travel that you should, as a matter of routine, incorporate into your travel planning and preparation procedures.

Travel Documentation and Security Information

2. In addition to ensuring that you have the necessary flight tickets, visas, medical requirements, Basic Security in the Field (CD-ROM) certificate of completion, security clearance if travelling to a country where a security phase is in effect, there is additional security information that you should include in your travel documentation pack.

3. For all countries, including those that do not have a security phase in operation, you should ensure that you have the most up-to-date security travel advisory. This can be obtained from the UN Department of Safety and Security (UNDSS), Chief Security Adviser (CSA), Field Security Coordination Officer (FSCO), the Designated Official (DO) or through your respective field office. Request a copy of this travel advisory at the time of applying for security clearance and ask if there are any security concerns specifically relating to women. If travelling to a country where a security phase is not in operation you should ask the same questions; just because there is no security phase in operation does not mean to say that there won't be any security threats or risks. You can also access the UNDSS travel advisory by logging onto the UN Department of Safety and Security website located at: <http://extranet.unsystem.org/undss/home.asp>.

4. Make copies of important documents, such as your passport, laissez-passer, and any visas; carry one set of these copies with you and leave another set outside of the duty station with your family or friends. Other items that you may consider making copies of are:

- a. Credit cards
- b. Drivers License
- c. Travellers cheque numbers.

Emergency Contact and Useful Telephone Numbers

5. As part of your preparations for travelling, you should know the contact numbers of people that you might need to contact in the event of an emergency, including numbers at any transit points en route to your final destination. Before your travel you should ensure that you have the following contact information:

- a. The name and contact numbers of the Designated Official, CSA, FSCO or Agency Security Officer at the destination.
- b. The name and contact numbers of your respective Representative or Head of Office at your final destination.
- c. The name and contact numbers of UN security personnel at all transit points en route to your final destination.
- d. The name and contact numbers of security personnel at your respective Organization headquarters; this should include information on whom to contact outside of normal office working hours.
- e. The name and contact numbers of the person meeting you on arrival at your destination.
- f. The name and contact number of the hotel where you will be residing during your mission or immediately on arrival at the duty station or mission.

Culture

6. As UN personnel, you are expected to know a little about the local culture of the country to which you are travelling. However, not many of us do and therefore rely on our colleagues upon arrival at our destination to provide a full briefing of the local culture and customs. Take steps to prepare yourself before your arrival at the duty station or mission and try to find out as much as possible about the local culture, customs and expectations prior to your departure. You should be prepared to change your perception of specific cultures and your way of doing things.

7. One of the main areas of concern for most women is the dress code of the country to which they are travelling. Again, prior to departure, you can ask such questions of your colleagues and you can also visit the web site dedicated to women travelers which offers advice and guidance for many countries. This can be located at <http://www.journeywoman.com/cc/default.html>.

8. You should be aware of your non-verbal actions which, in some situations, may invite unwanted attention. A friendly gesture or casual touch that is acceptable in your own culture may be viewed differently by other cultures and could put you at risk. In some cultures even making eye contact with a man is taken as a sign that you want his company.

9. If you are subject to any acts or gestures that are not acceptable with your own cultural norms, you should inform the person that is committing such an act or gesture. It may be that they are not aware of your cultural norms, or indeed that they are offending you in any way. If you are unsure of how to inform someone that their act or gesture is offensive, contact your administrative/personnel officer or security officer for guidance in this area.

3. Arrival at the Duty Station or Mission

1. On arrival at the duty station or mission, you should look for the person whom you know will be meeting you. If you do not already know this person, check their identification. If the person nominated to meet you fails to turn up, wait for a short time to see if they are late. If there is another UN agency meeting staff members, ask if they can assist you and provide you with transport to your destination. Unless you know it is safe, do not get into a taxi.

2. If you are unable to telephone your contact numbers due to inaccessibility of telephones, speak to someone at the airport. Airport personnel in many countries to which you travel are aware of the UN presence and usually have dealings with UN offices. Seek their assistance and ask if they can contact someone for you who can provide safe transportation. Alternatively, provide airport staff with the telephone number of your office and/or the CSA, FSCO, Agency Security Officer or Agency Security Focal Point and request their assistance in contacting one of these individuals.

3. One of your immediate priorities should be to request a security briefing from the CSA, FSCO or Agency Security Officer before venturing out and exploring your new surroundings. This service should normally be provided automatically on your first day in the office. If it is not, ask for it.

4. Security while Travelling

1. When planning your travel to a duty station or mission, you should plan your route so that you are not waiting in airports for any length of time. You should also plan the timing of your travel so that you are not transiting through or having to remain in airports at isolated times, particularly at night. If you have safety or security concerns about the route or timing of travel allocated by your travel section, refer this to your supervisor and request that consideration be given to enabling you to travel in as safe and secure a manner as possible.
2. Travelling light is always a good idea; carrying fewer pieces of luggage will give you more mobility and reduce stress. Remain calm and do not allow people to rush you. Keep your possessions under control at all times.
3. Travellers are often exposed to particular risk as they can become disoriented and unsure of the safety of their surroundings. The following will assist with your safety and security at airports:
 - a. You will be safest in bright, well-lit and busy areas.
 - b. Sit near other people.
 - c. Move if someone makes you feel uncomfortable.
 - d. Try to look and act confident – look like you know where you are going and walk tall.
 - e. You may wish to consider spreading your valuables amongst your luggage and person. For example, keep your mobile telephone in your hand luggage and your money in your pocket or in a money belt.
 - f. Try not to be conspicuous about the valuables you are carrying. Talking on your mobile phone, carrying a laptop, or showing your friend some expensive jewellery will indicate to thieves that you are worth robbing.
 - g. Keep your credit cards separate from your cheque books. If possible, keep important items (travel documents, money, credit cards, on your body - preferably in inside pockets. If you need to use a handbag (purse), select one with a neck/shoulder strap and separate compartments which will avoid you having to extract several items in order to get to those which you need (i.e. allow access to money without the need to remove passport and *vice versa*). Even if using a neck/shoulder strap, tuck the bag under an arm while walking. Walk with the bag on the opposite side of your body to the most likely source of a potential snatcher; for example, on airport escalators keep your bag on the wall side to avoid the bag being grabbed by someone on a moving staircase passing you in the opposite direction, but in streets beware of motorcycle-borne bag snatchers.
 - h. Do not visibly display the address of where you will be staying or your home on luggage tags; preferably use office contact addresses and list contact phone numbers for office or a mobile that you can be contacted at.

- i. If looking at a map, do so in a hotel lobby or while sitting down in a restaurant to make yourself less identifiable as a person from 'out of town'. Standing around on streets could offer unwanted assistance, wrong directions or leave you vulnerable to pick-pockets while you are concentrating on where you want to go.

5. Security in Hotels

1. Hotels are a prime location for thieves to target unsuspecting people who are tired after their long journey and who may be less alert and or disorientated with their new environment. Seemingly credible individuals posing as police or security officers may approach you and offer to assist or accompany you within the hotel to ensure your safety. You should be aware of such possibilities and ensure that you deal only with the receptionist or hotel staff. Other points to consider are:

- a. Request a room that is located on the second to seventh floor. Anything lower than second will afford unwanted visitors easy access and anything above seventh may be beyond the reach of fire-fighting equipment.
- b. Request a room that is near the elevator thereby avoiding having to walk along a long, empty corridor.
- c. Do not feel shy or embarrassed about requesting an escort to your room. If on arrival at your room you discover that the door is open or unlocked, do not enter. Instead, request the escort to check the room and ensure that there is no one inside. If you are not escorted to your room, return to the receptionist and request that your room is checked or that you are provided with another room.
- d. Prior to entering the room, ask the escort to check the closets, bathroom and balcony to make sure that they are not occupied.
- e. Consider purchasing a small rubber doorstop to be placed under the door when you are asleep or taking a shower. This will provide you with additional security. Alternatively, look around the hotel room and see if there is something else that can be used for this purpose.
- f. Always lock your door when leaving your room – even if you are leaving for only a few minutes.
- g. Once you have settled into your room, explore your floor and the hotel to get to know your surroundings. Note the locations of fire exits in relation to your room and make mental notes of the distance from the fire exit by counting the number of doors between you and the fire exit.
- h. Do not take a room if the receptionist announces aloud your room number; ensure they write it down. Do make sure, however, that you keep your room number separate from your key or preferably memorize your room number and destroy any written details.
- i. If using a hotel gym check it out first to see if there are changing rooms for women and if there are attendants on duty. Often hotel gyms are in isolated areas of the hotel, (ie near the rooftop or basement).
- j. If someone is following you, do not intentionally lead them to your room. Instead return towards the reception or even knock at a door, to let your pursuer pass on by.

- k. When tipping porters or waiters, do not display your wallet, have small money available.
2. Pay attention to the following while staying in hotels:
- a. If someone knocks on your door, do not assume that he/she is who they claim to be. **Do not** open the door but call the receptionist to check who this person may be.
 - b. If you are expecting someone, **do not** fully open your door. Instead, use the deadbolt and chain to ensure that it is the visitor you are expecting.
 - c. **Do not** display your room key to strangers.
 - d. **Do not** leave the “please clean my room” sign on your door. It alerts people to the fact that your room is empty.
 - e. **Do not** indicate your first name on any public documentation such as the checking in forms or breakfast orders. Use an initial.
3. Prior to your departure, find out about the hotel where you will be accommodated and ensure that it is recommended for use by the United Nations. Your receiving office and/or the CSA, FSCO or Agency Security Officer will be able to guide you in this regard.

6. Security at Home

1. Home is where we all like to feel safe and secure. Ensuring this while on assignment or mission will most likely require a bit of research and investigation. You may consider asking colleagues about appropriate areas to reside. Your colleagues, particularly your national colleagues, will be more knowledgeable about their city or location, so you should consider seeking their assistance. They will quickly inform you which areas are best, and those areas which should be avoided. At a field location, also discuss the issue with your CSA, FSCO, Agency Security Officer or Personnel Officer to ensure that you are in compliance with Minimal Operating Residential Security Standards (MORSS).

2. At field locations, request a copy of the country specific MORSS from the CSA, FSCO, Agency Security Officer or Security Focal Point. This document will provide you with a detailed summary of what physical security measures you should implement at your home and also inform you of the financial assistance you are entitled to for residential security.

3. Once you have identified a suitable residence, consider the neighbourhood at various times of the day or evening. This is particularly important if you are living in larger cities. Again, in field locations, request the CSA, FSCO or Agency Security Officer to carry out an assessment of your proposed home before signing any contracts. This way, you will know what additional security measures will be required before you move into your new home.

4. The physical security measures that are in place in your home provide you with the peace of mind to sleep safely at night. Therefore, the following should be considered:

- a. Be sure your doors and locks are strong.
- b. Lock your doors, even if you are home and even if you leave only for a few minutes.
- c. Make sure your entrance area is well-lit.
- d. Consider making one area of your home a safe haven – a place where you can secure yourself against attack and call for help. This might be a bedroom with a strong door and a bolt, or possibly a bathroom. Make sure you have a possible fire exit.
- e. Shades, curtains or blinds should be on every window.
- f. Do not put your name on the apartment bell or on a gate-post.
- g. Never automatically open your door, always check through the "spy hole" and never open the door to strangers.
- h. If a stranger asks to use your telephone, do not permit him/her to enter. Offer to make the call for the person.
- i. Never allow strangers in for a drink of water or to use the bathroom.

- j. If at all possible, avoid sleeping with your windows open if you are on the ground or 1st floor, or if there is access to the windows at a higher level. Use a lock on your bedroom door. Keep your mobile phone with emergency number at hand to call for assistance in case of any suspicious noises; phone lines can be cut.
 - k. Require all strangers to show identification. If you haven't called for a repairman don't let one in, even if he claims the landlord has requested routine work. Verify with your landlord and ascertain particulars of exactly who is coming, and agree a time which is convenient to you.
 - l. Before using elevators, you should first ask yourself if they are reliable. In many countries, elevators are not serviced and are extremely unreliable. You should consider whether or not the use of stairs (where possible) would be safer than using an elevator.
 - m. Do not enter an elevator if there is someone inside who makes you feel uneasy. If you are on an elevator and someone gets on who makes you feel uncomfortable, get off at the next floor. Stand near the control panel. If threatened, push the alarm button and press as many other buttons as you can reach, enabling the door to open at any of several floors.
 - n. Check the backgrounds of all individuals you are considering to recruit as domestic staff. The CSA, FSCO, Agency Security Officer or Admin Officer and other staff can provide guidance with this issue. Ask for references and check them. Most apartment blocks have cleaners who work throughout the building and are known by (and often related to) the owner. It is advised to use this cleaner.
 - o. If you find domestic staff to be dishonest, request the assistance of the CSA, FSCO, Agency Security Officer or Security Focal Point to immediately dismiss him or her and to escort the person out of the house. Immediately notify all places where the servant may be purchasing on your account (such as stores) that the servant has been fired.
 - p. Do not entrust domestic staff with keys to your residence. If this is unavoidable, install a special lock which your domestic staff do not have access to and use this lock when you are home.
 - q. Ensure that domestic staff know what security measures you want implemented, such as identifying all callers before opening doors; never allowing access to unauthorized visitors without your specific approval; never providing information about you over the telephone to anyone; never discussing your affairs with anyone; alerting you if they see someone suspicious near the residence.
 - r. Get to know your neighbors, particularly other UN Staff members.
5. Other preparatory steps you can take are:
- a. Keep a list of all emergency contact numbers by the telephone. This list should include emergency numbers of the CSA, FSCO, Agency Security Officer, Security Focal Points and Wardens as well as any local emergency numbers such as fire and medical.

- b. If going home late at night, ask the driver or one of your colleagues to wait until you are in your house or apartment. Ask them not to leave until you have notified them that you are safely in the house. To do this you could either go to the window and let them know that you have gotten into your home safely or call them on the radio or mobile.
- c. If recruiting security guards for your residence, seek the assistance of the CSA, FSCO or Agency Security Officer. He or she will be able to guide you and ensure that you are using reputable security guards.

7. Transport

1. On arrival at a duty station or mission, you should check what methods of public transport are available and ask which are recommended to use. Some duty stations or missions may not permit walking, jogging or the use of some forms of transport – check this with your CSA, FSCO or Agency Security Officer.

a. Public Transport

- i. Plan your route.
- ii. As with all personal safety, you are safest where there are other people, where it is light or well-lit.
- iii. Try to wait in busy or well-lit areas.
- iv. Sit near other people, near the driver if you are on a bus, or near the conductor if you are on a train.
- v. Move if someone makes you feel uncomfortable. It is important that you do not sit in a location where someone could trap you.

b. Taxis

- i. If possible, use taxis that are registered or known by the UN community.
- ii. If possible, call beforehand and book your taxi.
- iii. Avoid stopping taxis from the street.
- iv. Do not use unmarked taxis.
- v. Do not sit next to or directly behind the taxi driver. Sit in the rear behind the front passenger seat. This way you (and not the taxi driver) will have control of the door and you will be able to monitor the driver.
- vi. Try to ensure that, where fitted, child locks are deactivated.
- vii. Pay the taxi driver while still inside of the vehicle.
- viii. Make a discrete note of the taxi driver's name and the licence number of the vehicle.

c. Personal Transport

- i. Avoid routine by varying your routes.
- ii. Keep your vehicle in good working condition and ensure that you refuel your vehicle when the tank is half full.
- iii. Lock all doors when driving and keep bags and other valuables out of sight.
- iv. Do not drive alone, especially at night.

- v. Do not give lifts to or accept lifts from people you do not know, or do not know well.
- vi. Never travel without adequate communications whether this be your VHF radio and/or mobile telephone.
- vii. Ensure that parking areas you choose are safe, well lit and busy. If parking during the day, think what this area may be like after dark.
- viii. Know what actions to take in the event of a breakdown and have the contact details of the person(s) whom you should contact in the event of an emergency.
- ix. If a hijacker tries to take your vehicle from you, do not put your life at risk – if giving them the vehicle will save your life as well as the lives of your family, give them the vehicle. (You should consult with your CSA, FSCO or Agency Security Officer on the risk of hijacking at your particular duty station/mission).

8. Personal Safety

1. It is important to remember that ultimately **you** are responsible for your own safety. One never intentionally invites trouble. Developing a strong sense of awareness, taking into account the environment you are in and adjusting your behaviour accordingly, may prevent you from being subjected to an attack. In addition, by knowing and thinking about a few basic precautions, you can decrease the risk of possible incidents. Below are some general points that will increase your own personal security awareness.

General Considerations

- a. Try to look and act confident. Look like you know where you are going and walk tall.
- b. Always be alert and aware of your surroundings, particularly when you are leaving or returning home, as this is when most incidents occur. If something looks wrong, assume that it is and avoid the situation.
- c. Follow your instincts. If you feel uncomfortable about a location, situation or person, leave immediately.
- d. Maintain a low profile. Dress and behave in a manner conducive to the country where you are working. Do not display jewellery, cash or other valuables as this may attract potential robbers.
- e. Avoid establishing routines as they make your movements easy to predict for anyone who might be observing your actions.
- f. Know your own abilities. Be honest with yourself and be aware of your capabilities.
- g. Always carry your phone or radio and have emergency numbers programmed to be the first on the call list.
- h. Always tell a family member, friend or colleague of your plans. Where you are going and when you are leaving/returning. (Call them when you arrive at your destination and when you return home).
- i. Rehearse what actions you would take if you were to be confronted by someone who may wish to cause you harm. There is no right or wrong way to respond to an attack. Each situation will be different. Only you can make the decision whether or not to resist your attacker. Generally, the following options will be open to you: talk your way out of the situation; give in to the demands made of you; shout for help or yell "fire"; flee; fight.
- j. Make some noise. Do not hesitate to call attention to yourself if you are in danger: scream, shout, sound the horn of your vehicle.
- k. Walking/Jogging
 - i. Always walk or jog toward oncoming traffic so that you see what is coming toward you.

- ii. Do not use a “walkman” when walking or jogging. It will prevent you from being alert to your surroundings and hearing what is going on around you.
- iii. Do not walk or jog alone, where possible you should always walk or jog with friends.
- iv. If possible, vary your routes and time when you go out walking or jogging.
- v. Always let someone know where you are going and when you intend to return.

**REMEMBER,
NOTHING IS MORE IMPORTANT THAN YOUR LIFE,
NOT EVEN YOUR JOB**

9. Sexual Harassment

1. Sexual harassment is any unwelcome sexual advance, request for sexual favour, verbal or physical conduct or gesture of a sexual nature, or any other behaviour of a sexual nature that might reasonably be expected or be perceived to cause offense or humiliation to another. Sexual harassment may occur when it interferes with work, is made a condition of employment or creates an intimidating, hostile or offensive environment. Harassment can take place in or outside of the workplace.

Sexual Harassment on the Street

2. You are sitting in your vehicle. The man by the road is staring at you. His eyes follow you as you get out. A man brushes past, lets loose a mouthful of obscenities and disappears into the crowd. You are walking back from the beach club at night and you hear soft footsteps behind you, footsteps that quicken when yours do.

3. There probably isn't a woman alive who hasn't had one or more of these experiences. "Psychological rape" is the term one sociologist uses to describe these actions; the stares, leers, crude remarks and other behavior with which some men terrorize and intimidate women without laying a finger on them. Emotionally, it can be as destructive as its physical counterpart.

4. Fear, anger, humiliation, vulnerability are common reactions of women who have been exposed to sexual harassment. Part of the distress springs from the impersonality of the attack. It is degrading.

5. How do you cope with stares, leers, muttered obscenities and the like? The only hard and fast rule is STAY OUT OF DANGER. If you are familiar with your environment to the extent that you feel secure with your surroundings, you may consider responding in the following manner:

- a. Ignore the advance. If a man is just trying to get a reaction from you and finds he cannot, he may stop.
- b. You may wish to consider confronting him. If you stop and politely ask, "Were you speaking to me?", the annoying party may feel embarrassed, especially if his acts were based on fear or insecurity; and
- c. Following such an incident it is important that you release your feelings of anger and indignity to enable you to put the incident out of your mind. There is no specific advice on how to release such feelings as each person will have their own individual mechanism for dealing with the feelings experienced following an incident of this nature. Some may take time and think about the incident, some may exercise; others may talk with a friend.

Stalkers

6. If you think you are being stalked, discuss this with your CSA, FSCO, Security Focal Point or report the matter to the police. The following particulars of incidents should be available and noted by you.

- a. Keep a record of events, telephone calls and as much information about the incident(s) including exact date and time.
- b. Try to get photographic evidence, for example note if there is a camera in the premises where you are being followed, i.e. in a shopping centre.
- c. Handle with care and as little as possible any package or envelope received. Place them in a plastic envelope for evidence.
- d. Ensure any threats/ indecent offensive language material is reported to the police.
- e. Notify work colleagues or neighbors if you know the person or can point them out to colleagues, your colleagues will then be able to point out any suspicious persons who may be monitoring your movements/ waiting for you.
- f. Alter your daily routines, let friends accompany you and try to let people know what your plans are.
- g. Should you receive threatening or nuisance calls, try to keep calm and show no emotion. Do not answer the phone with anything more than "hello". If the caller(s) continues to persist, answer the call, but place the handset to one side for a few minutes. Walk away and replace the handset after a while. You do not have to receive and take such calls. You may consider installing an answering machine to screen your calls and also to have a record of any messages.

Reporting

7. Following any incident of harassment that may happen outside of the working environment, you may consider reporting this to the local police. If you are working at duty stations or missions where you would not wish to report such incidents to the police you may prefer to report this to a United Nations official. This could be the Designated Official, the UN Security Officer, your Representative, the Staff Counsellor, the Medical Doctor or one of your female colleagues. You may also consider reporting this directly to your Headquarters.

Work

8. Sexual harassment is contrary to the provisions of the Charter of the United Nations and the Standards of Conduct for the International Civil Service and therefore contrary to the policies of the organizations of the United Nations system. A number of organizations have, in fact, adopted informal and formal procedures for dealing with cases of sexual harassment. These may be obtained from local personnel offices. The

basic principle is to be alert and prepared at all times to enable you to identify when you are being sexually harassed. In order to assist you in looking for the situations which might be signs of sexual harassment, the following checklist has been developed by the Working Women's Institute, New York:

- a. What is the attitude towards women in your workplace? Are there jokes, comments, graffiti or cartoons that degrade women? Are you referred to as someone's "girl" or called "honey" instead of your name?
 - b. Are you taken seriously as a worker? Are you treated like someone's daughter, wife, girlfriend, or mother? Are you complimented more for your looks than for your work? Are you told that a job is too dangerous or complicated for you? Are you accused of taking a job away from a man?
 - c. Does your supervisor, co-worker, colleague use hugs, pats on your back, arm around your shoulder to make a business-related point? Are sexually suggestive tones, descriptions or body language a part of work-related discussions?
 - d. Are you persistently asked questions about your social or personal life? Is there a supervisor, co-worker or colleague known for his or her "harmless flirtation" or "playboy reputation"? Is there a high rate of turnover among women working for the same man?
 - e. Do you hear constant compliments about your clothing, looks, body?
9. Some common forms of sexual harassment are:
- a. Constant invitations for drinks, dinner, dates;
 - b. Close physical contact while you work;
 - c. Receiving lewd cartoons, cards, presents;
 - d. Constant streams of e-mails;
 - e. Obvious sexual gestures directed at you;
 - f. Uninvited visits to your hotel room during mission travel;
 - g. Staring at your breasts or other parts of your body;
 - h. Touches or grabs at your body;
 - i. Sexual invitations or remarks;
 - j. Obvious sexual graffiti;
 - k. Threats or physical assault; and
 - l. Subtle or forced pressure for sexual favors.
10. Some common work-related problems that you may experience if you object to sexual harassment are:
- a. Sudden criticism of your work;
 - b. No work/too much work/dangerous work;
 - c. Denial of training or educational opportunities;
 - d. Written up for insubordination or issued warnings;
 - e. Pressure to quit;

- f. Inaccurate job evaluation;
 - g. Refusal of co-workers to provide training or information; and
 - h. Denial of increment or promotion.
11. In facing sexual harassment at work, remember that each situation is unique. In deciding what action to take in the short and long term, take time to think about what you want as an outcome and what risks are involved. Make sure that you feel comfortable with the strategies you decide to follow. What works best for someone else may not work for you or in your circumstances.
12. Make your objections to the sexual harassment known as soon as possible. **Tell the harasser directly that you do not like what he/she is doing.** How you will phrase it and when you will say it is up to you, but don't ignore sexual harassment -- it won't go away.
13. If the harasser is not your supervisor, discuss the issue with your immediate supervisor, being specific as to the type, time and place of the incidents. You may also wish to share your experience with someone in whom you have confidence. This would not only alleviate isolation and self-doubt, and perhaps be a source of helpful advice, but communicating the information to a third party would also help corroborate your statements if a formal complaint is made afterwards. However, until you are certain of what you want to do and what your rights are, don't move too fast or hint at any of your intentions. Trust your instincts and make decisions that make sense for your situation.
14. It is essential that you document each incident. Keep a personal log or diary of incidents, dates, actual conversations and witnesses. Don't leave it at work. Keep lewd cards, notes and presents; take pictures of graffiti. Voice your objections to the harasser verbally and, if possible, do so in the presence of a witness. Include statements that indicate your discomfort and link it to the comments or behavior, which interfere with your job. Follow this up with some form of written correspondence summarizing this objection. Keep copies for your records. If you have an answering machine/voice mail which provides you with evidence of sexual harassment, keep the tapes.
15. Maintain copies of positive work evaluations or other evidence indicating you are doing good work. Keep copies of reports completed; take pictures of projects completed. Think about the way sexual harassment is affecting you. What combination of emotional/physical/job-related stress symptoms are you feeling? When necessary seek medical attention from a private doctor and have these job-related stress symptoms indicated in your records. If necessary, contact individuals in senior management and make a complaint about sexual harassment verbally and in writing. Keep a record of your correspondence. "Test the waters" for sympathetic co-workers. Find out if other women have experienced sexual harassment.
16. Managers and supervisors are responsible for maintaining a harmonious work environment and must take prompt and appropriate action to deal with incidents or potential incidents of sexual or other forms of harassment.

17. Staff members who behave in a manner inconsistent with the values and objectives of the United Nations, the staff rules and regulations of their respective organization and the Standards of Conduct for the International Civil Service, may find themselves subject to disciplinary or any other appropriate action in accordance with the gravity of the case. Proven cases of sexual harassment have been and could be subject to any of the following sanctions: warning, reprimand, censure, discharge and summary dismissal.

10. Rape Awareness

1. The information contained in this part of the document was prepared with the assistance of St. Vincent's Hospital and Medical Centre Rape Crisis Programme, New York.

2. The primary goal of this section is to educate you about the issues associated with rape and sexual assault in order to reduce the possibilities of your becoming a subject to an attack. After homicide, rape is considered the second most violent crime. Rape is psychologically devastating, and it can take years for a survivor to recover. Only recently has it become acceptable to discuss this problem openly. As a result, misconceptions concerning rape and sexual assault as well as those who survive such an attack are being identified and dealt with.

3. The following terms are working definitions commonly used by professionals who deal with sexual assault. They are not legal definitions.

- a. Sexual assault: Is any non-consensual sexual act which is forced by one or more persons upon another.
- b. Rape: Sexual intercourse, which is achieved without the person's consent.

4. **Everyone is at risk from sexual assault.** Sexual assault is a threat to all women. Rape and other sexual assaults have been documented against people as young as two months and as old as 97 years. You cannot afford to believe that it could never happen to you. It can. **Women in the United Nations System have been subjected to sexual assault.**

5. **Sexual assault is a crime of violence.** This can include physical force and coercion. People who force sex on others are not often motivated by sex; they are acting out their desire to hurt and control another person.

6. **Most sexual assaults are committed by someone you know or an acquaintance.** Many women affected by sexual assaults have had some prior contact with their attackers. Sex offenders may be casual acquaintances, neighbors, dates or family members. Knowing the attacker does not make it any less a violent crime.

7. **Sexual assault is one of the most under-reported of all violent crimes.** Sexual assault is not an infrequent crime. It is just infrequently reported.

Tactics Used by Rapists

8. The sexual assault attack cycle is divided into five parts:

- a. Selection: Depending on his motivation, the would-be offender selects the person he wants to assault. The individual is either pre-selected or the target

of opportunity. In either case, the offender will wait until the person is VULNERABLE OR ISOLATED.

- b. Approaching the person: The would-be offender plans his approach:
 - i. Tricking the person he has selected into accompanying the offender;
 - ii. Overwhelming, surprising and/or jumping the person he has selected.
- c. Initiation of the assault: The offender maintains control of the person through mere presence, threats, force.
- d. The assault; and
- e. The push-off: It is here that the attacker decides whether to further physically punish or kill.

Common Psychological Motivations of the Rapist

9. No single profile provides an answer as to why rape occurs. Opportunity, emotional illness, lust -- it happens for all of those reasons, yet often for none of them. Anger is a common thread among all the types of sexual assault. Broadly speaking, offenders fall into four types: anger, power, sadistic and opportunistic rapists.

10. **The anger rapist** is the most ruthless. Sexual assault becomes a means of expressing and discharging feelings of intense anger, rage, contempt, hatred and frustration; the assault is characterized by excessive brutality. Far more physical force is used in the commission of the offense than would be required simply to overpower and subdue the selected individual. Sexual assault for this type of offender appears impulsive more than premeditated. Quite often a precipitating stress can be identified which involves a significant woman in the offender's life -- his mother, wife, girlfriend. The resulting fury is released and discharged in a sexual assault against a selected individual who may not be the actual person towards whom the offender harbours such feelings. Sex becomes a weapon, and rape is the means by which he can hurt and degrade the selected individual and, through her, the significant other. Satisfaction and relief result from the discharge of anger rather than from sexual gratification.

11. **The power rapist** employs whatever force is necessary to overpower his selected individual and gain control over her. The offender places the selected individual in a situation through verbal threat, intimidation with a weapon and/or physical force where she cannot refuse him or resist him, and this provides the offender with a reassuring sense of power, security, strength, mastery and control. In this fashion, he compensates for underlying feelings of inadequacy, vulnerability and helplessness. In volatile war and conflict situations, sexual assaults are often committed by groups (e.g. gangs) including military or militia. In such situations, women are usually more vulnerable and at greater risk. In post conflict situations, some men involved in the conflict may not wish to rape immediately. As part of their reintegration into 'normal' society, simple courting may be the first step in a chain of action that may eventually lead to rape. Post conflict, men may experience a loss in social skills and eventually become frustrated and angry if a potential relationship is not going their way, which may result in rape.

12. The assault is usually premeditated and preceded by an obsessional fantasy in which, although the selected individual may initially want to resist him, once overpowered, the selected individual will submit gratefully. A power rapist may actually look for someone who is an easy target.

13. The **sadistic rapist** eroticizes aggression through a sexual assault. The offender derives satisfaction in the abuse of his selected individual. This assault is deliberate, calculated and premeditated. For this offender, anger and control become sexualized in terms of the offender's finding intense gratification in controlling, hurting and degrading his selected individual.

14. Perhaps the most common reason for rape is opportunity. Frequently, the **opportunistic rapist** carries out the assault during the commission of another crime, e.g., a robbery or car-jacking.

Options During an Assault

15. A person subjected to rape may choose to take any of a number of actions during an assault. In considering what action to take, you must take into consideration the type of rapist, the environment and your own capabilities. You may choose one or a combination of the following options:

- a. **Submit:** You may be in fear of losing your life. The objective here is to survive;
- b. **Passive Resistance:** Do or say anything to ruin the attacker's desire to have sexual contact with you; and
- c. **Active Resistance:** Any type of physical force used to fight off the attacker; including shouting for help, running away or fighting back. Remember, if you choose to resist the attacker may severely beat or kill you.

Pros/Cons of Self-defense and Use of Weapons

16. There are conflicting opinions regarding self-defense and the use of weapons. The following considerations must be borne in mind.

- a. **Self-defense techniques** require training and practice. It is a personal decision which each staff member must make. It gives you self-confidence and cannot be used against you. It is legal and always accessible.
- b. **Improvised weapons:** This can be anything accessible. It requires no special training.
- c. **Mace:** There are local laws regarding the use of mace which must be respected. It requires familiarity and training. Mace has a limited shelf life. It is not always accessible when you need it.

- d. Guns: It is against U.N. policy for a staff member to carry a weapon unless it is an official part of his/her job.

17. **It must be stressed that the use of mace or firearms could result in criminal charges and/or a civil claim being lodged against the user even if the individual felt justified in its use.**

After an Attack/Reporting

18. After a woman is raped, she must make the decision whether to report the crime. If she chooses to do so, in most cases the police will question her very carefully on the circumstances of the event. Sometimes the police are very professional, treat the person with dignity and respect and explain exactly why they must ask certain questions. In other instances, police officers have been known to be less sensitive to the persons subjected to such an attack.

19. As staff of the United Nations, you may be working at duty stations or missions where you would not wish to report such a crime to the police. You should therefore decide whom you would report this crime to. It may be that you would report this to the Designated Official, the UN Security Officer, your Representative, the Staff Counsellor, the Medical Doctor or one of your female colleagues. You may also consider reporting this directly to your Headquarters.

20. After talking to the police, the individual will be taken to a hospital for an examination which may help to prove that a rape occurred. It is critical that the person try to preserve any evidence of the rape, including clothing. A survivor of rape should not wash until after she has been examined. Following the examination, she will be provided with treatment for any injuries as well as for venereal disease. In some hospitals, she will be given an injection of penicillin as a preventive measure against venereal disease. She may be offered information about preventing pregnancy. In some locations, information about AIDS may also be provided. Some hospitals may offer counseling; however, this is extremely rare. The section below, entitled Emotional First Aid, will provide some information on this subject. Counselling may be arranged through a variety of sources including the Staff Counsellor, the Medical Doctor, your Representative, the United Nations Designated Official or the parent organization of the staff member.

21. Following such a traumatic experience, there will be other health considerations to take into account and in particular the possible exposure to the HIV virus. **Post Exposure Preventive (PEP) Kits** is an emergency medical response for individuals exposed to the HIV virus. The PEP treatment consists of medication, laboratory tests and counselling. The treatments must be initiated within hours of possible HIV exposure and must continue for a period of approximately four weeks. PEP treatment kits are available at country level. Staff should contact the CSA, FSCO, Agency Security Officer or your respective Representative to ask where the kit is located in your area and the protocols for its use.

22. In most cases, if the rapist is caught, the survivor can choose to prosecute. If she does, she is in for a long ordeal in the courts. Rape is a difficult crime to prove. During any eventual trial, every effort will be made by the defense to discredit the survivor regardless of the means. Often this includes delving into the woman's sexual past and bringing out anything to cast doubt on her story. Many survivors feel that the trauma of a trial is more than they are willing to endure.

23. It is well-known that many women do not report the crime because of difficulties with the police, or because they are feeling too guilty, upset, frightened or weak to talk about the rape. Sometimes these women seek help on their own, but they usually keep their experiences to themselves.

Stages of Recovery

24. The emotional impact of survivors of rape was first studied in the 1970s. It was found that most of the survivors suffered from an acute stress reaction to a life-threatening situation. While each survivor's specific emotional and physical symptoms varied, they fell into a discernable pattern which became known as the Rape Trauma Syndrome. It is virtually identical to Critical Incident Stress.

25. There are four stages that the survivor normally goes through to recover from the experience:

a. Acute Phase: Disorganization

- i. The woman may experience an extremely wide range of emotions. The impact of the rape may be so severe that feelings of shock or disbelief are expressed. Feelings of fear, anger and anxiety may show through such behaviour as crying, sobbing, smiling, restlessness and tenseness. Alternatively, the woman may be controlled with her feelings masked or hidden and a calm, composed or subdued demeanor exhibited.
- ii. In many cases, the survivor is in a state of shock and is simply unable to believe that the attack has happened. Some women experience a detached, super-alert state during or just after the attack. Even while it is occurring they may be memorizing their assailants' physical features or details about his clothing. While this may be a survivor's way of distancing herself from the experience, it also has real survival benefits.
- iii. During the first several weeks after a sexual assault, the following **physical symptoms** may appear:
 1. Physical trauma from the physical attack;
 2. Skeletal muscle tension;
 3. Tension headaches and fatigue;

4. Disruption of sleep pattern;
 5. Irritability; and/or
 6. Gastro-intestinal problems.
- iv. **Emotional reactions** will also be apparent. Women express a wide spectrum of feelings as they begin to deal with the after-effects of rape. These feelings range from fear, humiliation and embarrassment to anger, revenge and self-blame. Fear of physical violence and death may also be manifested.
- v. The survivor should be encouraged to talk about the assault as much as possible to her friends and family or, if this would be embarrassing for her, to someone she trusts. As the survivor begins to handle the realistic problems associated with the assault, they should be encouraged to receive professional medical or counselling assistance.

b. **Outward Adjustment**

- i. The survivor appears to have dealt successfully with the experience, but this phase contains a heavy measure of denial and suppression. The survivor begins to resume her normal activities, and this healthy response should be encouraged. This is perhaps the most problematic time and the stage most likely to last, because it is heavily dependent on the survivor's state of mind prior to the assault and because she is extremely vulnerable to the opinions of those around her. She may feel guilty, blaming herself endlessly for walking down a certain street or acknowledging a greeting. In other words, she turns her anger at the assailant inward.

c. **Long-term process: Reorganization**

- i. All survivors will experience disorganization in their life-styles following the sexual assault. Various factors will affect their coping behaviour regarding the trauma, e.g., ego strength, social network support and the way people treat them. This coping and reorganization process begins at different times for different women. The same symptoms are not experienced in the same sequence. This stage is characterized by:
1. a need to change duty station
 2. a need to change residences;
 3. a need to change telephone numbers;
 4. nightmares;
 5. fear of indoors;
 6. fear of outdoors (seclusion);
 7. fear of crowds;
 8. fear of people behind them;

- 9. sexual fears;
- 10. extreme depression;
- 11. anxiety;
- 12. insomnia;
- 13. apathy; and/or
- 14. an almost total inability to function normally.

d. **Resolution**

- i. During this phase the survivor is able to cope with her trauma and integrate the experience into her emotional make-up. The survivor stops wondering "Why did this thing happen to me?" and instead says "Such things happen. It happened, it's over and now I'm going on." She also learns to direct her rage at the assailant and not at herself.

Emotional First Aid

26. The following section was prepared by St. Vincent's Hospital and Medical Centre Rape Crisis Programme as a handout to survivors of rape.

27. Rape and its aftermath can be a nightmare. You must remember that you are not alone. Please read the rest of this page and think about each point. It will help you a great deal. It will be very hard for you. Please try. **Always remember that you are a survivor and you owe it to yourself to recover from such a traumatic incident and continue with your life.** You deserve help because rape is horrible and no one has any right to do this to you. Please do this for yourself.

- a. The rape was NOT your fault.
- b. You are not going crazy -- almost any reaction is normal.
- c. This is a very serious crisis -- take very good care of yourself.
- d. People's reactions may hurt you -- they don't understand, and you must not listen to things that make you feel bad.
- e. You have been affected by a crime of which you are a survivor.
- f. You are a good woman.
- g. You deserve all the help you can get -- ASK for it.
- h. You are not alone unless you cut yourself off.
- i. You will survive.
- j. You have every right to cry, scream and be as upset as you feel.
- k. If you are really afraid that you are going crazy and can't handle yourself, obtain professional care, no matter what anyone says.
- l. There are people out there who can help you.

- m. You are a valuable person.
- n. Do whatever makes you feel better.
- o. This is the worst thing that's ever happened to you -- accept that and act on it.
- p. You are IN NO WAY responsible for the rape.
- q. Take it five minutes at a time if you have to. Don't let yourself feel overwhelmed.
- r. Try to direct your anger. For example, stand in the middle of the room and yell anything you feel like at him as if he were there.
- s. You are safe, even if you don't feel it. The rape is over.
- t. Try to find a sympathetic woman/women and talk about it.
- u. If someone is reacting to your rape in a way that hurts or upsets you, stop him or her or get away from the person. Even if it is your husband/lover/best friend, YOU COME FIRST.
- v. Find some object (anything that helps) to hold in your hand, if necessary.
- w. Try to think as clearly as you can about what's good for you and DO IT.
- x. Make yourself talk about it to as many sympathetic people as you can.
- y. There is nothing to be ashamed of.

References

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2. Safety and Security for Women who Travel – Sheila San and Peter Laufer.
2. <http://www.journeywoman.com/ccc/default.html>.
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