

SEXUAL HARASSMENT **SEXISM** **GENDER BASED VIOLENCE**

GENDER BASED VIOLENCE **MISOGYNY**

SEXISM **SEXUAL HARASSMENT**

MISOGYNY **GENDER BASED VIOLENCE**

#NO EXCUSE

**GLOBAL POLICY ON
GENDER-BASED VIOLENCE
AND HARASSMENT,
MISOGYNY AND SEXISM**



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SECTION 1

Introduction to IndustriALL's global policy on ending GBVH, misogyny and sexism

1.1

Background

This policy sets out IndustriALL's commitments to prevent and end gender-based violence and harassment (GBVH), misogyny and sexism where they occur in the course of, linked with or arising out of IndustriALL work and activities. IndustriALL has zero tolerance to GBVH, misogyny and sexism and stresses that there is "No Excuse" for GBVH, misogyny and sexism.

The elimination of GBVH at IndustriALL can only be achieved when we all commit to taking action to make change through IndustriALL's structures and those of affiliates.

In September 2021, the IndustriALL Congress resolved that IndustriALL and its affiliates have the responsibility, and shall take the necessary steps to prevent and address gender-based violence in the world of work and in their trade unions, to ensure that all are clear on what IndustriALL principles and values mean, that there are limits that shall not be crossed, and that there will be zero tolerance to any form of sexism and gender-based violence, or any other form of human and women rights violations in our organisations and activities.

In 2022, the Women's Committee, with the endorsement of the Executive Committee, mandated IndustriALL's gender equality task force to draw up a global policy to address GBVH, misogyny and sexism.

This global policy implements the 2021 Congress resolution. It also incorporates the IndustriALL sexual harassment policy for meetings and events and ensures the continued implementation of the IndustriALL pledge, Not in our workplace, not in our union.

This policy supports good practices in tackling GBVH, misogyny and sexism. It recommends that affiliates who still need to adopt policies and procedures follow the minimum standards set out in the global policy.

IndustriALL recognises that many affiliates already have effective internal rules and complaints mechanisms to address GBVH, misogyny and sexism. The global policy can help reinforce affiliates' efforts in this regard. IndustriALL will build on existing expertise and good practices within its affiliates to implement this policy.

1.2

Statement of principles underpinning the policy

IndustriALL has zero tolerance of GBVH, misogyny and sexism. Preventing and ending GBVH, misogyny and sexism are core trade union duties. Men and women are equal in dignity and rights. Everyone has a right to a world of work free from gender-based violence and harassment, including union staff members, union representatives and officers, regardless of their gender, gender identity and expression, sexual orientation, disability, physical appearance, body size, race, colour, nationality, age or religion.

Women are disproportionately affected by GBVH, misogyny and sexism, and LGBTI+ people may also be targets of GBVH, misogyny and sexism.

IndustriALL is committed to addressing harmful social norms, gender stereotypes, institutional sexism and misogyny and to creating a climate of positive change.

There is full respect for confidentiality and protection of victims-survivors, witnesses and bystanders. IndustriALL has zero tolerance of any form of retaliation against victims-survivors, witnesses and bystanders who make a complaint of GBVH, misogyny and sexism occurring in IndustriALL meetings and activities, or in situation linked with IndustriALL's work and action. Similarly, this principle of non-retaliation extends to those who provide support or information to a victim-survivor.

The policy recognises the need to implement wider culture change at an organisational level in IndustriALL and within its affiliates, in order to tackle the underlying causes of GBVH, including institutional sexism and misogyny, and in recognising the links between GBVH, misogyny and sexism.

The progressive implementation of the policy will include a review of IndustriALL's Action plans and Statutes, with a view to amendments to IndustriALL's statutes at the next Congress to ensure this policy is implemented and with appropriate sanctions, where relevant.

1.3

Objectives of the policy

- Foster a change in culture in IndustriALL and its affiliates based on dignity, respect and zero tolerance to GBVH, misogyny and sexism.
- Raise awareness and understanding about GBVH, sexual harassment, misogyny and sexism, how they can be prevented, and ensure they have no place within IndustriALL and its affiliates.
- Introduce standard procedures for IndustriALL in handling complaints about sexual harassment, misogyny and sexism, and enable IndustriALL to effectively deal with complaints where they take place in IndustriALL related activities.

1.4

Who is the policy addressed to?

The policy is addressed to IndustriALL and its affiliates.

- For IndustriALL this covers actions, structures and responsibilities in implementing the policy.
- For affiliates recommendations are made that can contribute to wider cultural and policy changes in ending GBVH, misogyny and sexism.

A Actions, structures and responsibilities for IndustriALL Global Union

- In order to effectively implement the policy, IndustriALL structures and bodies shall abide by this policy and play a role in raising awareness on the policy. Therefore, the following actions, structures and responsibilities will be implemented:

The Executive Committee, when it has endorsed this policy, will be responsible, together with the Women's Committee, in monitoring the implementation of this policy.

IndustriALL's Women's Committee will, with the regional women's committees, take an active role in raising awareness about the policy and its implementation and in supporting IndustriALL's efforts to prevent and end sexual harassment, misogyny and sexism.

The leadership of IndustriALL (defined here as president, vice-president, general secretary and assistant general secretaries) will be responsible for the policy and for its dissemination through IndustriALL structures. The leadership will take an active role in preventing sexual harassment, misogyny and sexism, raising awareness about the policy and its implementation, taking leadership as active bystanders and demonstrating commitment through interventions in meetings, and leading IndustriALL in making cultural and organisational change.

The IndustriALL secretariat leadership, staff members, project coordinators, and any other contractor mandated to conduct activities, work and meetings on behalf of IndustriALL, will be responsible for making affiliates aware of the policy, including why IndustriALL has a zero-tolerance of sexual harassment, misogyny and sexism, and that the policy has established a complaints mechanism for complaints of sexual harassment, misogyny and sexism made as part of a project, programme, training or other activity that IndustriALL is responsible for.

In line with **IndustriALL's action plan, other IndustriALL structures** are expected to play a role in raising awareness about sexual harassment, misogyny and sexism and in preventing GBVH, misogyny and sexism. They will also be encouraged to play an active role ensuring that affiliates understand the policy.

- **The policy also sets out IndustriALL's process for and roles and responsibilities on the handling of complaints, including complaints made in global meetings and conferences with more than 300 participants (Section 3).**

B Recommendations for IndustriALL's affiliates

- Affiliates are strongly recommended to disseminate, implement and engage in best practices identified in the policy regarding proactive organizational and policy changes that will contribute to the ending of GBVH, misogyny and sexism. These recommendations are spelt out in more detail in Section 2.

1.5

Communicating, implementing and monitoring the policy

IndustriALL will raise awareness about the policy and disseminate it to all affiliates, under the banner of **a new campaign, NO EXCUSE, to be launched in 2024.**

The **gender equality task force and women's committee** will draw up a tentative budget setting out the resource implications for the implementation of the policy. A budget for implementation will be agreed by the Executive Committee.

The **Women's Committee** and Executive Committee will draw up and agree on an action plan to implement and monitor the policy in 2024.

The Women's Committee will agree a system to monitor the handling of sexual harassment cases and measures taken to prevent them in the course of, linked with or arising out of IndustriALL work and activities, and will receive annual reports on the implementation of the policy from the Secretariat.

In the first instance, in 2024 a review will take place about the impact of IndustriALL campaigns against GBVH conducted since November 2017, the implementation of IndustriALL Pledge and IndustriALL's GBVH trainings, with the aim of identifying examples, good practices and challenges faced by affiliates.

During the first and second year of implementation (2024 and 2025), IndustriALL will implement the policy with regards to a) the actions recommended in Section 2 on policies and training, etc., and b) the implementation of the IndustriALL complaints procedure as set out in Section 3. Specific resources will be put in place by IndustriALL to prioritize awareness raising, through a global campaign "No Excuse" and training about the policy.

In 2025, at the occasion of its Congress, IndustriALL will review the policy and its implementation and make recommendations to further implement the policy, if necessary. The impact of the policy in its own structures and work will also be assessed.

Recommendations to further imbed the policy, including proposals for changes to the IndustriALL Statutes, will be made to the Executive Committee six months prior to the next Congress.

1.6

Definitions

Gender-based violence and harassment

Gender-based violence and harassment is violence and harassment “directed at persons because of their sex or gender or affecting persons of a particular sex or gender disproportionately, and includes sexual harassment” (Art. 1(b) ILO Violence and Harassment Convention No. 190).

GBVH can be physical, verbal, sexual, psychological and economic. Examples of gender-based violence and harassment in the world of work include sexual harassment, sexual violence, sexual exploitation and abuse, and domestic violence when it impacts the workplace. Women are disproportionately affected by GBVH, particularly women in the most vulnerable jobs. It is important also to recognise that LGBTI+ workers may be targets of GBVH, including discrimination, homophobia and transphobia.

An intersectional perspective is important to showing risks faced by the groups experiencing multiple and intersecting forms of discrimination e.g. migrant women workers, racialised women workers or women with disability or differently-abled women.

Sexual harassment

Sexual harassment is the most common form of GBVH in the world of work, involving unwelcome verbal, non-verbal and physical conduct. It forms an important part of the ILO Violence and Harassment Convention No. 190 and Recommendation No. 206. In addition, sexual harassment is a form of sex discrimination under ILO Convention No. 111 on discrimination in employment and includes: “quid-pro-quo” (a condition for a job) and “hostile work” (intimidating, hostile or offensive working environment). Convention No. 111 is a fundamental right at work.

Examples of sexual harassment:

- Unwelcome sexual advances, propositions or demands for sexual favours.
- Derogatory comments or nicknames about clothing or appearance.
- Repeatedly requests for a date or drink and/or to engage in sexual activities.
- Intrusive questions or suggestions about a person’s sex life and discussing their own sex life.
- Comments of a sexual nature about a person’s sexual orientation or gender identity.
- Blocking promotion or training because unwelcome sexual advances are turned down.
- Leering, suggestive gestures and remarks or jokes.
- Sexually explicit posts and rumours on social media, via text or email.
- Displaying or circulating offensive material, pornographic pictures or calendars.
- Physical contact e.g. invasion of personal space and unnecessary touching, hugging or kissing.
- Sexual assault, indecent exposure, stalking.

Misogyny

A hostile form of sexism and prejudice against women, involving men’s discriminatory attitudes, fear and hatred of women and/or the feminine. It is a form of sexism in the workplace that assumes male power and control and women’s subservient positions, resulting in discrimination, and women’s lower positions and pay in the workplace.

Sexism

Actions or attitudes involving prejudice, stereotyping or discrimination against women, based on their sex. Sexism results from stereotypes and discriminatory actions or attitudes towards women. Sexism occurs because of underlying attitudes that consider women to have less value than men, and is discrimination against people who are seen as female or feminine.

Institutional misogyny/sexism

Policies and practices in organisations that reproduce the same biases, prejudices and patriarchal gender norms that shape society.

Examples of institutional misogyny and sexism:

- Statements reflecting gendered stereotypes of women and men, e.g. women should be wives and mothers, women should not take leadership roles or work in so-called men's occupations.
- Workplace culture that tolerates sexual harassment and sexism.
- Refusal to acknowledge or recognise men's violence against women.
- Expectations that sexual harassment is part of the job/workers have no trust about and confidence in complaints or other procedures to tackle sexual harassment or sexism.
- Jokes, banter or repeated micro-aggressions (everyday comments about a person's appearance, gender or identity based on unconsciously held prejudices and beliefs) that demean and undermine women, LGBTI+ people and other marginalised groups.
- Reinforcing a culture of exclusion and protection of women on the assumption that women are weaker and less entitled to power than men.
- Ignoring women in meetings and talking over them, not taking their capabilities, ideas or views seriously.
- Assumptions that women will take notes at a meeting and/or make the coffee.
- Giving less value to women's roles e.g. in applications for jobs, career development.

Victim-survivor

The policy refers to victims-survivors to give recognition to different definitions used in laws and in practice where workers may be victimised and/or who survive GBVH. The latter helps to give agency to someone affected by GBVH and points to the possibility to survive abuse.

1.7

The role of national laws

In most countries, criminal and/or labour laws provide for recourse from non-discrimination and protection for victims-survivors in cases of sexual harassment.

Where crimes have been committed during an IndustriALL event or activity and in situations where cases are reported to the police IndustriALL will coordinate with concerned affiliates to determine if, and what support can be provided to a victim-survivor. This policy takes precedence where national laws have lower standards. It is aligned with ILO Violence and Harassment Convention No. 190 (C190) and Recommendation No. 206 (R206).

SECTION 2

Culture change: how IndustriALL and its affiliates can take an active role in preventing and ending GBVH, misogyny and sexism

2.1

Introduction

IndustriALL and affiliates will aim to promote wide-ranging culture change, and create equal, dignified and inclusive unions, and prevent sexual harassment, misogyny and sexism.

An important part of the policy is to end institutional misogyny and sexism and create an environment of trust and safety through training, awareness raising and negotiation of CBAs to end sexual harassment.

This section covers actions to be implemented by IndustriALL and recommendations for affiliates.

2.2

Actions to be implemented by IndustriALL

The following are actions to be implemented by IndustriALL:

- A plan will be put in place for training to support the implementation of the policy and to enhance awareness about GBVH, sexual harassment, misogyny and sexism. This will be provided for IndustriALL elected leaders. Training could also be provided to trade union leaders members of IndustriALL Executive Committee.
- Regular trainings for IndustriALL officers, staff members and project coordinators on GBVH and on complaints handling under the policy will be organised to ensure that they (including the newcomers) know the policy and what it covers.
- At the start of all training, events and meetings, participants will have had the policy explained to them and they will sign a statement summarising their commitment to the policy. When feasible, a video (or other accessible awareness raising) will be shown at the start of the training, event or meeting.
- IndustriALL will conduct a gender-responsive risk assessment, in line with ILO C190 and R206, aimed at preventing GBVH, misogyny and sexism in IndustriALL's meetings and activities (see guidance in IndustriALL GBVH Training Resources). IndustriALL will do so by consulting women and other groups, including LGBTI + people facing higher risks of GBVH in its meetings and activities and will develop mitigation measures in response to identified risks.
- A new global campaign, NO EXCUSE, will raise awareness about the policy and its dissemination. Awareness raising materials will be regularly disseminated to affiliates.

- Affiliates participating in IndustriALL-funded projects will have had the policy explained to them, and they will be invited to sign and implement the IndustriALL pledge and this global policy.
- IndustriALL will continue to disseminate training and other resources to assist affiliates in their policy, campaign and other actions aimed at preventing and raising awareness about GBVH, sexual harassment, misogyny and sexism.
- IndustriALL will help to facilitate an exchange of and collate together examples of affiliates' policies and clauses in CBAs in ending GBVH, sexual harassment, misogyny and sexism.
- IndustriALL will conduct a participatory gender audit (in 2025) to address institutional sexism/misogyny by reviewing how the organisation fosters (or hinders) gender equality within its internal policies, organisational, managerial, budgetary and staffing structures, and in its work with affiliates through its policies, programmes and projects. The results of this audit will be presented to the IndustriALL Congress.
- The fight against GBVH will be further mainstreamed in IndustriALL's work at regional, sectoral and company level.

2.3

Recommendations for affiliates

This policy also aims to provide guidance and recommendations for affiliates enabling them to conduct culture change in their own organisations.

Affiliates will be at different levels of implementation of policies and practices. Some affiliates already have substantial experience in tackling GBVH, misogyny and sexism and have introduced effective policies and actions to end GBVH. In these cases, affiliates with this experience are encouraged to engage in acts of solidarity and share learning, experiences, good practices, CBAs and resource materials with affiliates who are just beginning to implement policies and practices. IndustriALL will engage with these affiliates and build on this experience and expertise when implementing its policy.

Affiliates that have not yet implemented policies and mechanisms enabling them to prevent GBVH, misogyny and sexism are strongly encouraged to adopt the following recommended actions in the policy.



Affiliates are recommended to undertake **training and awareness raising activities**, including:

- Training and awareness raising for union members, officers and leaders on GBVH, misogyny and sexism. Affiliates are encouraged to use and adapt the IndustriALL training programme on GBVH and carry out specific awareness raising activities on 25 November and during 16 days of activism against violence against women.
- Training for affiliated unions' anti-sexual harassment contact points on providing confidential support and information for victims-survivors of GBVH, misogyny and sexism.
- Training on how union leaders and staff can play a role in implementing the policy as active bystanders and speak out, stand up and say that GBVH, misogyny and sexism are unacceptable. This will recognise that some union members/staff may not be able to safely take an active bystander role, particularly if there are power differences between a bystander and a senior / elected representative.



If not done so already, it is recommended that affiliates adopt and implement an internal **zero-tolerance policy on preventing and addressing GBVH**:

- A summary of the headings for a zero-tolerance policy, in line with ILO C190 and R206, will be provided to affiliates for guidance purposes. The policy will include an effective internal complaints mechanism, with a fair and effective complaints procedure, as set out in Section 3 of this policy. Where there are no existing mechanisms in place, affiliates are encouraged to appoint anti-sexual harassment/sexism contact points with the role to: a) provide confidential guidance, information and support for victims-survivors, and b) assist with the development of union policies, awareness raising to implement the global policy.
- Affiliates are strongly recommended to commit to **changing culture and raising awareness about the harm caused by GBVH, misogyny and sexism** and why there is no place in union structures. The following are suggestions of activities affiliates can undertake:
 - Pro-active roles in raising awareness and negotiating collective agreements and workplace policies with employers. These agreements are the first line defense for workers.
 - Recommit to sign and draw up a plan to implement the IndustriALL pledge.
 - Gender-responsive risk assessment aimed at preventing GBVH, misogyny and sexism (see guidance in IndustriALL GBVH training resources).
 - Prevention initiatives that make it clear that GBVH, misogyny and sexism have “no place in our union”.
 - Union-wide information campaigns to address institutional sexism and misogyny.
 - Assessment of the union’s values, policies and procedures and identify situations and structures that can address institutional sexism and misogyny.
 - Self-assess a union’s progress in ending GBVH, misogyny and sexism in order to identify steps that can be taken to address policy or other gaps. A self-assessment template will be provided for affiliates as guidance.
 - Conduct a participatory gender audit to address institutional sexism/misogyny by reviewing how the organisation fosters (or hinders) gender equality within its internal policies, organisational, managerial, budgetary and staffing structures.

SECTION 3

IndustriALL's procedure for handling of cases of sexual harassment

SEXUAL HARASSMENT

This section sets out IndustriALL's standard procedure for handling complaints of sexual harassment, which may also include complaints of misogyny and sexism, made directly to IndustriALL where it occurs in the course of, linked with or arising out of IndustriALL's work and activities.

The second part covers the process for handling complaints at large IndustriALL-run or sponsored conferences, meetings and events.¹ It is important to note that in most cases victims will seek informal resolution of complaints.

This policy aims to create mechanisms that will enable IndustriALL and its affiliates to handle cases of GBVH, misogyny and sexism in IndustriALL's activities in a fair, effective and timely manner, respecting the principles of confidentiality and non-retaliation. This will help to create an environment where it is safe to speak out about GBVH, misogyny and sexism.

3.1

The role of IndustriALL

IndustriALL is committed to implementing a fair and confidential process and to ensure that victims-survivors, whistle-blowers, witnesses and bystanders have trust in and ownership of the policy.

IndustriALL will handle and resolve complaints of sexual harassment, misogyny and sexism relating to situations where:

- IndustriALL plays a direct or indirect role with an affiliate or affiliates, for example, under an IndustriALL-funded or run project, meeting or training at the global, regional or national level. This may involve, among others, affiliates' employees or union members participating in these activities.
- An IndustriALL leader employee or project coordinator experiences sexual harassment, misogyny or sexism by a union leader, union representative or union member of an affiliate.
- A member or officer/employee of an affiliate experiences sexual harassment, misogyny or sexism by an IndustriALL elected leader, including members of IndustriALL's Executive committee, when they are representing IndustriALL.
- Sexual harassment perpetrated by a member of staff from a third-party, for example, by a member of staff in a hotel during IndustriALL project activity, meeting or event, or a contractor, for example, a trainer contracted by IndustriALL as part of IndustriALL project activity, meeting or event.
- Sexual harassment experienced by a third-party or contractor that is perpetrated by a union member or official participating in an IndustriALL project activity, meeting or event.

¹ The policy incorporates the IndustriALL Global Union policy on sexual harassment in meetings and activities, adopted in 2018 by IndustriALL's Executive Committee.

Where a complaint is made against a senior union official from an affiliate, communications should be made with the alleged harasser by someone at a similar level in IndustriALL. For example, if it is a General Secretary or President, the response should be given from the IndustriALL General Secretary.

IndustriALL will be responsible for ensuring that leadership of the affiliate(s) involved are aware of the complaint and investigation procedures in the policy and to encourage victims-survivors, as well as witnesses and whistle-blowers, to speak up about sexual harassment.

IndustriALL will make it clear to perpetrators of sexual harassment, misogyny and sexism that the behaviour is unacceptable and contrary to decent work and trade union values and principles, sending a strong message to all potential perpetrators “there is no excuse” and “don’t do it”, and to all union members and officials that they can play a decisive role in becoming “more than a bystander”.

The burden of proof in the first instance will be on the alleged perpetrator and not the victim-survivor, witness or whistle-blower.

In situations where IndustriALL receives a complaint of sexual harassment, occurring outside its activities or work, from a worker, union leader, union representative, staff member or member, IndustriALL will, with the victim-survivor’s consent, immediately refer the complaint to the affiliate concerned for resolution.

In the event that a complaint of sexual harassment is made to IndustriALL by a staff member, a member or an elected representative of an affiliated organisation, for events that occurred outside IndustriALL’s activities or scope of action, IndustriALL will, with the agreement of the victim-survivor, refer them to the appropriate person or mechanism of the affiliates concerned. If no mechanism for handling complaints is in place within the affiliate organization, and the affiliate requests so, IndustriALL, when possible, may support the organization in handling the case.

On exceptional occasions, in the absence of a proven trusted complaints mechanism and, of the willingness of the union concerned to take appropriate action, and because of the severity of the case or the risk of the alleged perpetrator(s) acting in a similar manner in the future in IndustriALL activities, IndustriALL may decide to take action. Thus, if IndustriALL’s leadership deems it necessary out of a due diligence, and always with the agreement of the victim-survivor, it may take steps to handle the case informally or launch a more formal process (see section 3.3), in order to decide on the measures to be taken, by the organisation, such as suspending or banning the perpetrator from attending IndustriALL meetings and activities or support.

3.2

The role of affiliates

IndustriALL will seek the collaboration of affiliates in handling complaints. It is expected that affiliates will agree to collaborate with IndustriALL and will aim to guarantee a safe, fair and effective resolution of a complaint, in full respect of confidentiality, non-retaliation and protection of complainants, people involved in the handling the case, and people supporting the victim(s).

If the case involves affiliates that have already effective internal rules and complaints mechanisms to address GBVH, misogyny and sexism, and if they fully respect of the principles of the policy for handling cases of sexual harassment, IndustriALL and the affiliates, with the agreement of the victim/survivor, may decide to resort to these complaint mechanisms, and mechanisms to support the victim/survivor.

In addition, affiliates should ensure that their members are aware of the global policy and that certain behaviours are prohibited when they attend IndustriALL sponsored meetings, training or events.

3.3

IndustriALL's responsibilities for handling complaints of sexual harassment

Secretariat leadership responsibilities

The secretariat leadership (including the general secretary and a designated assistant general secretary) must be informed of all complaints that have been made. They will:

- Guarantee the respect of the policy when handling these complaints.
- Ensure that staff members who handle complaints are protected from victimization and retaliation.
- Provide guidance, advice and reassurance to regional officers, where necessary.
- Give clarity about situations where IndustriALL elected office bearers play a role.
- Establish a confidential/anonymous system for recording cases of sexual harassment, misogyny and sexism.

Regional level responsibilities

- Complaints of sexual harassment occurring in IndustriALL's regions will be handled at the regional level, with head office support, under the supervision of IndustriALL secretariat leadership (general secretary or one of the assistant general secretaries).
- The regional secretary for each region, under the supervision of IndustriALL's secretariat leadership, will have the responsibility for overseeing the handling and resolving of complaints made in their respective region, the process for which is set out in this policy.
- Complaints of sexual harassment, misogyny and sexism should be made directly to, or referred to regional secretary.
- A complainant will be supported throughout the whole complaints process by a named regional member of staff or an independent gender expert (see below), who will provide support, reassurance and information about each stage of the process.
- Each region will identify possible experts who could be called upon if necessary, for example, to provide confidential support and guidance for regional office. A list of support services will also be made available in each region for referrals to external victim support and information when complaints are made.
- If relevant and requested, IndustriALL will provide **guidance on the policy** to help an affiliate handle and resolve a complaint locally.
- When resolving complaints of sexual harassment, misogyny and sexism in a region, the regional secretary will make recommendations for remedies and sanctions for approval by the secretariat leadership.

Responsibilities in Head office

- A named staff member (the person in charge of the work on gender) will: a) provide guidance and advice where necessary, b) establish a confidential/anonymous system for recording cases of sexual harassment, misogyny and sexism.
- The staff member or the secretariat leadership member in charge of a meeting or an activity at the global level or in a region where there is no regional office, will be responsible for handling complaints arising from this meeting or event, under the supervision of the secretariat leadership, following and adapting the steps as set out below so that they are relevant to a global setting. (For Congresses, meetings and events with over 300 participants, a separate procedure is in place, see Section 3.4.)
- Complaints of sexual harassment, misogyny and sexism should be made directly, or referred to the staff member or the member of the secretariat leadership in charge of the meeting.
- A complainant will be supported throughout the whole complaints process by a named member of staff or an independent gender expert (see below), who will provide support, reassurance and information about each stage of the process.
- Head office will identify potential independent external gender experts, who can be called upon to provide confidential information/support to the head office staff members and victims-survivors during the complaints handling process. The external experts may also be called up to interview the victim-survivor, if requested. The gender experts will be requested to get a good knowledge and understanding of IndustriALL's policy.

Victims-survivors, witnesses and bystanders

- Victims-survivors, witnesses and bystanders will be listened, believed and responded to in empathetic and non-judgemental ways. There will be a confidential and swift response when reporting sexual harassment, misogyny and sexism.
- Victims-survivors, witnesses and bystanders will be supported and encouraged to keep a log of any incidents, to retain phone messages, emails, text messages or photos that may provide important evidence of the abuses.
- Complaints can be by email, in person or by telephone to any member of IndustriALL secretariat leadership, staff member, or project coordinator involved in the organization of an event or activity anonymously or by a named victim-survivor about a named alleged harasser. Complaints can be made by witnesses or whistle-blowers. A form will also be made available for a complainant wishing to make a written complaint which can be sent by email or in the post.
- The complainant's informed consent is required and assured at all stages of the process. The victim-survivor is informed that they can withdraw the complaint at any stage. Confidentiality is upheld and maintained throughout the process.

3.4

Steps to follow in handling complaints

It is important to seek early resolution of a complaint, ensuring that complaints of sexual harassment are dealt with promptly and within realistic timeframes.

The following summarises the steps involved in complaints handling.²



STEP 1

Collect information and facts and assess the severity of the complaint

- The named global officer or staff member (for cases occurring at the global level or in region without regional offices) or Regional Secretary (for complaints of cases occurring in the region) will be responsible for overseeing the process and collecting the facts in a confidential and non-judgmental way.
- A confidential reporting form will be completed as a record and held for monitoring purposes.
- A separate confidential meeting will be held with the alleged harasser to inform them about the complaint and they are given the opportunity to respond.
- The severity of the complaint will be assessed and with the consent of the complainant, an appropriate course of action will be taken **within five days of the complaint being made**.



STEP 2

Provide support for victims-survivors and aim for early resolution within a realistic timeframe

- Victims-survivors of sexual harassment should have access to information about and be able to seek confidentially advice, information and support from a range of sources, such as the union's sexual harassment/sexism contact point or advocate, from an IndustriALL regional office or from an external advocate or expert.
- Victims-survivors will be encouraged to keep a record of sexual harassment e.g. time, date, where it occurred, copies of text messages or letters, record of any witnesses, and record of how it impacted on health e.g. evidence of doctors' visit or medical help, or if there is a copy of a police report.
- Victim-survivors will also be made aware of the fact that they can make a complaint anonymously (in which case their name should be kept confidential and not passed onto any other person). If the victim-survivor is willing to be named, it is still essential to assure confidentiality.
- The victim-survivor understands informed consent and they give their consent at each step of the complaints process.
- Ensure non-judgmental and empathetic communications when a victim/survivor discloses or makes a complaint.
- Additional resources for external support for a victim-survivor may be provided by IndustriALL, if deemed necessary.

² A more detailed step-by-step guide to complaint and investigation procedures, including establishing a GBVH committee, holding an investigation, providing remedies and support, will be drawn up following the adoption of the policy.



STEP 3 Informal procedure

- In the vast majority of cases victims-survivors seek informal and quick resolution of a case. In a low severity case and where the complainant has given their consent to proceed with an informal procedure, the informal procedure should be completed **within seven days**.
- With the consent of the complainant, it may be possible to have an informal discussion with the alleged harasser, which could result in them becoming aware of the problem and an apology is made with a commitment to changing their behaviour.
- In the first instance, if it is safe for the complainant and with their consent, victim-survivors can be supported to request in-person or in writing that the harassers stop the conduct. A record is kept of the communications or any responses.



STEP 4 Formal procedure

- The formal procedure will apply in cases deemed to be of high severity (following the assessment of severity, under Step 1 and/or as the next step if a complaint has not been resolved through the informal procedure).
- Proceeding to a formal procedure and at each stage in the procedure will be with the consent of the complainant.
- The formal procedure is a lengthy process and will involve the establishment of a GBVH Committee and an external investigation. Once a decision is made to institute a formal procedure, **this procedure should be completed in one month, or within a mutually agreed timeframe**.
- Where a complaint is upheld, the GBVH committee will be responsible for recommending sanctions or other remedies, which will be agreed with the IndustriALL general secretary or other nominated representative of the leadership team.
- The formal procedure also applies to anonymous complaints deemed to be of a high severity.



STEP 5 Establishing a GBVH committee and conducting external investigations

- In serious and /or highly sensitive cases against senior union officials, an external investigation by an external and independent gender expert will be necessary. This will also be needed to avoid power dynamics if a union staff or union member is required to investigate against a senior official.
- Cases will be judged to be serious based on the following criteria: impact on the victim (vulnerability, physical and/or mental harm), abuse of power, frequency and severity of the conduct. IndustriALL will work on guidelines to help the people responsible for handling cases of sexual harassment to assess the severity of the case.
- An investigation should be instituted as quickly as possible, and no later than 10 days following the signed statement of the complainant.

- The IndustriALL secretariat leadership will establish an ad-hoc GBVH committee composed of senior union leaders of IndustriALL affiliates and an independent gender expert from the region. The committee will have four members, including at least one elected IndustriALL regional leader and a member of IndustriALL's Women's Committee from the region. Two-thirds of the members should be women.
- External investigations should be completed **within 10-20 days**, depending on the severity of the case and the number of witnesses to be interviewed. Conclusions and recommendations of the investigation should be submitted immediately upon the completion of the investigation to the ad-hoc GBVH committee.



STEP 6

Resolving the complaint / issuing of sanctions

- Based on the investigator's report and recommendations, the GBVH committee will reconvene within five days of receiving the investigator's report to discuss the case.
- In the event of the complaint being upheld, the committee will issue sanctions for the perpetrator relevant to the level of severity, such as a warning, suspension of activity with no refund of the participation cost, or suspension of perpetrator participation in all IndustriALL's activities.
- If the leadership of an affiliate refuses to collaborate with IndustriALL's secretariat to resolve a case of sexual harassment or severely breaches principles set in this policy (confidentiality, non-retaliation and protection of the victim), sanctions against this affiliate can be considered.
- Participation of an affiliate in an IndustriALL-funded project can be suspended temporarily or definitively in case of repeated lack of cooperation or breach to the policy principles. Other sanctions could include signing an agreement to change behaviour / change the organisation's policies and procedures, informing the donor of the complaint, or other policies as deemed appropriate.
- The final decision of the committee should be completed and communicated to the complainant and the alleged harasser in writing immediately following the meeting. Separate meetings in-person with the complainant and the alleged harasser will be held **within five days or a mutually agreed timeframe**.



STEP 7

Data collection, monitoring and review

- Collecting data, monitoring and reviewing complaints are an important part of the complaints handling process. Anonymised gender-disaggregated data will be collected, including an anonymous record of the incident and how it was resolved.
- The data will be reviewed regularly to identify any patterns or increases in cases (an increase in cases should be viewed as a positive outcome).

3.5

Procedure to follow in large IndustriALL meetings and activities

This procedure applies to large IndustriALL global, regional and/or sectoral meetings, events and statutory meetings, such as the Congress, where there are more than **300 participants**.

IndustriALL is committed to providing a respectful environment free from sexual harassment, misogyny and sexism. All attendees are expected to be committed to this and to engage in behaviour that does not undermine the dignity of an individual or that creates an intimidating or hostile environment.

Participants will be informed of the policy and the name of the person to contact if they wish to make a complaint. This information will be given to participants at the start of the event and a copy will be sent to participants in advance.

Complaints of sexual harassment, misogyny and sexism will be taken seriously and will be investigated by an ad-hoc GBVH committee established for each event.

- At each Congress or large conference/meeting, an external organisation or GBVH expert will be appointed to serve as an independent ombudsperson, and if needed, they will also play a role on the ad-hoc GBVH committee.
- Prior to the meeting or event, an ad-hoc GBVH committee will be established by the secretariat. Members will be senior leaders of IndustriALL participating in this meeting who have shown experience in gender issues. The committee will be supported by an IndustriALL senior officer. Two-thirds of the members should be women.
- A complaint can be made to any IndustriALL staff member or elected IndustriALL officer, who will refer the complaint to the ombudsperson or GBVH committee member or directly to the ombudsperson. Contact email and telephone numbers will be publicised and included in the meeting/conference pack.
- The GBVH committee will be responsible for investigating complaints of sexual harassment during a meeting or event. The committee will give a timely response aimed at quick resolution of the issue. It may include a confidential investigation.

The following are the steps involved in handling a complaint at large meetings and events:

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- STEP 1** ► In the first instance, complainants will be asked by the ombudsperson or member of the GBVH committee (by phone, in person or through a virtual call) to give information about the complaint and to set out the facts (when and where the incident took place, whether there were any witnesses etc.).

The complainant is given the option to have their complaint handled and resolved informally, resulting in an apology from the alleged harasser to the complainant. An informal procedure will be handled by the ombudsperson under the supervision of IndustriALL's secretariat leadership. If this is not possible, the next step is to move to the formal process, with the consent of the complainant.

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- STEP 2** ► If a formal process is followed, the complaint will be handled by the GBVH committee directly. The committee will meet immediately and with the support of IndustriALL, will give a response to the complainant **within 24 hours**. With the consent of the complainant, a GBVH committee member will attempt to contact the other party to explain the complaint and to hear their response. If a complainant is aware of witnesses or bystanders, they may also be contacted at this stage.

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- STEP 3** ► If there is clear evidence of sexual harassment the GBVH committee will recommend the implementation of sanctions to the IndustriALL leadership team, including but not limited to: issuing a warning to the alleged harasser, agreeing on a written apology, suspension of the alleged harasser for the remainder of the meeting or event (with no refund).

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- STEP 4** ► If an investigation is deemed necessary the alleged harasser will be suspended for any further events until the investigation is completed. The investigation should be completed by the ombudsperson within a mutually agreed timeframe, which should normally be **within ten working days**.

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- STEP 5** ► Following the completion of the investigation, the conclusions and recommended actions will be discussed with the complainant, and the complainant will be asked how they would like to proceed.

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- STEP 6** ► A separate meeting will be held with the alleged harasser to present the findings of the investigation, and if the complaint is upheld, the sanctions that will be taken.

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- STEP 7** ► If the complaint is upheld, sanctions will be discussed by the committee, and with approval from the IndustriALL secretariat leadership, can include, but are not limited to: a request for the alleged harasser to issue of a written apology, issuing of verbal and written warning, expulsion from IndustriALL meetings and events for an agreed timeframe depending on the severity, e.g. for the next year, five years or indefinitely.
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