UNITED NATIONS SYSTEM

CEB

**Chief Executives Board
for Coordination**

12 March 2018

HIGH-LEVEL COMMITTEE ON MANAGEMENT (HLCM)

Survey on Existence and Features/Characteristics of Helplines/Hotlines and Related Applications against Sexual Harassment and other Types of Misconduct

ORGANIZATION/ENTITY:	
FOCAL POINT COMPLETING THE QUESTIONNAIRE	
Name:	
Title/function:	
Contact details:	

1. Does your organization have a Helpline/Hotline and/or related applications for reporting Sexual Harassment and other types of misconduct?
    ☐ Yes
    ☐ No

2. What kind of means is it based on?
    ☐ Phone
    ☐ Email
    ☐ Fax
    ☐ Social Media Application
    ☐ Other, please elaborate on any of those _____
    _____

3. How many hours does the Helpline/Hotline or any other related applications cover?
    _____

4. How many languages is the Helpline/Hotline or any other related available?
    _____

5. Is it an internally developed tool?
    ☐ Yes
    ☐ No

6. How many staff are assigned to it?
    _____

7. Is it outsourced to an external provider?
    ☐ Yes
    ☐ No

8. What was the set-up price and the ongoing maintenance price?
    _____

9. What is the basis of the maintenance price?
    ☐ Flat fee per year
    ☐ Size of organization
    ☐ Other criteria, please specify _____
    _____

10. What is the name of the external provider?
    _____

11. Is this hotline open to staff members only?
    ☐ Yes
    ☐ No

12. Is it open to non-staff and to the public?
    ☐ Yes
    ☐ No

13. What is the governance/ management of the tool?
    ☐ HR Office
    ☐ Internal Audit
    ☐ Investigation
    ☐ Others, please specify _____

    _____

14. Can you provide the statistics of cases reported by channel per year, in the last three years?
    ☐ Phone _____
    ☐ Email _____
    ☐ Fax _____
    ☐ Social Media Application _____
    ☐ Other channel _____

15. In the case of an external provider, would their services be extendable to other UN system organizations?
    ☐ Yes
    ☐ No

16. Could you share the Terms of Reference and/or any other shareable information related to procurement process of the external provider?
    ☐ Yes
    ☐ No
    If yes, please indicate: _____

    _____

17. Could you briefly outline the process of reporting a case through each of the channels indicated above?

    _____
    _____

18. Can you briefly describe what interest would you have from participating in this group, and what would be the expected outcome of this work?

    _____
    _____