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

<table>
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<th>ORGANIZATION/ENTITY:</th>
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<tbody>
<tr>
<td>FOCAL POINT COMPLETING THE QUESTIONNAIRE</td>
</tr>
<tr>
<td>Name:</td>
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<tr>
<td>Title/function:</td>
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<td>Contact details:</td>
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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?
   ______________________________________________________________