



TESFA REFUGEES WITH DISABILITIES ASSOCIATION

TESFA POLICY

Addis Ababa, Ethiopia

Approved By: Board of Directors

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Phone: +251 703 047 511 / +251 974 731 170

Email: boardofdirectors@tesfa.com.et

Website: www.tesfa.com.et

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TESFA PSEAH POLICY

TESFA POLICY

Introduction

TESFA Refugees with Disabilities Association (TESFA) is committed to providing a safe, respectful, inclusive, and dignified environment for all refugees, particularly refugees with disabilities who may face increased risks of exploitation, abuse, discrimination, and harassment.

TESFA recognizes that sexual exploitation, abuse, and harassment (SEAH) are serious violations of human rights and humanitarian principles. Such conduct undermines trust, causes lasting harm to survivors, and damages the integrity and reputation of the organization.

TESFA adopts a Zero-Tolerance Policy toward all forms of Sexual Exploitation, Abuse, and Harassment.

Purpose

This policy aims to:

- Protect beneficiaries, members, staff, volunteers, and partners from SEAH.
- Promote a safe and respectful working environment.
- Establish clear standards of behaviour.
- Provide accessible reporting mechanisms.
- Ensure prompt and fair response to allegations.
- Promote accountability at all levels of TESFA.

Policy Statement

TESFA has zero tolerance for:

- Sexual Exploitation
- Sexual Abuse
- Sexual Harassment

No person representing TESFA may commit, facilitate, conceal, or ignore any form of sexual exploitation, abuse, or harassment.

Every allegation shall be taken seriously and handled fairly, confidentially, and promptly.

Objectives

The objectives of this policy are to:

- Prevent SEAH.
- Protect survivors.
- Promote accountability.
- Encourage safe reporting.
- Strengthen safeguarding practices.
- Ensure fair investigations.
- Promote organizational integrity.

Scope

This policy applies to:

- Board Members
- CEO
- Employees
- Volunteers
- Consultants
- Interns
- Contractors
- Temporary workers
- Partners implementing TESFA activities
- Anyone representing TESFA

It applies:

- During office hours
- During field activities



- During trainings
- During meetings
- During travel
- During online communication
- During community activities

Legal and Humanitarian Framework

This policy is guided by:

- Ethiopian laws (where applicable)
- Humanitarian principles
- International human rights standards
- UN standards on Protection from Sexual Exploitation and Abuse (PSEA)
- The principles of equality, dignity, and non-discrimination

TESFA will cooperate with competent authorities where required by law.

Definitions

Sexual Exploitation

Any actual or attempted abuse of a position of vulnerability, differential power, or trust for sexual purposes, including profiting socially, politically, or financially from the sexual exploitation of another person.

Example: A staff member requests sexual favors in exchange for access to services, assistance, or opportunities.

Sexual Abuse

Any actual or threatened sexual act carried out by force, coercion, intimidation, manipulation, or under unequal conditions.

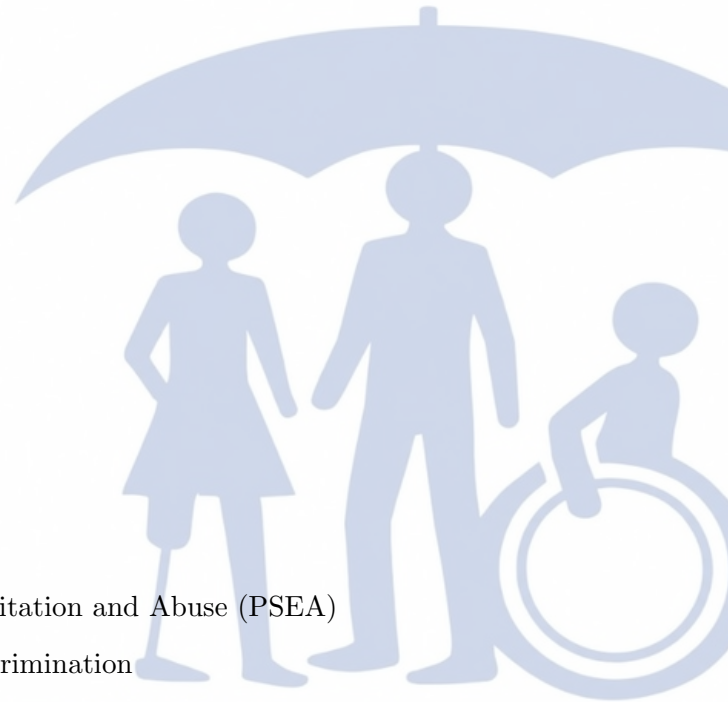
Sexual Harassment

Any unwelcome sexual advance, request for sexual favors, or other verbal, non-verbal, or physical conduct of a sexual nature that creates an intimidating, hostile, or offensive environment.

Examples:

- Sexual jokes
- Offensive comments
- Unwanted touching
- Repeated requests for dates after refusal
- Sharing sexual images without consent

Survivor



TESFA Yesdetegnoch
Gudategnoch Mahl

A person who has experienced sexual exploitation, abuse, or harassment.

TESFA uses the term "survivor" to recognize the individual's dignity and resilience.

Guiding Principles

TESFA shall ensure:

- Zero tolerance
- Respect
- Confidentiality
- Non-discrimination
- Accessibility
- Inclusion
- Accountability
- Fairness
- Survivor-centred response
- Protection from retaliation

Roles and Responsibilities

Representatives of TESFA shall:

Board of Directors

- Approve the policy.
- Provide oversight.
- Monitor implementation.
- Ensure accountability.

CEO

Responsible for:

- Implementing the policy.
- Promoting awareness.
- Ensuring investigations.
- Reporting serious cases to the Board.
- Taking corrective action.

Staff and Volunteers

Must:

- Comply with the policy.
- Report concerns.



- Cooperate with investigations.
- Respect confidentiality.

Managers

Must:

- Lead by example.
- Promote safeguarding.
- Respond promptly to reports.
- Protect complainants.

Prevention Measures

TESFA shall:

- Conduct PSEAH orientation for all personnel.
- Include PSEAH obligations in contracts and volunteer agreements.
- Promote awareness among beneficiaries.
- Ensure accessible reporting channels for persons with disabilities.
- Assess safeguarding risks in projects and activities.
- Integrate safeguarding considerations into program planning.

Standards of Behaviour

Representatives of TESFA shall never:

- Exchange assistance or services for sexual favors.
- Request sexual relationships from beneficiaries.
- Exploit vulnerable individuals.
- Engage in sexual harassment.
- Abuse authority for sexual purposes.
- Use offensive sexual language.
- Share sexual images in the workplace.
- Retaliate against complainants or witnesses.

Personnel shall always:

- Respect personal boundaries.
- Treat everyone with dignity.
- Obtain consent before physical contact when assistance is needed.
- Be especially mindful of communication and interactions with persons with disabilities.



Reporting Mechanisms

Anyone may report concerns through:

- Email
- Telephone
- In person
- CEO
- Board Chairperson (especially if the complaint concerns the CEO)
- Secure complaint box
- Accessible online form (where available)

Anonymous reports may be accepted and assessed based on the information provided.

Reports may be made by:

- Survivors
- Witnesses
- Staff
- Volunteers
- Members
- Beneficiaries
- Community members
- Partners



Complaint Handling Procedures

Upon receiving a complaint:

- Acknowledge receipt where possible.
- Assess immediate safety risks.
- Maintain confidentiality.
- Record the complaint securely.
- Refer urgent cases for appropriate support if needed.
- Decide whether an investigation is warranted.
- Inform the complainant of the process, where appropriate.

Investigation Procedures

Investigations shall be:

- Fair
- Impartial

- Confidential
- Timely
- Respectful

The person accused shall have an opportunity to respond to the allegations while ensuring the safety and dignity of the survivor.

Where allegations involve possible criminal conduct, TESFA shall cooperate with the appropriate authorities, in accordance with applicable law and the wishes and safety of the survivor where relevant.

Survivor-Centred Approach

TESFA commits to:

- Treating survivors with dignity and respect.
- Prioritizing their safety and well-being.
- Respecting confidentiality.
- Providing information on available support services and referrals.
- Avoiding actions that could cause further harm.
- Ensuring accessibility for survivors with disabilities.

Confidentiality and Data Protection

All reports and investigation records shall be:

- Kept confidential.
- Stored securely.
- Shared only with authorized persons on a need-to-know basis.

Personal information shall not be disclosed without lawful or necessary justification.

Protection Against Retaliation

TESFA prohibits retaliation against any person who:

- Reports a concern in good faith.
- Participates in an investigation.
- Acts as a witness.

Retaliation is itself a violation of this policy and may result in disciplinary action.

Corrective and Disciplinary Measures

Violations of this policy may result in:

- Verbal or written warning.

- Mandatory training.
- Suspension
- Removal from duties.
- Termination of employment or volunteer engagement.
- Removal from the Board (where permitted by the Bylaws).
- Termination of contracts or partnerships.
- Referral to law enforcement authorities when appropriate.

The severity of the action shall depend on the nature and seriousness of the violation.

Training and Awareness

TESFA shall:

- Provide PSEAH orientation to all new Board members, staff, and volunteers.
- Conduct regular refresher training.
- Inform beneficiaries of their rights and available reporting channels.
- Ensure training materials are accessible to persons with disabilities.

Monitoring and Review

The CEO shall provide periodic reports to the Board on policy implementation, including trends and lessons learned, while protecting the confidentiality of individuals.

The Board shall oversee compliance and ensure that corrective actions are implemented where needed.

Official Contact Information

Organization	TESFA Refugees with Disabilities Association
Office Address	Addis Ababa, Ethiopia
Phone	+251 703 047 511 / +251 974 731 170
Board of Directors Email	boardofdirectors@tesfa.com.et
Official Website	www.tesfa.com.et

Policy Review

This policy shall be reviewed every three years, or earlier if required due to changes in legislation, humanitarian standards, or organizational needs. Any amendments must be approved by the Board of Directors.

Acknowledgement and Declaration

I hereby acknowledge that I have received, read, understood, and agree to comply with the **TESFA Protection from Sexual Exploitation, Abuse and Harassment (PSEAH) Policy**.

I understand that TESFA has zero tolerance for sexual exploitation, abuse, and harassment, and I commit myself to maintaining a safe, respectful, inclusive, and dignified environment for all beneficiaries, members, staff, volunteers, partners, and the communities we serve.

I further commit to report any suspected incident of sexual exploitation, abuse, or harassment through the appropriate reporting mechanisms and to cooperate fully with any authorized investigation while maintaining confidentiality.

I understand that any violation of this Policy may result in disciplinary action, termination of my engagement with TESFA, and, where appropriate, referral to the relevant authorities in accordance with applicable laws.

Full Name: _____

Position / Role:

☐ Board Member ☐ CEO ☐ Employee

☐ Volunteer ☐ Consultant ☐ Intern

☐ Contractor ☐ Other: _____

Department/Committee: _____

Signature: _____

Date: _____

By signing this declaration, I confirm my commitment to uphold TESFA's Zero-Tolerance Policy on Sexual Exploitation, Abuse and Harassment and to contribute to a safe and respectful environment for everyone.