



International
Trade
Centre

TRADE IMPACT
FOR GOOD

ITC Zero Tolerance Policy on Harassment, Abuse of Authority and Discrimination

A presentation to: CCITF

By: Carl Rogerson, Chief Human Resources Officer

4 May 2018



ITC Zero Tolerance Policy on Sexual Harassment

1. ITC supports and adheres to the United Nations zero tolerance policy on sexual harassment and does not tolerate harassment by its staff, anytime or anywhere.
2. ITC is committed to providing a safe and equal working environment and takes every allegation of sexual harassment seriously.
3. ITC provides informal and formal avenues for all staff affected by harassment to report sexual harassment and seek help.
4. ITC provides support for victims of sexual harassment and protection for whistleblowers from retaliation.
5. ITC reminds staff, and particularly managers in a position of authority, of their duty to expose harassment and to support those affected.

ITC Policies On Harassment, Abuse Of Authority And Discrimination

- Executive Director's Bulletin, *Prohibition of discrimination, harassment, including sexual harassment and abuse of authority* (ITC/EDB/2015/07).
- Administrative Instruction, *Revised disciplinary measures and procedures* (ITC/AI/2012/06).
- Information Circular, *Detailed disciplinary measures and procedures* (ITC/IC/2012/22).
- Information Circular, *Reporting of Suspected Misconduct* (ITC/IC/2012/24).
- Executive Director's Bulletin, *Gender Focal Point* (ITC/EDB/2015/02).
- ITC Human Resources Policy, *Guidelines on Acceptable Behaviour at ITC*.
- Secretary-General's Bulletin, *Protection Against Retaliation for Reporting Misconduct* (ST/SGB/2017/2/Rev.1).

Additional Leadership Action Taken In 2017/2018

- To reinforce ITC's zero tolerance policy, the Executive Director issued *Guidelines on Acceptable Behaviour at ITC* to clarify expected standards of behaviour and provide contacts for staff can turn to in cases of alleged wrongdoing. All staff were instructed to confirm they have read, understood and agreed with the Guidelines in the online learning portal.
- Chief HR briefed the senior manager group (Directors & Chiefs) on ITC's zero tolerance policy
- All ITC staff completed the UNs 2017 Leadership Dialogue: 'Standards of Conduct: What's expected of me?'
- To re-inforce the importance of this subject, in the coming months ITC will be running an externally-facilitated training programme centred on organisational culture and associated acceptable behaviour. It will focus on further enhancing ITC's culture of collaboration based on shared organisational values.

Training And Tools Provided To Managers/Supervisors, Staff, Interns, Consultants And Individual Contractors

- ITC mandatory training includes: conflict resolution training of managers/supervisors (93% completion), Prevention of Harassment, Sexual Harassment and Abuse of Authority (89% completion) and I Know Gender (85% completion)
- Managers and supervisors have mandatory goals on conflict prevention and resolution, including ensuring all incidents of prohibited behaviour are immediately addressed
- The Gender Focal Point provides counselling, advice and assistance to women staff including on tools to resolve and/or report situations involving prohibited conduct. Focus was given in 2017 to empowering interns, with over 90 fully briefed on harassment and gender policies
- In 2018, ITC and ITU will launch a pilot Women's Mentoring Programme as a voluntary talent development initiative to nurture the personal and professional growth of ITC/ITU women at G6 level and above, using senior ITC/ITU staff as mentors
- Promotion of gender equality through internal Gender Equality webpage and infographic
- Promotion and endorsement by senior management of UN Harassment Hotline

Training And Tools Provided To Managers/Supervisors, Staff, Interns, Consultants and Individual Contractors

- Each CIC also receives copies of ITC's disciplinary policies and the Executive Director's Bulletin concerning the prohibition of discrimination, harassment (including sexual harassment) and abuse of authority.
- With effect from 1 April 2018, all HQ-based CIC have been required to undertake the same mandatory training concerning harassment and abuse of authority as their fixed-term staff colleagues. The programme will be extended to all field-based CIC in Q2 2018

Procedures For Complaints Or Grievances

Informal resolution offers the opportunity to resolve a complaint in a non-threatening and non-contentious manner. This does not preclude use of formal procedures below.

Formal complaints about prohibited conduct can be made through the internal or external contact points listed in ITC policies and the *Guidelines on Acceptable Behaviour at ITC*.

Individuals reporting alleged misconduct enjoy full protection against retaliation in accordance with wider UN policy

Further Information

ITC's point of contact on all matter relating to this subject is:
Carl Rogerson, Chief Human Resources Officer (rogerson@intracen.org)

