

Time	Actions/Steps	Status
Immediate	<b>Location:</b> Confirm the survivor's location and situation and ascertain their safety and security. Provide them with options and advice on how they can access a safe and secure location/situation if danger is imminent or if they wish to move. Offer transportation to a safe location.	
	<b>Referral/Emergency medical care:</b> Find out if the survivor is injured and in need of emergency medical care. Inform them of available medical facilities and the importance of receiving prompt care by competent and sympathetic practitioners. Include a Post-Exposure Prophylaxis (PEP) for HIV for rape/sexual assault which needs to be administered within 72 hours after the incident. Reach out to other referral services as required. Remember to use only known and trusted hospitals or clinics.	
	<b>Practical assistance:</b> Organise transportation for the survivor if there is a need to travel for medical assessment and care.	
	<b>Who is at risk?</b> Determine whether others are at risk from the current threat (staff as well as external individuals). If so, take immediate action to ensure their safety and security while respecting the confidentiality of the survivor and others affected.	
Within 24–48 hours	<b>Assurance:</b> Ensure the survivor knows that the organisation believes their account of what happened and that it is open and willing to support them. Assure the survivor that their needs will be met to the greatest extent possible.	
	<b>Trigger organisational safeguarding procedures</b> such as informing the safeguarding committee or crisis management group and put into place next steps, including a communications response plan. As part of good governance, the Chair and Safeguarding Board Member should also be informed.	
	<b>Evidence:</b> Preserve any documentary evidence, e.g. emails, text messages, logbooks etc., which could help with the investigation.	
	<b>Report (internal):</b> Follow the appropriate reporting protocol while maintaining confidentiality and limited information sharing on a need-to-know basis. Inform the survivor of this reporting protocol and discuss concerns before sharing any information.	
	<b>Report (external):</b> Inform the survivor/victim of their right to report to law enforcement if a criminal act has taken place. Note that this should be risk assessed in the best interests of the survivor.	
	<b>Document (internal):</b> Start to keep a confidential log of all communications and decisions for the response process with the survivor's consent. Complete an incident reporting form.	

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Within 24 – 48 hours	<b>Security:</b> Ensure adequate security, such as by keeping the location confidential to protect the survivor from further harm.	
	<b>Supporter:</b> Find out from the survivor whether or not they wish to have a supporter to accompany them when seeing doctors or whether they wish to report to law enforcement. If they don't have a person in mind, offer a trained survivor supporter from within the organisation if this is an option, or accompany them yourself. If a police interview is required, ensure that the survivor is supported.	
	<b>Interview:</b> Listen to the survivor's account of the incident if they are willing to share information. It may be inappropriate to take notes during this initial disclosure, but with the survivor's consent a written account should be drafted at an appropriate moment and shared with the survivor to check for accuracy.	
	<b>Alleged perpetrator:</b> If the alleged perpetrator or Subject of Complaint is a staff member or associated personnel, take appropriate action according to your organisational policies. Decisions will need to be risk-assessed by senior management and judgements made. If the misconduct is serious and others may be being harmed or at risk of harm, the Subject of Complaint may be suspended pending an internal investigation, and/or moved from the environment where they may pose a risk to the survivor or anyone else.  If the alleged perpetrator is from a partner organisation or another aid agency, take appropriate steps to inform the alleged perpetrator's senior management or Safeguarding Lead so that the organisation can take precautions to protect staff and others from harm.	
	<b>Suspension:</b> If the alleged perpetrator is a staff member, the organisation may need to suspend them pending the outcome of investigations.	
	<b>Take legal advice:</b> If the allegations are serious and there is possible breach of the country's criminal law, take legal advice on possible consequences for the survivor, the alleged perpetrator and the possible outcomes for different avenues.	
24–72 hours	<b>Insurance:</b> Often under insurance policies, insurers may need to be informed of serious incidents so that survivors/witnesses can access appropriate medical and psychological support and prepare organisations for any possible legal action.	
	<b>Inform donors and regulatory bodies confidentially:</b> Under current donor compliance regulations, organisations must inform them of safeguarding concerns where significant harm has occurred by or on staff or associated personnel, including partner staff. If the organisation is a charity incorporated in the UK, they should inform the Charity Commission of England and Wales (or the Charity Commission of Scotland) using a Serious Incident Report form.	
	<b>Investigation:</b> If law enforcement has been informed, they may investigate and if there is sufficient evidence, proceed with prosecution. If they decide not to proceed or the incident is not one that needs or can be referred to law enforcement, your organisation should proceed with an internal administrative investigation to determine if there has been a breach to the organisation's policies and code of conduct.	

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24–72 hours	<b>Counselling:</b> Offer the survivor and any other witnesses counselling. If this is not available in that area/region, then offer remote counselling.	
	<b>Support:</b> Provide practical support to the survivor's family if possible.	
	<b>Communicate:</b> If staff, partners or other organisations are aware of some of the details of what has happened (with the agreement of the survivor) , provide them with limited information (without identifying details) and assure them that next steps are being taken but do not share what these are, due to confidentiality. Listen and take on board their concerns.	
	<b>Regular check-ins:</b> Put in place a regular check-in schedule with the survivor and/or survivor supporter in order to discuss needs, concerns and other information.	
Post-incident actions and aftercare	<b>Plan:</b> Ensure the survivor knows they may be relocated or evacuated for their own safety, depending on their medical, psychological, security and personal needs. Or they may wish to be reintegrated back to work. Plan next steps with them and be flexible.	
	<b>Review:</b> Conduct a post-incident review with those involved in the response to an incident, in accordance with the survivor's wishes around confidentiality.	
	<b>Learn:</b> Learn about the impact the incident has had on individuals, the office, the programmes and the local community and explore what safeguarding measures need to be put in place to reduce the likelihood of such incidents reoccurring.	
	<b>Implement:</b> Translate lessons learned into concrete actions to inform and improve sexual violence prevention, preparedness and response activities.	