



**HERA - Health Education and  
Research Association**

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## **Report harassment and abuse!**

HERA – Health Education and Research Association is a full member of the International Planned Parenthood Federation (IPPF) and it thoroughly complies with its member and beneficiary safety and protection policies.

All of HERA employees and volunteers have the right to work and carry out their work activities in a safe and professional environment that can protect the health, wellbeing, integrity and dignity of each member. The organisation should treat all its clients that use its services with respect and dignity, and ensure the protection of their privacy, wellbeing and integrity when accessing its services, without judgement and harassment.

HERA is committed to ensuring a safe work environment and a culture of exemplary conduct to each of its employees, volunteers, freelancers, service providers, as well as to any of our beneficiaries (clients, training or workshop participants, etc.), who may come in contact with the organisation.

To achieve this culture of conduct and work, each of our employees and volunteers are obliged to conduct themselves properly, dignifiedly and professionally at workplace and when performing their work activities. HERA policies, such as the Code of Conduct at Organised Events, [Corruption Prevention Policy](#) and [Child Protection Policy](#), clearly tell us what an acceptable conduct means in terms of performing one's work activities, so that all our members and beneficiaries can feel safe and be protected from harassment.

HERA is actively committed to protecting its financial and material assets and has zero tolerance for any attempt at corruption or embezzlement.

Even though clear policies and procedures are in place in the organisation, aimed at protecting the health, wellbeing, dignity and integrity, sometimes situations may arise that may compromise the safety of a member or a beneficiary.

For example, as an employee or a volunteer, it is possible that you have experienced, heard of or witnessed an event where the following have been at risk:



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- **Equality, diversity and inclusion**, e.g. racism, sexism and any other form of discrimination;
- **Employment relationship and workplace relations**, e.g. bullying, victimisation, harassment;
- **Financial transparency and accountability**, e.g. corruption, conflict of interest used for personal gain or extortion of money;
- **Safety and protection**, e.g. sexual harassment, sexual abuse, exploitation or harassment (see definitions);
- **Safety and security**, e.g. being safe when travelling or when accommodated in a hotel, violent incidents;
- **Informing and providing services to clients**, e.g. refusing to provide a service, or provide a follow-up care and support, or refer to another service.

IPPF's "[SafeReport](#)" system is an independent service for confidential reporting of events that may endanger the health, safety and integrity of one or several persons. This service is managed by NAVEX Global UK on behalf of IPPF. If you are concerned for your own safety or the safety of other people in respect of any of the issues listed above that may undermine one's equality, workplace safety, financial operations, security and health, as well as the dignity of clients that we work with, you should report the case. If you are concerned about an event that has happened, you need not be an expert on the issue – just report your concern.

## Why should I report harassment or abuse?

If you do not report your concern about a possible bullying, harassment, abuse, including sexual harassment, sexual abuse and exploitation, HERA and IPPF will not become aware that these rights and obligations have been violated. In such a case, it will not be possible to take additional steps that can protect you and other people that may be at risk from harassment and abuse. The change that should bring about improved safety and protection for every member and beneficiary of HERA cannot happen only through the work of the organisation's top management and bodies, but only if everyone else takes on a more active role and a greater responsibility in ensuring greater safety and security for all members and beneficiaries. This also involves YOU reporting anything that might concern you.



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The existence of a dedicated reporting system will allow HERA and IPPF gain a deeper understanding of the reasons, situations or incidents that include possible harassment, violence, exploitation or abuse. This will allow us to respond timely to every report, or react timely by offering protection and support to the victim(s), and ultimately allow the organisation to adjust the existing measures and procedures that are in the best interest of persons affected by possible harassment and abuse. HERA and IPPF are responsible to their donors, but also to other relevant state authorities, to stay informed of every possible case or incident that involves harassment, abuse, corruption and exploitation of any member or beneficiary.

## Who should report?

Anyone can report an event or an incident or another concern about possible bullying, harassment, abuse, including sexual harassment, sexual abuse and exploitation, and in respect of any client, member of the public, training or workshop participants, or anyone employed with or volunteering for HERA, its partners or its donors.

## How do I report?

An event or an incident or another concern about possible bullying, harassment, abuse, including sexual harassment, sexual abuse and exploitation can be **reported** through the **IPPF's "SafeReport" system** (further information below), **24 hours** a day, **7 days** a week, **and 365 days** a year.

You can make the report in any of the following ways:

### Via web

Visit the web page <https://ippf.safereport.eu/web>. There you can find all the basic information about the safety system and you will be asked to answer a number of questions so that you can report the case. Once you have finished providing your answers, click "submit". In this way, we can become better familiarised with all details of the case and your concern about possible bullying, harassment, abuse, including sexual harassment, sexual abuse and exploitation.



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The information can be obtained and the report can be made in English, Arabic, French and Spanish.



Using a telephone that can access internet: <https://IPPF.SafeReport.eu/mobile>

Using any device that can access the internet: <https://IPPF.SafeReport.eu/web>

## Via telephone

Calls are free. More than 70 widely spoken languages are supported. For North Macedonia, make the report at the **toll-free telephone number 0800 8 05 30**.

For more information, visit the web page <https://IPPF.SafeReport.eu>.

## What can I expect next?

Once an event or an incident or any other concern about harassment, abuse, violence, exploitation etc. has been reported, an investigation will be launched, and the case will be assigned to a responsible person to act on the harassment and abuse cases. The content of your report will be shared with other persons strictly on a “need to know” basis, in compliance with [IPPF’s Confidentiality and Information Sharing Policy](#).

The responsible person is obliged to consider the reasons and the circumstances of your concern about a possible harassment, abuse, violence, or exploitation and to adequately react and provide a response to every case, confidentially and in compliance with IPPF values, policies and procedures.



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“Response” means the procedure that will be applied when processing your case and the actions that will be taken to resolve the case. The time required to progress your report and respond to it will depend on the specificity and complexity of the case and on the number of persons named in the report.

### **How will I know what progress is being made?**

When you report an event or an incident or another concern about possible bullying, harassment, abuse, including sexual harassment, sexual abuse and exploitation through the web page, you will receive a so-called “Report Key” and a Password. Keep them safe and do not share them with anyone. You will need these to access your report, to see how far it has been progressed, to read the messages that have been sent to you, and to provide further information if required.

If, when reporting an event or an incident or another concern about possible bullying, harassment, abuse, including sexual harassment, sexual abuse and exploitation, you have provided an email address, you will receive an email notification that a new message has been sent to you about your report asking you to either provide further information or respond to it, or simply take a note of it, so that you are aware how far the procedure has progressed.

If, however, you have not provided an email address to receive these notifications, in order to stay informed about the progress of your report, you will need to occasionally return to the web page and log back into the system using the Report Key and the Password that were provided to you when you first reported your case.