

Gender Action Plan

SAP072: WATER-RES - Enhancing the ability to address the risks of water scarcity in areas most affected by climate change and water shortage in Syria

Syrian Arab Republic | Acted | B.45/02/Add.03/Rev.01

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9. Gender action plan

Table 2: Gender action plan logframe

Activities	Gender Action Plan Activities	Indicators and Targets	Timeline	Responsibilities	Cost ²¹⁴
IF vulnerable, water-scarce communities in Syria are empowered to lead locally driven climate adaptation using climate and groundwater data, inclusive governance, and sustainable water and agricultural practices, AND are supported by resilient infrastructure and institutions, THEN water security will improve, sustain agricultural productivity and reduce climate vulnerability, BECAUSE locally led, data-informed decisions enable efficient, equitable, and anticipatory water and agricultural management.					
Crosscutting	Recruitment of technical specialist	1 Gender & Safeguarding Specialist recruited	Y1-5	Acted HR team	Staff position recruited for a 5-year period over project duration – 145,000 USD
	Annual gender-responsive trainings delivered to decision making bodies, stakeholders and project participants on gender inclusion and PSEAH. A gender informed MEAL plan is developed and	Annual sessions with the project decision making bodies on gender inclusion and PSEAH. Annual sessions with stakeholders participating in the project on gender inclusion and PSEAH.	Y1-Y5	Gender & Safeguarding Specialist, Acted MEAL Unit	Annual training for a 5-year period over project duration – 15,000 USD (3,000 USD per year) now included within budget category: Workshop/Training

²¹⁴ Gender-related costs are estimated through a two-step approach. First, costs are attributed based on the proportion of women targeted under each activity, providing a proxy for the share of resources directly supporting women's access, participation, and benefits. Second, where activity budgets include substantial non-beneficiary costs such as infrastructure, technical studies, equipment, or operational expenditures, this percentage is adjusted using a gender-approach coefficient derived from the Gender Action Plan classification (Table 1). Under this approach, gender-neutral activities receive 0–10% attribution, gender-sensitive activities 10–20%, gender-responsive activities 20–40%, and women-targeted activities up to 100%, ensuring that estimates remain conservative while still reflecting meaningful resource allocation toward gender-responsive outcomes.

	updated throughout implementation.²¹⁵ A dedicated Gender and PSEAH baseline assessment is conducted during the project inception phase²¹⁶	Annual sessions with project participants (beneficiaries) on gender inclusion and PSEAH 100 percent of members within decision making bodies trained on gender inclusion and PSEAH 100 percent of stakeholder participants trained on gender inclusion and PSEAH. 100 percent of project participants trained on gender inclusion and PSEAH. 100 percent of project staff and workers trained on SEAH prevention, reporting and survivor centered response 1 MEAL plan developed			
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²¹⁵ The Year 1 gender-informed MEAL plan will explicitly assess changes in women's influence in decision-making, control over resources and benefits, workload and time burden, and perceptions of safety and dignity, in addition to participation and representation. These dimensions will be measured through a combination of disaggregated surveys, perception questions, FGDs, KIIs, governance scorecards, PDM tools, accountability data, and qualitative review of planning records, and will be used to inform adaptive management throughout implementation. Perceptions of safety, privacy and dignity in accessing water services and participating in project activities will be monitored through anonymous feedback channels within the project's accountability mechanism, survivor-sensitive referral tracking (without collecting identifying information), and periodic qualitative safety-mapping exercises in selected communities. All outcome indicators will be disaggregated by sex, age, disability status and household type (including female-headed households). Findings will be reviewed during annual participatory learning sessions and used to inform adaptive management, ensuring that project activities strengthen women's influence, resource control, workload conditions and safety, not only their participation, in line with gender-responsive climate programming standards.

²¹⁶ This assessment will establish disaggregated baselines on women's participation in governance and project activities, empowerment and workload indicators, perceptions of women's participation, and SEAH risks and referral pathways. Based on the findings, GAP indicators and targets will be validated and adjusted as needed. The exercise will be led by the Gender & Safeguarding Specialist in collaboration with the MEAL Unit and implemented under existing MEAL and safeguarding budget allocations, ensuring alignment with GCF requirements.



		1 Gender and PSEAH baseline assessment conducted and integrated into the project baseline. (Y1)			
	Gender budgeting and gender expenditure tracking by finance and MEAL teams. Cost per female beneficiary calculated using gender-disaggregated MEAL data.	Track budget shares for women targeted activities across the project.	Y1-5	Acted MEAL unit, Acted finance unit.	No additional costs
	Establishment of local accountability mechanisms, including women	1 accountability mechanism established. 30 percent of women participate in consultations	Y1-5	Acted MEAL unit	No additional costs
	SEAH cases referred to local service providers	100 percent of reported SEAH cases receiving a survivor-safe response within 48 hours and referred, with documented informed consent, to mapped local service providers.	Y1-5	Gender & Safeguarding Specialist	No additional costs
Outcome 1: Institutionalization of knowledge management and strengthening of governmental capacities					
Crosscutting	Strengthen women's participation and leadership in agriculture, water, and climate governance by embedding their priorities into climate-smart planning and decision-making and strengthening national and sub-national water-management systems through capacity-building and	75 percent of targeted women report active participation in community decision making in agriculture and water governance. 75 percent of women and 60 percent of men approve of women representation and participation in local governance.	Y1-5	Gender & Safeguarding Specialist, Acted MEAL Unit	Approximate Gender costs: 659,495 USD (15% of total component 1: 4,396,636 USD) Cost linked to activity being gender-sensitive

	accountability mechanisms. ²¹⁷	75 percent of women in community decision making bodies report knowledge on how to use planning tools. 80 percent of women and 70 percent of men agree that project activities integrate women's needs into climate planning and climate smart service delivery			
Output 1.1: Integrated data systems for measuring, monitoring, modelling groundwater resources (Barada and Awaj basin)					
Activity 1.1.2 Develop climate-informed groundwater flow models and decision-support tools	Inclusion of women in participatory data collection to ensure gender balance targeting Women have access to technical trainings on groundwater flow model	Indicator 1: of the respondents consulted during data collection at least 20 percent are women. Indicator 2: of the respondents consulted during data collection at least 2 percent are elderly. Indicator 3: of the respondents consulted during data collection at least 2 percent are PwD. Indicator 4: of the respondents consulted during data collection at least 10 percent are youth.	Y1-Y5	Acted programme team, Ministry of Energy, Gender & Safeguarding Specialist	Approximate Gender costs: 109,303 USD (15% of total 728,684 USD) Cost linked to activity being gender-sensitive

²¹⁷ Beyond measuring participation rates, the MEAL framework will assess whether women's participation translates into actual influence in governance processes. This will be measured through structured perception questions integrated into baseline, midline, and endline surveys; analysis of meeting minutes and planning documents to assess whether proposals raised by women are reflected in water and agricultural management decisions; governance self-assessment scorecards applied within water governance structures and farmer associations; and FGDs with female members to examine participation dynamics, negotiation space, and responsiveness of other stakeholders.

		Indicator 5: At least 30 percent of female staff are trained on groundwater flow models			
<i>Output 1.2: Multi-stakeholder capacity strengthening for climate-informed water management in Eastern Ghouta</i>					
Activity 1.2.2 Build local water management accountability systems	Water-governance structures are gender-inclusive, enabling women's meaningful participation in local water-management decisions. Women representatives, including those engaged through Women-Led Organizations (WLOs), are supported with technical skills and planning tools through gender-sensitive delivery approaches. Consultations ensure equitable participation of women to allow for women to voice their reflections on the project and local water management.	Indicator 1: 20 percent of the members in water governance structure are women, including women engaged through Women-Led Organizations (WLOs).²¹⁸ Indicator 3: 100 percent of female members are trained on climate resilient water management and planning tools Indicator 1: 30 percent of women participate in community consultations (e.g. focus group reflections), including women engaged through WLO networks. Indicator 2: 2 percent of elderly participate in community consultations. Indicator 3: 10 percent of youth participate in community consultations.	Y1-Y5	Gender & Safeguarding Specialist, Acted programme team, Locally led Action Coordinator	Approximate Gender costs: 51,980 USD (20% of total 259,900 USD) Cost linked to activity being gender-sensitive

²¹⁸ Target to validate and adjust as necessary at the inception informed by the baseline assessment.

		Indicator 4: 2 percent of PwD) participate in community consultations			
<i>Output 1.3: Knowledge sharing and financing for sustained water resilience</i>					
Activity 1.3.1 Participatory review and recommendations to the local water use regulatory framework	Recommendations will include a review of existing legislation and consultations with women, women-led CSOs/WLOs and WUA representatives to reflect community-level impacts on needs of vulnerable groups, including women.	Indicator 1: # consultations conducted with women, including women engaged in women led CSOs/WLOs and WUA female representatives to inform the review of proposed regulations and their community-level impacts	Y3	Gender & Safeguarding Specialist, Consultant	Approximate Gender costs: 10,000 USD (10% of total 100,000 USD) Cost linked to activity being gender-sensitive
Activity 1.3.2 Multi-stakeholder forums for knowledge exchange and coordination of investments	Participation in the forums is inclusive, and women's and other vulnerable groups needs are integrated into lessons learnt and business cases. Gender specific needs and gender content are systematically integrated within forums	Indicator 1: 40 percent of the participants in the multi-stakeholder forums are women, including women engaged through women led CSOs/WLOs. ²¹⁹ Indicator 2: Dedicated consultation sessions with women are conducted when developing business case for green-grey infrastructure and lessons learnt document. Indicator 3: 100 percent of forums consider gender needs/ incorporate gender content	Y1-Y5	Gender & Safeguarding Specialist, Consultant, Acted MEAL team, Ministry of Local Administration and Environment	Approximate Gender costs: 143,660 USD (25% of total 574,640 USD) Cost linked to activity being gender-responsive

²¹⁹ Target to validate and adjust as necessary at the inception informed by the baseline assessment.

Activity 1.3.3 Strengthening of the NDAs capacity to catalyse climate financing	Climate adaptation frameworks and tools are reviewed to support the development of gender-inclusive projects within the project pipeline	Indicator 1: 100 percent of Projects developed are gender inclusive	Y1-Y5	Gender & Safeguarding Specialist, Consultant	Gender costs are embedded in the project activity costs (Activity 1.3.3: 403,650 USD)
Outcome 2: Improved community water infrastructure and re-use systems in Eastern Ghouta					
Crosscutting	Support female-headed households (FHHs) with water saving technology and capacity building, while strengthening municipal water management through climate-proofing of infrastructure, non-revenue water reduction, and cost-recovery systems for efficiency and climate resilience.	100 percent of water efficient fixtures and greywater recycling systems whose design specifications are informed by structured consultations with female household members. 60 percent of targeted women reporting increased knowledge on O&M of provided devices and safe greywater reuse by the end of the project	Y1-Y5	Gender & Safeguarding Specialist, Acted MEAL Unit	Approximate Gender costs: 1,146,841USD (15% of total component 2: 7,645,608 USD) Cost linked to activity being gender-sensitive
<i>Output 2.1: Existing boreholes and networks are climate-proofed and optimised to improve efficiency and sustainability</i>					
Activity 2.1.2 Establish a robust leak detection and response system	Inclusion of women and other vulnerable groups in reporting mechanisms to identify needs and preferences across community members	Indicator 1: # of consultation processes conducted with women, including women engaged in women led CSOs/WLOs, to inform development of the community reporting system	Y2-Y5	Gender & Safeguarding Specialist, Acted programme team, Rural Damascus and Countryside Water Resource Directorate	Approximate Gender costs: 57,287 USD (10% of total 572,870 USD) Cost linked to activity being gender-sensitive

Activity 2.1.3 Strengthen WRD capacities for O&M and cost recovery	Inclusion of women and other vulnerable groups' needs in cost-recovery structures for rehabilitated infrastructure	Indicator 1: # of consultation processes conducted with women, including women engaged in women led CSOs/WLOs to inform cost-recovery options for rehabilitated infrastructure	Y2-Y5	Gender & Safeguarding Specialist, Acted programme team, Rural Damascus and Countryside Water Resource Directorate	Approximate Gender costs: 180,500 USD (10% of total 1,805,000 USD) Cost linked to activity being gender-sensitive
<i>Output 2.2 Improved water use efficiency and re-use in vulnerable communities</i>					
Activity 2.2.1 Installation of water efficient fixtures	Prioritization of female-headed households and other vulnerable households in the allocation of water-efficient fixtures, using clear and transparent eligibility criteria aligned with the project's beneficiary selection framework Consult women and girls during the selection of water-efficient fixtures to ensure that chosen technologies reduce water consumption without increasing domestic labour, such as repeated flushing, frequent refilling of containers, or additional cleaning requirements Ensure fixtures are compatible with existing household water use practices and do not	Indicator 1: 30 percent of households targeted with water efficient fixtures are FHHs. Indicator 2: 100 percent of fixtures selected are consulted with women and girls.	Y2-Y5	Gender & Safeguarding Specialist, acted programme team, Acted MEAL team	Approximate Gender costs: 167,715 USD (30% of total 559,050 USD) Cost linked to activity being gender-responsive

	compromise privacy or dignity, particularly for sanitation and hygiene related uses Provide user guidance tailored to women and caregivers on the correct use and maintenance of fixtures to maximise water savings while preserving functionality and comfort.				
Activity 2.2.2 Installation of small-greywater recycling systems for household reuse	Prioritization of female-headed and vulnerable households in the selection of beneficiaries for greywater recycling systems, using transparent eligibility and vulnerability criteria Install low-maintenance, passive or semi-passive greywater systems wherever feasible, to avoid increasing women's labour for routine O&M. Design choices will prioritise simplicity, safety, and compatibility with existing household practices Conduct pre-installation consultations with both women and men in beneficiary households to ensure shared understanding,	Indicator 1: 30 percent of households targeted with installed small greywater recycling systems are FHHs. Indicator 2: 100 percent of systems selected are consulted with women and girls. Indicator 3: 80 percent of targeted FHHs with greywater recycling systems are supported with establishment of home gardens or hydroponic systems.	Y2-Y5	Gender & Safeguarding Specialist, Acted programme team, Acted MEAL team	Approximate Gender costs: 164,921 USD (30% of total 549,738 USD) Cost linked to activity being gender-responsive

	acceptance, and agreement on system use, responsibilities, and limitations, thereby reducing intra-household conflict and misuse Provide targeted training to women and caregivers on safe handling, operation, and reuse restrictions of greywater systems, including clear guidance that reuse is limited to non-food crops or approved uses only, in line with national standards and WHO guidance Develop visual, low-literacy-friendly O&M materials (e.g. pictorial guides) to ensure correct use and maintenance by all household members, including women with limited literacy				
Outcome 3: Support climate-resilient agriculture in Eastern Ghouta					
Crosscutting	Provide training to strengthen women's technical capacities and participation in agriculture and water-management planning, while enabling the adoption of climate-smart practices, efficient irrigation, water-saving techniques, and	50 percent of men and 50 percent of women beneficiaries reporting greater acceptance of women's participation farmer associations and local plans development by the end of the project. 60 percent of women reporting increased empowerment	Y1-Y5	Acted MEAL Unit, Trainers, Private sector partners	Approximate Gender costs: 1,015,577 USD (18% of total component 3: 5,642,095 USD) Cost linked to activity being gender-sensitive

	access to credit for sustained agricultural production. ²²⁰	(voice/role/access) when participating in local plans development by the end of the project. 70 percent of targeted women reporting increased knowledge on climate smart agricultural techniques at the end of the project. 50 percent of targeted women report reduced product costs as a result of applying climate smart techniques by the end of the project			
<i>Output 3.1 Smallholder farmers are supported to adopt efficient irrigation and water management practices</i>					
Activity 3.1.1 Capacity-building for farmer associations	Farmer associations include women representatives, including members connected to Women-Led Organizations (WLOs), to secure female participation and decision-making power in community agriculture and water governance bodies. Female farmers participate and engagement in plan developments to ensure women's ability to share	Indicator 1: At least 20 percent of famers association members are women, including women engaged through Women-Led Organizations (WLOs). ²²¹ Indicator 2: All female members of farmer associations participate in the development of O&M plans for equipment Indicator 3: 100 percent of female farmer association	Y1-Y3	Gender & Safeguarding Specialist, Acted programme team,	Approximate Gender costs: 57,555 USD (15% of total 383,700 USD) Cost linked to activity being gender-sensitive

²²⁰ Household surveys and post-distribution monitoring tools will assess women's decision-making power over the use of water-efficient technologies, greywater systems, and productive assets supported by the project. Monitoring will also examine women's control over income generated through climate-smart agriculture activities, revolving funds, and cost-sharing grants, as well as patterns of joint versus individual financial decision-making within beneficiary households.

²²¹ Target to validate and adjust as necessary at the inception informed by the baseline assessment.

	climate resilient planning and resource allocation outcomes	members participate in developing water management plans. Indicator 4: 1 consultation process conducted with women, including WLO representatives, to inform water management plans. Indicator 5: 100 percent of water management plans including gender lens/content (i.e. including differentiated male and female needs)			
Activity 3.1.2 Training on climate adapted agricultural practices ²²²	Women inclusion in climate smart techniques trainings ensuring trainings are adapted to women's mobility, schedules or caregiving responsibilities. Gender specific sessions are systematically integrated within the trainings	Indicator 1: 30 percent of selected beneficiaries are women.²²³ Indicator 2: 5 percent of selected beneficiaries are elderly. Indicator 3: 5 percent of selected beneficiaries have a disability. Indicator 5: 100 percent of trainings conducted include gender sensitive session to	Y1-Y5	Gender & Safeguarding Specialist, Acted programme team, Acted MEAL team	Approximate Gender costs: 390,285 USD (30% of total 1,300,950 USD) Cost linked to activity being gender-responsive

²²² The MEAL framework will integrate time-use and workload perception questions within beneficiary surveys and training follow-ups to assess whether water-saving technologies and agricultural practices reduce or inadvertently increase women's labour demands. Qualitative interviews and FGDs will further examine changes in water collection time, system maintenance responsibilities, and household care workloads. Potential unintended workload increases will also be monitored through the project's accountability and feedback mechanisms.

²²³ Target to validate and adjust as necessary at the inception informed by the baseline assessment.

		address women and men's differentiated needs. Indicator 8: 75 percent of targeted women who report that attending the training/sessions did not add to their workload			
Activity 3.1.4 Establish locally driven financing models ²²⁴	Women's participation, including engagement through Women-Led Organizations (WLOs), in cost-sharing grants and revolving grant funds enables access to financial tools that support adaptation to climate shocks and climate-resilient livelihoods	Indicator 1: 30 percent of selected beneficiaries for cost sharing grants are women, including women supported through Women-Led Organizations (WLOs).²²⁵ Indicator 2: 2 percent of selected beneficiaries for cost sharing grants are elderly. Indicator 3: 3 percent of selected beneficiaries for cost sharing grants have a disability. Indicator 4: 10 percent of women participating and managing a revolving grant fund, including women engaged through WLOs networks.²²⁶	Y2-Y5	Gender & Safeguarding Specialist, Acted programme team, Acted MEAL team	Approximate Gender costs: 487,690 USD (20% of total 2,438,450 USD) Cost linked to activity being gender-sensitive

²²⁴ Household surveys and post-distribution monitoring tools will assess women's decision-making power over the use of water-efficient technologies, greywater systems, and productive assets supported by the project. Monitoring will also examine women's control over income generated through climate-smart agriculture activities, revolving grant funds, and cost-sharing grants, as well as patterns of joint versus individual financial decision-making within beneficiary households.

²²⁵ Target to validate and adjust as necessary at the inception informed by the baseline assessment.

²²⁶ Target to validate and adjust as necessary at the inception informed by the baseline assessment.

		Indicator 5: All female beneficiaries will receive business management training and mentoring, including women engaged through WLO-supported outreach,			
<i>Output 3.2 Community level ecosystem-based adaptations to improve aquifer recharge in Eastern Ghouta</i>					
Activity 3.2.1 Enhance natural infiltration	Participation is made accessible to women through adapted schedules, local delivery, and literacy-sensitive materials	20 percent of contracted labourers are women	Y1-Y5	Gender & Safeguarding Specialist, Acted programme team, Acted MEAL team	Approximate Gender costs: 24,360 USD (10% of total 243,595 USD) Cost linked to activity being gender-sensitive
Activity 3.2.2 Restore degraded public land through revegetation with native plants	Participation is made accessible to women through adapted schedules, local delivery, and literacy-sensitive materials	20 percent of contracted labourers are women	Y1-Y5	Gender & Safeguarding Specialist, Acted programme team, Acted MEAL team	Approximate Gender costs: 81,235 USD (10% of total 812,350 USD)



					Cost linked to activity being gender-sensitive
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10. SEAH risk mitigation plan

10.1 Risk screening and SEAH mitigation plan

The second stage of Acted's environmental and social risk assessment, linked to the project, focused specifically on assessing SEAH risks. To achieve this, Acted used the GCF SEAH risk assessment toolkit. This entails screening: i) basic risk mitigation measures; ii) contextual level risks; iii) project-level risks. Based on the results of this screening, and combined with the ESS tool (see Annex 12²²⁷), specific SEAH project risks were then identified linked to the project activities. These risks were assessed for likelihood and potential impact, with a resulting mitigation plan elaborated.

The results of these varying layers of risk analysis are presented below:

Table 3: SEAH risk screening

Ensuring basic risk mitigation measures are in place ahead of stakeholder engagement	Responsibility	Comments
Does the AE have a SEAH Policy (or SEAH provisions in another policy)?	AE	Yes, Acted has a dedicated Policy on Protection from Sexual Exploitation, Abuse and Harassment, aligned with international standard.
Does the AE have an employee Code of Conduct?	AE	Yes, Acted has an organisation-wide Code of Conduct defining expected behaviours, prohibited conduct, reporting obligations and disciplinary measures, which is binding on all employees and associated personnel.
If the AE has contracted out stakeholder consultations, does that entity have a SEAH Policy (or are they contractually bound to apply the AE's)?	AE / Consultant	Yes. All Acted partners and subcontracted entities involved in stakeholder consultations are required either to have an internal SEAH / Safeguarding policy aligned with international standards or to formally commit, through contractual clauses, to applying Acted's SEAH Policy and Code of Conduct. Acted Syria's assesses the PSEAH capacities of all partners and supports them, where needed, in developing or

²²⁷ As Outlined in Annex 12, SEAH-related risks were discussed during consultations with government ministry stakeholders. These discussions included exchange on existing SEAH prevention and response mechanisms in place with relevant ministries and shared recognition of the importance of having function SEAH prevention and follow-up mechanisms in place at institutional level.

		strengthening a tailored SEAH Improvement Action Plan. Suppliers are contractually required to comply with Acted's ethical standards, including PSEAH requirements, and those with direct contact with local communities receive targeted PSEAH briefings as operationally relevant.
If the AE has contracted out stakeholder consultations, does that entity have an employee Code of Conduct (or are they contractually bound to apply the AE's)?	AE / Consultant	Yes, all associated entities and their personnel engaged in stakeholder consultations must sign and comply with Acted's Code of Conduct, which sets out clear behavioural standards, prohibited conduct, reporting obligations and sanctions in case of breaches. Compliance is reinforced through contractual obligations, induction briefings, and targeted PSEAH awareness sessions. Acted Syria monitors adherence during implementation and may apply corrective measures, including suspension or termination of contracts, in case of non-compliance.
Have AE employees and consultants conducting stakeholder consultations been trained on preventing SEAH and the Code of Conduct?	AE / Consultant	Yes. All Acted Syria staff receive mandatory Code of Conduct and PSEAH training at least once a year. All new staff undergo safeguarding and PSEA induction. MEAL and program teams receive enhanced training on complaint handling and survivor-centred approaches. Prior to each field mission, PSEAH briefing are delivered. Daily workers and enumerators are trained prior to deployment. Suppliers also accept Acted's ethical standards including PSEAH standards in the signature of their contracts. Suppliers accept Acted's ethical and PSEAH standards through contractual commitments, and targeted briefings are provided to those with direct community interaction.

Does the AE have a grievance mechanism in place in case of early SEAH complaints from stakeholder engagement?	AE	Yes. Acted has multiple safe and confidential reporting channels: (1) internal Transparency Line and confidential email (transparency@acted.org) for staff, suppliers and partners; (2) community feedback mechanism (the Acted Feedback Mechanism – AFM) with multiple entry points (toll-free hotline, community accountability focal points, MEAL staff on site). Communities are informed before every activity about expected humanitarian staff behaviour and available reporting channels. PSEAH visibility materials are systematically displayed (Acted Syria developed key messages using the Interaction Toolkit, PSEAH Frontline Toolkit, Syria PSEA Network key messages, and IASC Six Core Principles.). The Country MEAL Manager oversees the AFM, through which SEAH reports can be submitted, ensuring that community feedback channels remain functional, accessible and appropriately monitored. These reporting channels, including how to access the AFM and Transparency Line, available protections for reporters and survivors, and field-level contact points, will be communicated to communities through AFM sensitisation activities at project inception and throughout implementation. Outreach will be delivered in accessible formats adapted to the local context, with dedicated engagement with women and vulnerable groups to ensure equitable awareness.
Does the AE have a specialist on staff who can undertake the more advanced assessment in Stage 4 and deal with SEAH complaints?	AE	Yes. The mission has both national safeguarding / PSEAH focal point and international Transparency, Compliance and Investigation staff. Acted HQ also provides

		dedicated PSEAH expertise. Budget is required to fund Gender and Safeguarding Specialist (designated SEAH focal point at field level) over the full project duration.
Contextual Level (and Baseline Conditions)	Responsibility	Comments
Does the country have laws prohibiting sexual harassment / stalking generally?	National/State law (Gender Assessment)	Yes. Syrian panel code, Decree 148/1949
Do labour laws prohibit sexual harassment in the workplace?	National/State law (Gender Assessment)	No explicit provision in the current labour law addressing workplace sexual harassment.
Does the country have laws prohibiting intimate partner violence (IPV)?	National/State law (Gender Assessment)	No explicit provision in the current law about IPV.
What is the prevalence of GBV in the country?	National statistics (Gender Assessment)	While national wide statistics are unavailable, the 2025 Humanitarian Response Priorities document highlights high prevalence of GBV with 93 percent of those requiring assistance being women and girls.
What is the legal age a person can marry?	National law	The legal age for marriage is governed by Personal Status Law No. 59 of 1953. 18 years for Men, and 17 for Women.
Despite any laws, what is the prevalence of child marriage in the country?	National statistics	There are no up-to-date data on prevalence of child marriages. However, it is estimated that over 24 percent of women in Syria were married before age 18. ²²⁸
What is the income level of the country?	World Bank ranking (H, HM, M, LM, L)	24.8 percent of Syrians consume below the low-income country poverty line (2.15\$ per capita per day) and 67 percent of the population live below the lower middle-income poverty line (3.65\$ per capita per day). Syria ranks within the low-income economies (under 1,135USD/capita) according to World Bank.
Where does the country rank on global gender indices?	World Bank Reports / Other	Syria is not included in the Global Gender Gap Report 2025 of the World Economic Forum due to lack

²²⁸ United Nations, (2025), Syria common country analysis: 2024 update. Available [here](#).

		of available data. In 2021 (last report Syria appeared in), Syria ranked 152 nd out of 156 countries assessed.
Is there a national action plan on GBV and/or sexual harassment?	National government	No. There is no specific strategy or national action plan addressing GBV yet.
Does the country have specialized services for survivors of GBV (at both the national and local level)?	Local gov / NGOs	There are limited specialised services in Rural Damascus provided by humanitarian NGOs and the UN identified in the national GBV service-mapping.. Accessibility remains very limited especially outside major cities.
Is the country currently experiencing war, internal conflict or humanitarian disaster?	National / Media	Syria is exposed to multiple humanitarian crises including internal displacements, sporadic flare up of armed conflict, climate disasters and epidemic outbreaks.
Project level risk	Responsibility	Comments
Are women concentrated in lower paid roles and mostly line-managed and supervised by men?	AE	Based on existing gender dynamics in Syria and Acted's existing HR trends, women are likely to be concentrated in lower paid positions and to be managed by men. The limited educational opportunities for women and higher burden of domestic work means that women are less likely to be on the formal workforce market nor to have medium-high technical expertise.
Are piece-rate systems or other performance-related pay structures used where individuals are in control of how much other workers get paid?	AE	No. The payment of workers is based on Acted's internal salary grid or daily worker wage memo. The value amounts are decided at Country Coordination level and approved in coordination with Acted HQ.
Will project workers have control over life-changing resources such as compensation or access to basic or highly sought-after resources?	AE	No.
Will security personnel be used? Will they be armed?	AE	Acted contracts security guards to ensure the guarding services of Acted office premises in Syria. The security guards are unarmed, in

		line with humanitarian principles and Acted's internal policies.
Will there be an influx of male workers into the project area?	AE	This is probable, as individuals often relocate to areas where work opportunities are available. Knowing that the majority of the country's formal workforce is composed of men, it is possible that many employment posts related to the project will be taken by men.
Are local communities poor and lacking basic resources?	AE	Yes. The project targets the Rural Damascus governorate which includes many communities that continue to be characterised by poverty, destruction of infrastructure, fragile livelihoods, food insecurity, and high returns of internally displaced people and refugees.
Will migrant workers be employed by the project?	AE	While employment opportunities will not discriminate based on migration status, it is unlikely that migrant workers will be hired on the project.
Will project workers all have formal contracts?	AE	Yes, all people that will receive a remuneration linked to project work will sign a formal contract with Acted, either through employee contracts or through daily work conventions.
Will goods frequently be transported over long distances, especially through poor and/or remote communities?	AE	Some project procurement will take place in urban centres with adapted markets, with goods then transported to the project locations – which are pre-urban and rural areas. The governorate is however, situated close to the capital city and therefore the distances are not expected to be long.
Are worksites or project activities based in remote locations?	AE	No.
Will project workers live in the community or in worker housing?	AE	Acted only provides housing for its international staff (guesthouse usually located within, or near the office premises). National staff are

		free to find housing wherever they wish.
Will workers be required to travel long and potentially unsafe distances?	AE	Depending on the role, some Acted staff will be required to travel to undertake field missions, travelling between various bases of the project. Security and road conditions vary depending on the location.
Will the project operate in highly pressurised work environments, with tight deadlines?	AE	The project is a long-term, implemented over a 5-year period. Hence, it is not expected that the work environment will be particularly pressurised, unlike for emergency/pure humanitarian projects (which Acted Syria has extensive experience in implementing).
Is the project located within a male-dominated sector where female workers will be employed?	AE	The formal workforce in general in Syria is dominated by men. The project will focus on the water and agricultural sectors. While the water sector is heavily male dominated, the agricultural sector has high concentration of women in certain positions related for example to irrigation. Women provide much of the labour force during harvest, yet women's involvement often remains informal, artisanal, and under-recognised. In the livestock sector, women's role is concentrated in less profitable activities with limited market access, while men retain control over assets, sales, and decision-making.
Have communities voluntarily raised concerns in relation to SEAH/GBV during consultations?	AE	No. However, according to Acted's gender assessment (Annex 4), there is a major trend in underreporting and normalisation of insecurity. As such, a lack of concerns being voluntarily raised does not equate an absence of concern.

Table 4: SEAH risk mitigation plan

Activities	Summary of SEAH/ Harassment Risks	Mitigation Measures	Likelihood (score)	Impact (score)	Responsible party/ person
CROSSCUTTING Internal workforce (EEs) – recruitment, induction, daily operations)	A gender-imbalanced workforce (approximately 80% men) may reinforce power imbalances, increasing the risk of sexual harassment or abuse between staff, quid pro quo dynamics in recruitment or performance management, boundary violations in closed office settings, and bullying or retaliation against complainants.	Mandatory PSEAH induction and annual refresher training for all staff; signed Code of Conduct; gender-balanced, two-person recruitment and selection panels; trained and accessible PSEAH focal points in each field base to receive, document, and escalate complaints confidentially; survivor-centred investigation procedures led by trained and independent personnel; annual staff discussion sessions (women-only, and men-only) to reassess risks and reinforce accountability; confidential and multi-channel reporting mechanisms.	Low	High	HR Manager, Gender and Safeguarding Specialist
CROSSCUTTING Field missions & travel (mixed teams)	Sexual harassment or abuse may occur during travel, transport, or accommodation arrangements, particularly in mixed-gender teams.	Gender-sensitive safe travel and accommodation SOPs; approved transport and lodging only; confidential and anonymous reporting channels available during missions; clear escalation and response procedures.	Low	High	Area Manager, Country Coordination

CROSSCUTTING Contractor management (consultants, enumerators, guards, drivers)	Contractor-to-staff or staff-to-contractor sexual harassment or abuse, and sexual exploitation and abuse of community members by contractors engaged by the project.	All contracts include binding PSEAH clauses aligned with the Acted Code of Conduct; mandatory PSEAH training for contractors prior to deployment; designation of trained PSEAH focal points by contractor firms; routine spot-checks and supervision; immediate suspension of alleged perpetrators pending investigation; confidential reporting mechanisms accessible to communities and staff; survivor-centred referral pathways to health, psychosocial, and legal services.	Low	High	Logistics Manager, Gender and Safeguarding Specialist
CROSSCUTTING M&E	Enumerator or MEAL staff may engage in sexual harassment, coercive data collection practices, or SEAH toward community members; misuse of sensitive data may expose survivors; male-dominated teams may increase risks during FGDs or consultations.	Mandatory PSEAH training for enumerators and MEAL staff; gender-balanced; prohibition of one-on-one interviews in isolated settings; safe, public venues and daytime data collection; informed consent procedures including PSEAH information and reporting options; data minimisation and survivor data protection SOPs; secure data storage; debriefings and safeguarding follow-up after field activities; clearly communicated and accessible reporting channels.	Low	High	Gender and Safeguarding Specialist, MEAL Manager
Activities 1.2.2, 3.1.1 related to support to communal governance structures,	Male-dominated institutional environments may marginalise women and youth, creating power imbalances that increase the risk of sexual	Display of safeguarding rules and confidential and multi-channel reporting mechanisms in meeting rooms; mixed-team facilitation where appropriate.	Low	High	Program Manager, Gender and Safeguarding Specialist

accountability mechanisms and forums	harassment during travel, meetings, or professional networking, and may discourage reporting or undermine survivor-centred responses in public or mixed-gender settings.				
Activities 2.2.1, 2.2.2, 3.1.2 related to household level installations and training of farmers, extension and environmental workers	Sexual harassment or abuse by trainers, technicians, or extension staff (male-dominated teams); unsafe travel to training or household-level service delivery; quid pro quo for participation, targeting, or access to household installations or maintenance; pressure on female participants or household members by male staff; SEAH risks in isolated demonstration plots or private household settings.	Transparent and publicly communicated participant selection criteria; prioritisation of female trainers and programme staff; training conducted in visible, public locations; prohibition of one-on-one interactions in isolated settings; clear protocols for household-level visits and service delivery, including advance scheduling, paired visits , and explanation of purpose; PSEAH key messages and reporting options explained at the start of each session and prior to household-level works; trained PSEAH focal points on-call during activities; consultation with women on safe locations and session timing; group travel arrangements where needed; community-accessible reporting channels.	Low	High	Project Manager, Gender and Safeguarding Specialist, MEAL Manager
Activities 3.1.4, 3.2.1, 3.2.2 related to locally driven financing mechanisms and	Quid pro quo demands in grant or on-granting approval processes, and selection for paid communal works; favouritism or exclusion; retaliation	Independent multi-person panel scoring and verification processes; separation of assessment and verification functions; post hoc published selection criteria and feedback to applicants; accessible	Medium	High	Project Manager; MEAL Manager



paid communal works	against un/successful applicants or complainants.	grievance and appeals mechanisms; MEAL audits and spot-checks; sanctions for misconduct.			
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The SEAH risks identified in the risk analysis table above may affect women, men, girls, and boys, though in the same way and the same extent.

- Women and girls are disproportionately exposed to SEAH risks, particularly in rural communities targeted by the project where:
 - Social norms may limit women and girls' decision-making power and mobility.
 - Women and girls interact frequently with project staff (training, household level water saving and reuse, community governance structures).
 - Women and girls may rely on male staff for access to resources (e.g access to financial assistance), creating power imbalances that can lead to SEAH

Girls, especially adolescent girls, face additional vulnerabilities notably when participating in mixed-gender youth or farmer training activities, where age, gender and authority differentials may further increase exposure to SEAH risks. Men and boys may also be affected, although generally to a lesser extent. Identified risks include sexual harassment in male-dominated work environments and social or cultural pressures that discourage disclosure or reporting due to stigma. Additionally, SEA and sexual harassment risks may arise among project staff themselves. Given that the technical workforce in Syria remains predominantly male, risks include misuse of authority, harassment between staff members and the normalisation of inappropriate or discriminatory behaviours if not adequately addressed. This differential risk analysis directly informs the mitigation measures outlined above, which are designed to address gender- and age-specific vulnerabilities, reduce power imbalances, and ensure safe, accessible and survivor-centred reporting and response mechanisms across all project activities.

10.2 Overview and key principles

Acted applies a zero-tolerance approach to sexual exploitation, abuse and harassment (SEAH). The project enforces Acted's Code of Conduct, Policy on Protection from SEAH and Child Protection Policy, which are binding on all staff, implementing partners, suppliers and contractors. These are aligned with the Inter-Agency Standing Committee (IASC) Six Core Principles, UN Secretary-General Bulletins ST/SGB/2003/13 and ST/SGB/2019/8, and the CHS Alliance guidelines.

Implementation is guided by the following principles drawn from Acted's PSEAH Policy (2025):

- Neutrality and impartiality: safeguarding measures apply uniformly to all stakeholders.
- Confidentiality: information is shared strictly on a need-to-know basis.
- Managerial responsibility: each line manager is accountable for prevention, reporting and follow-up.
- Survivor-centred and do-no-harm approach: survivor safety, dignity and informed consent are prioritised.
- Accountability and non-retaliation: any report made in good faith is protected from reprisal.

These commitments are implemented through Acted's internal PSEAH Checklist and Safeguarding Action Plan, which provide verifiable standards across all missions.

10.3 Comprehensive mitigation measures

The project applies comprehensive mitigation measures to address SEAH risks across all operations. These measures are defined through Acted's PSEAH Checklist, which ensures consistency in safeguarding implementation. The checklist covers forty-three standards organised under four operational pillars: Deterrence, Prevention, Identification and Response.



Under the deterrence pillar, recruitment integrates SEAH screening, including behavioural interviews, gender-balanced panels, reference checks and participation in the Misconduct Disclosure Scheme. All contracts include mandatory SEAH clauses, and confirmed breaches result in disciplinary action up to dismissal.

Prevention measures include mandatory induction and annual refresher training for all staff, daily workers and partners. E-learning modules and investigation workshops complement field sessions. Acted Syria also participates in the national PSEA Network and Protection Sector.

Identification mechanisms ensure visibility of acceptable conduct and complaint channels. Posters in Arabic display hotlines and reporting options. Community sensitisation sessions and gender-segregated focus groups provide safe spaces for disclosure. Response measures prioritise confidentiality, consent and timely survivor referral. Each allegation triggers a risk assessment and activation of immediate support, while all data are stored securely on password-protected systems with restricted access. Based on Acted's internal PSEAH Checklist self-assessment, validated by country management and HQ oversight, Acted Syria reached an overall compliance rate of ninety-nine percent in 2025:

Pillar	Achievement 2025
Deterrence	100 percent
Prevention	98 percent
Identification	100 percent
Response	100 percent
Overall	99 percent

The 2025 results show that safeguarding standards are strongly embedded across all project bases.

10.4 Reporting protocols and complaints mechanisms

Acted applies an integrated, survivor-centred and gender-responsive grievance redress and feedback system, specifically adapted to SEAH reporting. This mechanism is embedded within Acted's broader Accountability to Affected Populations (AAP) framework and ensures accessible, confidential and ethical reporting across all project locations.

Acted considers that SEAH complaints should not be collected through a standalone mechanism, as duplicating systems can confuse affected communities and increase reporting barriers. Instead, SEAH alerts are channelled through existing accountability and feedback systems, with dedicated confidential routing to staff trained in handling SEAH-related complaints. The system combines:

- the Acted Feedback Mechanism (AFM) for community members and project participants; and
- the Transparency Line for staff, partners, contractors, and all third parties – which may also be used by community members and project participants who wish to report directly to Acted HQ.

Both mechanisms are inclusive, gender-responsive and accessible to women, men, girls, boys and persons with disabilities.

The AFM provides multiple safe entry points for SEAH-sensitive and other complaints, ensuring accessibility at community level. Entry points include:

- Complaint boxes installed in accessible community spaces.
- Accountability focal points and trained MEAL staff.
- Local contact numbers displayed in all offices.
- Community awareness sessions and AFM committee meetings.



Visibility and accessibility are reinforced through posters, banners, laminated cards and leaflets in English, and Arabic. All AFM complaints are categorised into five levels; Level 5 (sensitive complaints such as SEAH or Child Safeguarding) are immediately and confidentially redirected to the Acted's HQ Transparency, Compliance and Investigation (TCI) Unit for assessment and follow-up. The Country MEAL Manager oversees the AFM, ensuring that community feedback channels remain functional, accessible and responsive, including for the safe submission of SEAH-related concerns.

All complaints are acknowledged within five working days. Follow-up actions are initiated within fifteen days, depending on the severity and confidentiality requirements. This integrated system avoids duplication and confusion by using a single-entry point for all feedback while ensuring that SEAH alerts are automatically channelled to trained safeguarding staff.

The Transparency Line (for SEAH, child safeguarding, misconduct and fraud) is a secure and confidential whistleblowing platform managed by Acted's HQ TCI Unit. It can be accessed online at <https://transparency.acted.org> or by email at transparency@acted.org. Information on the Transparency Line is widely disseminated to ensure awareness and accessibility:

- Posters are displayed in all Acted offices, bases and guesthouses, showing the contact email address and online platform link. The mechanism is systematically presented during all PSEAH staff trainings, partner capacity-building sessions and supplier onboarding briefings. Laminated quick-reference cards listing the hotline and email contacts are distributed to Programme, MEAL and field staff.

Reports are acknowledged within five working days by the HQ TCI Unit, which conducts a preliminary assessment and coordinates follow-up in accordance with Acted's PSEAH procedures. All information is treated with the highest level of confidentiality and shared only on a need-to-know basis.

Visibility and awareness: Information about both the Transparency Line and the AFM, including contact details and confidentiality commitments, is permanently displayed in Acted's offices, bases and project sites, and presented systematically during staff inductions, community meetings and partner orientations to ensure awareness of safe reporting options. These roles and reporting channels will also be communicated to communities through AFM sensitisation activities conducted at project inception and throughout implementation, including information on how to access the Transparency Line and AFM, what protections are in place for reporters and survivors, and who to contact at field level. Outreach will be provided in accessible formats appropriate to the local context, with dedicated engagement with women and vulnerable groups to ensure equitable awareness.

Capacity and survivor-centred handling: Accountability staff, PSEAH focal points and programme teams are trained on safe disclosure reception, informed consent, confidentiality and the do-no-harm principle. Upon receiving or witnessing a SEAH-related concern, staff must immediately notify the Country Director or use the Transparency Line. Field staff also receive laminated "SEAH Reporting Cards" reminding them of this procedure and listing key contacts – the Country Director, the Transparency Line and the inter-agency hotline. For this project, the Gender and Safeguarding Specialist serves as the designated SEAH focal point at field level and is responsible for monitoring preventive actions, awareness sessions and grievance channels, and for reporting monthly to the Country Director for trend analysis and risk identification. Protection against retaliation for anyone reporting misconduct or cooperating with authorised investigations is ensured through Acted's internal whistle-blowing policy, in line with the UN Secretary-General Bulletin (2017) on protection against retaliation.

External reporting option (GCF IRM): In addition to Acted's internal and community mechanisms, stakeholders may submit SEAH-related or other complaints directly to the GCF



Independent Redress Mechanism (IRM), which receives and addresses grievances related to GCF-financed projects. Complaints can be filed through the IRM's secure online form at <https://irm.greenclimate.fund/case-register/file-complaint> or by email to irm@gcfund.org. Acted will ensure these IRM contacts are advertised on local communication materials (office/site posters, banners, laminated cards and community leaflets) alongside Acted and inter-agency hotlines.

10.5 Procedures for SEAH cases

Procedures for SEAH cases are defined in Acted's Policy on Protection from SEAH (2025) and Investigation Memo v2.0 (2023). They ensure that each case is managed through a structured, survivor-centred and transparent process consistent with humanitarian best practice.

Upon receipt of an alert through the Transparency Line (<https://transparency.acted.org>) or the Accountability and Feedback Mechanism (AFM), the Country Director and the HQ Transparency, Compliance and Investigation (TCI) Unit conduct an immediate risk assessment to determine protection needs and potential health or security risks. Medical, psychosocial or legal referrals are initiated based on the survivor's informed consent, and the case is formally coded and secured within Acted's encrypted database. At field level, any allegation received by the Gender and Safeguarding Specialist or through AFM channels is systematically referred to the HQ TCI Unit in line with Acted procedures. The Country MEAL Manager ensures that AFM channels used for receipt of complaints remain functional and accessible, while the Country Director oversees case escalation, compliance and risk monitoring.

Investigations are led by the HQ TCI Unit in coordination with the Country Director and Safeguarding Coordinator. Evidence collection includes document review and structured interviews with reporters, survivors, witnesses and subjects of concern, using trauma-informed techniques. Investigators apply the balance of probabilities standard of proof, in line with international administrative investigation practice and all participants sign confidentiality agreements. Throughout the investigation, risk assessments are regularly updated, and protective measures, such as administrative leave or temporary relocation, may be applied. Findings are consolidated in a formal investigation report. Disciplinary decisions are made by HR management and the Country Director (for national staff) or HQ HR (for international staff). Donor notifications are handled by HQ in line with applicable contractual and regulatory requirements. All external communications are anonymised and validated by HQ. Lessons learnt feed directly into the mission's Safeguarding Action Plan to strengthen prevention and accountability. All investigation materials are stored electronically on encrypted servers with limited access. Personal identifiers related to SEAH cases are strictly segregated, access-restricted, and do not appear in external reports or non-authorized HR documentation. If an allegation involves a third party, referrals are made through the national PSEA Network or Protection Sector.

10.6 Survivor support modalities

Acted Syria guarantees timely, appropriate and survivor-centred assistance for any person affected by sexual exploitation, abuse or harassment. Support is provided strictly on the basis of informed consent, with full respect for confidentiality and dignity. Survivors may withdraw or modify their consent at any time.

Referrals follow the Standard Operating Procedures for Medical and MHPSS Referrals (SEAH-05.1), including for gender-based violence (GBV), and use the Consent Form (SEAH-05.2.1) and Comprehensive Referral Form (SEAH-05.2.2) to ensure safe data handling. All forms are stored securely and shared only with authorised service providers. Survivors are informed of available options and can choose whether to engage with any or all of the services listed below.

Type of support	Modalities and partners
Medical care	Survivors have immediate access to healthcare facilities capable of providing Clinical Management of Rape (CMR) GBV, and post-exposure prophylaxis. Medical services are available through the Ministry of Public Health, UNFPA-supported clinics and NGO medical partners. Survivors are accompanied to health facilities when needed to reduce safety or transport barriers. Costs of treatment are fully covered through Acted's emergency support procedures.
Psychosocial and MHPSS support	Psychological First Aid (PFA) is provided immediately after disclosure by trained safeguarding staff. Survivors are then referred to specialised mental health and psychosocial support (MHPSS) actors identified in the national GBV service-mapping. When in-person counselling is not feasible, confidential remote sessions are arranged. Psychosocial support aims to stabilise the survivor, reduce trauma symptoms and promote recovery at their own pace.
Legal assistance	Survivors are informed of their right to pursue justice and offered a referral to specialised legal aid actors identified in the national GBV service-mapping. All legal procedures proceed only with the survivor's explicit consent and Acted may facilitate transportation or accompaniment where needed.
Community-based protection	Acted engages local protection committees, traditional and religious leaders, and women's groups to create safe spaces and prevent retaliation. Where security risks are identified, the Gender and Safeguarding Specialist may request temporary relocation, safety escorts or confidential changes in work assignment. Community awareness sessions also emphasise confidentiality and non-stigmatisation of survivors.

Follow-up occurs within seventy-two hours of referral to confirm safe access and identify additional needs. The Gender and Safeguarding Specialist maintains a confidential log of referrals and outcomes, reviewed quarterly to enhance response quality. The mission's SGBV Service Mapping (SEAH-05.3) is updated annually to ensure availability of qualified medical, psychosocial, legal and protection providers across all regions.

10.7 Oversight, monitoring and continuous improvement

The Country Director ensures overall compliance with Acted's PSEAH Policy, supervises reporting, coordinates donor notifications, oversees focal points, ensures training coverage and updates the PSEAH risk matrix. For this project, the Country Director holds overall responsibility for PSEAH compliance, supervises focal points, and oversees training coverage and risk monitoring. At headquarters level, the Transparency, Compliance and Investigation (TCI) Unit manages investigations, validates findings and consolidates global learning across missions. The HQ TCI Unit also manages all formal investigations related to SEAH allegations, with field-level focal points systematically referring all allegations in line with Acted procedures.

Monitoring framework for preventive and mitigative SEAH measures: Acted Syria maintains a structured monitoring framework to ensure that preventive and mitigative SEAH measures are effectively implemented and continuously improved under the supervision of the Country Director and with technical support from the Gender and Safeguarding Specialist and HQ TCI Unit. At field level, Gender and Safeguarding Specialist serves as a PSEAH focal point in the



project area and will monitor preventive actions, awareness sessions and grievance channels, and report monthly to the Country Director for trend analysis and risk identification. PSEAH focal points do not conduct investigations and systematically refer all allegations to the HQ TCI Unit, in line with Acted procedures. The Country MEAL Manager oversees the Accountability and Feedback Mechanism (AFM), through which SEAH reports can be submitted, and is responsible for ensuring that community feedback channels remain functional, accessible and responsive throughout implementation.

The Specialist maintains a country SEAH risk register, updated regularly to reflect contextual and programmatic risks. This register feeds into the annual PSEAH Action Plan, jointly developed with the Country Director. The plan translates Acted's four operational pillars, deterrence, prevention, identification and response, into concrete, measurable actions. For each activity, it specifies the process, expected result, performance indicator, responsible person, deadline and implementation status. At the same time, the Specialist ensures that the relevant Syrian legal frameworks (under the scope of the Ministry of Social Affairs and Labour) are likewise incorporated in gender and PSEAH action planning.

The Action Plan is a digital, living tool, updated in real time by focal points and accessible to management and HQ. This ensures ownership, accountability and transparency in progress tracking. Monitoring combines quantitative indicators and qualitative assessments to evaluate implementation and effectiveness. Roles, reporting pathways and safe complaint options will be communicated to communities through AFM sensitisation activities from project inception and throughout implementation, including how to access the AFM and Transparency Line, what protections are in place for reporters and survivors, and who to contact at field level. Communication will be provided in accessible formats suited to the local context, with targeted outreach to women and vulnerable groups to support equitable awareness and access.

Key indicators include:

- implementation rate of the PSEAH checklist per pillar (target at least eighty-five percent);
- percentage of project staff and partners trained on PSEAH (target one hundred percent);
- percentage of Acted field bases with functional and accessible grievance mechanisms (AFM and Transparency Line) (target one hundred percent of operational bases); percentage of survivors, where safely and ethically feasible, expressing satisfaction with referral services through anonymised and voluntary feedback mechanisms (target at least seventy percent); and
- number of SEAH-sensitive complaints received, investigated and closed.

Progress against these indicators is reviewed quarterly at mission level by the Gender and Safeguarding Specialist under the supervision of the Country Director and annually by the HQ TCI Unit as part of Acted's global safeguarding reporting. At national level, Acted Syria contributes to the inter-agency PSEA Network, under the leadership of the Humanitarian/Resident Coordinator, sharing progress, good practices and lessons learnt to strengthen collective accountability.

This integrated monitoring and governance framework ensures continuous oversight, timely adaptation of mitigation measures and evidence-based learning, embedding safeguarding commitments across all phases of programme design, implementation and review in line with Acted's PSEAH Policy, GCF ESAP standards, and Syrian law.

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