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INTEGRATED URBAN SERVICES EMERGENCY PROJECT II
P175791**

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Glossary of Terms Used

Child. The World Bank considers as children anyone under the age of 18, even if national law may have a lower age, and, as such, not able to give free and voluntary consent.¹ Sexual activity with individuals below the age of 18 is considered child sexual abuse, except in cases of pre-existing marriage.²

Codes of Conduct. The Code of Conduct details adopted for the project covering the commitment by employers to actively GBV/SEA/SH.

Consent. Consent is a key consideration in GBV particularly with regards to SEA/SH. GBV arises when consent is not voluntarily and freely given. Consent must be informed, based on a clear appreciation and understanding of the facts, implications and future consequences of an action. In order to give consent, the individual concerned must have all relevant facts at the time consent is given and be able to evaluate and understand the consequences of an action. The individual also must be aware of and have the power to exercise the right to refuse to engage in an action and/or to not be coerced (i.e., by financial considerations, force or threats). There are instances where consent might not be possible due to cognitive impairments and/or physical, sensory, or developmental disabilities. There is no consent when agreement is obtained through: (i) the use of threats, force or other forms of coercion, abduction, fraud, manipulation, deception, or misrepresentation; (ii) the use of a threat to withhold a project benefit to which the person is already entitled; or (iii) a promise made to the person to provide a benefit from the project.

Consultant. Any firm, company, organization or other institution that has been awarded a contract to provide consulting services to the project, and has hired managers and/or employees to conduct this work.

Contractor. Any firm, company, organization or other institution that has been awarded a contract to conduct infrastructure development works for the project and has hired managers and/or employees to conduct this work. This also includes sub-contractors hired to undertake activities on behalf of the contractor.

Contractor Environmental and Social Management Plan (C-ESMP). The plan prepared by the contractor outlining specifically how it will implement its activities in accordance with the subproject ESMP, and with the Project's ESHS requirements, including GBV/SEA/SH requirements and the Project Code of Conduct.

Employee. Any individual offering labor to the contractor or consultant within the country on or off the work site, under a formal or informal employment contract or arrangement, typically, but not necessarily (e.g., including unpaid interns and volunteers), in exchange for a salary, with no responsibility to manage or supervise other employees.

Environmental, Social, Health and Safety (ESHS). An umbrella term covering issues related to the impact of the project on the environment, communities and workers.

GBV Allegation Procedure. The prescribed procedure to be followed when reporting incidents of GBV or Violence Against Children (VAC).

¹ Articles 1 of the UN "Convention on the Rights of the Child" defines children as those under the age of 18. The UN Secretary General's Bulletin on Special Measures for protection from sexual exploitation and abuse, October 9, 2003 ST/SGB/2003/13 also defines children as anyone under the age of 18 and explicitly prohibits sexual activity with a child regardless of the age of majority or age of consent locally (para 3.2 b).

² The age of consent has important implications for workers employed on World Bank-financed projects. If a worker is married to someone under the age of 18 and that marriage is recognized by a public, religious or customary authority and consistent with the legal age for marriage in the country, such underage marriage shall not constitute a reason not to employ the worker. Under any circumstances other than these, Codes of Conduct shall prohibit workers from engaging in sexual intercourse with anyone under the age of 18. If a worker engages in sexual intercourse with anyone under the age of 18 while employed under the project, a range of employment sanctions shall apply, as set out in the Code of Conduct, following a full and fair review.

Gender-Based Violence (GBV)³. An umbrella term for any harmful act that is perpetrated against a person's will and that is based on socially-ascribed gender differences. GBV includes acts that inflict physical, mental, sexual harm or suffering; threats of such acts; and coercion and other deprivations of liberty, whether occurring in public or in private life. GBV disproportionately affects women and girls across their lifespan and takes many forms, including sexual, physical, and psychological abuse. It occurs at home, on the streets, in schools, workplaces, farm fields, and refugee camps; during times of peace as well as in conflicts and crises.

Grievance Mechanism (GM). The process established by a project to receive and address complaints.

Implementing Partner (IP). An entity or agency that supplements the work of UNOPS on the ground by implementing certain activities within the project.

Potential Perpetrator. Any person who is alleged to have committed or has threatened to commit a GBV act.

Sexual Abuse. Sexual abuse is a manifestation of GBV consisting of actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions.

In Bank-financed projects, sexual abuse occurs when a project worker (contractor staff, subcontractor staff, supervising engineer) uses force or unequal power vis-a-vis a community member or colleague to perpetrate or threaten to perpetrate an unwanted sexual act.

Sexual Exploitation. Sexual exploitation is a manifestation of GBV consisting of any actual or attempted abuse of a position of vulnerability, differential power, or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another.

In Bank-financed operations/projects, sexual exploitation occurs when access to or benefit from Bank-financed goods, works, non-consulting services or consulting services is used to extract sexual gain.

Sexual Harassment (SH). Sexual harassment is a manifestation of GBV consisting of any unwelcome sexual advance, request for sexual favor, or physical conduct or gesture of a sexual nature, or any other behavior of a sexual nature that might reasonably be expected or be perceived to cause offense or humiliation to another, when such conduct interferes with work, is made a condition of employment or creates an intimidating, hostile or offensive work environment.

In Bank-financed projects, sexual harassment occurs within the context of a contractor or subcontractor, and relates to employees of the company experiencing unwelcome sexual advances or requests for sexual favors or acts of a sexual nature that are offensive and humiliating among the same company's employees.

Survivor. A person adversely affected by a GBV or VAC act. Women, men and children can be survivors of GBV; children can be survivors of VAC.

Survivor-centered approach. The survivor-centered approach is based on a set of principles and skills designed to guide professionals, regardless of their role, in their engagement with survivors (predominantly women and girls but also men and boys) who have experienced sexual or other forms of violence. The survivor-centered approach aims to create a supportive environment in which the survivor's interests are respected and prioritized, and in which the survivor is treated with dignity and respect. The approach helps to promote the survivor's recovery and ability to identify and express needs and wishes, as well as to reinforce the survivor's capacity to make decisions about possible interventions.

³ The term GBV is often used interchangeably with Violence against Women and Girls (VAWG). See Arango, D., M. Morton, F. Gennari, S. Kiplesund, and M. Ellsberg. 2014. Interventions to Prevent and Reduce Violence Against Women and Girls: A Systematic Review of Reviews. Women's Voice, Agency, and Participation Research Series. Washington, DC: World Bank.

1 Introduction

1. This SEA/SH Prevention and Response Action Plan was prepared by UNOPS (acting on behalf of the RoY) to meet the requirements of the World Bank's Environmental and Social Framework (ESF) for the second Yemen Integrated Urban Services Emergency Project (YIUSEP II; P175791), most particularly the Environmental and Social Standard on Working Conditions (ESS2) and the Standard on Community Health and Safety Labor (ESS4)⁴. The Action Plan details the operational measures to assess and mitigate the risks of gender-based violence, most notably sexual exploitation and abuse (SEA) and sexual harassment (SH), and how they will be integrated over the life of the project. This includes procedures for reporting, responding and managing grievances related to such abuse.
2. The requirement to prepare the Action Plan arises from the substantial GBV/SEA/SH risk rating given to the Project, following the GBV/SEA/SH risk assessment conducted by the World Bank using its screening tool (See Annex 1).
3. UNOPS (RoY) has in parallel prepared an Environmental and Social Commitment Plan (ESCP) and an Environmental and Social Management Framework (ESMF) to meet the requirements of ESS1, Labor Management Procedures to meet the requirements of ESS2, a Security Management Plan (SMP) to meet the requirements of ESS4, a Resettlement Framework (RF) to meet the requirements of ESS5, and a Stakeholder Engagement Plan, to meet the requirements of ESS10.

2 Project Description

4. YIUSEP II will help restore access to critical urban services of selected cities within the Republic of Yemen. The project design is based on findings and lessons learned from relevant analytical pieces and operational experience in FCV environments. The Yemen Dynamics Needs Assessment (DNA) highlights the need for an integrated and multi-sectoral World Bank engagement in urban settings and coordinated infrastructure investments in the urban water, urban roads, municipal services, solid waste management and electricity sectors that promote cross-sectoral linkages and complementarities. The Project has three components:

Component 1. Service restoration

5. The component will include small-scale, neighborhood-level tertiary municipal goods and infrastructure that will improve access to municipal services.
 - Tertiary Municipal Services and Solid Waste Management
 - Solid waste management
 - Neighborhood sanitation
 - Rain-water drainage
 - Stone paving of neighborhood streets
 - Rehabilitation of local parks and green spaces
 - Urban Water and Sanitation
 - Urban Roads
 - Electricity for Critical Services

Component 2. Implementation Support and Capacity Development

- Project Implementation and Management Support
- Enhanced Capacity Building
- Third Party Monitoring

⁴ The Action Plan was drafted to meet the actions recommended in the World Bank's Good Practice Note on Addressing Sexual Exploitation and Abuse and Sexual Harassment (SEA/SH) in Investment Project Financing involving Major Civil Works (Second Edition, February 2020)

Component 3. Contingent Emergency Response

6. The Contingent Emergency Response Component (CERC) allows UNOPS to receive support by reallocating funds from other project components or serving as a conduit to process additional financing from other funding sources for eligible emergencies to mitigate, respond to and recover from the potential harmful consequences arising from the emergency. Disbursements under this sub-component will be subject to the declaration of emergency by the RoY, the international community, or the UN.
7. The project will be implemented by UNOPS (RoY) through direct implementation as well as project cooperation agreements between UNOPS and three local implementing partners: the Public Works Project (PWP), the Road Maintenance Fund Implementation Unit (RMF-IU), and the Urban Water Project Management Unit (UW-PMU).

3 GBV risks in emergency settings

8. Crisis or natural disasters do not affect everyone equally. The Inter-Agency Standing Committee (IASC) acknowledges that women and girls are ‘disproportionately exposed to loss of livelihoods, increased domestic responsibilities, and to Gender-Based Violence (GBV), as well as to threats to many aspects of their health and well-being’ in conflict and disaster zones.⁵ Gender as well as other social, cultural, political or economic aspects can determine inequalities among individuals and social groups. These aspects can interact to determine the capacities, but also vulnerabilities of women, girls, men and boys. Furthermore, emergencies threaten health, safety and security of communities, especially for children. Abuse, neglect, exploitation and violence against children is likely to increase in such environments.
9. Emergency and post-emergency operations are implemented in a context of exacerbated risk for GBV, including challenges linked to sexual exploitation and abuse (SEA), sexual harassment and decreasing rights for children. Activities linked to humanitarian or development projects may compound the broader contextual risks present at community level. Project-induced risks relate to the size and scale of a project, the potential for labor influx, the geographic location of project activities, the ability (or inability) to supervise project activities, and the given emergency context. Income in the hands of workers can also create or worsen existing power imbalances between workers and weaker members of the community, in particular women and children. Identifying project-related risk factors as they interact with contextual risk factors and mitigating them is critical for the development of appropriate prevention measures for women, children and other vulnerable groups in project design.

4 Contextual GBV risks

10. **GBV is widespread in Yemen, and considered to be a major obstacle to equality, peace and development in the country.** Despite the lack of comprehensive and reliable national population based GBV prevalence data, existing information indicates that GBV is common in the lives of women and girls across the life course in Yemen. Women in Yemen are subjected to various forms of violence, including physical and psychological abuse within the family, deprivation of education, child marriage, forced marriage, exchanged marriage, exaggerated dowries that lead to missed opportunity for marriage, sexual harassment, abuse and violence, restrictions and control over freedom of movement, exclusion from private and public decision-making roles and processes, forced pregnancy, polygamy, denial of inheritance, deprivation of utilizing health services, and female genital mutilation/cutting (FGM/C). All these types of violence are extremely problematic during peacetime but dramatically worsen during conflict. Intimate partner violence and sexual violence and harassment, the most prevalent types of GBV globally, are both commonplace in the lives of Yemeni women and girls, although there is limited data on which to estimate reliable prevalence and trends in perpetration and victimization rates over time.

⁵ IASC, Policy. Gender Equality and the Empowerment of Women and Girls in Humanitarian Action, November 2017.

11. **Some forms of GBV are normative in Yemen, including child marriage and some intimate partner violence behaviors, in particular a man’s use of physical violence to discipline or control his wife under certain circumstances.** Other normative forms of GBV in Yemen include FGM/C, the prevalence of which, however, varies in different parts of Yemen, with the highest prevalence being in Al Hudaydah (62%), Hadramout (80%) and Al Mahrar (85%) governorates⁶. The extent to which each type of GBV is practiced and normative varies across regions of the country.

12. **The ongoing conflict continues to exacerbate the risks associated with child marriage and intimate partner violence in Yemen.** The effects that displacement has on increasing GBV risks and rates among internally displaced and refugee communities globally is increasingly recognized,⁷ and evidence points to a similar escalation of violence against women catalyzed by conflict and associated stressors in Yemen. For example, reports of gender-based violence increased 36% between 2016 and 2017 alone, while the surge in GBV since the beginning of the conflict is up to 63%. From 2016 to 2017, child marriage rates increased threefold, according to UNOCHA⁸ and currently, 52% of girls in Yemen are married before the age of 18. Child marriage is being adopted as a coping strategy in response to the increasing and chronic poverty, compounded by the war, as well as a protection mechanism, to guard young girls against greater threats such as sexual harassment and assault.

13. **As well as exacerbating child marriage and intimate partner violence, conflict and disaster-related displacement magnifies sexual violence risks for women and girls in Yemen.** Women and girls are at amplified risk of sexual assault during movement to new areas and once settled in displaced settings. Unsafe environments, eroded protection mechanisms and social cohesion, and a lack of safe livelihoods options all increase the incidence of opportunistic sexual violence perpetrated in and around displaced settings when women and girls are collecting water and when in public spaces and accessing public facilities⁹. Conflict also increases poverty, and economic stresses on households increases Violence against Women and Girls (VAWG), especially Intimate Partner Violence (IPV) – with economic deprivation and income levels predictors of GBV. The normalization of rape and sexual violence inside the home is exacerbated by the sustained presence of violence outside of the home.

14. **Sexual exploitation and abuse of children and women by people in positions of authority and power does occur in Yemen, and is linked to poverty, insecurity and impunity.** The issue remains under-researched due to the significant sensitivities associated with it. However, according to various sources, the deteriorating overall humanitarian situation increases the risks to women and girls of violence, harassment and abuse, sexual and labor exploitation¹⁰.

15. **The war in Yemen has given rise to new expressions of GBV since 2014, in particular conflict-related sexual violence (CRSV), with all parties to the conflict implicated in perpetration¹¹.** Women and children face a high risk of sexual violence, particularly in displacement settings and areas controlled by parties to the conflict. In particular, women political leaders and activists have been systematically targeted by the Houthis since 2017. Sexual violence incidents have also allegedly been committed by Southern Transitional Council troops as well as by members of the Security Belt Forces and the Yemeni armed forces.¹²

16. **The impacts of GBV are long-lasting and severe, resulting not only in physical and mental health problems that can last a lifetime for the individuals experiencing it, but it also creates a**

⁶ According to data from UNFPA <https://www.unfpa.org/data/fgm/YE>

⁷ Vu, A. et al, ‘The prevalence of sexual violence among female refugees in complex humanitarian emergencies: a systematic review and metanalysis’, in PLOS Currents Disasters: Stark, L and Ager (2011) ‘A systematic review of prevalence studies of gender-based violence in complex emergencies’, in Trauma Violence Abuse 2011;12:127–34.

⁸ <https://www.unocha.org/story/being-girl-yemen-jehan-and-hamamah%E2%80%99s-story>

⁹ <https://www.wilsoncenter.org/blog-post/covid-19-exacerbates-effects-water-shortages-women-yemen>

¹⁰ “From the Ground Up: Gender and Conflict Analysis in Yemen”. Oxfam, CARE and GenCap, October 2016

¹¹ Amnesty International 2019: <https://www.amnesty.org/en/latest/news/2019/03/yemen-taiz-authorities-must-tackle-child-rape-and-abuse-under-militia-rule/> and Detailed findings of the Group of Eminent International and Regional Experts on Yemen 2020/A/HRC/42/CRP.1

¹² <https://www.un.org/sexualviolenceinconflict/countries/yemen/>

considerable economic burden for households, communities and countries.¹³ GBV can affect women's contribution to household income, result in high costs for social services required by survivors, affect children's development prospects and therefore negatively affect a country's economic growth as well as feed the intergenerational transmission of violence, as experiencing one type of violence may increase the likelihood of perpetrating or becoming a survivor of another type of violence later in life.

17. There is recognition as well that humanitarian and development operations have the potential to increase or introduce new risks of GBV, including the risks of sexual exploitation and abuse (SEA) and sexual harassment (SH). These risks can manifest in different ways by a range of perpetrators linked to the implementation of operations both in the public and private spheres, for example, through the large influx of workers, which may increase risk of transactional sex, change power dynamics at home, contribute to redistribution of land where women are typically excluded from land titles, or the lack of safe ways of facilitating access to work for women.

18. Identifying and understanding both project-related and existing contextual risks linked to GBV and particularly sexual harassment, exploitation and abuse is important to ensure that Bank-supported projects do not contribute to or exacerbate existing dynamics or vulnerabilities perpetuating violence. This should be accompanied by decisive action to develop appropriate prevention and mitigation measures integrated into project design and to be monitored throughout project implementation. Key measures, in particular response to allegations, should be survivor-centered (ensuring survivors' confidentiality and rights to informed choices) and should focus on protection and prevention of GBV, SEA and child protection risks. Protection and prevention efforts should be based on active participation of affected groups in the design and implementation of actions to ensure that activities are fully informed.

5 Classification of GBV/SEA/SH

19. Gender-based violence refers to, “an umbrella term for any harmful act that is perpetrated against a person's will and that is based on socially ascribed gender differences.”¹⁴ It can thereby occur in a variety of different ways, including through the infliction of physical, mental, and sexual harm or suffering, threats of such acts, as well as coercion and other deprivations of liberty, such as early or forced marriage, economic abuse and denial of resources, services and opportunities, trafficking and abduction for exploitation, Intimate Partner Violence (IPV) perpetrated by a former or current partner.

20. While GBV manifests in multiple types of violence, project-related risks of GBV are most likely to include:

- **Sexual exploitation and abuse**¹⁵ (SEA): SEA refers primarily to
 - **Sexual exploitation:** any actual or attempted abuse of a position of vulnerability, differential power or trust for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another.¹⁶
 - **Sexual abuse:** actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions
- **Workplace sexual harassment:** any unwanted sexual advances; requests for sexual favors, sexual physical contact, sexual verbal or non-verbal harassment, such as phone calls, emails and text messages with sexual content or the display of unwanted sexual material
- **Violence against Children:** The Convention on the Rights of the Child defines violence against children as: “all forms of physical or mental violence, injury or abuse, neglect or negligent treatment, maltreatment or exploitation, including sexual abuse...”. Child labor,

¹³ World Bank Group, 2013

¹⁴ 2015 Inter-Agency Standing Committee Gender-based Violence Guidelines, p. 5.

¹⁵ United Nations Protocol on Allegations of Sexual Exploitation and Abuse Involving Implementing Partners, accessed at: https://www.un.org/preventing-sexual-exploitation-and-abuse/sites/www.un.org/preventing-sexual-exploitation-and-abuse/files/un_protocol_on_sea_allegations_involving_implementing_partners_en.pdf

¹⁶ UN Glossary on Sexual Exploitation and Abuse 2017, p. 6.

however, is treated by UNICEF as a context of heightened risk of violence rather than violence itself.¹⁷

21. While project-related risks are anticipated to manifest in these specific forms of GBV, other types of violations may emerge, including for example as related to human trafficking - sexual slavery, coerced transactional sex, illegal transnational people movement - and other non-SEA forms of GBV such as physical assault, psychological or physical abuse, denial of resource opportunities or services, IPV.

6 Potential Project-related SEA/SH Risks

22. As indicated, development projects have the potential to create or exacerbate risks of varying forms of GBV, including SEA and SH. Furthermore, development operations can cause shifts in communal power dynamics between community members and within households, which can lead to male jealousy within homes and to domestic violence. Land redistribution can make women vulnerable to GBV, as they may lose their livelihoods. Key risks that may emerge as a result of the project include:

- **Abuse of power and discrimination in priority-setting and community engagement processes:** Women, girls and other groups that have less power and status (marginalized groups) such as people with disabilities, unmarried women/girls, women and girls associated with armed groups, displaced individuals and families and minority ethnic/tribal groups are more likely to be invisible or hidden in community consultation and engagement processes. Additionally, patriarchal norms in Yemeni society often lead women and girls – of all groups – to be left out of community discussions or to have their needs and priorities silenced. This exclusion from spaces of voice, agency and decision-making can lead to decisions that further harm or marginalize them.
- **Patriarchal norms that lead to specific, normative, designs based on male, able-bodied models and priorities in traditional urban planning:** In urban rehabilitation projects – including WASH and road rehabilitation – that include adherence to existing neighborhood plans – women and girls’ exclusion from planning and design spaces can result in urban infrastructure that either ignores, or exacerbates, women and girls’ risks of GBV/SEA/SH in the city and when accessing urban services. For example, secondary roads important for women and girls’ use (for example, to access/fetch local water resources or markets) but that are poorly lit, or overly isolated from sufficient protective foot traffic.
- **Abuse of power, including sexual exploitation and abuse and bullying, in hiring, employment, and retention practices:** Hiring and employment practices that seek to increase the number of women in different employment positions – from skilled labor within contractors (i.e. engineers) to community engagement officers – can expose women to incidents of sexual exploitation (pressure to perform sexual acts in exchange for work), harassment, or violence; for example when moving about communities and/or engaging with male leaders and/or community members. Additionally, unequal gender norms and harmful beliefs (such as the practice of *mahram* or the idea that a woman moving about on her own might not have tribal/family protection and is a legitimate target for abuse, harassment, violence, etc.) run the risk of creating hostile environments for female staff members at both the skilled and unskilled levels. In those situations where female staff – skilled and unskilled – have less time available for traditional gender role related duties in the household such as child care, there is also a risk of increased IPV as household members push back.
- **Abuse of power, including sexual exploitation and abuse, in dissemination of accurate information on available services and avenues for grievance redress:** Misinformation or lack of information throughout the components of the project can lead to harm and violence towards different strata of communities, especially those with less agency and power. For example, community engagement officers may charge families a nominal fee to participate

¹⁷ UNICEF, Preventing and Responding to Violence against Children and Adolescents. Theory of Change 2017.

in engagement processes for their own economic benefit when the engagement process is designed to be free. Information and education dissemination activities must engage and reach out to all within society; corresponding monitoring and safeguards, such as grievance redress mechanisms can mitigate some of these risks.

- **Community conflict resolution approaches can lead to more harm, including against survivors who report GBV/SEA/SH experiences:** Community or local governance resolution processes might reinforce gender inequality pushing for resolutions that widen inequalities, are not survivor-centered and may lead to impunity and more harm to a survivor (through marriage to a perpetrator, re-victimization or other consequences). Existing sociocultural dynamics that maintain male-dominance household decision-making, policies and laws that discriminate against women, cultural norms that condone violence as a form of conflict resolution or discipline and the wide acceptance of GBV among both male and female Yemenis – including Yemeni staff – and the stigma of experiencing GBV make it difficult to share those experienced attitudes of tolerance to violence against women and girls.
- **Project size and scope limit opportunities for supervision and protection services:** YIUSEP II is large in scale and size and will intersect with a variety of urban communities, potentially in areas with minimal opportunities for supervision and with limited protection services, which all contributes to increasing risk of GBV/SEA/SH. Also, it is likely that some urban communities will have limited access to protection services. Labor influx - although this is expected to be minimal and primarily of skilled workers - can exacerbate power imbalances via increase in income of workers from outside the communities coupled with lack of sanctions for inappropriate worker behavior. At the family and individual level, the project can create power imbalances at the household level by working only with men or women. At the individual level the project can create grievances; and it is responsible for distributing information on how to report them.

23. In sum, the potential adverse risks and impacts in the implementation of the YIUSEP II project include GBV/SEA/SH. The World Bank's GBV risks rating for the YIUSEP II project has been classified as **High**.

7 Key Mitigation Measures to Address GB/SEA/SH Risks

24. Risks of GBV/SEA/SH are to a certain extent mitigated by the presence of existing services and management in the country. Existing GBV/SEA/SH managing systems in Yemen include the Yemen Protection Cluster as well as GBV/SEA/SH multi-sectoral service providers.

25. **The Protection Cluster in Yemen, as the umbrella organization on GBV in the country,** addresses the widespread, multi-faceted nature of protection concerns in Yemen. Under the Protection Cluster, the Gender-Based Violence (GBV) Sub Cluster aims to provide comprehensive GBV services, including GBV case management, psychosocial support and referral mechanisms for survivors, among others. The Child protection Sub Cluster provides immediate care to child survivors of violence, among others. Data available from 2019 shows that the Child protection Sub Cluster and its partners engaged in Mine Risk Education, Psychosocial support and the provision of critical services to children. Life-saving education on the risks posed by mines, unexploded ordnances and explosive remnants of war reached 2,086,486 conflict affected people. This included 1,716,216 children (873,840 boys; 842,376 girls) and 370,270 adults (213,849 males; 156,421 females) across 19 governorates. Mine Risk Education was delivered in schools and in child friendly spaces, as well as through community campaigns. Psychosocial support was provided to 741,270 people, including 620,514 children (315,737 boys; 304,777 girls) and 120,756 adults (42,766 males; 77,990 females) in 20 governorates through a network of fixed and mobile child friendly spaces to help them overcome the immediate and limit long-term consequences of their exposure to violence. Finally, the Child protection sub cluster provided referral and provision of critical services to children in 21 Governorates, including facilitating access to life-saving health services for the most vulnerable children. 23,656 children (9,417 girls; 14,239 boys) were identified by trained case managers. Out of

the identified children 21,890 children (8,707 girls; 13,183 boys) were provided with services. Those services include victims' assistance for 199 girls and 436 boys.¹⁸

26. **Yemeni GBV Service Providers.** The actors working on GBV service provision and referral pathways in YIUSEP II project areas are described in Annex 3 of this Action Plan. To date, the type and quality of key services, including Case management, Clinical Management of Rape (CRM), Psycho-social support, Livelihoods, Safety and legal and justice can vary significantly from one location to another.

8 Key components of the SEA/SH Prevention and Response Action Plan

27. Where relevant, the Action Plan will build on available and planned mechanisms, as they are grounded in the organizations' experience in country or in their respective sectors. This allows for the most efficient use of available systems, avoiding duplication in initiatives.

28. In addition to building on existing GBV prevention and response systems operating on the ground, YIUSEP II will implement additional GBV/SEA/SH risk mitigation measures in alignment with requirements articulated within the WB Good Practice Note on Addressing Sexual Exploitation and Abuse and Sexual Harassment. These measures include:

- Hiring of a GBV/SEA/SH officer by the UNOPS Yemen office to ensure effective implementation of GBV/SEA/SH risk management requirements;
- Training of implementing partners on GBV/SEA/SH and supporting them in developing SEA misconduct response procedures;
- Reviewing and providing timely feedback and inputs to contractors' GBV Action plans as part of the kick-off meetings with awarded contractors;
- Training by project contractors of all project workers on the Code of Conduct outlining expectations for behavior related to GBV/SEA/SH, including prohibition of sexual activity with anyone under the age of 18 regardless of national laws, as well as sanctions for potential breach of the Code;
- Raising the awareness of all potential contractors on UNOPS and WB GBV requirements through three pre-bid vendor conferences in Aden, Sana'a, and Al Mukalla cities. Drafting specific written guidance for contractors (guidelines and checklists) for preparing a simple GBV Action Plan to be included in the tender documents.
- Providing contractors previously awarded high-value contracts with UNOPS (above 500,000 USD) with in-depth sessions on how to develop and implement a GBV Action Plan. If the approach proves successful after the first year, it will be expanded to include lower value contractors as well.
- Requesting the inclusion of a provisional sum in contractor bids to cover the referral of GBV/SEA/SH survivors with eligible complaints (i.e., complaints directly related to the implementation of the project) to existing GBV service providers in project-affected areas to facilitate access to timely, safe and confidential services for survivors;
- SEA awareness and sensitization for communities (as part of the stakeholder engagement activities), to hear from them on potential project risks and inform them about SEA and reporting options;
- Identification of relevant organizations and community actors to provide information and support for GBV-related initiatives;
- Development of procedures and protocols to enable provision of services for survivors that are timely, confidential and survivor-centered and protect survivors from stigma and retaliation;

¹⁸ Data from the Child Protection Sub Cluster in Yemen:

https://www.humanitarianresponse.info/sites/www.humanitarianresponse.info/files/documents/files/cpaor_achievements_in_2019.pdf

- Establishing clear internal reporting and redress protocols for management of GBV/SEA/SH cases;
- Ensuring that the project-level Grievance Redress Mechanism (GRM) includes measures to enable reporting of GBV/SEA/SH complaints. The GRM will have multiple access options, trained staff and a specific protocol handling SEA/SH complaint so the right action is triggered;
- Monitoring GBV/SEA/SH risks and mitigation measures continuously throughout the life of a project; and
- Including tracking of implementation of the contractor GBV/SEA/SH Action Plans in the TOR of the Third-Party Monitor

29. This SEA/SH Prevention and Response Action Plan has been developed to accompany the implementation of YIUSEP II (See Annex 4) to ensure that the Project does not create or exacerbate risks of GBV, SEA/SH or the abuse of children. It presents operational activities as well as recommendations for GBV, SEA and SH risk mitigation measures that build on existing mechanisms in project-affected areas in Yemen. The Action Plan provides a roadmap for the general procedures for mitigating and responding to GBV/SEA/SH in the project sites that will be expanded upon and operationalized as the project planning and design evolves and the UNOPS Yemen GBV officer is hired. These measures will further be integrated into the Project Operations Manual (POM) and updated as needed throughout the life of the project. GBV/SEA/SH response measures are designed based on World Bank recommendations for improving gender outcomes,¹⁹ as well as review of lessons learned from other UNOPS-executed projects across the world.

30. The GBV/SEA/SH Action Plan is organized around the following key actions:

8.1 Strengthen institutional capacity for GBV/SEA/SH risk mitigation and response

- **Strengthen coordination and collaboration** with relevant GBV actors in Yemen, in particular the Protection Cluster, GBV sub-cluster and Child protection sub-cluster to tap into the existing referral system in project areas
- **Hire a GBV/SEA/SH specialist in the UNOPS Yemen office** to supervise and provide technical support for the implementation of GBV/SEA Action Plan.

8.2 GBV/SEA/SH capacity building of project implementing partners (IPs)

- **Sensitization and training of implementing partner (IP) staff on expectations around SEA/SH.** UNOPS will conduct training sessions on GBV/SEA/SH for the staff of the three Implementing Partners; the Public Works Project (PWP), the Road Maintenance Fund Implementation Unit (RMF-IU), and the Urban Water Project Management Unit (UW-PMU). With support from UNOPS, as required, the IPs will subsequently ensure that their direct workers, partners, sub-contractors and suppliers are **made aware of the CoCs and GBV/SEA/SH** and child protection risk issues as part of their induction. The Code of Conduct should be disclosed to the bidders as part of the bid; bidders must commit to adopting it and ensuring that all workers sign it before being allowed on the project site.
- **Establishment of misconduct response systems.** The three project implementing partners will be supported to develop SEA/SH misconduct response systems which will apply under YIUSEP II implementation, and which will ensure organizational responses for misconduct of any worker of the IPs. These responses will comply with the relevant UN protocols on management of SEA/SH risks and will include the implementation of sanctions for violations of worker CoCs. UNOPS has Prevention of Sexual Exploitation and Abuse (PSEA) mechanisms and SEA/SH misconduct response systems in place, which will ensure

¹⁹ World Bank's Good Practice Note: Addressing SEA/SH in IPF with Major Civil Works, the Secretary-General's Bulletin ST/SGB/2003/13, dated 9 October 2003, on "Special measures for protection from sexual exploitation and sexual abuse", as well as the Secretary-General's Report A/71/818 dated 28 February 2017 on "Special measures for protection from sexual exploitation and abuse: a new approach".

organizational responses for misconduct of UNOPS staff during the implementation of YIUSEP II.

8.3 *Establishment of GBV/SEA/SH channels and procedures for the Grievance Mechanism*

31. YIUSEP II will have a Grievance Mechanism that handles complaints and feedback from all stakeholders involved in the project. Cases of GBV/SEA/SH can be reported through the main channels of the general Project Grievance Mechanism as detailed in the Project Stakeholder Engagement Plan (SEP), as well as through the worker grievance mechanisms as detailed in the Project Labor Management Procedures (LMP).

32. The GRM should consider inclusion of key features on enabling reporting of GBV cases: 1) Provide multiple channels to receive complaints; 2) IT-based solutions such as web-based Grievance registration systems and hotlines; 3) Communicate GRM services at the community level to create GBV awareness and enable project-affected people to file complaints.

33. The GRM Operator(s) will be trained on key protocols including referral, reporting and informed consent protocols to receive those cases in an appropriate manner and immediately forward it to the GBV/SEA/SH referral system.

8.4 *Communication to project affected communities about GBV/SEA/SH risks and mechanisms:*

- **Community awareness on GBV/SEA/SH.** Education and raising of awareness for project beneficiaries of SEA and their legal rights will be provided as part of the project activities and stakeholders' engagements. Project beneficiaries should be made aware of the laws and services that can protect them and provide redress in case of an incident. The project will create any necessary IEC materials with the help of the GBV specialist and supervision of WB and UNOPS. CoCs will be made available to the public in the project areas, especially to identified project stakeholders, to raise awareness of expected behavior of any project-related worker and mechanisms for reporting should those workers be in breach of the CoC.
- **Gender-sensitive communication channels:** Disclosure will take place through multiple communication channels to be identified, taking into consideration women's safety when designing and distributing information. For instance, information on cards, pamphlets and or posters will be distributed in sex-segregated sessions (female only and male only sessions) or during interaction between community members and project staff of the same sex.

8.5 *Sensitization and capacity building of contractors and suppliers on GBV/SEA/SH in the project:*

- **Pre-bid vendor conferences on GBV requirements.** Three vendor conferences for all suppliers and contractors will be held prior to the launch of tenders, to sensitize them to the UNOPS GBV tender requirements.
- **Development of GBV action plan guidance and checklists.** UNOPS, and in particular the GBV specialist, will develop guidelines and checklists for contractors on how to develop a simple and implementable GBV action plan, which will be included as a tender requirement for high-value contracts.
- **Selection and sensitization/training of contractors.** Previous high-value contract contractors (above 500.000 USD) will be identified and trained on developing and implementing a GBV Action Plan as per the developed guidelines and checklists. This will happen during the initiation phase of the project.
- **Development of training and communication materials.** UNOPS, and in particular the GBV specialist, will develop training and communications materials to be used by contractors to sensitize their workers to GBV/SEA/SH. The material will as a minimum include explanation of GBV/SEA/SH, expectations for behavior and conduct, sanctions for

violations, roles and responsibilities of the contractor, GBV/SEA incident reporting mechanism and referral procedures.

8.6 Roll-out of GBV requirements in tender processes

- **Phased roll out of the GBV Action Plan requirement.** The GBV Action Plan requirement as described above will be introduced with high-value contracts for the first 12 months of the project. If successful, it will subsequently gradually be rolled out to other contracts.

8.7 Conduct GBV risks assessments at project sites

34. GBV/SEA/SH risk assessments will be conducted for each subproject site before initiation of works as part of the technical assessment and general risk assessment for the project. The identified risks together with mitigating measures will be included in the HSSE plan for the project sites.

8.8 Strengthening GBV services provision and referral pathways

- **Assessment of capacity of existing GBV service providers in project areas.** The UNOPS Yemen GBV officer will assess the capacity and quality of GBV/SEA service providers in project areas with the objective of establishing effective referral pathways for survivors. The GBV officer will produce an assessment report that will serve as baseline data on service providers. The GBV officer, with support from WB and UNOPS specialists and other relevant organizations particularly within the GBV sub-cluster, will further delineate the project-related referral pathways and protocols based on available information on GBV referral services in project areas. The objective is to enable provision of quality response services for survivors (e.g., case management, medical, legal and psychosocial support) in project areas.
 - Classification of existing Service Providers according to their technical capacity on GBV (according to global standards) to update existing referral pathways.
 - Development of referral protocols and procedures (e.g., informed consent protocols) to enable access to services for survivors.
- Securing funding for GBV service referral and case investigation

35. UNOPS and its implementing partners will request the inclusion of a provisional sum in contractor GBV action plan costing, to cover the referral of GBV/SEA survivors with eligible complaints to existing GBV services in project areas, as well as case investigation.

8.9 Establishment of a Reporting Protocol

36. **A strong SEA/SH reporting Protocol** will ensure timely and safe reporting of SEA/SH incidents. Beneficiaries and communities should be informed of the availability of varying channels of reporting for allegations related to GBV/SEA/SH. This will be made explicit in all community awareness sessions, as well as be part of the publicly disclosed information.

37. **Appointment of GBV/SEA/SH Focal points at sub-project level.** UNOPS in collaboration with the three IPs will ensure that an SEA focal point is designated for all sub-projects. The SEA Focal points will be the designated person to adequately refer GBV complaints, if received directly and outside of the GRM. They will have specific responsibilities and will be trained on GBV/SEA/SH mechanisms. The UNOPS GBV officer will identify specific responsibilities and train the SEA Focal Points on GBV/SEA/SH mechanisms.

38. **Cases of GBV/SEA** can be reported through the Project GRM, SEA focal points, or through the grievance mechanisms of any other humanitarian agency. The project GRM and SEA focal points will ensure appropriate response by 1) providing a safe, non-judgmental and caring environment and respect the confidentiality and wishes of the survivor; 2) provide reliable and comprehensive information on the available services and support to survivors of GBV; 3) If the survivor agrees, obtain informed consent and make referrals.

39. If such cases are reported through the Project GRM, the GRM Operator needs to report the case within 24 hours to the UNOPS Internal Audit and Investigation Group (IAIG) who will then inform the World Bank within 48 hours following informed consent by the survivor. The GRM Operator will also inform the survivor about referral pathways and available GBV support services.

40. If such cases are reported through the SEA Focal points at the sub-project level, focal points will report immediately and directly to UNOPS SEA focal point, who will then report to UNOPS IAIG. They will subsequently inform the WB within 48 hours, pending informed consent by the survivor. Additionally, the sub-project level focal point will inform the survivor about referral pathways and available GBV support services.

41. **Cases of SH** should be reported through the established GRM if the incident concerns a direct worker or a worker from a subcontractor. Response options should similarly follow a survivor-centered approach. The implementing partner (IP) or contractor may have in place procedures and processes for managing such cases. If deemed appropriate, those existing systems will be used; if there are gaps or such procedures do not exist, support will be provided to establish them.

(i) Staff who receive and/or report allegations who are not a designated SEA focal point must:

- Inform a designated SEA Focal Point or GRM operator as soon as possible, preferably with consent of the survivor. If no consent is obtained, the case must still be reported, however without identifying details.
- Provide accurate information about where to receive assistance e.g., medical/clinical, legal, psychosocial support (address, phone number).
- Maintain confidentiality of all reported allegations, including the identity of complainant/s and subject/s.
- If requested, the staff that received the complaint can act as a liaison between the complainant (including his/her family) and those persons conducting any subsequent investigation, ensuring at all stages that the safety, health and legal needs of the complainant are taken into consideration and that he or she is not subject to intimidation as a result of lodging the complaint.

(ii) **If the complaint implicates a staff member of a different organization** such as an IP or contractor, the UNOPS PSEA focal point shall be informed within 24 hours and a copy of the incident report subsequently forwarded to the same SEA Focal Point. The UNOPS PSEA focal point will discuss and agree with the IP or contractor on the responsibilities for follow up on the safety, security, health and legal needs.

(iii) **If the complaint is a rumor or the alleged perpetrator (s) affiliation is unknown**, the UNOPS PSEA focal point shall be informed within 24 hours and a copy of the incident report subsequently forwarded. The UNOPS PSEA focal point will inform UNOPS IAIG who will assist in assessing the veracity of the rumors or allegations. If an investigation is deemed to be warranted and UNOPS or IPs personnel are suspected to be involved, the matter will be taken forward by UNOPS IAIG.

(iv) **In case the survivor is a child**, the consent of parents or guardians should be sought where it is in the best interest of the child and if they are not the perpetrators. All service provider interventions to child survivors must be undertaken with staff trained in child-friendly procedures in regards to the handling of cases. A child survivor should continue to go to school while procedures are on-going and all efforts should be done to ensure her/his protection. In addition to this, all the above reporting and referral procedures should be applied.

42. The following procedure will be undertaken using an established standardized report:

- Fill up the Incident Notification Form (Annex II). This information should be shared with UNOPS IAIG, who will then make a decision about further investigation
- Provide accurate information about where to receive assistance e.g., medical/clinical, legal, psychosocial support (address, phone number).
- Establishing the appropriate procedure including the need for medical examination of the victim and the perpetrator where possible (Clinical Management of Rape preferably must take place within 72 hours from the incident).

- Follow up of GBV Cases and victims to ensure appropriate services are accessed by the survivor

8.10 SEA/SH Referral Pathway

43. The GBV/SEA referral system will support survivors in receiving all necessary services they may choose, including medical, legal, counseling, and that cases are reported to the police with informed consent of the survivor. A standardized Incident Notification Form will be used to register GBV/SEA/SH incidents (See Annex 2).

44. A survivor has the right to make an informed choice of services. GRM, SEA Focal points and service providers should be able to provide comprehensive information about existing referral pathways. When the survivor is referred, explanation on services available and which conditions apply should be thorough. For instance, there is a 72 hours' time limit for Post –Exposure Prophylaxis (PEP) in case of a sexual abuse survivor.

45. Prioritized response actions for GBV survivors are:

- Medical examination and treatment of the survivor
- Early psychosocial counselling to avoid or reduce traumatic feeling for the GBV survivor
- Police investigation and protection intervention for physical safety, social re-integration, where deemed necessary, and with consent of the survivor
- Access to Justice
- Place of safety/shelter

8.11 Accountability Framework

- **Development of an Accountability Matrix:** The GBV Specialist will work with WB and UNOPS to develop an Accountability Matrix, which will articulate which parties are responsible for verification/investigation/overall management of cases within IPs/contractors should they occur.
- The GRM Operators in coordination with SEA focal points, will be trained to receive and refer GBV/SEA/SH cases in an appropriate manner
- GBV/SEA/SH handling of cases within IPs and contractors will be closely coordinated with UNOPS, due to the presumed low capacity of these partners to handle such cases. Responses will include the implementation of sanctions for violations of worker CoCs. SH cases reports will be handled through project worker GRM.
- All implementers of YIUSEP II commit to **timely and expeditious action** to provide assistance to survivors, to prevent, respond and to comply with all timelines for action laid out in the Action Plan.
- If requested, IP staff, SEA Focal points and GRM staff that received the complaint can act as a liaison between the complainant (including his/her family) and those persons conducting any subsequent investigation, ensuring at all stages that the safety, health and legal needs of the complainant are taken into consideration and that he or she is not subject to intimidation as a result of lodging the complaint.
- **Sanctions:** Any acts of SEA/SH, including any sexual activity with anyone under the age of 18, constitute serious misconduct and are grounds for disciplinary measures, including summary dismissal and referral to enforcement authorities for criminal prosecution where appropriate. For implementing partners and contractors, any failure to take preventive measures against sexual exploitation or abuse, to investigate allegations thereof or to take corrective action, constitutes grounds for termination of the Agreement or Contract with UNOPS. Specific sanctions as per type of violation will be developed by the GBV officer.

9 Monitoring and Supervision Action Plan

9.1 Third Party Monitoring (TPM) and Supervision of GBV/SEA/SH Plan

- (i) The TPM contracted for YIUSEP II will have in its mandate (included in the TOR) monitoring of the contractors' implementation of their GBV/SEA/SH Plans.
- (ii) **Quarterly monitoring of Action Plan.** The TPM will monitor the implementation of the contractor GBV/SEA/SH Plans on a quarterly basis. Quarterly reviews will focus on:
- (iii) Ensuring that all activities proposed by the contractors have been undertaken and/or are on track
- (iv) Monitoring and reporting on the effectiveness of the implementation of the contractor GBV/SEA/SH Plans.
- (v) Reporting on progress on all activities and re-assessment of risks, monitoring of the situation as appropriate.
- (vi) **Non-compliance:** Where quarterly reviews identify non-compliance with the contractor GBV/SEA/SH Plans, the matter will be reported to the UNOPS Project Manager, GBV specialist and WB. UNOPS and the WB will then seek clarification from the respective IP or contractor and jointly develop a corrective action plan. Serious cases can lead to the termination of contract with the contractor.

46. **UNOPS will monitor that** the GBV/SEA/SH sessions for IPs and contractors regarding the Code of Conduct obligations and awareness raising activities to the community are in place. The information gathered will be monitored and reported to the World Bank.

Annex 1. GBV/SEA/SH risk Screening for YIUSEP II

		Risk Level	Rating	Notes
1	Prevalence intimate partner violence (IPV)	High	0,5	
2	Prevalence any form of sexual violence (SV)	High	1	2013 DHS
3	Prevalence of child marriage (defined as marriage before exact age 18 reported by women)	High	1	2019
4	State Department Trafficking in Persons report:	High	0,5	
5	Is the project in a fragile, conflict or violence affected (FCV) country?	High	0,5	FV20 List of Fragile and Conflict-affected Situations
6	Laws on sexual harassment.	Low	0	WBL 2019
7	Laws on marital rape	High	0,5	WBL 2018
8	Laws on domestic violence	High	0,5	WBL 2020
9	Wife beating justified for at least one specific reason	High	0,5	2013 DHS
10	Prevalence of help seeking to stop violence	High	0,5	
11	National action plan on addressing violence against women and girls/GBV	High	0,5	
12	GBV Working Group	Low	0	UN protection clusters
13	Does the country have a National referral pathway protocol for GBV service provision	High	1	However. UNFPA is implementing a referral protocol in service coverage areas.
14	Is the project in an area of the country with an active humanitarian or emergency situation?	High	2	The project will be implemented in selected urban centers throughout the country based on the evolving security situation, accessibility, and availability of funds. Specific project activities and geographical targeting will be honed during implementation based on transparent criteria which are agreed with the implementing agency, government counterparts, and local implementing agencies as well as with other donors to ensure proper coordination and efficient use of funds
15	How much infrastructure, construction, upgrading or rehabilitation does your project entail?	Medium	0,5	The type of activities will involve stone pavement: of local street. solid waste collection. rehabilitation of water and sanitation facilities, upgrading of roads in main cities, and supply of solar energy to critical health and school settings. The potential impact includes generated waste, restriction of access especially inside residential areas, use of private spaces for contractors' equipment and material, labor influx by bringing workers from outside the local areas, safety of workers involved in -construction as well as community

				especially women, girls and boys close to subproject areas.
16	Risk profile of the labor influx	Medium	0,5	The scale of activities will require an average of 20 workers per subproject per day. However, contractors will bring their skilled workers and may interact with the host community. The risk level of labor influx is medium.
17	Were consultations undertaken with women's groups?	High	1	As indicated above, the preliminary consultation did not involve women's group.
18	Issues related to GBV and GBV-related concerns about the project: have arisen in the community engagement discussions?	Low	0	No GBV related concerns- were raised because no consultations were undertaken yet. UNOPS along with the local partners will ensure to engage with NGOs and women representatives during the preparation of the required safeguard instruments for each sub-project.
19	Are military or paid security Forces being contracted as part of the project?	High	1	The project will not hire military Forces or security personnel. Nonetheless, UNOPS (RoY) is required to prepare a Security Management Plan (SMP) for all workers involved in the project.
20	Is the project, region or province in the lowest poverty quartile of the country?	High	1	The project will target the most needed areas and communities which may include vulnerable groups, IDs and poor families.
21	Is the project in hard-to supervise areas?	High	2	The project will cover several cities and areas all over the country. These areas may be hard to access by UNOPS or PIUs. UNOPS will hire a TPMA to monitor and report.
22	Is the project being implemented in rural, peri-urban, or urban areas?	Low	0	The project will target main cities in urban areas
23	Is the project construction near school route or other pedestrian access that women and girls use for their daily activities?	High	1	The project activities may be carried out in areas close to unsafe routes that may expose women and girls to risks
24	Will the project be able to monitor implementation across the full span (both in terms of geographic spread and duration) of the work?	Medium	1	The project-will cover several cities and areas all over the country. It should be mentioned that the staff of the implementing partners and contractors are well trained how to monitor and identify issues to GBV/SEA/SH.
25	Are female workers in close proximity to male workers with limited supervision?	Medium	0,5	UNOPS staff involves both male and female workers, as well as the implementing partners in offices. However, it is not known that contractors will involve female workers. Contractors' workers are required to sign Code of Conduct to prevent any SEA/SH issues.
Total Risk Assessment Rating		Substantial	17,5	

Annex 2. GBV/SEA/SH Reporting Format

The following is a sample-reporting format that UNOPS will update pending review and considerations by the GBV specialist and appropriate technical experts within UNOPS and the World Bank.

INCIDENT DETAILS		Guiding Notes
1	Type of Violation	SEA/SH (by UNOPS, IP or contractor staff)
		GBV (by third party)
2	Nature of the incident reported (What happened and by whom)	Basic facts of the incident: What, Who. Is the incident related to the project? No in-depth details should be asked for.
3	Source of information	Community Focal Point, GRM Operator, email, other (specify)
4	Where did the incident occur	Governorate
		City
5	When did the incident occur	Date
6	Additional information (if available)	Sex, Age
<p>The identity and safety of a survivor must be protected at all times. No personal data or identifying information about a survivor or their experience can be shared through this document. Personal/identifying information includes the survivor's name, perpetrator(s)' name, date of birth, home address, the exact time and place the incident took place, visible disability, residence status e.g. minority clan or IDP, which can be identified in small village/community settings.</p>		

Annex 3. Map of Women Protection Services in Yemen (September 2020)²⁰

Source: Women Protection Sub-Cluster (UNFPA, Yemen)

Organization	Type of Service	District	Governorate	Phone Number	Status of the service	COVID-19 measures	Comment
Intersos	Case management	As Shamyteen	Taiz	770656893	Ongoing	Yes	
Intersos	psychological support	As Shamyteen	Taiz	770656893	Ongoing	Yes	
Intersos	Legal	As Shamyteen	Taiz	770656893	Ongoing	Yes	
Intersos	Cash Assistance	As Shamyteen	Taiz	770656893	Ongoing	Yes	
Intersos	Case management	Al Ma'afar	Taiz	770656893	Ongoing	Yes	
Intersos	Phycological support	Al Ma'afar	Taiz	770656893	Ongoing	Yes	
Intersos	Legal	Al Ma'afar	Taiz	770656893	Ongoing	Yes	
Intersos	Cash Assistance	Al Ma'afar	Taiz	770656893	Ongoing	Yes	
Intersos	Case management	Al Buriqa	Aden	777933851	Ongoing	Yes	
Intersos	Phycological support	Al Buriqa	Aden	777933851	Ongoing	Yes	
Intersos	Legal	Al Buriqa	Aden	777933851	Ongoing	Yes	
Intersos	Cash Assistance	Al Buriqa	Aden	777933851	Ongoing	Yes	
Intersos	Case management	Dar Saad	Aden	777055501	Ongoing	Yes	
Intersos	psychological support	Dar Saad	Aden	777055501	Ongoing	Yes	
Intersos	Legal	Dar Saad	Aden	777055501	Ongoing	Yes	
Intersos	Cash Assistance	Dar Saad	Aden	777055501	Ongoing	Yes	
Intersos	Case management	Al Madaribah	Lahj	736925386	Ongoing	Yes	

²⁰ All facilities/services have put in place precautionary COVID-19 services

Organization	Type of Service	District	Governorate	Phone Number	Status of the service	COVID-19 measures	Comment
Intersos	psychological support	Al Madaribah	Lahj	736925386	Ongoing	Yes	
Intersos	Legal	Al Madaribah	Lahj	736925386	Ongoing	Yes	
Intersos	Cash Assistance	Al Madaribah	Lahj	736925386	Ongoing	Yes	
Intersos	Case management	Dar Saad	Aden	775845925	Ongoing	Yes	
Intersos	Legal	Dar Saad	Aden	775845925	Ongoing	Yes	
Intersos	Cash Assistance	Dar Saad	Aden	775845925	Ongoing	Yes	
Intersos	Case management	Al Buriqa	Aden	775845925	Ongoing	Yes	
Intersos	Legal	Al Buriqa	Aden	775845925	Ongoing	Yes	
Intersos	Cash Assistance	Al Buriqa	Aden	775845925	Ongoing	Yes	
Intersos	Case management	Tuban	Lahj	775845925	Ongoing	Yes	
Intersos	Legal	Tuban	Lahj	775845925	Ongoing	Yes	
Intersos	Cash Assistance	Tuban	Lahj	775845925	Ongoing	Yes	
Intersos	Case management	Al Qabbayta	Lahj	775845925	Ongoing	Yes	
Intersos	Legal	Al Qabbayta	Lahj	775845925	Ongoing	Yes	
Intersos	Cash Assistance	Al Qabbayta	Lahj	775845925	Ongoing	Yes	
Intersos	Case management	Al Maqatirah	Lahj	775845925	Ongoing	Yes	
Intersos	Legal	Al Maqatirah	Lahj	775845925	Ongoing	Yes	
Intersos	Cash Assistance	Al Maqatirah	Lahj	775845925	Ongoing	Yes	
Intersos	Case management	As Shamyteen	Taiz	714703872	Ongoing	Yes	
Intersos	Legal	As Shamyteen	Taiz	714703872	Ongoing	Yes	

Organization	Type of Service	District	Governorate	Phone Number	Status of the service	COVID-19 measures	Comment
Intersos	Cash Assistance	As Shamyteen	Taiz	714703872	Ongoing	Yes	
Intersos	Case management	Dar Saad - Basateen	Aden	775845208	Ongoing	Yes	Refugee response
Intersos	psychological support	Dar Saad - Basateen	Aden	775845208	Ongoing	Yes	Refugee response
Intersos	Legal	Dar Saad - Basateen	Aden	775845208	Ongoing	Yes	Refugee response
Intersos	Cash Assistance	Dar Saad - Basateen	Aden	775845208	Ongoing	Yes	Refugee response
Intersos	Case management	Al Madaribah - Kharaz	Lahj	775845208	Ongoing	Yes	Refugee response
Intersos	psychological support	Al Madaribah - Kharaz	Lahj	775845208	Ongoing	Yes	Refugee response
Intersos	Legal	Al Madaribah - Kharaz	Lahj	775845208	Ongoing	Yes	Refugee response
Intersos	Cash Assistance	Al Madaribah - Kharaz	Lahj	775845208	Ongoing	Yes	Refugee response
Intersos	Case management	As Sabain	Amanat Al Asimah	715555006	Ongoing	Yes	Refugee response
Intersos	psychological support	As Sabain	Amanat Al Asimah	715555006	Ongoing	Yes	Refugee response
Intersos	Legal	As Sabain	Amanat Al Asimah	715555006	Ongoing	Yes	Refugee response
Intersos	Cash Assistance	As Sabain	Amanat Al Asimah	715555006	Ongoing	Yes	Refugee response
AOBWC	Cash Assistance	Al Wahdah	Amant Al Asimah	Amal Al Khwlani phone: (771902059), Email:(Amal.al khwlani@ala man.org)	Ongoing	Yes	For Blind Women and girls only
AOBWC	Cash Assistance	As Sabain	Amant Al Asimah	Amal Al Khwlani phone:	Ongoing	Yes	For Blind Women and girls only

Organization	Type of Service	District	Governorate	Phone Number	Status of the service	COVID-19 measures	Comment
				(771902059), Email:(Amal.al khwani@ala man.org)			
AOBWC	Cash Assistance	Assafi'yah	Amant Al Asimah	Amal Al Khwani phone: (771902059), Email:(Amal.al khwani@ala man.org)	Ongoing	Yes	For Blind Women and girls only
AOBWC	Cash Assistance	At Tahrir	Amant Al Asimah	Amal Al Khwani phone: (771902059), Email:(Amal.al khwani@ala man.org)	Ongoing	Yes	For Blind Women and girls only
AOBWC	Cash Assistance	Ath'thaorah	Amant Al Asimah	Amal Al Khwani phone: (771902059), Email:(Amal.al khwani@ala man.org)	Ongoing	Yes	For Blind Women and girls only
AOBWC	Cash Assistance	Az'zal	Amant Al Asimah	Amal Al Khwani phone: (771902059), Email:(Amal.al khwani@ala man.org)	Ongoing	Yes	For Blind Women and girls only
AOBWC	Cash Assistance	Bani Al Harith	Amant Al Asimah	Amal Al Khwani phone: (771902059), Email:(Amal.al	Ongoing	Yes	For Blind Women and girls only

Organization	Type of Service	District	Governorate	Phone Number	Status of the service	COVID-19 measures	Comment
				khwlani@alaman.org)			
AOBWC	Cash Assistance	Shu'aub	Amant Al Asimah	Amal Al Khwlani phone: (771902059), Email:(Amal.al khwlani@alaman.org)	Ongoing	Yes	For Blind Women and girls only
AOBWC	Cash Assistance	Ma'ain	Amant Al Asimah	Amal Al Khwlani phone: (771902059), Email:(Amal.al khwlani@alaman.org)	Ongoing	Yes	For Blind Women and girls only
AOBWC	Cash Assistance	Old City	Amant Al Asimah	Amal Al Khwlani phone: (771902059), Email:(Amal.al khwlani@alaman.org)	Ongoing	Yes	For Blind Women and girls only
Raymah Foundation	Case management	/ الجبين Al Jabin	Sanaa	01686540-737373583	Ongoing	Yes	External referrals
CSSW	Cash Assistance	Al Ghaydah	Al Maharah	774543774	Ongoing	Yes	
CSSW	psychological support	Al Ghaydah	Al Maharah	774543774	Ongoing	Yes	
CSSW	Case management	Al Ghaydah	Al Maharah	774543774	Ongoing	Yes	
CSSW	livelihood	Al Ghaydah	Al Maharah	774543774	Ongoing	Yes	
CSSW	Legal	Al Ghaydah	Al Maharah	774543774	Ongoing	Yes	
CSSW	Cash Assistance	Hays	Al Hudaydah	775278086	Ongoing	Yes	

Organization	Type of Service	District	Governorate	Phone Number	Status of the service	COVID-19 measures	Comment
CSSW	psychological support	Hays	Al Hudaydah	775278086	Ongoing	Yes	
CSSW	Case management	Hays	Al Hudaydah	775278086	Ongoing	Yes	
CSSW	livelihood	Hays	Al Hudaydah	775278086	Ongoing	Yes	
CSSW	Legal	Hays	Al Hudaydah	775278086	Ongoing	Yes	
CSSW	Cash Assistance	Al Khawkhah	Al Hudaydah	772017444	Ongoing	Yes	
CSSW	psychological support	Al Khawkhah	Al Hudaydah	772017444	Ongoing	Yes	
CSSW	Case management	Al Khawkhah	Al Hudaydah	772017444	Ongoing	Yes	
CSSW	livelihood	Al Khawkhah	Al Hudaydah	772017444	Ongoing	Yes	
CSSW	Legal	Al Khawkhah	Al Hudaydah	772017444	Ongoing	Yes	
Empower	Cash assistance	Alwehdah& Moeen	Sana'a	772222851	Ongoing	Yes	
Empower	Awareness	Alwehdah& Moeen	Sana'a	772222851	Ongoing	Yes	
Empower	Dignity bags	Alwehdah& Moeen	Sana'a	772222851	Ongoing	Yes	
Empower	Food Assistance	Alwehdah& Moeen	Sana'a	772222851	Ongoing	Yes	
FDCF	psychological support	Ammanat Al-asima	Sana'a	772835884	Ongoing	Yes	provide free psychological counseling. Toll-Free Help Line (136) working from 11 AM TO 4 PM and 9PM to 1AM Ramadhan Timing and 8AM to 8PM rest of the Year.
FDCF	Case management	Ammanat Al-asima	Sana'a	772835884	Ongoing	Yes	provide free psychological counseling. Toll-Free Help Line (136) working from 11 AM TO 4 PM and 9PM to 1AM Ramadhan Timing and 8AM to 8PM rest of the Year.
FCDF	GBV Medication & Psychotherapy & Sport therapy	Hadah & Dar - saad	Sana,a & Aden	02-307828 or 01-418404 or 136 free	Ongoing	yes	
RI	Case management	Al-Dober	Amran	776051172	Ongoing	Yes	

Organization	Type of Service	District	Governorate	Phone Number	Status of the service	COVID-19 measures	Comment
RI	Case management	Kharef	Amran	776655024	Ongoing	Yes	
RI	PSS	Al-Dober	Amran	776051162	Ongoing	Yes	
RI	PSS	Kharef	Amran	776051194	Ongoing	Yes	
RI	PSS	Manakhah	Sana'a	776051163	Ongoing	Yes	
RI	Reproductive Health	Al haimah Alkharegia	Sana'a	776019603	Ongoing	Yes	Provide Reproductive Health services for women and girls from 15-49 years
RI	Reproductive Health	Kharef, Al qafrah & Harf Sufian	Amran	776019603	Ongoing	Yes	Provide Reproductive Health services for women and girls from 15-49 years
SDF	Cash Assistance	All Districts in Amant Al ASEMAH	Amant Al Asemah	739748555	Ongoing	Yes	
SDF	Case management	All Districts in Amant Al ASEMAH	Amant Al Asemah	739748555	Ongoing	Yes	
SDF	livelihood	All Districts in Amant Al ASEMAH	Amant Al Asemah	739748555	Ongoing	Yes	
SDF	Legal	All Districts in Amant Al ASEMAH	Amant Al Asemah	739748555	Ongoing	Yes	
SDF	psychological support	All Districts in Amant Al ASEMAH	Amant Al Asemah	739748555	Ongoing	Yes	
SDF	Health	All Districts in Amant Al ASEMAH	Amant Al Asemah	739748555	Ongoing	Yes	
SDF	Cash Assistance	All Districts in Amant Al ASEMAH and Sana'a Governorate	Amant Al Asemah and Sana'a	776085030	Ongoing	Yes	

Organization	Type of Service	District	Governorate	Phone Number	Status of the service	COVID-19 measures	Comment
SDF	Case management	All Districts in Amant Al ASEMAH and Sana'a Governorate	Amant Al Asemah and Sana'a	776085030	Ongoing	Yes	
SDF	Legal	All Districts in Amant Al ASEMAH and Sana'a Governorate	Amant Al Asemah and Sana'a	776085030	Ongoing	Yes	
SDF	psychological support	All Districts in Amant Al ASEMAH and Sana'a Governorate	Amant Al Asemah and Sana'a	776085030	Ongoing	Yes	
SDF	Cash Assistance	All districts in Dhamar and Al-Baydha	Dhamar and Al-Baydha	777168916	Ongoing	Yes	
SDF	Case management	All districts in Dhamar and Al-Baydha	Dhamar and Al-Baydha	777168916	Ongoing	Yes	
SDF	Legal	All districts in Dhamar and Al-Baydha	Dhamar and Al-Baydha	777168916	Ongoing	Yes	
SDF	psychological support	All districts in Dhamar and Al-Baydha	Dhamar and Al-Baydha	777168916	Ongoing	Yes	
DEEM	Cash Assistance	Mawiyah	Taiz	775134213	Ongoing	Yes	
DEEM	Cash Assistance	Shara'b As Salam	Taiz	772717233	Ongoing	Yes	
DEEM	Cash Assistance	Al Mukha	Taiz	777362527	Ongoing	Yes	
DEEM	Cash Assistance	Maqbanah	Taiz	775464619	Ongoing	Yes	

Organization	Type of Service	District	Governorate	Phone Number	Status of the service	COVID-19 measures	Comment
DEEM	Cash Assistance	Sabir Al Mawadim	Taiz	773461172	Ongoing	Yes	
DEEM	Cash Assistance	Al Misrakh	Taiz	777784630	Ongoing	Yes	
DEEM	Cash Assistance	Dimnat Khadir	Taiz	773431296	Ongoing	Yes	
DEEM	Cash Assistance	Hayfan	Taiz	776417612	Ongoing	Yes	
DEEM	Cash Assistance	Salh	Taiz	774212777	Ongoing	Yes	
DEEM	Cash Assistance	At Ta'iziyah	Taiz	770529288-775704614	Ongoing	Yes	
DEEM	Cash Assistance	Al Ma'afer	Taiz	774193745	Ongoing	Yes	
DEEM	Cash Assistance	Al Qabbaytah	Lahj	776225093	Ongoing	Yes	
DEEM	Case management	Mawiyah	Taiz	775134213	Ongoing	Yes	
DEEM	Case management	Shara'b As Salam	Taiz	772717233	Ongoing	Yes	
DEEM	Case management	Al Mukha	Taiz	777362527	Ongoing	Yes	
DEEM	Case management	Maqbanah	Taiz	775464619	Ongoing	Yes	
DEEM	Case management	Sabir Al Mawadim	Taiz	773461172	Ongoing	Yes	
DEEM	Case management	Al Misrakh	Taiz	777784630	Ongoing	Yes	
DEEM	Case management	Dimnat Khadir	Taiz	773431296	Ongoing	Yes	
DEEM	Case management	Hayfan	Taiz	776417612	Ongoing	Yes	
DEEM	Case management	Salh	Taiz	774212777	Ongoing	Yes	
DEEM	Case management	At Ta'iziyah	Taiz	770529288-775704614	Ongoing	Yes	
DEEM	Case management	Al Ma'afer	Taiz	774193745	Ongoing	Yes	

Organization	Type of Service	District	Governorate	Phone Number	Status of the service	COVID-19 measures	Comment
DEEM	Case management	Al Qabbaytah	Lahj	776225093	Ongoing	Yes	
DEEM	livelihood	Shara'b As Salam	Taiz	773874561	Ongoing	Yes	
DEEM	livelihood	Al Mukha	Taiz	735996694	Ongoing	Yes	
DEEM	livelihood	Dimnat Khadir	Taiz	774881319	Ongoing	Yes	
DEEM	livelihood	Al Mudhaffar	Taiz	777732406	Ongoing	Yes	
DEEM	livelihood	Salh	Taiz	771331227	Ongoing	Yes	
DEEM	livelihood	At Ta'iziyah	Taiz	771307520	Ongoing	Yes	
DEEM	livelihood	Al Ma'afer	Taiz	771343806	Ongoing	Yes	
DEEM	livelihood	At Ta'iziyah	Taiz	777508749	Ongoing	Yes	
DEEM	livelihood	Al Qabbaytah	Lahj	775693355	Ongoing	Yes	
DEEM	livelihood	Dhubab	Taiz	771138037	Ongoing	Yes	
DEEM	livelihood	At Toheta	Hodeida	775103630	Ongoing	Yes	
DEEM	psychological support	Al Mukha	Taiz	772727698	Ongoing	Yes	
DEEM	psychological support	Al Mudhaffar	Taiz	777291755	Ongoing	Yes	
DEEM	psychological support	At Ta'iziyah	Taiz	738897953	Ongoing	Yes	
DEEM	psychological support	Dhubab	Taiz	773653992	Ongoing	Yes	
DEEM	psychological support	Al Qabbaytah	Lahj	770320800	Ongoing	Yes	
DEEM	psychological support	Al Ma'afer	Taiz	775715794	Ongoing	Yes	
DEEM	psychological support	At Ta'iziyah	Taiz	771464618	Ongoing	Yes	
DEEM	psychological support	ShAra'b As Salam	Taiz	712673638	Ongoing	Yes	

Organization	Type of Service	District	Governorate	Phone Number	Status of the service	COVID-19 measures	Comment
DEEM	psychological support	Dimnat Khadir	Taiz	738962102	Ongoing	Yes	
DEEM	psychological support	Salah	Taiz	775271421	Ongoing	Yes	
DEEM	PSS	Al Mukha	Taiz	777892826	Ongoing	Yes	
DEEM	PSS	Al Shamyteen/ Al Turbah	Taiz	772228604	Ongoing	Yes	
DEEM	psychological support	Al Wahdah	Sana'a	774200223	Ongoing	Yes	
DEEM	Reproductive Health	Mawia	Mawiah Hospital	770324280	Ongoing	Yes	
DEEM	Reproductive Health	At Ta'iziyah	Al-agwal HC	777239571	Ongoing	Yes	
DEEM	Reproductive Health	At Ta'iziyah	Al-Shifa HC	772430303	Ongoing	Yes	
DEEM	Reproductive Health	Maqbanah	Hajdh Hospital	775952121	Ongoing	Yes	
DEEM	Reproductive Health	Shara'b As Salam	Al-salam HC	772590462	Ongoing	Yes	
DEEM	Reproductive Health	Salah	al-wahda HC	775941942	Ongoing	Yes	
DEEM	Reproductive Health	Haifan	Haifan Hospital	777349513	Ongoing	Yes	
DEEM	Reproductive Health	Mawza	Jesr Alhameli hc	774729052	Ongoing	Yes	
DEEM	Reproductive Health	Makha	Al-Mokha hospital	735953400	Ongoing	Yes	
Act Now	psychological support	Damt	Al-Dhale	772822465	Ongoing	Yes	
YWU	psychological support	Tuban	Lahj	737004441	Ongoing	Yes	Hot line Number :8000999
YWU	psychological support	Al Udayn	Ibb	774735802	Ongoing	Yes	Hot line Number :8000999
YWU	psychological support	Al Dhihar	Ibb	770826996	Ongoing	Yes	Hot line Number :8000999
YWU	psychological support	Al Qafer	Ibb	771778303	Ongoing	Yes	Hot line Number :8000999
YWU	psychological support	Ash Shamayatayn	Taizz	773680312- 738631483	Ongoing	Yes	Hot line Number :8000999

Organization	Type of Service	District	Governorate	Phone Number	Status of the service	COVID-19 measures	Comment
YWU	psychological support	Ma Qpanah	Taizz	733239880-775673355	Ongoing	Yes	Hot line Number :8000999
YWU	psychological support	Hamdan	Sana'a	777949775	Ongoing	Yes	Hot line Number :8000999
YWU	psychological support	Nihm	Sana'a	775188894	Ongoing	Yes	Hot line Number :8000999
YWU	psychological support	At Tahrir	Amanat Al Asimah	774906673	Ongoing	Yes	Hot line Number :8000999
YWU	psychological support	Bayt Al Faqih	Al Hudaydah	776418611	Ongoing	Yes	Hot line Number :8000999
YWU	psychological support	Bajil	Al Hudaydah	773457500	Ongoing	Yes	Hot line Number :8000999
YWU	psychological support	Az Zuhrah	Al Hudaydah	770491104	Ongoing	Yes	Hot line Number :8000999
YWU	psychological support	Algarahi	Al Hudaydah	775936924	Ongoing	Yes	Hot line Number :8000999
YWU	psychological support	Az Zaydiah	Al Hudaydah	7730467165-730467165	Ongoing	Yes	Hot line Number :8000999
YWU	psychological support	Zingibar	Abyan	739559291	Ongoing	Yes	Hot line Number :8000999
YWU	psychological support	Dhamar City	Dhamar	773520610	Ongoing	Yes	Hot line Number :8000999
YWU	psychological support	Tuban	Lahj	737004441	Ongoing	Yes	Hot line Number :8000999
YWU	psychological support	Zingibar	Abyan	739559291	Ongoing	Yes	Hot line Number :8000999
YWU	Case management	Zingibar	Abyan	777186286	Ongoing	Yes	From 10am-12pm and 1pm to 8 pm 733400379
YWU	livelihood	Zingibar	Abyan	777186286	Ongoing	Yes	From 10am-12pm and 1pm to 8 pm 733400379
YWU	Legal Services	Zingibar	Abyan	777186286	Ongoing	Yes	From 10am-12pm and 1pm to 8 pm 733400379
YWU	psychological and Medical Services	Zingibar	Abyan	777186286	Ongoing	Yes	From 10am-12pm and 1pm to 8 pm 733400379
YWU	Cash assistance	Zingibar	Abyan	777186286	Ongoing	Yes	From 10am-12pm and 1pm to 8 pm 733400379
YWU	Case management	Khanfar	Abyan	736092406	Ongoing	Yes	From 10am-12pm and 1pm to 8 pm 733400379
YWU	livelihood	Khanfar	Abyan	736092406	Ongoing	Yes	From 10am-12pm and 1pm to 8 pm 733400379

Organization	Type of Service	District	Governorate	Phone Number	Status of the service	COVID-19 measures	Comment
YWU	Legal Services	Khanfar	Abyan	736092406	Ongoing	Yes	From 10am-12pm and 1pm to 8 pm 733400379
YWU	psychological and Medical Services	Khanfar	Abyan	736092406	Ongoing	Yes	From 10am-12pm and 1pm to 8 pm 733400379
YWU	Cash assistance	Khanfar	Abyan	736092406	Ongoing	Yes	From 10am-12pm and 1pm to 8 pm 733400379
YWU	Safe spaces	loader	Abyan	773426626	Ongoing	Yes	From 10am-12pm and 1pm to 8 pm 733400379
YWU	livelihood	loader	Abyan	773426626	Ongoing	Yes	From 10am-12pm and 1pm to 8 pm 733400379
YWU	Legal Services	loader	Abyan	773426626	Ongoing	Yes	From 10am-12pm and 1pm to 8 pm 733400379
YWU	psychological and Medical Services	loader	Abyan	773426626	Ongoing	Yes	From 10am-12pm and 1pm to 8 pm 733400379
YWU	Cash assistance	loader	Abyan	773426626	Ongoing	Yes	From 10am-12pm and 1pm to 8 pm 733400379
YWU	Case management	alwadie	Abyan	735515462	Ongoing	Yes	From 10am-12pm and 1pm to 8 pm 733400379
YWU	livelihood	alwadie	Abyan	735515462	Ongoing	Yes	From 10am-12pm and 1pm to 8 pm 733400379
YWU	Legal Services	alwadie	Abyan	735515462	Ongoing	Yes	From 10am-12pm and 1pm to 8 pm 733400379
YWU	psychological and Medical Services	alwadie	Abyan	735515462	Ongoing	Yes	From 10am-12pm and 1pm to 8 pm 733400379
YWU	Case management	Alhutuh	Lahj	770983764	Ongoing	Yes	Hot line Number :8000999
YWU	psychological support	Alhutuh	Lahj	770983764	Ongoing	Yes	Hot line Number :8000999
YWU	Legal Support	Alhutuh	Lahj	770983764	Ongoing	Yes	Hot line Number :8000999
YWU	Cash Assistance	Alhutuh	Lahj	770983764	Ongoing	Yes	Hot line Number :8000999
YWU	Medical services	Alhutuh	Lahj	770983764	Ongoing	Yes	Hot line Number :8000999
YWU	Emergency Cash Assistance	Alhutuh	Lahj	770983764	Ongoing	Yes	Hot line Number :8000999
YWU	Case management	Tuban	Lahj	770983764	Ongoing	Yes	Hot line Number :8000999

Organization	Type of Service	District	Governorate	Phone Number	Status of the service	COVID-19 measures	Comment
YWU	psychological support	Tuban	Lahj	770983764	Ongoing	Yes	Hot line Number :8000999
YWU	Legal Support	Tuban	Lahj	770983764	Ongoing	Yes	Hot line Number :8000999
YWU	Cash Assistance	Tuban	Lahj	770983764	Ongoing	Yes	Hot line Number :8000999
YWU	Medical services	Tuban	Lahj	770983764	Ongoing	Yes	Hot line Number :8000999
YWU	Emergency Cash Assistance	Tuban	Lahj	770983764	Ongoing	Yes	Hot line Number :8000999
YWU	Case management	Habil Gabr	Lahj	770983764	Ongoing	Yes	Hot line Number :8000999
YWU	psychological support	Habil Gabr	Lahj	770983764	Ongoing	Yes	Hot line Number :8000999
YWU	Legal Support	Habil Gabr	Lahj	770983764	Ongoing	Yes	Hot line Number :8000999
YWU	Cash Assistance	Habil Gabr	Lahj	770983764	Ongoing	Yes	Hot line Number :8000999
YWU	medical support	khormaksar	Aden	712969773	Ongoing	Yes	
YWU	Cash Assistance	khormaksar	Aden	712969773	Ongoing	Yes	
YWU	Case management	Sa'adah	Sa'ada	771773882	Ongoing	Yes	
YWU	Legal Support	Sa'adah	Sa'ada	771773882	Ongoing	Yes	
YWU	psychological support	Sa'adah	Sa'ada	771773882	Ongoing	Yes	
YWU	Provide medical services	Sa'adah	Sa'ada	771773882	Ongoing	Yes	
YWU	Case management	Alhutuh	Lahj	770983764	Ongoing	Yes	Hot line Number :8000999
YWU	psychological support	Alhutuh	Lahj	770983764	Ongoing	Yes	Hot line Number :8000999
YWU	Legal Support	Alhutuh	Lahj	770983764	Ongoing	Yes	Hot line Number :8000999
YWU	Cash Assistance	Alhutuh	Lahj	770983764	Ongoing	Yes	Hot line Number :8000999
YWU	Medical services	Alhutuh	Lahj	770983764	Ongoing	Yes	Hot line Number :8000999

Organization	Type of Service	District	Governorate	Phone Number	Status of the service	COVID-19 measures	Comment
YWU	Emergency Cash Assistance	Alhutuh	Lahj	770983764	Ongoing	Yes	Hot line Number :8000999
YWU	Case management	Tuban	Lahj	770983764	Ongoing	Yes	Hot line Number :8000999
YWU	psychological support	Tuban	Lahj	770983764	Ongoing	Yes	Hot line Number :8000999
YWU	Legal Support	Tuban	Lahj	770983764	Ongoing	Yes	Hot line Number :8000999
YWU	Cash Assistance	Tuban	Lahj	770983764	Ongoing	Yes	Hot line Number :8000999
YWU	Medical services	Tuban	Lahj	770983764	Ongoing	Yes	Hot line Number :8000999
YWU	Emergency Cash Assistance	Tuban	Lahj	770983764	Ongoing	Yes	Hot line Number :8000999
YWU	Case management	Habil Gabr	Lahj	770983764	Ongoing	Yes	Hot line Number :8000999
YWU	psychological support	Habil Gabr	Lahj	770983764	Ongoing	Yes	Hot line Number :8000999
YWU	Legal Support	Habil Gabr	Lahj	770983764	Ongoing	Yes	Hot line Number :8000999
YWU	Cash Assistance	Habil Gabr	Lahj	770983764	Ongoing	Yes	Hot line Number :8000999
YWU	Medical services	Habil Gabr	Lahj	770983764	Ongoing	Yes	Hot line Number :8000999
YWU	Emergency Cash Assistance	Habil Gabr	Lahj	770983764	Ongoing	Yes	Hot line Number :8000999
YWU	Case management	yafie	Lahj	770983764	Ongoing	Yes	Hot line Number :8000999
YWU	psychological support	yafie	Lahj	770983764	Ongoing	Yes	Hot line Number :8000999
YWU	Legal Support	yafie	Lahj	770983764	Ongoing	Yes	Hot line Number :8000999
YWU	Cash Assistance	yafie	Lahj	770983764	Ongoing	Yes	Hot line Number :8000999
YWU	medical support	yafie	Lahj	770983764	Ongoing	Yes	Hot line Number :8000999
YWU	Emergency Cash Assistance	yafie	Lahj	770983764	Ongoing	Yes	Hot line Number :8000999

Organization	Type of Service	District	Governorate	Phone Number	Status of the service	COVID-19 measures	Comment
YWU	Case management	Al Buriqa	Aden	733844166	Ongoing	Yes	
YWU	psychological support	Al Buriqa	Aden	733844166	Ongoing	Yes	
YWU	Legal Support	Al Buriqa	Aden	733844166	Ongoing	Yes	
YWU	Cash Assistance	Al Buriqa	Aden	733844166	Ongoing	Yes	
YWU	medical support	Al Buriqa	Aden	733844166	Ongoing	Yes	
YWU	Cash Assistance	Al Buriqa	Aden	733844166	Ongoing	Yes	
YWU	Case management	Dar Saad	Aden	771199122	Ongoing	Yes	
YWU	psychological support	Dar Saad	Aden	771199122	Ongoing	Yes	
YWU	Legal Support	Dar Saad	Aden	771199122	Ongoing	Yes	
YWU	Cash Assistance	Dar Saad	Aden	771199122	Ongoing	Yes	
YWU	medical support	Dar Saad	Aden	771199122	Ongoing	Yes	
YWU	Cash Assistance	Dar Saad	Aden	771199122	Ongoing	Yes	
YWU	Case management	al sheikhothman	Aden	734144136	Ongoing	Yes	
YWU	psychological support	al sheikhothman	Aden	734144136	Ongoing	Yes	
YWU	Legal Support	al sheikhothman	Aden	734144136	Ongoing	Yes	
YWU	Cash Assistance	al sheikhothman	Aden	734144136	Ongoing	Yes	
YWU	medical support	al sheikhothman	Aden	734144136	Ongoing	Yes	
YWU	Cash Assistance	al sheikhothman	Aden	734144136	Ongoing	Yes	
YWU	Case management	khormaksar	Aden	712969773	Ongoing	Yes	
YWU	psychological support	khormaksar	Aden	712969773	Ongoing	Yes	

Organization	Type of Service	District	Governorate	Phone Number	Status of the service	COVID-19 measures	Comment
YWU	Legal	khormaksar	Aden	712969773	Ongoing	Yes	
YWU	Cash Assistance	khormaksar	Aden	712969773	Ongoing	Yes	
YWU	Legal Aid	Ash Shamayatayn	Taizz	773680312-738631483	Ongoing	Yes	Hot line Number :8000999
YWU	Cash Assistance	Ash Shamayatayn	Taizz	773680312-738631483	Ongoing	Yes	Hot line Number :8000999
YWU	psychological support	Ash Shamayatayn	Taizz	773680312-738631483	Ongoing	Yes	Hot line Number :8000999
YWU	psychological support	Tuban	Lahj	737004441	Ongoing	Yes	Hot line Number :8000999
YWU	Cash assistance	alwadie	Abyan	735515462	Ongoing	Yes	From: 10am-12pm733400379 from : 1pm - 4 pm733400379- From 4 pm -8 pm 733400379
PCF	psychological support	Al-dahiar	Ibb	771273933	Ongoing	Yes	Hot line Number :730557744
PCF	psychological support	Al-Madifer	Taiz	777530748	Ongoing	yes	Hot line Number :730557744
PCF	psychological support	Al-shaifa	Sana'a	773552355	Ongoing	yes	Hot line Number :730557744
Al Zahra Foundation ZDF	psychological support	Sa'adah	Sa'ada	775388889	Ongoing	Yes	
Al Zahra Foundation ZDF	psychological support	Sahar	Sa'ada	775388889	Ongoing	Yes	
Al Zahra Foundation ZDF	psychological support	Saqeen	Sa'ada	775388889	Ongoing	Yes	
Al Zahra Foundation ZDF	psychological support	Majz	Sa'ada	775388889	Ongoing	Yes	
Al Zahra Foundation ZDF	psychological support	Haidan	Sa'ada	775388889	Ongoing	Yes	

Organization	Type of Service	District	Governorate	Phone Number	Status of the service	COVID-19 measures	Comment
Al Zahra Foundation ZDF	livelihood	Sa'adah	Sa'ada	775388889	Ongoing	Yes	
Al Zahra Foundation ZDF	livelihood	Haidan	Sa'ada	775388889	Ongoing	Yes	
Al Zahra Foundation ZDF	livelihood	Saqeen	Sa'ada	775388889	Ongoing	Yes	
Al Zahra Foundation ZDF	livelihood	Sahar	Sa'ada	775388889	Ongoing	Yes	
Al Zahra Foundation ZDF	livelihood	Majz	Sa'ada	775388889	Ongoing	Yes	
Al Zahra Foundation ZDF	Legal	Saqeen	Sa'ada	775388889	Ongoing	Yes	
Al Zahra Foundation ZDF	Legal	Sa'adah	Sa'ada	775388889	Ongoing	Yes	
Al Zahra Foundation ZDF	Legal	Haidan	Sa'ada	775388889	Ongoing	Yes	
Al Zahra Foundation ZDF	Legal	Sahar	Sa'ada	775388889	Ongoing	Yes	
Al Zahra Foundation ZDF	Legal	Majz	Sa'ada	775388889	Ongoing	Yes	
Al Zahra Foundation ZDF	Cash Assistance	Majz	Sa'ada	775388889	Ongoing	Yes	

Organization	Type of Service	District	Governorate	Phone Number	Status of the service	COVID-19 measures	Comment
Al Zahra Foundation ZDF	Cash Assistance	Sa'adah	Sa'ada	775388889	Ongoing	Yes	
Al Zahra Foundation ZDF	Cash Assistance	Sahar	Sa'ada	775388889	Ongoing	Yes	
Al Zahra Foundation ZDF	Cash Assistance	Saqeen	Sa'ada	775388889	Ongoing	Yes	
YOHRD	psychological support	Sahar	Sa'ada	777694095	Ongoing	Yes	
YOHRD	Cash Assistance	Sahar	Sa'ada	777694095	Ongoing	Yes	
YOHRD	livelihood	Sahar	Sa'ada	777694095	Ongoing	Yes	
YOHRD	Legal	Sahar	Sa'ada	777694095	Ongoing	Yes	
BFF	psychological support	Hajjah	Mastaba	777330712-713301562	Ongoing	Yes	Provide psychological support and awareness about the Coronavirus by phone and receive complaints
BFF	Health	Hajjah	Al-Madina	770616149	Ongoing	Yes	Distributing preventive tools and sterilizers during the direct awareness process and distributing the supporting stickers for awareness
BFF	Health	Al- Hudidah	Al-Mina	770183811	Ongoing	Yes	Distributing preventive tools and sterilizers during the direct awareness process and distributing the supporting stickers for awareness
BFF	Health	Sana'a	Al-Sab;en	777290053	Ongoing	Yes	Distributing preventive tools and sterilizers during the direct awareness process and distributing the supporting stickers for awareness
BFF	Health	Hajjah	Mastaba	777330712-713301562	Ongoing	Yes	Distributing preventive tools and sterilizers during the direct awareness process and distributing the supporting stickers for awareness
BFF	Legal	Hajjah	Mastaba	777330712	Ongoing	Yes	Issuing the identity card of women and girls through the project centers
CARE	Case management	Al-Husen	Al-Dhalea	736872348 774596039	Under process	Yes	The Safe space is under process of furnishing and hiring staff from the same area, planning to open it at the first week of August

Organization	Type of Service	District	Governorate	Phone Number	Status of the service	COVID-19 measures	Comment
CARE	psychological support	Al-Husen	Al-Dhalea	736872348 774596039	Under process	Yes	The Safe space is under process of furnishing and hiring staff from the same area, planning to open it at the first week of August
CARE	Legal	Al-Husen	Al-Dhalea	736872348 774596039	Under process	Yes	The Safe space is under process of furnishing and hiring staff from the same area, planning to open it at the first week of August
CARE	Livelihood	Al-Husen	Al-Dhalea	736872348 774596039	Under process	Yes	The Safe space is under process of furnishing and hiring staff from the same area, planning to open it at the first week of August
CARE	Case management	Radfan -Al-Habilin	Lahj	777465240 739872302	Ongoing	Yes	The safe space is permentelay close but we are in the process of hiring staff and reopen in at the mid of July 2020
CARE	psychological support	Radfan -Al-Habilin	Lahj	777465240 739872302	Ongoing	Yes	The safe space is permentelay close but we are in the process of hiring staff and reopen in at the mid of July 2020
CARE	Legal	Radfan -Al-Habilin	Lahj	777465240 739872302	Ongoing	Yes	The safe space is permentelay close but we are in the process of hiring staff and reopen in at the mid of July 2020
CARE	Livelihood	Radfan -Al-Habilin	Lahj	777465240 739872302	Ongoing	Yes	The safe space is permentelay close but we are in the process of hiring staff and reopen in at the mid of July 2020
CARE	Case management	Al-Mesamir	Lahj	736872348 774596039	Under process	Yes	The Safe space is under process of furnhing and hiring staff from the same area, planning to open it at the first week of August
CARE	psychological support	Al-Mesamir	Lahj	736872348 774596039	Under process	Yes	The Safe space is under process of furnhing and hiring staff from the same area, planning to open it at the first week of August
CARE	Legal	Al-Mesamir	Lahj	736872348 774596039	Under process	Yes	The Safe space is under process of furnhing and hiring staff from the same area, planning to open it at the first week of August
CARE	Livelihood	Al-Mesamir	Lahj	736872348 774596039	Under process	Yes	The Safe space is under process of furnhing and hiring staff from the same area, planning to open it at the first week of August
YWU	psychological support	Tuban	Lahj	737004441	Ongoing	Yes	Hot line Number :8000999
CSSW	Cash Assistance	Al Ghaydah	Al_Maharah	774543774	Ongoing	Yes	
CSSW	psychological support	Al Ghaydah	Al_Maharah	774543774	Ongoing	Yes	

Organization	Type of Service	District	Governorate	Phone Number	Status of the service	COVID-19 measures	Comment
CSSW	Case management	Al Ghaydah	Al_Maharah	774543774	Ongoing	Yes	
CSSW	livelihood	Al Ghaydah	Al_Maharah	774543774	Ongoing	Yes	
CSSW	Legal	Al Ghaydah	Al_Maharah	774543774	Ongoing	Yes	
CSSW	psychological support	Al Khawkhah	Al_Hudaydah	772017444	Ongoing	Yes	Also Provide psychological support by phone and receive complaints
CSSW	Case management	Al Khawkhah	Al_Hudaydah	772017444	Ongoing	Yes	
CSSW	livelihood	Al Khawkhah	Al_Hudaydah	772017444	Ongoing	Yes	
CSSW	Legal	Al Khawkhah	Al_Hudaydah	772017444	Ongoing	Yes	
IRC	psychological support	Abyan - Khanfar - Al-Razi HF	Abyan	730100749/730100769	Ongoing	Yes	PSS and CMR services in WGSS
IRC	Case management	Avyan - Khanfer	Abyan	730100769 730100749 730100734	Ongoing	Yes	The WGCC opened + CM Remotely if needed From : 8 am - 4 pm
IRC	psychological support	Avyan - Khanfer	Abyan	730100769 730100749 730100734	Ongoing	Yes	The WGCC opened + PSS Remotely if needed From : 8 am - 4 pm
IRC	psychological support	Al Sadaka HF	Aden	730100785	Ongoing	Yes	PSS and CMR services in WGSS
IRC	Health	Al Buriqa	Aden	730100963 734168485	Ongoing	Yes	SRH services by Midwife provided in Alqeeda Alrusia & Foqum WGCCs
IRC	Case management	Al Buriqa - alqaida Alrusia + Foqum Areas	Aden	730100785 730500822 739524443 730100963 739500051	Ongoing	Yes	The WGCC opened + CM Remotely if needed From : 8 am - 4 pm 8
IRC	psychological support	Al Buriqa - alqaida Alrusia + Foqum Areas	Aden	730100785 730500822 739524443 730100963 739500051	Ongoing	Yes	The WGCCs opened + PSS Remotely if needed From : 8 am - 4 pm 8

Organization	Type of Service	District	Governorate	Phone Number	Status of the service	COVID-19 measures	Comment
IRC	Case management	Aldale'e	Aldale'e	730500810 730500807	Ongoing	Yes	The WGCC opened + CM Remotely if Possible From : 8 am - 4 pm 8
IRC	psychological support	Aldale'e	Aldale'e	730500810 730500807	Ongoing	Yes	The WGCC opened + CM Remotely if Possible From : 8 am - 4 pm 8
IRC	Health	Aldale'e	Aldale'e	730500810 730500807	Ongoing	Yes	SRH services by Midwife provided in WGCCs
IRC	psychological support	Abyan	Abyan	730100769 730100749 730100734	Ongoing	Yes	The WGCCs opened + PSS Remotely if Possible From : 8 am - 4 pm 8
IRC	psychological support	Alsabaeen	Sana'a	739480007 730500860	Ongoing	Yes	In Alqoubari & Salem Qotun health centers + PSS Remotely if needed From : 8 am - 4 pm 8
IRC	Case management	Alsabaeen	Sana'a	739480007 730500860	Ongoing	Yes	In Alqoubari & Salem Qotun health centers + CM Remotely if needed From : 8 am - 4 pm 8
For Human Development Foundation(F HD)	Cash Assistance	Hays	Al_Hudaydah	771163661	Ongoing	Yes	
For Human Development Foundation(F HD)	psychological support	Hays	Al_Hudaydah	771163661	Ongoing	Yes	
For Human Development Foundation(F HD)	Case management	Hays	Al_Hudaydah	771163661	Ongoing	Yes	
For Human Development Foundation(F HD)	livelihood	Hays	Al_Hudaydah	771163661	Ongoing	Yes	
For Human Development Foundation(F HD)	Legal	Hays	Al_Hudaydah	771163661	Ongoing	Yes	
For Human Development	Cash Assistance	Al Khawkhah	Al_Hudaydah	771163661	Ongoing	Yes	

Organization	Type of Service	District	Governorate	Phone Number	Status of the service	COVID-19 measures	Comment
Foundation(F HD)							
For Human Development Foundation(F HD)	psychological support	Al Khawkhah	Al_Hudaydah	771163661	Ongoing	Yes	
For Human Development Foundation(F HD)	Case management	Al Khawkhah	Al_Hudaydah	771163661	Ongoing	Yes	
For Human Development Foundation(F HD)	livelihood	Al Khawkhah	Al_Hudaydah	771163661	Ongoing	Yes	
For Human Development Foundation(F HD)	Legal	Al Khawkhah	Al_Hudaydah	771163661	Ongoing	Yes	
Deem	Cash Assistance	As Shamyteen	Taiz	772857689	Ongoing	Yes	
Deem	Cash Assistance	Al Mukha	Taiz	773925610	Ongoing	Yes	
Deem	Cash Assistance	Sabir Al Mawadim	Taiz	773461172	Ongoing	Yes	
Deem	Cash Assistance	Al Misrakh	Taiz	777784630	Ongoing	Yes	
Deem	Cash Assistance	Hayfan	Taiz	776417612	Ongoing	Yes	
Deem	Cash Assistance	Salh	Taiz	774212777	Ongoing	Yes	
Deem	Cash Assistance	Al Ma'afer	Taiz	774193745 738182225	Ongoing	Yes	
Deem	Cash Assistance	Dhubab	Taiz	777942032	Ongoing	Yes	
Deem	Case management	As Shamyteen	Taiz	772857689	Ongoing	Yes	

Organization	Type of Service	District	Governorate	Phone Number	Status of the service	COVID-19 measures	Comment
Deem	Case management	Al Mukha	Taiz	773925610	Ongoing	Yes	
Deem	Case management	Sabir Al Mawadim	Taiz	773461172	Ongoing	Yes	
Deem	Case management	Al Misrakh	Taiz	777784630	Ongoing	Yes	
Deem	Case management	Salh	Taiz	774212777	Ongoing	Yes	
Deem	Case management	Al Ma'afer	Taiz	774193745 738182225	Ongoing	Yes	
Deem	Case management	Dhubab	Taiz	777942032 714615505	Ongoing	Yes	
Deem	livelihood	Al Mukha	Taiz	735996694	Ongoing	Yes	
Deem	livelihood	Al Mudhaffar	Taiz	777732406	Ongoing	Yes	
Deem	livelihood	Salh	Taiz	771331227	Ongoing	Yes	
Deem	livelihood	Al Ma'afer	Taiz	771343806	Ongoing	Yes	
Deem	livelihood	Dhubab	Taiz	771138037	Ongoing	Yes	
Deem	livelihood	Altuheitah	Al Hudaydah	734770417	Ongoing	Yes	
Deem	psychological support	As Shamyteen	Taiz	777069818	Ongoing	Yes	
Deem	psychological support	Al Mudhaffar	Taiz	777291755	Ongoing	Yes	
Deem	psychological support	Al Mukha	Taiz	775855214	Ongoing	Yes	
Deem	psychological support	Salh	Taiz	776151061	Ongoing	Yes	
Deem	psychological support	Al Ma'afer	Taiz	775715794	Ongoing	Yes	
Deem	psychological support	Dhubab	Taiz	773653992	Ongoing	Yes	
Deem	Health	Makha	Taiz	735953400	Ongoing	Yes	

Organization	Type of Service	District	Governorate	Phone Number	Status of the service	COVID-19 measures	Comment
SELHA	psychological support	khur mukasar	Aden	772889312	Ongoing	Yes	Youth and Education Projects Coordinator at Youth Horizons Foundation 733620460 The working hours are from 8 to 4
SELHA	livelihood	Al-Mualla	Aden	773936368	Ongoing	Yes	Afak Foundation work from 1am to 4 pm
SELHA	livelihood	Crater	Aden	773936368	Ongoing	Yes	Afak Foundation work from 1am to 4 pm
SELHA	livelihood	Dar Saad	Aden	773936368	Ongoing	Yes	Afak Foundation work from 1am to 4 pm
YWU	Cash assistance	alwadie	Abyan	735515462	Ongoing	Yes	From: 10am-12pm733400379 from : 1pm - 4 pm733400379- From 4 pm -8 pm 733400379
FAF	livelihood	Aden	Aden	735845160	Ongoing	Yes	
FAF	Cash Assistance	Aden	Aden	735845160	Ongoing	Yes	
PCF	psychological support	Taiz	Taiz	771448004	Ongoing	Yes	The Psychiatric Center provides psychological support services and dispensing treatments 733366820
PCF	psychological support	Taiz	Taiz	777530748	Ongoing	Yes	Providing mobile psychosocial support services for people infected with coronavirus or those in quarantine 777530748
PCF	psychological support	Ibb	Ibb	774470954	Ongoing	Yes	The Psychiatric Center provides psychological support services and dispensing treatments 774470954
PCF	psychological support	Ibb	Ibb	770101773	Ongoing	Yes	providing mobile psychosocial support services for people infected with coronavirus or those in quarantine 770101773
PCF	psychological support	Sana'a	Sana'a	773552355	Ongoing	Yes	Educate the community about the ways to prevent corona virus, distribute posters and brochures, and issue some brochures
PCF	psychological support	Sana'a	Sana'a	773552355	Ongoing	Yes	Providing psychological counseling services to confront the Corona pandemic through numbers 730557744- 771122546
PCF	psychological support	Hodidia	Hodida	733585408	Ongoing	Yes	Educate the community about the ways to prevent corona virus, distribute posters and brochures, and issue some brochures
PCF	Health	Aden	Aden	730177167	Ongoing	Yes	771567030-775032517
PCF	psychological support	Aden	Aden	730177167	Ongoing	Yes	From 9 am - 1 pm : 775655427 - From 4pm - 8 pm : 775655427
PCF	psychological support	Taiz	Taiz	771448004	Ongoing	Yes	The Psychiatric Center provides psychological support services and dispensing treatments 733366820

Organization	Type of Service	District	Governorate	Phone Number	Status of the service	COVID-19 measures	Comment
PCF	Psychological support	Taiz	Taiz	777530748	Ongoing	Yes	Providing mobile psychosocial support services for people infected with coronavirus or those in quarantine 777530748
PCF	psychological support	Ibb	Ibb	774470954	Ongoing	Yes	The Psychiatric Center provides psychological support services and dispensing treatments 774470954
PCF	psychological support	Ibb	Ibb	770101773	Ongoing	Yes	providing mobile psychosocial support services for people infected with coronavirus or those in quarantine 770101773
PCF	psychological support	Sana'a	Sana'a	773552355	Ongoing	Yes	Educate the community about the ways to prevent corona virus, distribute posters and brochures, and issue some brochures
PCF	psychological support	Sana'a	Sana'a	773552355	Ongoing	Yes	Providing psychological counseling services to confront the Corona pandemic through numbers 730557744- 771122546
PCF	psychological support	Hodidia	Hodida	733585408	Ongoing	Yes	Educate the community about the ways to prevent corona virus, distribute posters and brochures, and issue some brochures
PCF	Health	Aden	Aden	730177167	Ongoing	Yes	771567030-775032517
PCF	psychological support	Aden	Aden	730177167	Ongoing	Yes	From 9 am - 1 pm : 775655427 From 4pm - 8 pm : 775655427
HYAC	PSS	Dalea'a	Al_dalea	735565816	Ongoing	Yes	
HYAC	legal support	Dalea'a	Al_dalea	735565816	Ongoing	Yes	
HYAC	lifeskills training	Dalea'a	Al_dalea	735565816	Ongoing	Yes	
CARE-Taiz	GBV Awareness sessions along with DKs distribution	Al Mudhaffar	Taiz	775605237	Ongoing	Yes	
CARE-Taiz	GBV Awareness sessions along with DKs distribution	Salh	Taiz	775605237	Ongoing	Yes	
CARE-Taiz	GBV Awareness sessions along with DKs distribution	Al-Qahirah	Taiz	775605237	Ongoing	Yes	
MoSAL	psychological support	Al Tahrir	Amanat Al Asimah	770016087	Ongoing	Yes	
MoSAL	psychological support	Jahran	Dhamar	774232352	Ongoing	Yes	

Organization	Type of Service	District	Governorate	Phone Number	Status of the service	COVID-19 measures	Comment
MoSAL	psychological support	Yareem	IBB	778092930	Ongoing	Yes	
MoSAL	psychological support	Al Tahrir	Amanat Al Asimah	777686508	Ongoing	Yes	
CARE	Case management	Al-Husen	Al-Dhalea	735565816	Ongoing	Yes	From : 8 am - 12 pm From 1pm - 4 pm
CARE	psychological support	Al-Husen	Al-Dhalea	735565816	Ongoing	Yes	From 8 am - 12 pm From 1pm - 4 pm
CARE	Legal	Al-Husen	Al-Dhalea	735565816	Ongoing	Yes	From : 8 am - 12 pm From 1pm - 4 pm
CARE	Livelihood	Al-Husen	Al-Dhalea	735565816	Ongoing	Yes	From : 8 am - 12 pm From 1pm - 4 pm
CARE	Case management	Radfan -Al-Habilin	Lahj	777465240 739872302	Ongoing	Yes	From : 8 am - 12 pm From 1pm - 4 pm
CARE	psychological support	Radfan -Al-Habilin	Lahj	777465240 739872302	Ongoing	Yes	From : 8 am - 12 pm From 1pm - 4 pm
CARE	Legal	Radfan -Al-Habilin	Lahj	777465240 739872302	Ongoing	Yes	From : 8 am - 12 pm From 1pm - 4 pm
CARE	Livelihood	Radfan -Al-Habilin	Lahj	777465240 739872302	Ongoing	Yes	From : 8 am - 12 pm From 1pm - 4 pm
CARE	Case management	Al-Mesamir	Lahj	772855819	Ongoing	Yes	From : 8 am - 12 pm From 1pm - 4 pm
CARE	psychological support	Al-Mesamir	Lahj	772855819	Ongoing	Yes	From : 8 am - 12 pm From 1pm - 5 pm
CARE	Legal	Al-Mesamir	Lahj	772855819	Ongoing	Yes	From : 8 am - 12 pm From 1pm - 5 pm
CARE	Livelihood	Al-Mesamir	Lahj	772855819	Ongoing	Yes	From : 8 am - 12 pm From 1pm - 5 pm

Women Safe Shelters

Organization	Governorate	Contact number
YWU	Sana'a	771096511
YWU	Aden	
YWU	Taiz (2 sheltrs)	
YWU	AlMukala	
YWU	Al-Hudeida	
YWU	Amran	
YWU	IBB	

Annex 4. Action Plan Timeline

Activity	Year 1												Year 2											
	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Development of GBV Action Plan guidance and checklist for contractors	█	█																						
Development and printing of IEC material for local stakeholders on GBV/SEA/SH	█	█																						
Training of the three IPs on GBV/SEA/SH and supporting them in developing SEA misconduct response mechanisms		█	█										█	█										
3 pre-bid vendor conferences for all potential vendors and contractors (in Sana'a, Aden and Mukalla)		█	█	█																				
In-depth sessions (4 full day training sessions) for 10-12 high-value contractors on preparing & implementing GBV action plans		█	█	█																				
GBV/SEA/SH sessions take place during kick-off meetings with each new contractor		█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█
Introduction of GBV action plan requirement for high-value contracts (above 500.000 USD)		█	█	█	█	█	█	█	█	█	█	█												
Gradual introduction of GBV action plan requirement for other contracts (below 500.000 USD)													█	█	█	█	█	█	█	█	█	█	█	█
SEA awareness for local community actors (as part of stakeholder engagement activities)	█	█					█	█					█	█										
Training (and refresher) of GRM staff on GBV/SEA/SH and safe referrals	█						█						█						█					
Development of referral protocols and procedures (e.g. informed consent protocols) to enable access to services for survivors	█	█																						
GBV/SEA/SH risk assessment for each subproject before initiation of works and integration of mitigation measures in HSSE plans		█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█
Appointment and training of GBV/SEA/SH Focal points at sub-project level to adequately refer GBV complaints, if received directly and outside of the GRM		█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█

