



x. Prepare a Code of Conduct for employees and ensure strict compliance.

xi. Operationalize a Grievance Redress Mechanism (GRM) for its employees to receive, record and resolve complaints regarding, GBV/SEA/SH risks.

### Reporting Mechanism

\* The contractor will establish an accessible and safe reporting mechanism, clearly communicated to all individuals, that allows for anonymous reporting, if desired.

### Investigation & Disciplinary Measures

- i. Contractor will promptly investigate all reports of genderbased violence, sexual exploitation and abuse, or sexual harassment and update the project management.
- ii. If allegations are substantiated, appropriate disciplinary measures should be taken, which may include termination of services, legal action, and reporting to relevant authorities.
- iii. Contractors are expected to fully cooperate with any investigations conducted by the project or the World Bank.



## GUIDELINES

for Contractors/  
Sub-Contractors

Gender Based Violence/Sexual Exploitation  
& Abuse/Sexual Harassment

### For Complaints Please Contact

Helpline: 042-37882072, E-mail: [complaints.pulse@punjab-zameen.gov.pk](mailto:complaints.pulse@punjab-zameen.gov.pk)  
PULSE Project 158-A, Abubakar Block, New Garden Town, Lahore

Punjab Urban Land Systems Enhancement Project

# Guidelines for Contractors/Sub-Contractors

## Gender Based Violence/Sexual Exploitation & Abuse/Sexual Harassment

### Introduction

The purpose of this document is to establish clear guidelines and expectations for contractors/sub-contractors involved in the implementation of Punjab Urban Land Systems Enhancement Project (PULSE) financed by World Bank. These guidelines specifically address issues related to Gender-Based Violence (GBV), Sexual Exploitation and Abuse (SEA), and Sexual Harassment (SH). It is essential that all individuals associated with the project uphold the highest standards of professionalism, respect, and integrity.

### Definitions

#### a. Gender-Based Violence (GBV)

Any act that results in physical, sexual, or psychological harm or suffering to individuals, disproportionately affecting persons of a particular gender.

#### b. Sexual Exploitation & Abuse (SEA)

Any actual or attempted abuse of a position of vulnerability, power, or trust for sexual purposes, including but not limited to, sexual relationships with beneficiaries, exchange of goods or services for sex, or sexual acts with minors.

#### c. Sexual Harassment (SH)

Unwelcome verbal, non-verbal, or physical conduct of a sexual nature that creates an intimidating, hostile, or offensive working environment.

### Responsibilities

#### Contractors/Sub-Contractors are expected to:

- i. Ensure that there is no discrimination on grounds of race, colour,

gender, religion, political opinion, disability etc. regarding employment opportunity and remuneration. It is expected that contractor will take all appropriate measures to safeguard that neither themselves nor their staff/surveyors are engaged in any gender-based or other discriminatory practices.

- ii. Ensure inclusion and nondiscrimination in dealing with the local community especially women, minority women and other vulnerable and disadvantaged groups (transgenders, people with disabilities, religious and ethnic minorities etc.)
- iii. Not engage in any form of sexual harassment, abuse and exploitation of their staff/ surveyors, and women and other vulnerable groups in community (sexual harassment may include making unwelcome sexual advances, requests for sexual favors, offering benefits in return of sexual favors and other verbal or physical conduct of a sexual nature etc.)
- iv. Interact with members of the community exhibiting attitude of respect including towards their culture and traditions, and adapt survey methods and language to align with the local context.

- v. During field based assignments such as surveys women, transgenders and other vulnerable/disadvantaged groups may not be forced to participate in any activity which can put them at the risk of Gender Based Violence later.
- vi. Prohibit use of language or behavior, in particular towards women and/or children/transgenders/ religious and ethnic minorities, that is inappropriate, harassing, abusive, sexually provocative, demeaning or culturally inappropriate
- vii. Follow the local applicable laws and World Bank's Guidelines to prevent any form of genderbased violence, abuse and harassment of either work force or any member of the community during field activity.
- viii. Ensure that any GBV/SEA/SH complaint, warranting action is reported to the appropriate forum, and to the project management immediately.
- ix. Ensure participation of all the relevant personnel in mandatory trainings on GBV/SEA/SH conducted by the PULSE Project prior to commencement and during field activities.