Dear Colleagues,

As you join, please use your phone or other device to:

- Go to www.menti.com
- Use the code:
- Start putting your answers to the question
- Please use single words or short phrases

Your responses are anonymous
Agenda

• Introduction: why GBVH and why now?
• Presentation of the GBVH-GPN products
• Introduction to the case studies
• Case study 1 – Tbilis Transport Company
• Case study 2 – Ecom Express Logistics Company in India
• Case study 3 – GBVH assessments: examples from private sector
• Q&A via chat box
Introduction

Why GBVH and why now?

Speakers

• Andrea Cullinan, IFC
• Sarah Ruck, EBRD
• Nomsa Fulbrook-Kagwe, CDC
Addressing Gender-Based Violence and Harassment

Emerging Good Practice for the private sector
PART A

1. Understanding GBVH
2. The business case for addressing GBVH

PART B

3. Overarching principles
4. Assessing GBVH risks, company capacity and resources
5. Preventing GBVH and encouraging reporting
6. Responding to reports of GBVH
7. Monitoring GBVH
Annexes: practical tools

1: **Indicators** of GBVH risk
2: A **phased approach** to prevention and response
3: **Questions** to assess company capacity and resources
4: Approach for an **in-depth assessment** of GBVH risks
5: Integrating GBVH into **ESDD and ESIAs**
6: Template for a company **GBVH policy**
7: GBVH **grievance mechanisms and investigation procedures**
8: **KPI** examples
9: International and regional **conventions and commitments** on GBVH
Forms of GBVH

- Sexual
- Economic
- Physical
- Psychological
Among workers in a company and its supply chain

Between workers and community members

Between workers and services users

Among users of company services or infrastructure

Within workers’ families and intimate relationships

By local authorities against workers, community members or service users

Where GBVH can occur
Business case for addressing GBVH: impact on individual wellbeing

- **Physical health**
  - Acute injuries, pain, bruising, scarring

- **Mental health**
  - Depression, anxiety, trauma, suicide

- **Sexual and reproductive health**
  - Sexually transmitted infections, unwanted pregnancies

- **Financial wellbeing**
  - Reduced income, lack of control of income and resources
Business case for addressing GBVH: impact on investors and businesses

- Productivity and health and safety
- Access to skills and talent and worker retention
- Litigation, compensation claims and reputation
Overarching principles

- Survivor-centered and safe
- Context-specific and integrated
- Inclusive and non-discriminatory
- Collaborative and well-informed
Preventing GBVH and encouraging reporting

- Leadership and company culture
- Policies and codes of conduct
- Grievance mechanisms and investigation procedure
- Recruitment and performance assessment
- Training and awareness raising
- Working with contractors and suppliers
- Physical design
The guidance papers
The case studies

01
Case study 1 – Tbilisi Bus Company
Tamar Machavariani

02
Case study 2 – EconExpress Logistics Company in India, Anish Monga

03
Case study 3 – GBVH assessments: examples from private sector, Dean Laplonge
Tbilisi Transport Company

September 2020
About Us

Tbilisi Transport Company has been operating since 1966 Year

Company Operates:

✓ Municipal Buses
✓ Tbilisi Metro
✓ Cable Cars - Rike-Narikala; Turtle Lake
✓ Tbilisi Parking System – 28 870 Parking Places

• Tbilisi City Hall - 100% of Ownership
• One of the Largest Company in the Labor market
6'264 people are employed in the Company, who work to ensure high quality transport service for the residents of Tbilisi and city guests, and to provide safe and comfortable travelling throughout the City.
✓ Purchasing of 143 new Blue Buses in 2016

✓ Equal Opportunities in Project Implementation Agreement

✓ AETS (France) and OQ Consulting (Netherlands) Consortium was Awarded to Develop and Promote Equal Opportunity Policy in TTC

✓ Gender Advisory Project - funded by the Government of Japan, through the Japan-EBRD Cooperation Fund (JECF)
The Equal Opportunities project of TTC started around March 2017

- First steps taken:
  - Gender Audit and Action Plan

- The 7 Women’s Empowerment Principles of UN-Women was applied as a guideline for the formulation of an action plan tailored to the situation of the company
The 16-Day Campaign Against Violence

- The 16-day “Orange Ribbon Campaign” initiated by Tbilisi City Hall has been conducted against violence.
- TTC participated in the Campaign.
- The campaign enhanced the corporate image and reputation of TTC.
- Bus drivers, Conductors and Controllers wearing an orange ribbon and explaining the campaign to the passengers.
Sexual Harassment Prevention Policy

- Cooperation and Support of UN Women in preparing of Sexual Harassment Policy
- Training How to avoid sexual harassment and violence
- Internal complaints mechanism
- Sexual Harassment Prevention
- Reduce facts of Sexual Harassment and violence
- Strengthen fight against Sexual Harassment and violence
- Create Free environment of Sexual Harassment and violence
TTC became as a Gender Proof Company

“TTC is committed to create a diverse atmosphere, where every employee - regardless of age, gender, ethnical or religious belonging - is given equal opportunities to fully realize and develop her or his own potential”

TTC has approved policies on Sexual Harassment and Equal Opportunities;

TTC is recognised as the first company in the world to engage in WEPs in the Transport Services Sector.
Future Activities that will be Carried out as a part of EBRD New Project

- New Agreement between EBRD and Georgia was signed on 29 April 2020
- Financing of the acquisition of 40 modern metro cars as well as the modernisation of a depot and a tunnel
- Promoting of gender equality and improve health and safety standards
Thank You For Your Attention

Sincerely,
Tamar Machavariani
TTC Donor Coordination Manager
Gender Based Violence & Harassment
Ecom Express Private Limited

We have unparalleled distribution network with the highest PIN code coverage amongst private players

1200+ Crores
Revenue (6th year)

~2,600+
Branches

25,600+
PIN codes covered

92%+
India’s population

T.A. Krishnan (CEO, Director & Co-founder)
Spearheads the company’s strategic vision, operations and business development

K. Satyanarayana (Director & Co-founder)
Contributes to the company’s strategic development and has experience in finance, legal, HR and administration domains

Manju Dhawan (Co-founder)
Leads conceptualisation and development of client-centric services and business development initiatives

Late. Sanjeev Saxena (Co-founder)
Provides strategic & operational direction to the company and has experience in operations, network and technology domains

Today
29 States, 2600+ Delivery Centers
37000+ employees

2013
35 cities, 42 Delivery Centers,
300 employees

Delivering Happiness ☺
Women around the world are disproportionately impacted by gender-based violence in the workplace. Adding to this Logistics industry is even perceived as male-dominated & un-welcoming for females.

What are the major challenges?

• Preference for male recruits because of locations, work environment, type of work resulting in maximum % of male employees
• Reluctance to seriously consider female candidates
• Entrenched masculinities
• Disproportionate number of females in respect to males may result in Harassment, bullying and violence
• Incompatibility of work and family life, Poor Retention of Women
Gender Based Violence & Harassment

Women making a mark in Male-dominated Logistics sector

Ecom Express is on the journey to remove barriers! Making workplace more inclusive!

Defining what's not acceptable.

“Securing phone number for female employees in a warehouse setup is always a challenge. What if Male supervisor wants to know if she is coming to office or not and he is asking for her phone number on a daily basis may resulting in discomfort for a female employee.”

Solution - Female Representative (HR/Security Guard) is introduced or made as a SPOC for Supervisors answering all queries related to attendance etc. of female employees working at that location

Providing proper work environment to operate.

“Visiting one of the 2700 location in Tier 4 area was an eye-opener to introduce proper & separate washroom facility, resulted in introducing this as a part of checklist while selecting a new location”
Measures Taken by Ecom Express

Intent Driven rather than Incident driven

- Policies & Procedures
- Training & Awareness
- Grievance Committee
- Infrastructure requirement & location audits
- Background Verification
- Increasing the women representation

Safety first!

Increasing diversity in logistics only after safeguarding the locations & processes
Measures Taken by Ecom Express

Intent Driven rather than Incident driven

Policies & Procedures
- Equal Employment Opportunity
- Code of Conduct
- POSH Policy

Training & Awareness
Periodic training around harassment & Code of Conduct which include
"How to report incidents?",  
“What is Harassment?”  
“How to behave” etc.

Prevention of Sexual Harassment Committee
SPEAKOUT@ECOMEXPRESS.IN
- Provides a single window access to every woman to facilitate registration of complaint related to sexual harassment.
- Confidential grievance reporting & support system
- Option to report anonymously
Measures Taken by Ecom Express

**Infrastructure Requirement & location audits**
- Cameras & Female security guard presence at all locations with female employees
- Additional female HR to guide & help female employees
- Ensuring no dark spots within or outside the facility
- Transportation facility for female employee
- Audits of locations basis safety checklist which includes separate washroom, rest areas etc.

**Increasing the women representation**
- Gender neutral job descriptions & policies
- Special program to increase female representations - Career Reignite (Career returner program)
- Special tie ups with Diversity vendors

**Background Verification**
- Background verification and reference checks of all employees to ensure there is no criminal records
Driving **STRENGTH** from our **DIFFERENCES**!

A Safe Workplace is Every **Women’s Right**!
GBVH Experience in Private Sector

- Research – academic / inform programming
- Program development
- Training & communications
- Strategy & systems

- Myanmar
- Papua New Guinea
- Jordan
- Turkey

- Mining
- Garment industry
- Agribusiness

www.factiveconsulting.com
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Challenging power

“ We know our people better than anybody else. We’d know if there were any incidents of this kind.

In Myanmar, facilitated employee-centric sessions on ‘how do we (want to) understand sexual harassment’?

In a garment factory in Jordan, a review of how managers had handled recent allegations.

In a shipping yard in PNG, female staff trained to run participatory women’s safety audits."
Challenging incidents

There was a report of a rape...

In Canada, facilitated session to help build partnerships between mining companies and NGOs.

In garment factories in Jordan, updating manager training to include discussion on the ‘continuum of violence’.

Increased emphasis in training on bystander or witness intervention at early stage.
Challenging invisibilities

We don’t have those kinds of issues or people here...

In an infrastructure project in West Africa, partnerships with NGOs already running health programs for sex workers (and MSM).

In Ukraine, successfully pushed to include ‘sexual orientation’ in an anti-discrimination policy.

In MENA, various company-supported training programs to challenge prejudices and biases among GBV professionals.
PANEL Q&A

- Barbara Ramoubsek, EBRD
- Diana Baird, IFC
- Sally Neville, SDD

Tamar Machavariani, Anish Monga, Dean Laplonge

Chaired by Paul Nolan