



AFRICA & ARAB COUNTRIES

REGIONAL CONFERENCE

11-14 November in Accra, Ghana

PUBLIC SERVICES INTERNATIONAL (PSI)

14th Regional Conference for Africa and Arab Countries (AFRECON) and related meetings

09-14 November 2025, Kempinski Hotel Gold Coast City, Accra-Ghana

Making AFRECON 2025 a space of unity in diversity, respect for differences and freedom from violence and harassment

ACTION GUIDE

1. Preamble and statement of principles and scope of application

Solidarity is the foundation of our movement. Any conduct which undermines solidarity undermines our unity. Violence and harassment contradict our values of equality and justice.

PSI Africa and Arab Countries is committed to respecting the integrity of every person. We condemn any form of violence and harassment, including actions and behaviour based on gender, race, ethnicity, caste or national origin, immigration status, colour, religion, political belief, age, sexual orientation, social status or economic background, education or profession, or family status. We understand that these identities, situations and characteristics are intersectional. They can be used to jeopardise our collective strength as workers.

Our aim is to foster a safe, respectful and secure environment and to prevent unacceptable acts and behaviour, and to establish a process to respond to incidents of violence and harassment.

We call on PSI global leadership, AFREC, WOC, SUBRACs, Young Workers, PSI staff, delegates, observers, guests, partners, Kempinski Hotel Gold Coast City Accra, Alisa Hotel Accra, San Marino Hotel, Central Hotel Accra, Coconut Grove Hotel Accra and Ghana College of Physicians and Surgeons staff, suppliers participating in all events and activities related to AFRECON 2025 to commit to and respect these principles, including online and on social media.



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2. What is violence and harassment?

These guidelines are informed by the International Labour Organization Convention 190 and Recommendation 206, which **define violence and harassment** as “**a range of unacceptable behaviours and practices, or threats thereof, whether a single occurrence or repeated, that aims at, result in, or are likely to result in physical, psychological, sexual, or economic harm, and includes gender-based violence and harassment**”.

Gender-based violence and harassment is directed at persons because of their sex or gender or affects persons of a particular sex or gender disproportionately and includes sexual harassment. This includes but is not limited to unwanted advances, inappropriate comments, intimidation, and creating hostile environments. Online harassment, including on social media platforms, is equally unacceptable and subject to the same principles.

3. Prevention

PSI will focus efforts on ensuring that AFRECON 2025 is a safe and violence and harassment free space.

The guidelines will also be provided to every AFRECON 2025 participant (including external guests) at the time of registration. They will be circulated to all PSI staff, to all staff at the Kempinski Hotel Gold Coast City Accra, Alisa Hotel Accra, San Marino Hotel, Central Hotel Accra, Coconut Grove Hotel Accra and Ghana College of Physicians and Surgeons, contracted suppliers/vendors and all service providers prior to the event.

At the time of the AFRECON 2025, the guidelines will be displayed in clear front at prominent places throughout the venue.

Participants are encouraged to report concerning behaviour promptly.

The statement of principles will be read aloud at the opening of the conference and at the opening of each of the AFRECON 2025 pre- and parallel meetings.

All AFRECON participants have an active role and responsibility in promoting the principles of respect for diversity and inclusion and maintaining an environment free from violence and harassment.



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Complaint process

In the event of any acts of violence and harassment, AFRECON 2025 will address and resolve them in the following procedure:

3.1 Filing a Complaint

Any participant may file a complaint confidentially through one of these channels:

- Speaking to a person designated by the AFRECON 2025 Standing Orders Committee (SOC) as part of the ad hoc Committee
- Emailing psi.africa@world-psi.org
- Calling the 24-hour WhatsApp hotline **+22890125862** (Charlotte Kalanbani)

4.2 Complaint Requirements

- To ensure fair assessment, formal complaints require identification. However, individuals uncomfortable identifying themselves may approach PSI staff or trusted affiliates who can file complaints on their behalf while maintaining appropriate confidentiality.
- Complaints should include the facts of the incident(s), including the complainant's name and contact information, the respondent's name, the date(s), time(s), and location(s) of the alleged incidents, and the names of any witnesses.

4. Investigation Process

4.1 Complaints will be referred to an ad hoc committee of five persons appointed by the Standing Orders Committee (SOC). Committee members with conflict of interest in the case must recuse themselves or may be substituted by the SOC.

4.2 The ad hoc committee will investigate complaints within 48 hours of receipt, adhering to principles of Confidentiality (information shared only on need-to-know basis); due process and natural justice; procedural transparency; the protection of whistleblowers, including complainants and witnesses; timely resolution, and the safety and psychosocial well-being of all involved parties.

4.3 The ad hoc committee will take steps to prevent the re-victimisation of complainants.



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REGIONAL CONFERENCE

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4.4 The ad hoc committee may recommend that the SOC initiate appropriate interim precautionary or mitigating measures to ensure a safe environment.

5. Resolution

5.1 The ad hoc committee will make recommendations to the SOC for resolution.

5.2 The SOC will determine appropriate remedies or sanctions, including a verbal or written reprimand, immediate suspension from participation in APRECON, prohibition from participation in future PSI activities, and other appropriate measures. The resolution determined by the SOC is considered binding and final for PSI.

6. Timeline and Reporting

6.1 The ad hoc committee will be established at the beginning of AFRECON 2025 and will operate until its conclusion.

6.2 The SOC will submit a final report to AFREC detailing resolved and pending cases.

6.3 Complaints about incidents during AFRECON 2025 submitted after the event will be handled by AFREC for up to one month following the conference (until 11th December 2025)

7. Legal Considerations:

7.1 While PSI's internal processes are the organisation's responsibility, individuals may independently pursue legal action, in which PSI will have no formal role