

# ► Inclusion of Persons with Disabilities in Workplace Policies and Programmes on Violence and Harassment (including SGBV)

## FINAL REPORT



**International  
Labour  
Organisation**



**Spotlight  
Initiative**  
*To eliminate violence  
against women and girls*

*An initiative of the United Nations funded by the European Union*



# **Inclusion of Persons with Disabilities in Workplace Policies and Programmes on Violence and Harassment (including SGBV)**

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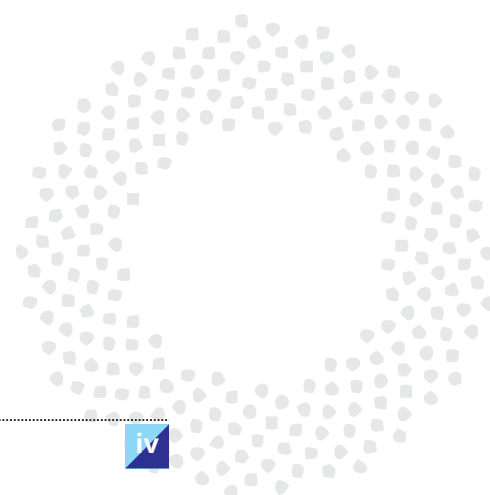
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# ACRONYMS

<b>CEDAW</b>	Convention on the Elimination of all forms of Discrimination Against Women
<b>COVID-19</b>	Novel Corona Virus and Disease of 2019
<b>CRPD</b>	Convention on the Rights of Persons with Disabilities
<b>CSOs</b>	Civil Society Organizations
<b>CUT</b>	Chinhoyi University of Technology
<b>DFI</b>	Deaf Women Included
<b>FGBDs</b>	Focus Group Discussions
<b>FGD</b>	Focus Group Discussion
<b>FODPZ</b>	Federation of Organizations of Disabled People
<b>GBV</b>	Gender Based Violence
<b>GWWD</b>	Girls and Women with Disabilities
<b>ICBTs</b>	Informal Cross Boarder Traders
<b>ILO</b>	International Labor Organization
<b>IPC</b>	Industrial Psychology Consultants
<b>LFCLS</b>	Labour Force and Child Labour Survey
<b>MOPSLSW</b>	Ministry of Public Service, Labor and Social Welfare
<b>NASOH</b>	National Association of Societies for Care of the Handicapped
<b>NECs</b>	National Employment Councils
<b>NGOs</b>	Non-Governmental Organizations
<b>NUST</b>	National University of Science and Technology
<b>OPDs</b>	Organisations of Persons with Disabilities
<b>PWDs</b>	Persons With Disabilities
<b>SADC</b>	Southern African Development Committee
<b>SDGs</b>	Sustainable Development Goals
<b>SGBV</b>	Sexual and Gender Based Violence
<b>SI</b>	Statutory Instrument
<b>SRHR</b>	Sexual and Reproductive Health Rights
<b>UN</b>	United Nations
<b>UNCRPD</b>	UN Convention on the Rights of Persons with Disabilities
<b>UNDIS</b>	United Nations Disability Inclusion Strategy
<b>UNESCO</b>	The United Nations Educational, Scientific and Cultural Organization
<b>ZCIEA</b>	Zimbabwe Chamber of Informal Economy Associations
<b>ZGC</b>	Zimbabwe Gender Commission
<b>ZLHR</b>	Zimbabwe Lawyers for Human Rights and Zimbabwe
<b>ZWLA</b>	Women's Lawyers Association



# GLOSSARY OF TERMS

<b>Persons with Disability</b>	According to United Nations (UN) Convention on the Rights of Persons with Disabilities (CRPD), these are persons who have long term physical, mental, intellectual, or sensory impairments which in interaction with various barriers may hinder full participation in society on an equal basis with other.
<b>Violence and harassment in the world of work</b>	Refers to a range of unacceptable behaviours and practices or threats either single or repeated which may end up in physical, sexual or economic harm and includes gender-based violence and harassment <sup>27</sup>
<b>Sexual Harassment</b>	Refers to unwelcome sexual and/or sexist conduct. It takes a range of forms from sexual assault through aggressive touching, image-based abuse and verbal sexual and sexist conduct <sup>28</sup>
<b>Gender Based Violence (GBV)</b>	Refers to violence and harassment that is directed at persons because of their sex, or gender or a particular sex disproportionately including sexual harassment <sup>29</sup> According to the United Nations, acts of violence may include threats, coercion, or arbitrary deprivation of liberty, whether occurring in public or private life that results in physical, emotional, psychological, sexual, or mental harm of a person.
<b>Sexual Violence</b>	Refers to any sexual act committed against the will of another person, either when this person does not give consent or when consent cannot be given because the person is a child, has a mental disability, or is severely intoxicated or unconscious as a result of alcohol or drugs <sup>30</sup>
<b>Psychological Violence</b>	Refers to any act which causes psychological harm to an individual. Psychological violence can take the form of, for example, coercion, defamation, verbal insult or harassment <sup>31</sup>
<b>Economic Violence</b>	Refers to any act or behaviour which causes economic harm to an individual. Economic violence can take the form of, for example, property damage, restricting access to financial resources, education or the labour market, or not complying with economic responsibilities <sup>32</sup>
<b>Physical Violence</b>	Refers to any act which causes physical harm as a result of unlawful physical force. Physical violence can take the form of, among others, serious and minor assault, deprivation of liberty and manslaughter <sup>33</sup>

<sup>27</sup>ILO (2019) Eliminating Violence and Harassment in the world of work. Convention No. 190, Recommendation No. 206 and Accompanying resolution

<sup>28</sup>UN Women Stepping Up to Challenge: Towards International Standards in Training to End Sexual Harassment 2020

<sup>29</sup>Ibid

<sup>30</sup><https://www.unwomen.org/en/what-we-do/ending-violence-against-women>

<sup>31</sup><https://eige.europa.eu/gender-based-violence/forms-of-violence>

<sup>32</sup>Ibid

<sup>33</sup>Ibid

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# EXECUTIVE SUMMARY

The study on Inclusion of Persons with Disability (PWDs) in Workplace Policies and Programmes on Violence, Harassment including Sexual and Gender Based Violence (SGBV) was commissioned by International Labour Organisation (ILO) in July 2021. The study seeks to understand to what extent PWDs are included in workplace SGBV policies, as well as their experiences. The findings will contribute to new evidence that can be used by government, policy makers, employers, and unions to develop responses to workplace SGBV that are inclusive of experiences and needs of people with disabilities.

## Objectives of the study

- i. Establish the number of persons with disabilities in Formal and Informal employment in Zimbabwe;
- ii. Analyse the provisions in relation to PWDs, contained in national, regional and global policies, and laws;
- iii. Assess the prevalence of SGBV, and other forms of SGBV in the workplace targeted at, or experienced by PWDs in Zimbabwe;
- iv. Assess the impact of SGBV, and other forms of violence and harassment in the workplace targeted at, or experienced by PWDs in Zimbabwe;
- v. Offer recommendations on programmes and policies.

## Methodology

The study adopted a mixed methods research approach using both qualitative and quantitative methods. A total of 35 KIIs were conducted with key stakeholders to include government representatives, OPDs, Workers Organisations, CSOs, UN Agencies, Private Sector and Informal Sector. 12 FGDs were conducted in 3 cities (Harare, Bulawayo and Mutare) amongst PWDs employed in the organisations of persons with disabilities, the private, public and informal sectors. 360 questionnaires were administered among persons with disabilities in all 10 provinces.

## Key Findings

The findings are presented in thematic areas as follows; i) Demographic characteristics; ii) Legislative and Policy Frameworks; iii) Knowledge and awareness on violence, harassment and SGBV; iv) Prevalence of SGBV; and v) Mechanisms and systems to address SGBV. A total of 352 surveys analysed (52% were women and 48% were men). Respondents were aged between 18-64 years. Disability categories of respondents included: physical impairment (53%), visually impaired (17%), albinism (14%), auditory impairment (10%), epilepsy (4%) and intellectual impairment (2%).

**Legislative and policy frameworks:** Analysis focused on legal and policy frameworks that address issues of SGBV on PWDs covering international, regional and national and existing institutional policies that address issues of PWDs in the world of work. A major finding from the international, regional and national frameworks analysed was that majority of the legal and policy frameworks covered SGBV in the world of work, but there was no disability inclusion. The National Disability Policy did not include SGBV in the workplace. An analysis of legal and policy frameworks in the formal and informal sectors showed that majority of institutions in the formal sector have policies on SGBV whilst the informal sector did not have and employees in the sector relied on the police. Knowledge and awareness of institutional policies on SGBV was higher among

respondents in the formal sector (54%) whilst informal sector was seven percent (7%). However, institutional policies are not disability inclusive and are not in appropriate formats for PWDs.

**Prevalence of SGBV:** Prevalence of SGBV among PWDs is fairly high with verbal abuse being the highest. However, a major challenge is that it remains unreported. 41% of PWDs interviewed had experienced some form of SGBV in the workplace, with 7% of it being of a sexual nature. The main forms of violence reported include; verbal abuse (name -calling 36%; jokes 20%; mimicry 18%; rumours 7%), sexual harassment (6%) and physical violence (6%). Prevalence of SGBV among PWDs in the study was 38% and is higher than national average of 14%. SGBV was found to be highest in the government sector 49%, followed by informal sector with 44%. This was followed by CSOs (33%), private sector (29%) and OPDs (28%). High rate reported in Government was attributed to the absence of robust education and awareness programmes and weak implementation of policies, whilst the absence of legislative and policy framework on SGBV in the informal sector was the major reason for the high prevalence. The main perpetrators of SGBV in formal sector were male and included managers, co-workers and clients whilst perpetrators in the informal sector were mainly the municipal police and space barons.

**Key drivers:** Key drivers of SGBV included poverty which made many PWDs vulnerable to SGBV as they try and keep their jobs at any cost and lack of knowledge by both the victims and the perpetrators on what constitutes SGBV. Other drivers included lack of knowledge on the safeguarding policies and legislation in place within their institutions, power inequalities were perpetrators in supervisory and management positions use their positions and influence in the organisations and punitive measures that are not stringent enough to deter perpetrators.

**Reporting channels and mechanisms:** The study findings reviewed that underreporting of SGBV in the world of work remains a major challenge. 21% of victims had reported their cases whilst 66% of victims had not. Whilst reporting channels were reported to be in place in the formal sector and employees were aware of these, most respondents who had experienced SGBV and not reported it attributed this to a number of reasons. Key among the reasons was that the reporting procedures were complicated. In addition to this, respondents feared consequences of reporting especially losing one's job and being victimised by the perpetrator who may be their supervisor or co-workers sympathising with perpetrator. There was also general fear of not being believed, especially the perception by society that PWDs have mental challenges therefore reports may not be believed. Underreporting in the informal sector was attributed to lack of reporting structures and victims having to rely on the police or other SGBV service providers such as Musasa. However, a major deterrent of reporting at police stations was that these were not disability friendly and police officers were unable to communicate with victims with speech and auditory impairments.

**Mechanisms for addressing SGBV:** Mechanisms for addressing SGBV were in place in most institutions. Almost half of organisations with the exception of the informal sector had internal mechanisms for addressing SGBV. 40% of employees reported that their organisations had internal mechanisms, 36% said they didn't whilst 24% didn't know. The Labour Act was the overarching framework used in the private sector was the public sector used the Public Sector Statutory Instrument (1 of 2000). Disciplinary measures reported by respondents included disciplinary hearings, cautions, including firing. 11% felt these measures were adequate whilst 49% felt they were not adequate. Respondents felt that disciplinary measures thought to were

too lenient. Employers on the other hand felt mechanisms were adequate but most victims withdrew their cases after reporting leading to other employees feeling the mechanisms were not adequate. Government felt that the Public Sector SI 1 of 2000 was not adequate and there was need for a Sexual Harassment Act with specific measures against SGBV.

*Impact of SGBV:* Impact of SGBV on PWDs included; trauma that comes post reporting which can either be caused by the perpetrator or other co-workers who will be gossiping about the issue or pointing fingers. Stress which often resulted in constant absenteeism from work and other health problems such as high blood pressure. The victim's performance at work was reported to deteriorate, affecting productivity. A major challenge reported by victims was the lack of inhouse psychosocial support and counselling for victims in organisations and victims were referred to overburdened external service providers which were also unable to help victims with auditory and speech impairment.

### **Noted Gaps**

- i. Existing SGBV and Human Resources Policies are Not Explicit on PWDs
- ii. Lack of existing policies on SGBV in the informal sector
- iii. Weak implementation of policies and disciplinary mechanisms in Organizations
- iv. Lack of deterrent punitive measures for perpetrators
- v. Unavailability of literature on SGBV for PWDs at the workplace
- vi. The Disability Policy not inclusive on SGBV at the Workplace
- vii. Lack of awareness raising programs targeted at the workplace
- viii. Policies on SGBV are not accessible in appropriate formats for PWDs
- ix. Many barriers in access to justice for PWDs including the cost of seeking justice and communication barriers with service providers among others.

### **Recommendations**

- i. Ratification and Domestication of ILO Convention 190 by Government of Zimbabwe
- ii. Need for disability disaggregated data for evidence-based policy and programme formulation
- iii. National Sexual Harassment and SGBV Act to guide all sectors on addressing sexual harassment and GBV matters
- iv. Development of SGBV policies in organisations
- v. Disability inclusion in SGBV policies
- vi. Development of an Informal Sector Bill which includes SGBV issues
- vii. Mainstreaming disability and SGBV in local authority by-laws and policies
- viii. Targeted disability inclusive education and awareness of SGBV at workplaces (including the informal sector)
- ix. Mandatory induction on SGBV policy issues in public and private sectors
- x. Disability friendly GBV services.

# 1. Introduction

The study on Inclusion of Persons with Disability (PWDs) in Workplace Policies and Programmes on Sexual and Gender Based Violence (SGBV) was commissioned by International Labour Organisation (ILO) in July 2021. The study sought to understand the level to which PWDs are included in workplace SGBV policies, as well as their experiences in the workplace. The study will contribute documented evidence that can be used by government, policy makers, employers, and unions to develop responses to workplace SGBV that are inclusive of experiences and needs of people with disabilities.

## 1.1 Background Context

The ILO, in partnership with the tripartite plus world of work stakeholders are implementing a component of the Spotlight Initiative, specifically addressing issues of SGBV in the workplace. The specific objective is to strengthen the capacity of employers and workers' and their organisations to develop and implement sector specific and enterprise level policies and programmes to address violence and harassment in the world of work. The programme is targeting to reach at least 10,000 workers collectively, employed in 10 private sector companies and two public sector organisations. The programmes are guided by the ILO Convention 190, which seeks to eliminate violence and Harassment in the world of work. International studies by the ILO have shown that persons with disabilities (PWDs) experience work-related SGBV disproportionately. Acts of SGBV against persons with disabilities are often linked to negative stereotypes about their productivity.<sup>1</sup> For persons living with disabilities SGBV can take different forms with most violence taking a structural form than physical in the workplace.

Discrimination against women with disabilities is shaped by the intersection of their gender and disability and therefore face "*double marginalization*" of being "*women*" and "*disabled*". This therefore puts them at a higher risk of gender-based violence, sexual harassment, and exploitation. According to UN WOMEN, women with disabilities suffer similar forms of GBV including sexual harassment, to women without disabilities, but at significantly higher rates and more frequently<sup>2</sup>. UNFPA estimates that girls and young women with disabilities may face up to 10 times more violence than women and girls without disabilities<sup>3</sup>. UN Women notes that women with disabilities are more likely than women without disabilities to be employed in low-status and low-paid jobs, with poor working conditions and they are more likely to experience sexual harassment and GBV due to their vulnerability<sup>4</sup>. Studies undertaken by ILO to inform their GBV strategy showed that the most common form of GBV reported in interviews and other studies was sexual harassment. However, while the occurrence of sexual harassment and GBV is well known, it remains a silent issue.

Measures to end violence against women, including sexual harassment commonly do not include disability perspectives, making invisible the specific experiences of women with disabilities. In most cases, policies and laws which are the main mechanism for victims to access justice, use the assumption that women are a homogenous group and women with disabilities face SGBV in the same way as women without disabilities. Discrimination that is directly about these intersectional inequalities has been relatively neglected in laws and policies

<sup>1</sup>TOR

<sup>2</sup>UN Women Stepping Up to Challenge: Towards International Standards in Training to End Sexual Harassment 2020

<sup>3</sup>UN Women Sexual Harassment against Women with Disabilities in the World of Work and on Campus 2011

<sup>4</sup>Ibid

which fail to recognise the specific experiences of women at the intersection of gender and disability. Furthermore, whilst many studies have been conducted on SGBV in Zimbabwe, most of them do not include information on women with disabilities. Therefore, the 2030 Agenda call “*Nothing about Us Without Us*”, must be heeded if disability inclusion is to be achieved.

## Highlights of Desk Review

**Sexual harassment and GBV in the workplace has been reported in both the public and private sector.** According to a survey conducted by Industrial Psychology Consultants (IPC) on sexual harassment in the Zimbabwean workplace in 2016, 14% of participants had been sexually harassed at work, while 48% had witnessed a colleague being sexually harassed. The survey also showed that 75% of victims were female<sup>5</sup>. The data was not disaggregated in order to show the proportion of PWDs. The survey and other studies and reports have shown that most GBV workplace cases go unreported. The workplace is often male dominated, with men dominating managerial positions. This has resulted in most victims lacking confidence in disciplinary handling procedures within the workplace and fear victimisation from their superiors thereafter. According to UN WOMEN, “*perpetrators tend to be those who enjoy privilege and power that shield them from examination and accountability*”.<sup>6</sup> With regards the definition of sexual harassment, the survey by IPC found that employees felt the definition of sexual harassment was confusing and unclear and they were not sure about the boundaries between sexual harassment and harmless flirting and banter<sup>7</sup>.

Enforcement of sexual harassment and GBV disciplinary and protection measures for victims can be done via the Labour law in Zimbabwe including the Public Service Statutory Instrument 1 of 2000. It can also be done through organisational internal remedial mechanisms. However, ILO in its GBV strategy noted that, “*In practice, there has been an inconsistency in applying protection orders to violence in the workplace. The reason has been largely that labour law practice emphasises that internal remedies be dealt with first.*” This has resulted in victims not reporting as most are hesitant to have their cases addressed internally for various reasons including fear of reporting senior persons in the organisation who maybe the perpetrators and having the matter dismissed or unfairly handled. Fortunately, ILO reports that in the last two years, the judiciary has become more aware of sexual harassment in the workplace and the need to interrogate disciplinary hearings and decisions by National Employment Councils (NECs) that come before them. This will address the issue of unfair labour practices in the handling of sexual harassment and GBV cases and victims will also trust the system more. The Zimbabwe Gender Commission (ZGC) also provides another route for victims to report and the ZGC has been investigating matters reported to them from the public. The ZGC draws its investigative powers from the Constitution Section 2 (4). The ZGC has successfully investigated sexual harassment cases for Department of Immigration, National Aids Council and Bondolfi Teacher’s College<sup>8</sup>. In the Department of Immigration, the cases involved three female employees and two male employees in senior management positions in 2018 and 2019. The ZGC found the managers guilty of sexual harassment and submitted its findings and recommendations to the Minister of Women’s Affairs, Small and Medium Enterprise Development<sup>9</sup>.

<sup>5</sup>Industrial Psychology Consultants: Sexual Harassment in Zimbabwean Workplaces Survey Report 2016

<sup>6</sup>UN Women Sexual Harassment against Women with Disabilities in the World of Work and on Campus 2011

<sup>7</sup>Industrial Psychology Consultants: Sexual Harassment in Zimbabwean Workplaces Survey Report 2016

<sup>8</sup>Zimbabwe Gender Commission: Public Education and Information Manager

<sup>9</sup>ILO Strategy for the elimination of sexual harassment and gender-based violence in the workplace in Zimbabwe 2021-2025



UN WOMEN have argued that violence and abuse among women with disabilities is on a far much greater scale for women and girls with disabilities than their counterparts without disabilities and that the consequences are more dire for this group of women. According to a study by Deaf Women Included (DFI) in 2021, “available data worldwide shows that women and girls with disabilities are up to three times more likely to be raped, twice as likely to experience other forms of GBV than women and girls without disabilities.”<sup>10</sup> However, a major finding from available literature shows that access to justice for victims of sexual harassment and GBV remains a challenge as they face several barriers when reporting their cases. According to an evaluation report by Leonard Cheshire Disability on access to justice, some of the barriers faced by women with disabilities in accessing justice with regard to violence and abuse include discrimination, harmful stereotypes, and lack of procedural and reasonable accommodations

such as availability of sign language interpreters at police stations and court houses or visually impaired being asked to describe their perpetrators by the police. Victims were also not reporting as they fear their credibility being doubted and their accusations being dismissed<sup>11</sup>. The same report also sites that during the process of accessing justice and support services, women with disabilities also encounter barriers which include stereotyping of persons with disabilities and limited understanding of disability and disability related abuses by service providers. In the UNESCO situational analysis 2021, persons with disabilities reported that organisational workplace sexual harassment and GBV remedy measures were not effective. Where complaint mechanisms were in place, they were not very effective in reducing discrimination and other ill practices among persons with disabilities as they have not been any penalties meted on those that would have violated the relevant provisions of the law<sup>12</sup>.

Whilst there is legislation and remedial remedies for SGBV in the formal sector, the informal sector has none. Victims can only report their matters to the police.

Employment Status of Persons with Disabilities (PWDs) in Zimbabwe: According to the 2019 Labour Force and Child Labour Survey (LFCLS), 13% of all employed persons are persons with disabilities (54% male and 46% female) with 37% being youth 15-24 years<sup>13</sup>. According to NASCOH, only 2% of these are employed in the public sector<sup>14</sup>. The LFCLS 2019 estimates that 76% of the 2.9 million people who are employed are employed in the informal sector<sup>15</sup>. According to Zimbabwe National Statistics Agency (ZimStats) 2012, about 64% of persons with disability are employed in the informal sector<sup>16</sup>. The Zimbabwe Chamber of Informal Economy Associations (ZCIEA) membership constitutes 14 600 of which 8% are PWDs (63% are women and 37% men)<sup>17</sup>. Informal employment includes the following jobs; own account workers and employers employed in their own informal sector enterprises; members of informal producers’ cooperative, and paid employees not entitled to any of the following: contribution to pension fund by employer, paid annual leave, paid sick leave and written contract with employer<sup>18</sup>.

<sup>10</sup>Documentation of the gaps in support of WAGWD who experience violence and the opportunities to make change (2021)

<sup>11</sup>Leonard Cheshire Disability Access to Justice for Girls and Women with Disabilities in Zimbabwe: End of Project Evaluation (February 2018)

<sup>12</sup>UNESCO Comprehensive Situational Analysis on Persons with Disabilities in Zimbabwe 2021

<sup>13</sup>2019 Labour Force and Child Labour Survey (LFCLS)

<sup>14</sup>Leonard Cheshire Disability Access to Justice for Girls and Women with Disabilities in Zimbabwe: End of Project Evaluation (February 2018)

<sup>15</sup>2019 Labour Force and Child Labour Survey (LFCLS)

<sup>16</sup>Zimbabwe National Statistics Agency (2012)

<sup>17</sup>Zimbabwe Chamber of Informal Sector Associations (ZCIEA) 2021

<sup>18</sup>2019 Labour Force and Child Labour Survey (LFCLS)

## 1.2 Rationale and Objectives of the Study

Data is critical for identifying challenges and developing policy, programmes and solutions that can improve the lives of persons with disabilities in the workplace. Whilst SGBV are known to be happening in the world of work, there is very limited or no data available on both the formal and informal workplaces. Hence, it has been difficult to program for inclusive programmes on SGBV in the workplace, because critical data is not available. It is against this background that ILO is undertaking a National Study to Assess the prevalence and impact of SGBV and other forms of SGBV on Persons with Disabilities.

### **The objectives of the study are to:**

- vi. Establish the number of persons with disabilities in Formal and Informal employment in Zimbabwe;
- vii. Analyse the provisions in relation to PWDs, contained in national, regional and global policies, and laws;
- viii. Assess the prevalence of SGBV, and other forms of SGBV in the workplace targeted at, or experienced by PWDs in Zimbabwe;
- ix. Assess the impact of SGBV, and other forms of SGBV in the workplace targeted at, or experienced by PWDs in Zimbabwe;
- x. Offer recommendations on programmes and policies.





## 2. Methodology

*This section looks into the methodological approach which was employed in carrying out this study. Primson Management Services partnered with FODPZ in carrying out the data collection processes. The following subsections explore the methodological considerations for the study.*

### 2.1 Data Collection Tools

The study adopted a mixed methods research approach using both qualitative and quantitative methods. Accordingly, the quantitative research design was useful for gathering primary data, albeit within a mixed methods research framework in which qualitative data was also gathered using key informant interviews, focus group discussions and case studies to enable triangulation of data. The following are the data collection tools which were used in this study;

**Desk review/literature review:** Prior to data collection, the research team undertook a comprehensive desk review from available literature pertaining the research area to include global, regional and national legal policy frameworks on inclusion of PWDs in workplace policies. Further literature was collected through data mining during the data collection process from different stakeholders. Annex B shows a list of all the relevant documents that were reviewed.

**Focus Group Discussions:** The research team conducted Focus Group Discussions (FGDs) with Person with Disabilities in Harare, Mutare and Bulawayo. The FGDs were categorised into 4 groups namely, i) Organisations of Persons with Disabilities (OPDs); ii) Informal Sector; iii) Private Sector and iv) Public sector (parastatals). To enhance participation and quick mobilisation, FODPZ facilitated and arranged the FGDs through its different partners Harare, Bulawayo and Mutare. Primson Management Services Research Team also participated in the FGDs through facilitation. FODPZ consolidated all the data collection notes and handed it to the research team for analysis. A total of 12 FGDs were conducted for this study. Before the start of the discussions, the research team had to seek consent to record the interviews from the participants.

**Key Informant Interviews (KIIs):** The consultancy team administered key informant interviews with key stakeholders to include government representatives, OPDs, Workers Organisations, CSOs, UN Agencies, Private Sector and Informal Sector. The KII guides were tailor made to suit the different categories. In total 33 KIIs were conducted. In line with COVID-19 regulations, 90% of the interviews were conducted virtually.

**Table 1: Organisations consulted for Key Informant Interviews**

Organisation Institution	No
Government Ministries/ Departments	3
Organisations for PWDs	8
State Owned Enterprises	1
Civil Society Organisations(CSOs)	3
Private Sector	4
Informal Sector Associations	3
Workers Organisations	4
Commissions	1
UN Agencies	6
<b>Total</b>	<b>33</b>

**Survey:** A quantitative tool was administered on PWDs across the 10 provinces. The questionnaire was administered by enumerators and data was collected from 360 persons with disabilities from different categories across the 10 provinces. The quantitative tool was designed in such a way that PWDs would share their experiences, knowledge as well as awareness pertaining their inclusion in policies and violence at the workplace. The tool was uploaded into Kobo Collect application and the data was served unto an online server for cleaning and analysis.

**Case Studies:** The research team identified 2 case studies from each FGD from PWDs who would want to share their experiences at their workplaces on violence perpetrated on them. This was done on a voluntary basis and only if consent was granted.

## 2.2 Sampling

The enumeration area was made up of 10 provinces in Zimbabwe. The sampling frame was determined using the Cochran formulae and the team arrived at administering 360 quantitative questionnaires. For KIIs, the research team worked closely with ILO in identifying the key stakeholders and used snowball sampling to add other relevant stakeholder to the list provided.

**Table 2: Sampling Framework**

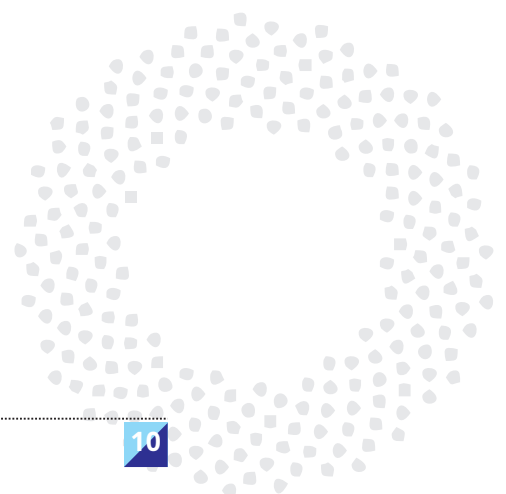
Organisation Institution	No
Quantitative Surveys(PWDs)	360
Focus Group Discussions (PWDs)	12
Key Informant Interviews	35

## 2.3 Study Limitations

Primson Management Services faced some limitations in conducting this study. Some of the limitations were alleviated by the research team using a mitigation strategy. The following are key limitations encountered by the research team.

**Limited literature on the inclusion of persons with disabilities in workplace policies on SGBV:** Consultations highlighted that the research is a new area and as such there was limited literature to refer to. This made it difficult to secure statistics and a true reflection of the situation pertaining to SGBV, harassment and violence that PWDs have been facing over the years at the workplace for reference. The study therefore based on the statistics availed during data collection for analysis.

**Limited number of key stakeholders reached due to COVID 19:** Given the COVID19 Protocols, Primson Management Services conducted this study virtually. Some respondents could not attend virtual meetings, due to various challenges. This slowed down data collection processes, to ensure that the study reach was not affected.



## Key Findings

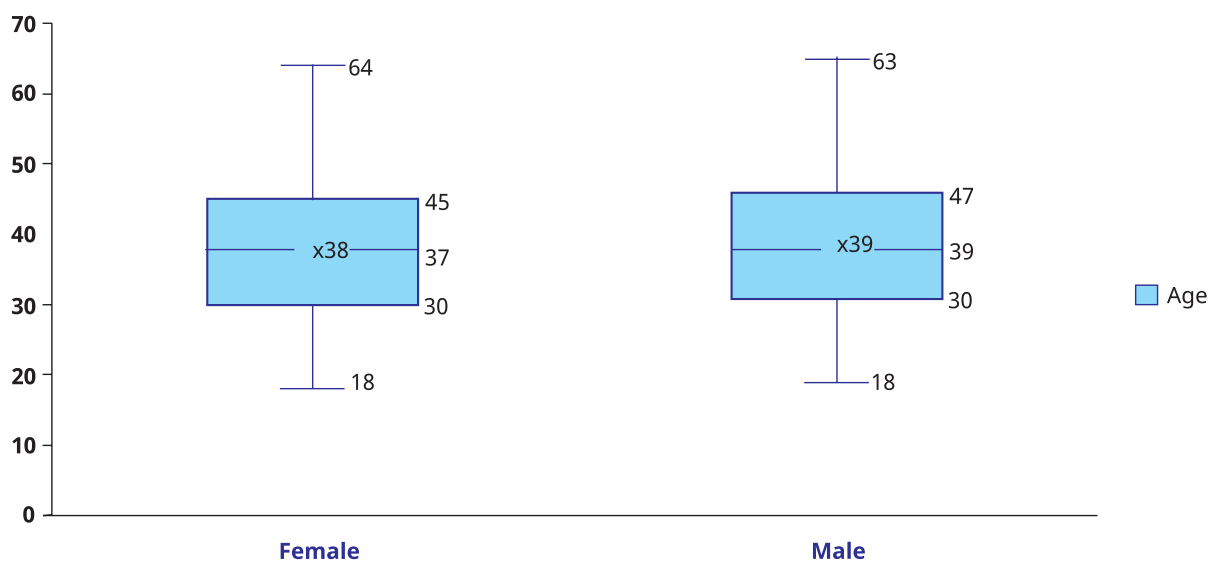
This section looks into the findings of this study. The findings are presented in thematic areas as follows; i) Demographic characteristics; ii) Legislative and Policy Frameworks; iii) Knowledge and awareness on SGBV; iv) Prevalence of SGBV; and v) Mechanisms and systems to address SGBV.

### 3. Demographic Characteristics

The study reached in total 360 respondents from 10 provinces (Harare Metropolitan, Bulawayo Metropolitan, Mashonaland Central, Mashonaland West, Mashonaland East, Masvingo, Midlands, Matabeleland South, Matabeleland North and Manicaland). After data cleaning a total of 352 surveys were used for analysis. The following provides the demographic characteristics of the sample across all the 10 provinces.

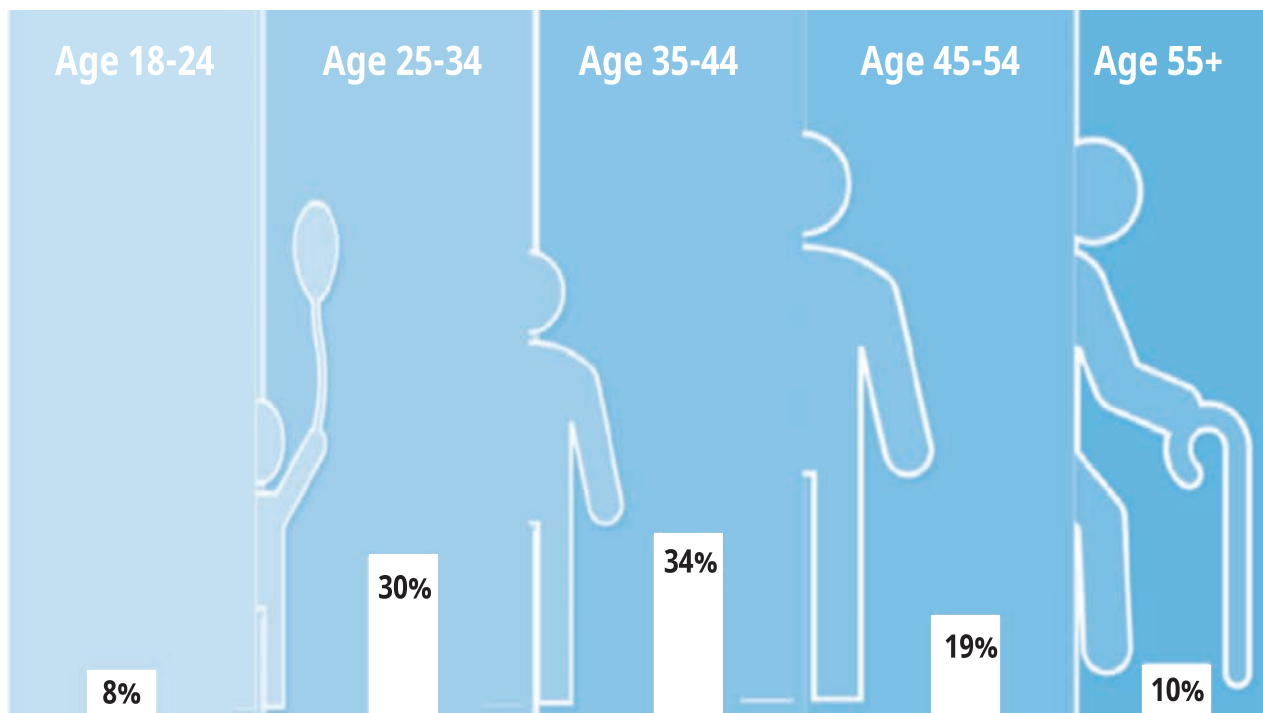
#### 3.1 Age of Respondents

The average age for all respondents was 38 with females having an average age of 38 and males an average age of 39. The minimum ages (18 years) of respondents were the same for both males and females. However, the maximum age for males was slightly higher (64) as compared to females (63). The analysis notes that the most youthful age was found in the informal sector. The following box and whisker plot depicts the age by sex.



**Figure 1:** Box and Whisker Plot of Age of Respondents

Figure 1 shows the proportion of respondents categorised in different age groups.

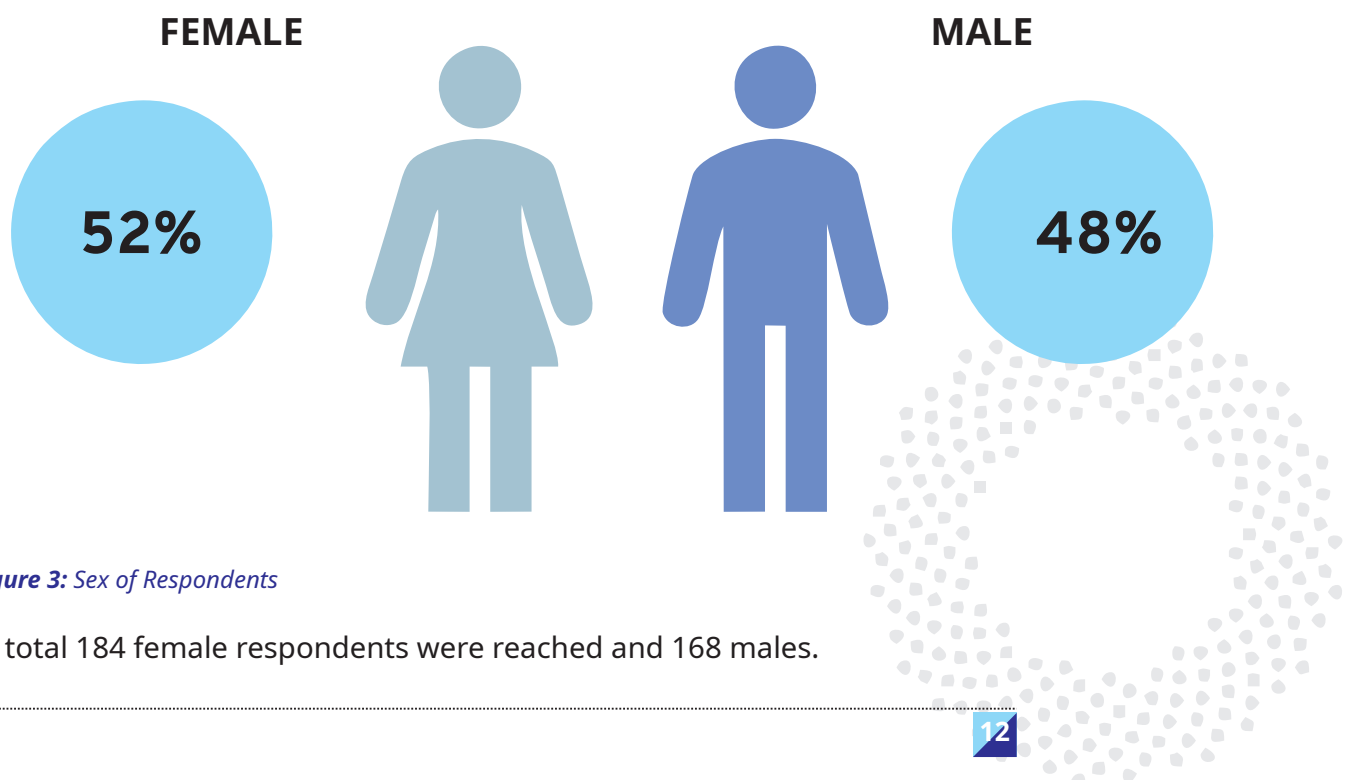


**Figure 2:** Age of Respondents

Results show that majority (34%) of respondents lie in the age group between 35 to 45 years. A total of 30% of the respondents were in the 25 to 34 age group. The least age groups were the 18 to 24 years and age 55+ with 8% and 10% respondents respectively. This may be attributed there is a high number of people above the age of 55 who would have retired. Whilst many 18 to 24 year olds may be at school or looking for employment.

### 3.2 Sex of Respondents

There was a gender balance in terms of respondents acquired during data collection. A total of 52% of respondents were women and 48% were men.



**Figure 3:** Sex of Respondents

In total 184 female respondents were reached and 168 males.

### 3.3 Disability

The analysis notes that majority of respondents in this survey had a physical impairment which made it the most dominant impairment in this study. A total of 53% of respondents are physically impaired. Some of them reported not being born with the impairment but came for example through an accident or some illness. This was followed by visual impairment and albinism with a proportion of 17% and 14% respondents respectively. Epilepsy and Intellectual disability were the least with only 4% of the respondents each. Figure 4 provides a snapshot of the proportion of respondents with the respective impairments. Its important to note that some respondents were counted twice fitting into multiple categories.



**Figure 4:** Proportion of Respondents and their Respective Impairments

**Table 3:** Disability Categories of Respondents

	Count	Percentage
Visually Impaired	62	17%
Auditory Impairment	35	10%
Albinism	49	14%
Physical Impairments	192	53%
Epilepsy	14	4%
Intellectual	8	2%

The study reached only 8 respondents with epilepsy which shows that it is one of the uncommon disability relative to other impairments.

## 4. Legislative and Policy Frameworks

This section presents an analysis of legal and policy frameworks that address issues of SGBV PWDs covering International, regional and national. The second part of the chapter presents existing institutional policies that address issues of PWDs in the world of work.

### 4.1 International Frameworks

#### **Convention on the Elimination of All Forms of Discrimination against Women (CEDAW):**

The Convention on the Elimination of All Forms of Discrimination Against Women (CEDAW), adopted in 1979, is the global treaty on sex inequality. It defines discrimination against women to include the exclusions or restrictions made on the basis of sex that impedes women's enjoyment of their rights and freedoms on a basis of equality with men. The following general recommendations speak to gender-based violence and disability:

- i. General Recommendation 18 (1991) recognizes the intersectional discrimination that women with disabilities experience
- ii. General Recommendation 19 (1992) recognizes that discrimination against women, as defined in article 1 of CEDAW, includes gender-based violence, that is a violation of their human rights. It further recognizes sexual harassment as a form of gender-based violence
- iii. General Recommendation 35 (2017) recognizes the intersecting forms of violence women experience, including women with disabilities and complements and updates the previous recommendation by highlighting the structural causes of gender-based violence and the effects of prejudice and gender stereotyping.

**Convention on the Rights of Persons with Disabilities (CRPD):** The Convention on the Rights of Persons with Disabilities (CRPD), adopted in 2006, includes equality between men and women as one of the guiding principles. The CRPD calls for a twin track approach in this regard: gender equality is established as a general principle, to be taken into account in the implementation of each article of the Convention, and the CRPD also includes a stand-alone article on women with disabilities, article 6. This article recognizes that women and girls with disabilities are subjected to multiple forms of discrimination and establishes that States Parties should take all appropriate measures to ensure their full development, advancement and empowerment. Article 16, paragraph 5 obliges States to take all appropriate measures to prevent and protect persons with disabilities from all forms of exploitation, violence and abuse, including putting in place effective legislation and policies with a focus on women with disabilities). In General Comment No. 3 on Women and Girls with Disabilities (2016), Article 27 on Work and Employment calls for non-discrimination on access to work and employment opportunities.

*"Besides the general barriers which persons with disabilities face when trying to exercise their right to work, women with disabilities also face unique barriers to their equal participation in the workplace, including sexual harassment and unequal pay and the lack of access to seek redress because of discriminatory attitudes dismissing their claims, as well as physical, information and communication barriers"<sup>19</sup>*

<sup>19</sup>Convention on the Rights of Persons with Disabilities Committee on the Rights of Persons with Disabilities General comment No. 3 (2016)



In 2013, Zimbabwe ratified the UNCRPD demonstrating commitment to operationalise the UNCRPD. Efforts are underway for domestication of the UNCRPD, with the Bill on Persons with Disabilities at a very advanced state of development into an Act. Together with ILO Convention No. 159 and other international, regional, and national initiatives, will contribute to improving

the living conditions and status of persons with disabilities around the world today and in years to come. The CRPD entered into force on 3 May 2008 and, as with Convention No. 159, is legally binding on ratifying countries.

**2030 Agenda for Sustainable Development (SDGs):** The 2030 Agenda for Sustainable Development, adopted in 2015, represents the latest international effort in ending discrimination against women, with 54 gender-related indicators across the 17 SDGs. Goal 5 commits to achieving gender equality and empowering all women and girls, and has a specific target, 5.2, on ending all violence against and exploitation of women and girls. This Agenda also highlights key issues for women with disabilities, including SDG 1 on ending poverty and SDG 3 on ensuring healthy lives. SDG 16 on the promotion of just, peaceful and inclusive societies is relevant to women with disabilities and the overall work on ending sexual harassment.

**ILO Convention No. 190:** ILO Convention No. 190 and Recommendation No. 206 provide a comprehensive framework for addressing SGBV including sexual and gender-based violence in the world of work, and to take special account persons with disabilities particularly women with disabilities as they are more vulnerable to violence by reason of their disability (Article 9). The Convention obliges Members to adopt an integrated and gender-responsive approach for the prevention and elimination of SGBV in the world of work (Article 4). This Convention applies to all work, including in the informal sector.

Key areas for prevention, protection, enforcement and remedial measures in the Convention include **(a)** The promotion of an inclusive workplace culture, including regarding the right to reasonable accommodation, is essential to ensure equality of opportunities and treatment, to protect against discrimination and to prevent SGBV. **(b)** The identification of hazards and assessment of risks of SGBV foreseen in the Convention can also constitute a channel to address concerns that may be specific to persons with disabilities (Art. 9). **(c)** Accessibility is also a core element that needs to be considered in order to facilitate awareness-raising, enforcement and redress. The Convention requires that tools, guidance, education and training are provided in accessible formats, which are essential for widespread and inclusive awareness-raising (Art. 11(b)). Information and training on hazards and risks of SGBV, as well as regarding associated prevention and protection measures, also need to be in accessible formats (Art. 9(d)). **(d)** Regarding enforcement, the Convention requires Members to ensure easy access to reporting and dispute resolution mechanisms and to remedies (Art. 10(b)). This would include ensuring that processes are accessible to all workers on an equal basis, which would facilitate redress in cases of SGBV against persons with disabilities.

This Convention applies to workers and other persons in the world of work, irrespective of their contractual status (Article 2), and defines the workplace in a broad sweep that extends well beyond a narrowly defined physical place. The Convention covers everyone who works, irrespective of their contractual status, including interns, job applicant and volunteers, and fills gaps in national legislations. It goes further than national or regional legislation that limit the concept of sexual harassment to the physical workplace or protection from sexual



harassment for persons with an employment relationship only. Third parties, such as clients, customers, service providers and patients, are also pertinent to the Convention, as they can also be survivors or perpetrators.

**ILO Disability Inclusion Policy and Strategy (February 2020):** The proposed Disability Inclusion Policy and Strategy was developed in accordance to one of the key indicators of the UNDIS accountability framework, which is the creation by UN entities of their own policies and strategies on disability inclusion. The policy builds on the ILO's continuing work on disability inclusion with the United Nations Disability Inclusion Strategy (UNDIS) providing the opportunity to work more broadly and comprehensively on disability across the Organization. One of the Guiding Principles of the policy is on Employment and non-discrimination and speaks to Prevention and addressing all forms of stigma, discrimination, and SGBV on the basis of disability, including multiple and intersecting discrimination and discrimination by association.

ILO Zimbabwe And Zambia office have developed a **Strategy for the elimination of sexual harassment and GBV in the workplace in Zimbabwe (2021-2025)**. The broad aim of the strategy is increased reporting of GBV and sexual harassment cases in the workplace; and improved support for survivors. The strategy is disability inclusive with one of its strategies focusing on developing, implementing and disseminating public awareness-raising campaign materials in various local languages including sign language such as braille. However, it is critical for ILO to include organisations for persons with disabilities in the Implementation Committee to ensure that persons with disabilities are also reached.

## 4.2 Regional Frameworks

**2003 Protocol to the African Charter on Human and Peoples' Rights on the Rights of Women in Africa (Maputo Protocol):** Article 23 of the Protocol is dedicated to the rights of women with disabilities. It obliges States to combat and punish sexual harassment in the workplace (Article 12). The Parties are also mandated to ensure the right of women with disabilities to freedom from violence, including sexual abuse, discrimination based on disability and the right to be treated with dignity. It further obliges State Parties to undertake special measures to protect women with disabilities, including by assuring a life free from violence, such as sexual violence and discrimination (Article 23).

**The Protocol to the African Charter on Human and Peoples' Rights on the Rights of Persons with Disabilities in Africa:** The Protocol adopted in 2018 enshrines equality between men and women as a general principle of the Protocol (Article 3). Article 27 obliges States to ensure women and girls with disabilities' full enjoyment of their human and people's rights on an equal basis with others, including by protecting them from discrimination based on disability and from sexual and gender-based violence.

**2018-2030 SADC Regional Strategy and Framework of Action for Addressing Gender Based Violence:** The strategy seeks to promote the prevention of early identification of GBV through increased understanding by addressing associated social, cultural, religious, political and economic factors. The strategy recognises the insufficiency of GBV that is disaggregated by gender, disability, and geographical areas. The strategy is disability inclusive and specifically, the strategy advocates for the composition of the GBV and Human Rights Clusters to be

inclusive of National Disability Councils. The **SADC Declaration on Gender and Development (1997)** and the **SADC Gender Policy** all address GBV.

### 4.3 National Policies and Legislative Framework

**Constitution of Zimbabwe 2013:** The Constitution has a comprehensive Bill of Rights, which has extended the protection that Zimbabweans had under the previous Constitution. The Bill of Rights includes both civil and political rights, as well as economic, social and cultural rights. The Constitution of Zimbabwe (2013) states, there cannot be any discrimination on the ground of nationality, race, colour, tribe, place of birth, ethnic or social origin, language, class, religious belief, political affiliation, opinion, custom, culture, sex gender, marital status, age, pregnancy, disability, or economic/social status. Section 22 of the Constitution provides that the State and all institutions and agencies of Government at every level, must recognise the rights of persons with physical or mental disabilities. Sections 56 (3) & 4(a) does recognise Persons with Disabilities as full citizens just like anyone else and should not be discriminated against based on their disability. Section 83 also provides for the protection of PWDs from exploitation and abuse among others.

In terms of SGBV, the following sections in the Bill of Rights can be invoked to protect workers from incidence of violence; Section 49 - right to personal liberty, Section 51 -right to dignity; Section 52 – right to personal security; Section 53 – freedom from torture or cruel inhuman or degrading treatment; Section 54 and 55 on slavery and forced/compulsory labour; Section 56 - equality and non-discrimination; and Section 65 - labour rights. Hence workers who have faced infringements in their workplaces can resort to invoking these sections within the Bill of Rights.

In addition, the Constitution has many provisions in respect of GBV. It states that among Zimbabwe's founding values and principles are gender equality and women's rights. Chapter 4 of the Constitution, Part 2, provides for the right to dignity, personal security, and freedom from inhuman and degrading treatment, and all forms of violence. Chapter 17 is clear about the role of the state when it comes to gender and discrimination resulting from past practices and policies. To strengthen promotion of gender equality and women's rights implementation of policies and programmes, the **Zimbabwe Gender Commission (ZGC)** was established by Section 245 of the new Constitution in September 2015. The ZGC is mandated with the overall responsibility of promoting, protecting, enforcing and advancing gender equality as well as ensuring that gender related provisions of the Constitution such as prevention and protection of women against GBV are enforced.

**National Gender Policy:** The National Gender Policy (2013-2017) aims to eradicate gender discrimination and inequalities in all spheres of life. The policy includes a strategy on GBV. The policy commits to creating a supportive policy and programmatic environment for non-tolerance to all forms of GBV. This can extend to providing more comprehensive laws that recognise and clearly define SGBV in the world of work.

**Domestic Violence Act 5:16 (2007):** The Domestic Violence Act is the only piece of legislation which extensively defines violence and provides for situations that may affect a person at work. The Act provides a working definition for SGBV that can be extended to the world of work and it also provides for incidences where domestic violence results in SGBV for an employee at work.

**National Disability Policy (2021):** In June 2021 the government of Zimbabwe launched the National Disability Policy, which provides a framework for programme design and responses for enjoyment of human rights by PWDs. In addition, government also established a Department of Disability within the Ministry of Public Service, Labour and Social Welfare (MOPSLSW) to spearhead and monitor implementation of the Disability policy.

The National Disability Policy is not very explicit on inclusion of persons with disabilities in workplace policies on violence, harassment as well as SGBV. Section 3.6 of the Policy on Exploitation, violence and abuse provides for protection of persons with disabilities from all forms of exploitation, violence and abuse in a gender responsive way. However, it is silent on violence at workplace. Section 3.14 provides for accessibility of facilities such as schools, housing and workplaces for persons with disabilities. The policy also stresses out in Sections 3.14.3 and 3.14.3 that entities should offer facilities taking into cognisance persons with disabilities and ensure provision of training for all stakeholder across all sectors to ensure accessibility in relation to PWDs. Further, Section 3.30.6 provides for the recognition of the skills, merits and abilities of persons with disabilities, and of their contributions across all sectors including in the workplace and the labour market. The Disability Policy is not very explicit on the inclusion of persons with disabilities in workplace policies on issues to do with exploitation, violence and SGBV.

**Labour Act and Labour Amendment Bill (2021):** Prior to the amendment of the Labour Act in September 2021, the Labour Act only mentioned sexual harassment as constituting an unfair labour practice. The section itself did not refer to it explicitly, as sexual harassment but instead elaborated on the actions that constituted sexual harassment (section 8 g and h). However, in the June 2021 Labour Amendment Bill, addresses the issue of violence, harassment and gender-based in the workplace. The Amendment Bill is aligned to the ILO Convention 190 and amendments made are taken from the Convention. Clear definitions of the terms “SGBV” and “violence and harassment” are given as an Amendment to Section 2. Amendment to Section 6 includes insertion of subsections pertaining to SGBV in the workplace. These subsections include (a) stipulation of places and circumstances where SGBV in the workplace can occur for example places where employees take breaks to rest or have a meal, or sanitary, washing and changing facilities during working hours, (b) provisions for dealing with perpetrators which is either in the form of a fine, a jail term or dismissal.

Whole the Amendment Bill has aligned itself to the ILO Convention, it does not however consider vulnerability of persons with disability and specifically mention them as being disproportionately affected by violence, harassment and GBV in the world of work.

**Public Service Statutory Instrument 1 of 2000:** Section 4 of the Public Service Regulations, (SI 1 of 2000) addresses the issue of sexual harassment as ‘discourteous behaviour’ (defined as rude, impolite or ill-mannered) during duty. The Regulations recognise sexual harassment as an act of misconduct under the First Schedule. That Schedule provides that ‘improper, threatening, insubordinate, or discourteous behaviour, including sexual harassment, during duty towards any member of the Public Service’ is ‘an act of misconduct’<sup>20</sup>.

The reviewed legal and policy frameworks show that Zimbabwe has a rich backing in terms of laws and policies. However, despite the signing and enactment of these laws, conventions,

<sup>20</sup> Strategy for the elimination of sexual harassment and gender-based violence in the workplace in Zimbabwe (2021-2025)

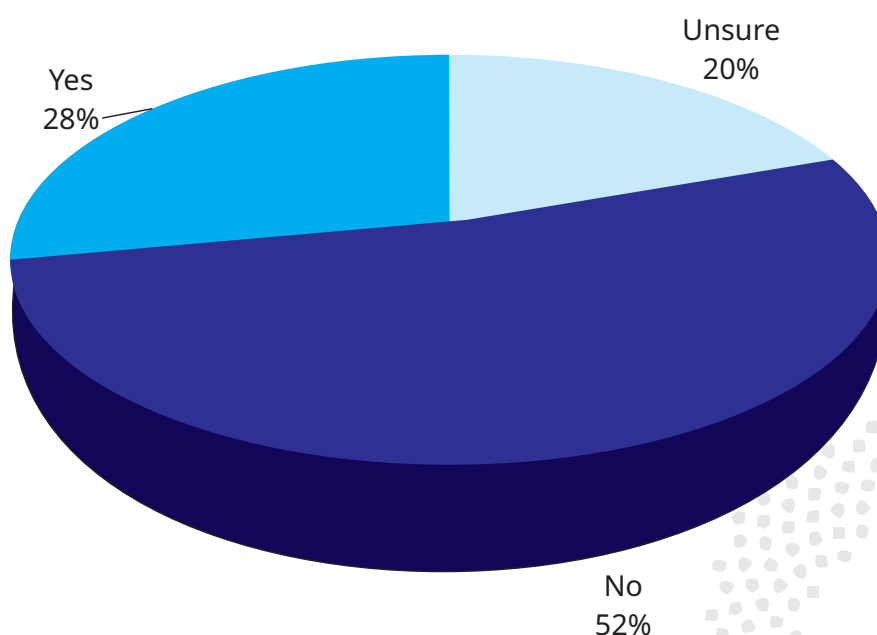
policies and programmes to protect women, GBV remains high in Zimbabwe, especially among women with disabilities. Gaps still remain in terms of prevention, protection, enforcement and remedial action against SGBV in the workplace and persons with disabilities particularly women with disabilities who are most vulnerable are the most affected.

#### 4.4 Institutional Legal and Policy Provisions on SGBV

Articles 4 and 5 of the UNCPRD provides for state parties to recognise that all persons with disabilities are entitled to equal employment with no discrimination and are guaranteed equal legal justice. Convention 190 recommendation 206 of the ILO initiates that violence and sexual harassment have no place at workplaces with special emphasis on persons with disabilities. As such it is crucial for organisations to develop legal and policy provisions that address SGBV against persons with disabilities in the world of work. In this chapter, the study looks into the legal and policy provisions available on SGBV and harassment on persons with disabilities at the workplace.

**There is existence of policies on SGBV at the workplace In the Formal Sectors:** The analysis noted that there are sexual harassment policies in place across sectors. Majority of institutions reported being guided by the Labour Act which prohibits discrimination of any worker on the basis of age, sex, disability. Furthermore, there are human resource policy manuals in majority of organisations across the different sectors. These manuals give guidelines on how to handle sexual harassment as well as violence at the workplace and the mechanisms that are in place. A total of 32.67% respondents highlighted that there are policies on SGBV at the workplace, while only 17.61% of the respondents highlighted existence of such policies. Figure 5 shows the proportion of PWDs who have knowledge on the existence of policies at their workplaces.

**Existence of Policies on Violence and Harassment  
(Including SGBV)**



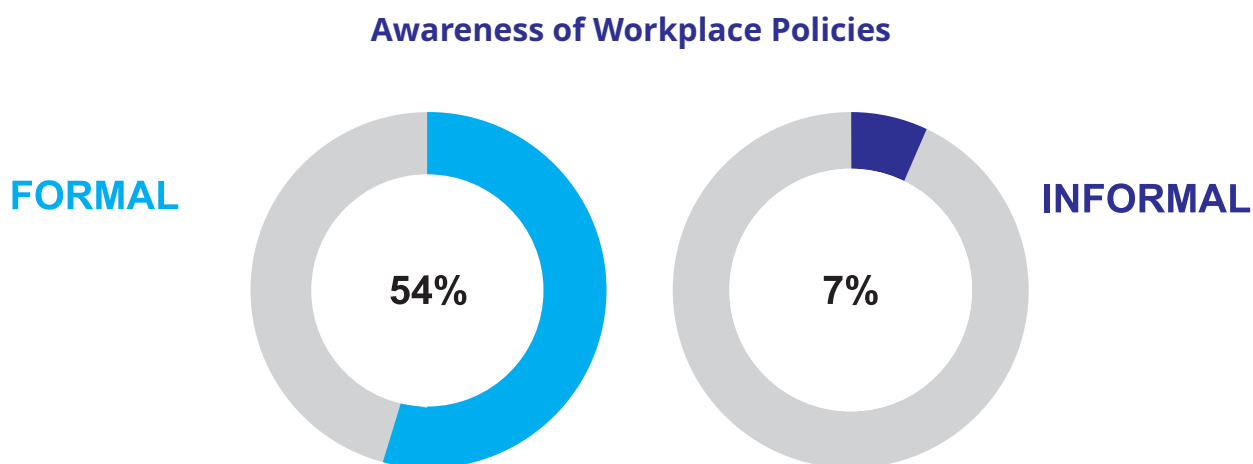
**Figure 5:** Existence of Policies on Sexual Harassment and GBV

The existence of workplace policies is the same regardless of workplaces where males and females work. To enhance existence of workplace policies on SGBV, the International Labour Organisation (ILO) is working with different organisations in amending HR policies to cater for persons with disabilities. The following expert had this to say:

*"I am happy to say that ILO read through our HR policy and we are in the process of amending it with their consultation so it's a working documents that is here. It is inclusive of persons with disabilities. We have an HR policy manual as well, within it we have even covered disability."* **Key Informant Interview Female Respondent.**

Furthermore, the main instrument developed by ILO is inclusive of persons with disabilities on issues of SGBV in the world of work where is emphasises on putting in place safe workplace for persons with disabilities. Convention 190 recommendation 206 seeks to drive that SGBV have no place at workplaces. This is a positive move in eliminating SGBV at the workplace.

**Knowledge on Existence of Sexual Harassment Policies and Guidelines is Relatively Lower in the Informal Sector Compared to the Formal Sector:** Analysis of study results noted that persons with disabilities in the formal sector are more aware of the existence of sexual harassment policies as compared to those in the informal sector. As much as 54% persons with disabilities in the formal sector highlighted having knowledge on these policies while only 7% from the informal sector area aware if these policies. This is prompted mainly by the sector as there are no specific laws that govern their operations. In Informal policies are based on sector, organisations and laws that govern all.



**Figure 6:** Awareness on Policies in the Formal and Informal Sectors

Consultations with PWDs in the informal sector highlighted that they are not aware of these sexual harassment policies in the sector. They have never come across them and they end up being abused and are not conscious of the mechanisms available for them to handle SGBV perpetrated on them. The following PWD had this to say;

*"We are not aware of any policies pertaining to sexual harassment in the informal sector. As people with disabilities we are not represented enough in the Vendors Association and our voices are not heard. As such we are not aware if there exists any policies that are inclusive of us."* **Focus Group Discussion. Informal Sector.**



There is therefore need for informal sector umbrella bodies to partner with development partners and NGOs to come up with frameworks that are inclusive in addressing SGBV for persons with disabilities. However, consultations with informal sector organisations highlighted that interventions are being put in place for example the launching of the informal economy women's hub that really tries to shine a light and provide advocacy in trying to address gender inequality. The hub is also inclusive of women with disabilities.

**There are no separate guidelines/ policies on SGBV perpetrated specifically on persons with disabilities:** Despite the existence of sexual harassment and human resources policies in place in the formal sector, there exists no organizational policies that are specific on persons with disabilities. The study noted that most of the policies that are in place are generic and majority of them are not inclusive of persons with disabilities. Consultations with persons with disabilities in different organizations noted that they are aware of these policies but the policies are not very inclusive on persons with disabilities. The following respondents had this to say.

*"So as far as I know, I am not aware of a specific policy pertaining to the world of work that is focusing on disability, it could be just my ignorance, but I haven't come across any specific policy."* **Key Informant Interview. Informal Sector**

*"I am not aware of any policies that are specific on violence against us as persons with disabilities at my workplace. The policies that I am aware of are not inclusive of persons with disability. We have a gender based violence act, sexual offenses and harassment act but all these are not explicit on disability."* **Focus Group Discussion Respondent. Harare**

However, results noted that in Organizations of Persons with disabilities, there exist policies that are explicit on violence perpetrated on persons with disabilities at the workplace. The following PWDs had this to say during a focus group discussion.

*"We have a safeguarding policy that is signed by everyone at the workplace. The policy is inclusive on persons with disabilities. If one goes against it, they have to face consequences. We also have the child protection as well as the sexual harassment policy at our organization which is very explicit on persons with disability."* **Female Respondent. Focus Group Discussion. Mutare**

**Policies and guidelines are relatively not easily accessible in the appropriate formats:** The study also noted that the policies on sexual harassment are available across the formal sector, however, majority of the policies are not in accessible formats for persons with disabilities. A total of 17% of respondents highlighted that they have a workplace policy on Violence, Sexual Harassment and/or SGBV at their workplaces, however, of these respondents, 23% noted that the policies are not accessible in appropriate formats. The materials are not in braille and when these policies are presented, there will be no sign language interpreters which makes it difficult for PWDs to interpret what is embedded in these policies. Figure 7 presents lack of accessibility of policies by sector and by disability.



**Figure 7: Lack of Accessibility to Policies by Sector and by Disability**

Analysis of results showed that of all the sectors, government institutions had the highest percentage in lack of accessibility to sexual harassment and SGBV policies. As much as 71% of the respondents highlighted that policies are not easily accessible in government institutions or are not in appropriate formats. The private sector had only 21% of the respondents report inaccessibility or inappropriate formats of policies in the sector. Organizations of Persons with disabilities stand out to be one sector with policies that are accessible where only 7% reported inaccessibility. However, consultations with PwDs during focus group discussions noted that some of these OPDs are disability specific and material might be available for the type of disability they deal with. For example, those OPDs that deal with persons with visual impairments might make materials available in braille and not taking into account those with hearing impairments.

**The analysis notes that persons who are visually impaired are the ones who are more susceptible to inaccessibility of policies on SGBV compared to other disabilities:** As much as 58% of visually impaired respondents noted that policies were inaccessible or were in an inappropriate format as shown in Figure 7. This is so because most of the policies are not converted to braille for easy access thus the visually impaired find it difficult to understand what is encompassed in these policies. Persons with auditory impairment are the least group to having no access to policies with a proportion of 17%. This is due to their disability, they can read through the policies and understand what is constituted within these policies.

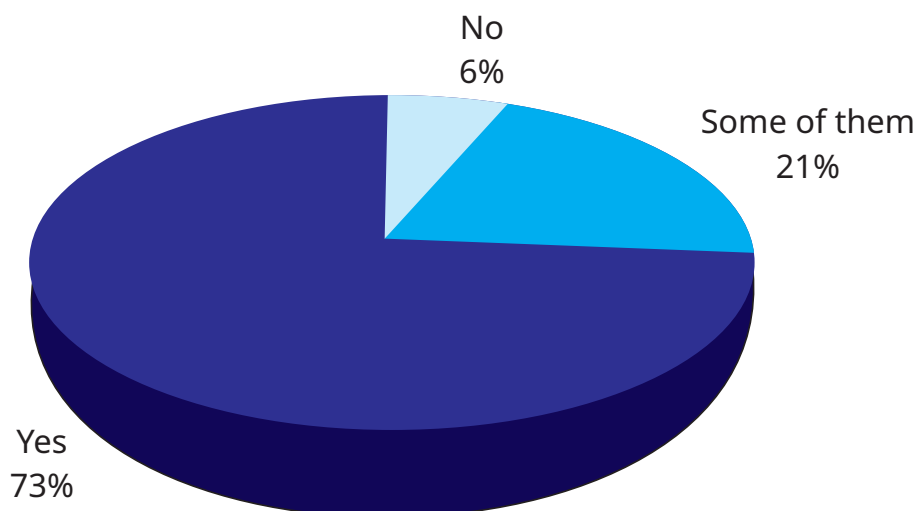
This section considered the institutional legal and policy provisions SGBV. The analysis notes that there exist policies on SGBV across the formal sector, however, the available policies are not explicit on violence against PwDs. It was also noted that the informal sector lacks legal provisions on sexual harassment and violence. As such it is strongly recommended that organisations work with development partners to amend and redesign existing policies to be inclusive of persons with disabilities.

## 5. Knowledge and Awareness

This chapter looks provides the key findings for this study pertaining to knowledge and awareness on SGBV on PWDs at the workplace. People with disabilities are present in all spheres of the society and majority suffer from stigmatization both in their communities and at their workplaces. This in turn limits their opportunities and ability to participate in various activities. Knowledge and awareness on SGBV perpetrated on persons with disabilities at the workplace is still a grey area in Zimbabwe. The analysis noted that SGBV perpetrated on PWDs is highly prevalent in Zimbabwe.

Consultations with PWDs noted that there is a general understanding of what SGBV is and what it constitutes at the workplace, among PWDs. As much as 73% of all respondents were familiar with all concepts as given in the questionnaire, whilst 21% were aware to some extent and 6% were not aware of any of the concepts as shown in Figure 8.

### Awareness of Violence, Harassment and SGBV



**Figure 8:** Awareness of SGBV

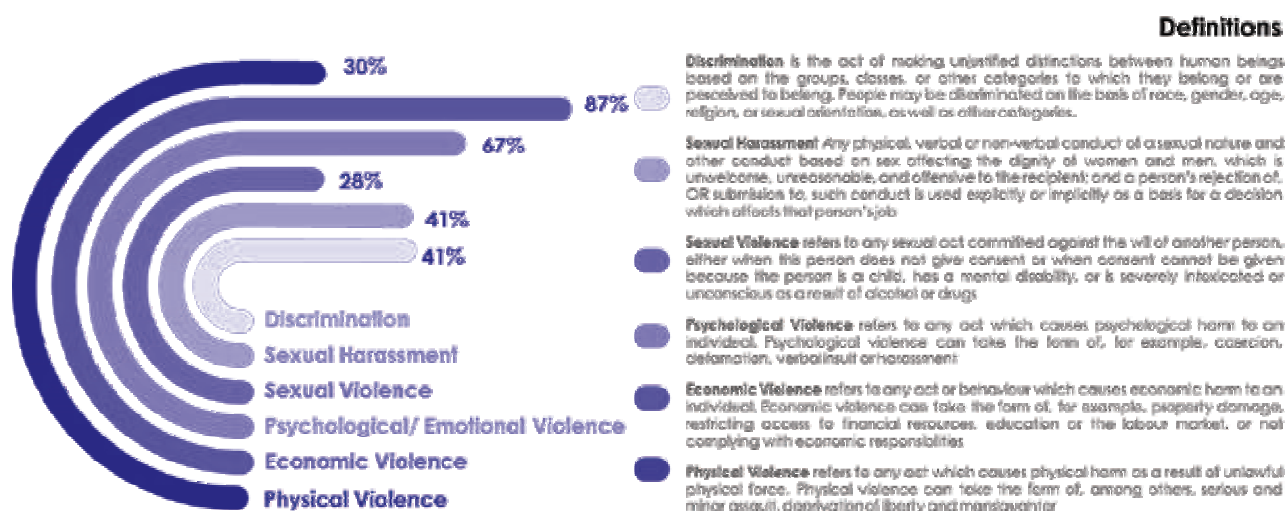
The most common types of SGBV at the workplace that were highlighted during consultations include sexual harassment, physical violence, verbal attacks, belittlement, and even in the form of jokes. The following is what one of the respondents had to say;

*"Violence at the workplace might be in the form of physical violence, emotional violence, sexual harassment or even touching someone in a sensitive manner without their consent. There is a touch that is suggestive to the act of sex. It can also come verbally, where one colleague could sing a song while I will be walking. They might start singing... (amai munodonhedza musika)..Which as a women affects my esteem."* **Focus Group Female Respondent. Harare**

Figure 9 presents the most common definitions of violence at the workplace and their level of understanding by PWDs across all the 10 provinces.

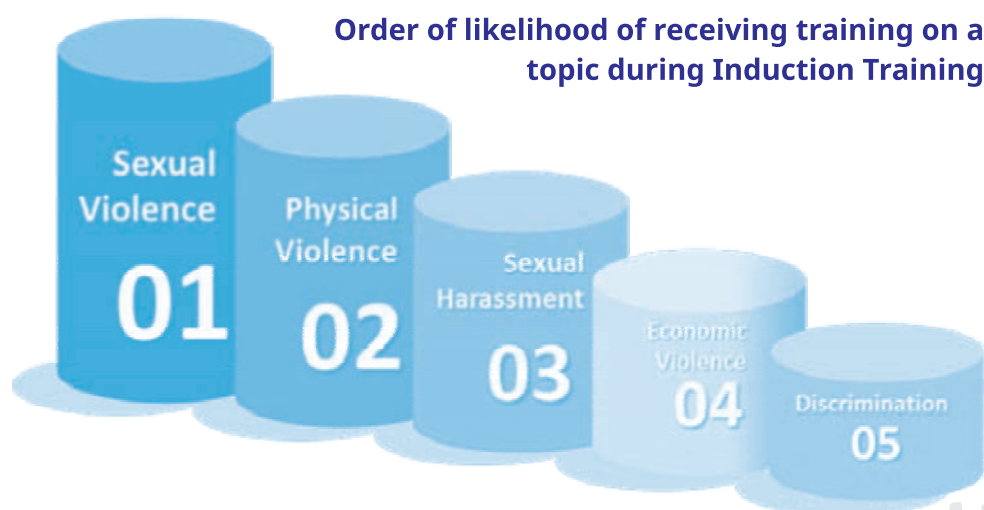


## Forms of Sexual Harassment and Violence PWDs are unaware of



**Figure 9:** Forms of SGBV PWDs were unaware of

Analysis of findings notes that 92 of the 352 respondents did not know some of the concepts listed in Figure 9. Results show that economic violence was the most common form of violence that PWDs were unaware of with a proportion of 87%. This was followed by 67% of respondents highlighting psychological/emotional violence as another form of violence. The most known forms of violence at the workplace perpetrated on PWDs across all provinces are physical violence and sexual violence with 70% and 72% respectively.



**Figure 10:** Likelihood of Training on forms of violence during induction

**Majority of Persons with Disabilities highlighted that they receive partial training on SGBV during induction:** The study noted that majority of PWDs consulted across the provinces have received some partial training on SGBV and its components during induction into the workplace. Figure 10 provides an indication on the order of likelihood of receiving training on the different forms of violence at the workplace.

Majority of the PWDs who receive training on violence includes sexual violence then followed by physical violence and sexual harassment. The least likely forms of violence to be included in induction training is economic violence and discrimination.

**There is existence of awareness raising programmes on SGBV in the informal sector:** The analysis noted that there was general consensus on the existence of awareness programmes across the informal sector by different organisations on SGBV. However, these campaigns were not specific on persons with disabilities. Consultations noted that ILO facilitates some awareness raising sessions with stakeholders on a timely basis. Informal sector work with Informal Cross Border Traders (ICBTs) educating people on SGBV. In the informal sector, women are the main victims of abuse and sexual harassment. Some women with disabilities are abused when they are crossing borders where transporters take advantage of them. The following informal sector except had this to say;

*“Yes we do a lot of work around gender based violence where we touch on those issues. We do a lot of work with ICBTs talking about sexual harassment in town on legal and how they can report such cases, linking them with the victim friendly unit and encourage them to open up”.* **Key Informant Interview. Informal Sector.**

However, these campaigns were being done without taking into cognisance PWDs. Inclusion has to be key for the agenda to be advanced. As such there is need to raise awareness and sensitization of persons with disabilities so that when they are subjected to such kind of abuses, they are able to voice their concerns.

**Great strides have been made in awareness raising on SGBV through the Spotlight Initiative:** The Government in Partnership with Development Partners have been embarking in awareness raising through the spotlight initiative. In partnership with the United Nations, the spotlight initiative has been the flagship program pulling together 6 or 8 UN agencies together with specific mandates, fields and interventions. The analysis noted that through this initiative, there has been an increase in knowledge and awareness raising material that has been produced. Through UNESCO, the spotlight initiative is also targeting to address SGBV perpetrated on PWDs. Furthermore, the Zimbabwe Gender Commission has made great strides in awareness raising on GBV. The Commission has been doing a number of awareness programs on sexual harassment for the period 2019 with different stakeholders such as Dairibord Zimbabwe, National Aids Council in Harare and Macheke, Printflow, tertiary institutions such as National University of Science and Technology (NUST), Chinhoyi University of Technology (CUT), Harare Polytechnic, Women University in Africa and Africa University. In line with the COVID 19 pandemic, physical campaigns were limited as such the Commission also partnered with media houses in order to conduct GBV programs. However, the campaigns were not directly designed for PWDs. The following respondent had this to say;

*“We partnered with ZRP, Katswesisterhood and Musasa to march in the street of Harare to raise awareness. With Musasa we marched against rape and sexual violence and the previous year we actually had a dialogue in the public spaces.”* **Key Informant Interview. Zimbabwe Gender Commission.**

In addition, UN WOMEN under the spotlight initiative is working on innovators against SGBV which is known as IAGS. The programs youth who are interested in gender equality and women's rights and are attached to a consortium of NGOs in the five spotlight provinces. However, the program is not explicit on youths with disabilities as such there is need to re-engage and

include PWDs in these programs. FODPZ is also working on awareness raising campaigns on GBV and harassment under the spotlight initiative. A representative from FODPZ had this to say;

*“We did conduct awareness raising campaigns of Gender Based Violence (GBV) and sexual harassment under the spotlight initiative which was funded by UNESCO. We did that awareness through our structures in the Federation and also targeting some structures outside the Federation.”* **Key Informant Interview. FODPZ**

**Knowledge and awareness SGBV at the workplace is limited among PWDs to some extent as some of the information is not in accessible formats:** The analysis noted that there is awareness raising on SGBV issues, however, most of the material is not in the appropriate format for PWDs such as braille and sign language interpreters. Companies especially in the private sector might not be able to invest in assistive devices that makes it easy for PWDs to access awareness materials in the organisation due to limited financial resources. Majority of these institutions end up not employing PWDs because they are not able to provide reasonable accommodation conducive for PWDs to work in. Consultations with persons with disabilities also noted that during recruitment processes, persons with disabilities stand a very low chance and there is a lot of stigmatization. This is the starting point of SGBV at the workplace. As such there is need to raise awareness on what constitute SGBV at the work place and make the material accessible in the appropriate format.

## BOX 1

### EXPERIENCE OF VIOLENCE AT THE WORKPLACE BY A PERSON WITH DISABILITY

I have been a victim of violence at my workplace. When I entered the organization, people were surprised and would question how a visually impaired person can be able to work in the kind of environment. There was no reasonable accommodation and it was hard for me. Some colleagues would even throw insults in the form jokes. This really affected me. My self-esteem went down and I was belittled. There were different clicks in the organization and I did not belong to any of it due to my disability. This had an impact on my mental health and affected even my productivity. There was a day when we were in a meeting and my English was bad and colleague would laugh at me. But when another normal person made the same mistake, it was not an issue. I could not report this violence because I was afraid of what my colleagues would think of me.

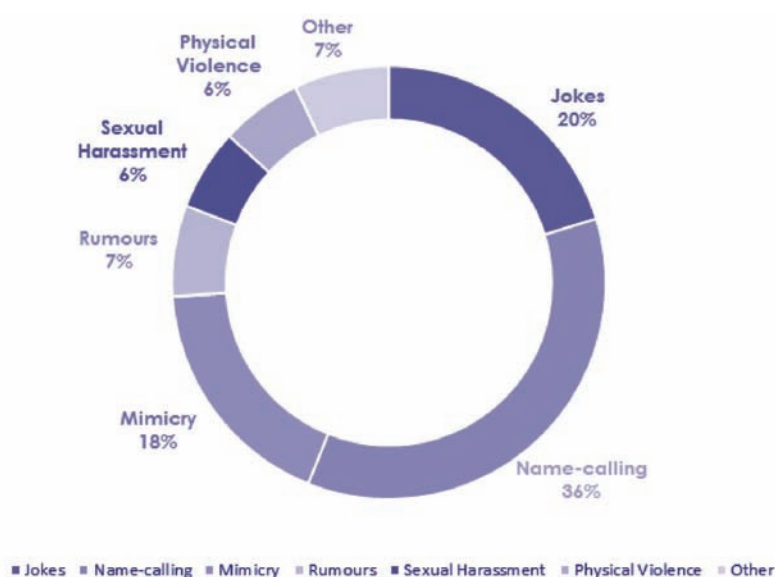
Overall, there is a significant degree of awareness on SGBV at the workplace among PWDs. Development partners and the Government are working in various awareness campaigns to address issues of SGBV. However, some of these awareness campaigns are not directly targeted at PWDs. Furthermore, consultations with PWDs showed that materials on awareness raising might be available but not in standardised formats accessible to PWDs such as braille.

## 6. Prevalence and Forms of SGBV

Overall, prevalence of SGBV is high in Zimbabwe. According to Musasa Zimbabwe, reports show that during the period January to September 2021, there were 26 779 cases reported. While cases reported increased by 38,5% during the Covid 19 lock down period, however, cases in previous months still remain high with Musasa receiving an average of 500 calls on their hotline a month<sup>21</sup>. However, the data is not disaggregated by disability and does not show whether GBV and sexual harassment is domestic, community or workplace based. The Zimbabwe Multiple Indicator Cluster Survey (2019) reports that at least 1.4% of males and 1% of females (15-49) with disabilities in the workplace have been harassed or discriminated against based on their disability<sup>22</sup>. According to a situational analysis conducted by UNESCO, 57.1% of respondents reported that SGBV occurred in the community, 28.6% in the victim's house and 3.6% in the workplace. ILO attributes the dearth of reliable national data to the lack of understanding of the extent of SGBV among persons with disabilities in the world of work. Furthermore, whilst there is some information on the formal sector, there is no information on SGBV on the informal sector. This section looks at prevalence and forms, the perpetrators and key drivers of SGBV in the workplace.

### 6.1 Prevalence and forms of SGBV from the study

**Prevalence of SGBV fairly high with verbal abuse being the highest:** The study found that 41% of PWDs had experienced some form sexual harassment and/or violence in the workplace, with 7% of it being of a sexual nature. However, during focus group discussions (FGDs) participants concurred across all four sectors (government, OPDs, private sector, NGOs/CSOs) that prevalence of SGBV in the workplace were very high and put in a range of 70% and 80%. The major challenge is that it remains underreported. The main forms of violence reported include verbal abuse (name -calling 36%; jokes 20%; mimicry 18%; rumours 7%), sexual harassment (6%) and physical violence (6%). Figure 11 below highlights main forms of violence experienced by victims:

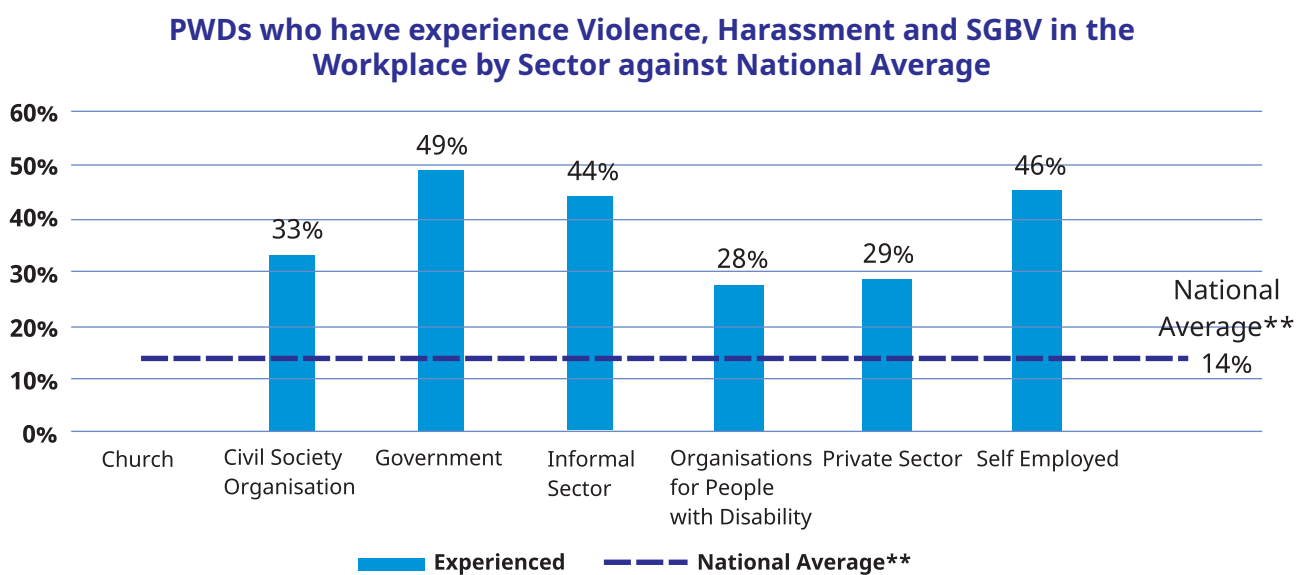


**Figure 10: Forms of SGBV Experienced by Victims**

<sup>21</sup>Musasa Zimbabwe GBV Reports

<sup>22</sup>Zimbabwe Multiple Cluster Indicator Survey (2019)

The study noted that rates of SGBV across all sectors (CSOs, Government, Informal sector, OPDs and Private Sector) was 38% and much higher than the national average of 14%<sup>23</sup> (See figure 12). This shows that PWDs are more vulnerable to SGBV and disproportionately affected. Across the four sectors, respondents from the public sector had the highest rate of 49%, followed by self-employed and informal sector with 46% and 44% respectively. The sectors with the lowest rates were the CSOs (33%), Private sector (29%) and OPDs (28%). Overall, the high average rate of 38% across all sectors is attributed to the vulnerability of PWDs to SGBV in the world of work. It is therefore imperative to have national legislative and policy frameworks as well as internal organisational policies that are explicit about PWDs. The high rates reported in Government may be due to the absence of robust education and awareness programmes and weak internal mechanisms on SGBV whilst the Informal sector has no legislative and policy framework as well as education and awareness programmes to address SGBV. Lower rates in the private sector, CSOs and OPDs on the other hand, can be attributed to internal policies and programmes on SGBV within these sectors as well as high levels of knowledge on the issues due to education and awareness programmes such as training, campaigns and IEC materials. Government should strengthen internal policies and mechanisms and increase education and awareness on SGBV. The informal traders' associations should advocate for a legislative and policy framework and conduct education and awareness programmes on SGBV targeted at informal sector players.



**Figure 11:** PWDs who have experienced SGBV by sector against national average

## 6.2 Perpetrators

**Majority of perpetrators were male in senior positions:** The main perpetrators of the SGBV included managers, co-workers and clients. There was general consensus by the different stakeholders interviewed and employees that the majority of perpetrators were males, particularly those in senior positions in the organisations. Figure 13 illustrates the perpetrators:

<sup>23</sup>Industrial Psychology Consultants (IPC)2016



## Perpetrators of SGBV

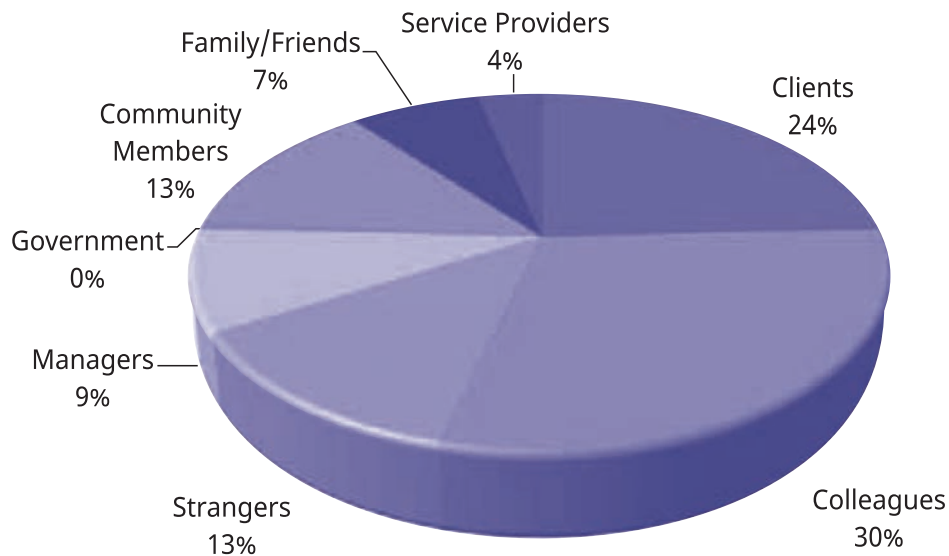


Figure 13: Perpetrators of SGBV

### 6.3 Frequency of SGBV

**Victims experienced SGBV multiple times in the organisations:** Majority of PWDs who have experienced violence are likely to have experienced it multiple times. Of PWDs who have experienced SGBV almost half (42%) have lost count, whilst 34% have experienced it more than 3 times (see figure 14). These are alarming values which show that victims are likely to become victims' multiple times and hence need more protection. This shows that either employees are not aware of the policies and mechanisms on SGBV in the organisation, or that implementation of the policies within organisations is weak. Organisations need to therefore ensure that there is a sexual harassment policy in the organisation and that all employees are aware of the policy and mechanisms for reporting and mediation.

#### Number of Victims have been victims of SGBV in the Workplace

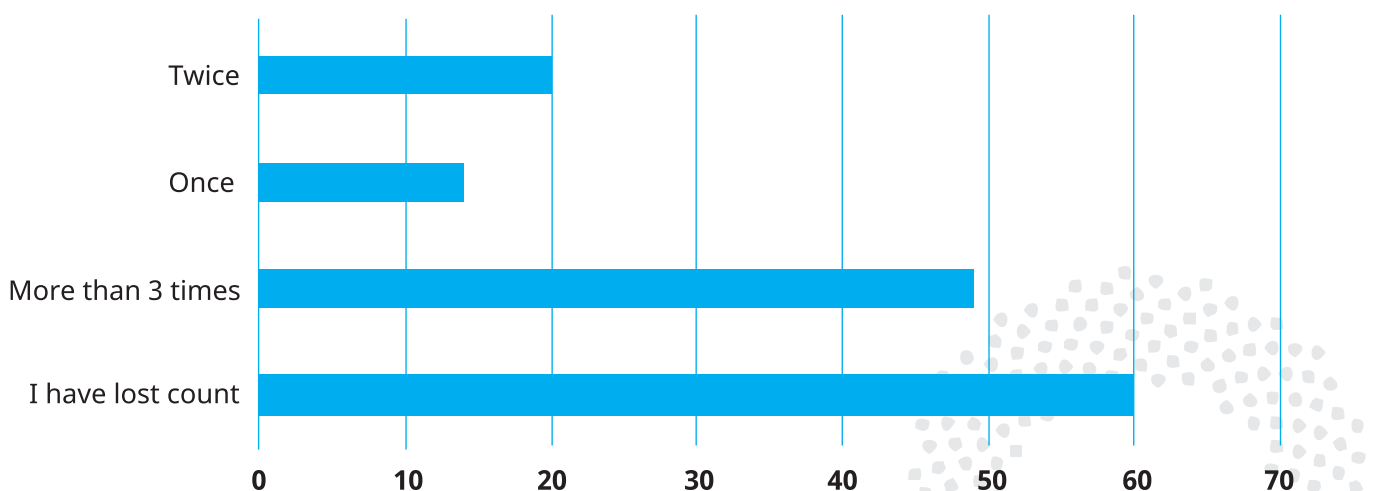


Figure 14: The number of times one has been a victim of SGBV

## 6.4 Experiences of victims

**Perpetrators of violence, harassment in the formal sector were work colleagues whilst perpetrators in the informal sector were the municipal police:** Women with visual impairments shared incidences of being patted on the backside or being hugged from behind by male co-workers without their consent. Participants with physical disabilities who were using wheelchairs or crutches most of whom were from the public sector, reported that they were violated during the process of being assisted by co-workers to access buildings or transport. Most victims reported that co-workers who assisted them were usually male as lifting them required strength, and this is when they were taken advantage of and touched inappropriately. In some cases, co-workers would threaten not to assist them when they complained about the inappropriate touching. The following is an excerpt from an FGD participant:

*"As a teacher, when boarding the school bus, I have to be lifted as there is no ramp on the bus for my wheel chair. My colleagues actually make sexual jokes about how they are getting a feel of my body without having to ask. They are helping me, but sexually harassing me at the same time Sometimes my dress shifts and my underwear is left exposed to co-workers and school children. The whole process robs me of my dignity. But what can I do as I will be at the mercy of my co-workers."* **Female FGD Participant – Teacher**

Participants felt if reasonable accommodations such as ramps, functioning elevators, toilet doors wide enough for their wheelchairs, they would not require being assisted physically and this would reduce the sexual harassment they were experiencing.

Verbal abuse was also reported as being very rife within the workplace. This affected both men and women. They reported that most of the verbal abuse came in the form of jokes or snide remarks about their capacity to work and at times this made them question their ability to perform. Participants felt this had been normalised and was now part of the organisational culture. One participant explained about how co-workers gossiped about her being pregnant and she would hear them saying to each other, *"ko akamitisa chirema ndiani?"* (Who made this disabled woman pregnant?). The following incident was also shared by a participant:

*"I wrote minutes under pressure which had a number of errors. My colleagues took the minutes and sat in the boardroom going through them and making corrections. During the process, one of the co-workers laughed so hard she fell off her chair. The next time someone wrote minutes and there was a grammatical error, I made a suggestion on how to phrase it and a colleagues responded by saying **"inga unotogonawo chirungu"** (you are actually able to speak English). This really affected me".* **Female FGD Participant-Private Sector**

Workers in the informal sector reported constantly experiencing harassment and economic violence by municipal police from Local Authorities. They were frequently in running battles with the municipal police who didn't take into consideration that they had disabilities. Moreover, they confiscated their goods which affected their livelihoods and source of income resulting in economic violence.

## BOX 2

### EXPERIENCES OF AN INFORMAL TRADER

People with hearing and visually impairments are constantly experiencing police inflicted SGBV at market places. The hearing impaired are not able to hear when others shout warnings when the municipal police raids begin, whilst the visually impaired cannot get up and run as they need to navigate their way carefully. In such cases, PWDs are usually caught up in the chaos that follows, with the able-bodied running in all directions which may result in us getting physically harmed in the process. The municipal police are repeatedly confiscating our goods despite of our disabilities. We are constantly facing economic SGBV from the police. Once they take our goods, our small businesses and livelihoods are greatly affected. The running battles are also physically dangerous for us. Most PWDs have failed to access local authority designated selling points and we end up selling at illegal points. Some local authority officers offer the market stalls in exchange for sexual favours. **(Female FGD Participant: Informal Trader Visually Impaired).**

## 6.5 Drivers of workplace SGBV

The study revealed a number of drivers of SGBV across all the sectors. Key drivers include:

- Poverty has made many PWDs vulnerable to SGBV as they try and keep their jobs at any cost whether it's in the formal or informal sector. In the formal sector most perpetrators are in senior positions and have influence on the future of employees in the organisation, therefore managers take advantage of this. In the informal sector most employees do not have contracts therefore it's difficult for them to report their employers if there is any SGBV. In addition, sexual harassment is also perpetrated by those responsible for giving them spaces to work, that is local authority officers and other market place owners who rent out spaces
- Stigma and discrimination which has made it difficult for society to understand and accept persons with disability because of mostly due to religious and cultural beliefs
- Lack of knowledge by both the victims and the perpetrators on what constitutes SGBV
- Most victims do not know the safeguarding policies and legislation in place within their organisations/institutions. Majority of participants from the public sector were not aware of the Labour Act and the Public Service Statutory Instrument 1 of 2000. Participants attributed this to lack of policy induction within organisations
- Ignorance by co-workers about the way persons with disabilities feel about verbal abuse through the jokes and offensive comments that they make, *"vanofunga kuti vanhu vane madisabilities havafungi,"* (Co-workers think persons with disabilities do not have feeling)
- Policies and legislation do not explicitly speak to verbal abuse and that it constitutes SGBV and it is a misconduct. Therefore, co-workers will continue with the verbal abuse. This needs to be explicitly included in SGBV workplace policies as it is one of the major forms of abuse against PWDs
- Colleagues in the workplace take advantage of the vulnerability of PWDs. An example given was that supervisors and managers are aware that it is difficult for persons with disabilities to get employment, therefore they usually threaten



them with job loss if they report. Another example cited was the issue of sexually harassing persons with visual impairment as they won't see who the perpetrator is

- Power inequalities – perpetrators in supervisory and management positions use their positions and influence in the organisations. Victims find it difficult to report their supervisors or other managers as they know that power and influence will be used in such cases and nothing will be done.

Perception by society and co-workers that PWDs are desperate for any affection or sexual favours. Women with disabilities cited that they usually get comments such as, *"rega ndimbokubvisa sauti,"* (let me get rid of salt deposits in your body).



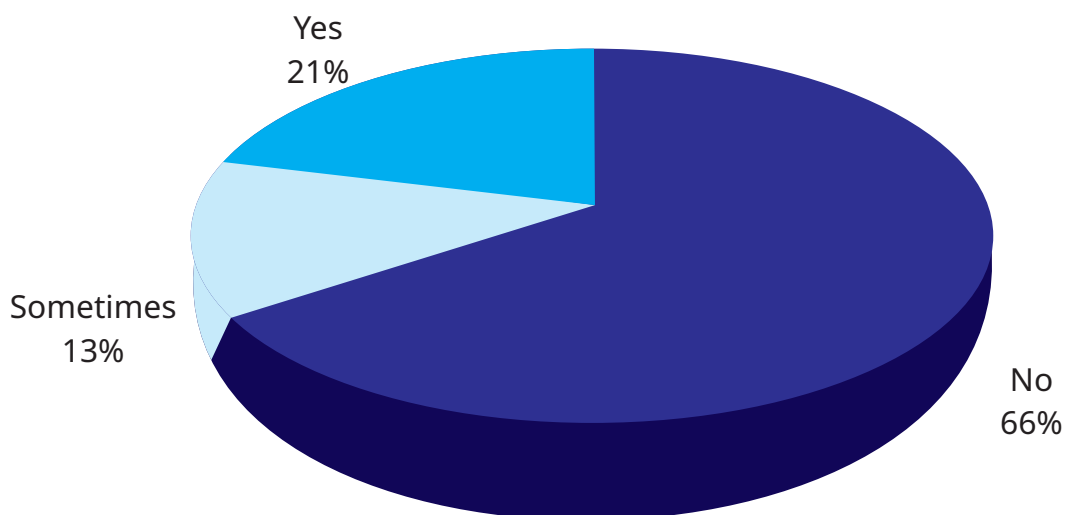
## 7. Reporting

Under-reporting of sexual harassment and SGBV in the workplace remains a major challenge. Reporting procedures should be flexible so that they can work for PWDs, including the reporting channels, giving statements and providing evidence. Complicated reporting procedures discourage victims of harassment and violence from reporting their cases. Reporting mechanisms need to be clear and accessible to PWDs. Confidentiality and protection are also important for victims as absence of these may deter victims from reporting. This section will look at reporting channels in organisations as well as reasons why victims do not report.

### 7.1 Reporting channels

**SGBV high but reporting is low:** While perception of prevalence of SGBV in the workplace is very high estimated to be between 70% and 80% by FGD participants, reporting remains low. The study showed that only 21% of victims have reported SGBV, 66% of victims had not and 13% reported sometimes.

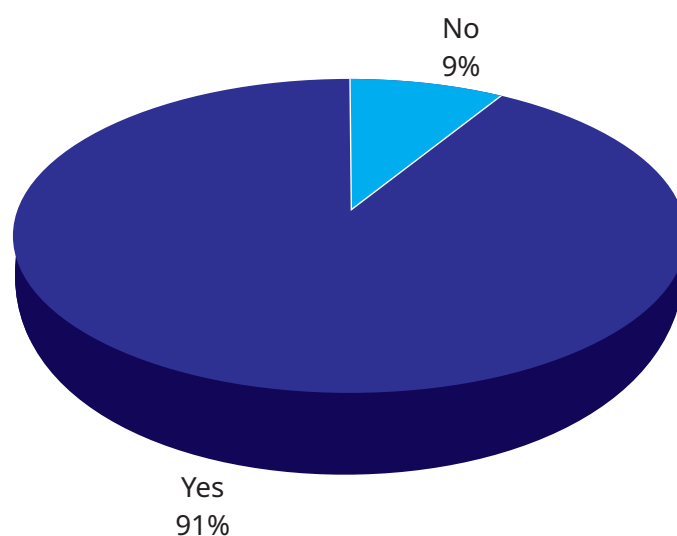
#### Reporting of Violence, Harassment and SGBV in the Workplace



**Figure 15:** Frequency of Reporting Cases

**Reporting channels are in place and knowledge of reporting channels is very high:** Interviews with employers and discussions with employees across all sectors showed that employees knew the reporting channels available in the organisations and externally. Majority (91%) of the respondents in the study revealed that they knew where to report (see figure 16). However, the study showed that only 21% of victims had reported. Complicated reporting procedures discourage reporting. Reporting mechanisms need to be clear and accessible to PWDs.

### Do you know where to report?



**Figure 16:** Knowledge on Reporting Channels

Most of those in the formal sector listed the following internal reporting channels:

- Workers committee
- Disciplinary committees
- Management committees
- Human resources department
- Gender focal persons
- For schools headmasters or senior teachers
- Board of directors

**Informal sector has no reporting structure and victims rely on the police or other SGBV service providers:** Participants from the informal sector reported that there was no structure for them to report and neither was there a legislative or policy on SGBV to refer to when such cases happened. Majority of employees in the informal sector cited the police as their main reporting channel as well as other SGBV service providers such as Musasa. With regards external reporting structures, participants in formal employment cited the police, whistle blowing to external organisations and civil society organisations providing SGBV and legal services such as Musasa, Zimbabwe Lawyers for Human Rights and Zimbabwe (ZLHR), Women’s Lawyers Association (ZWLA).

#### Observations made from discussions include:

- Participants from different line ministries shared different reporting structures, indicating that either participants did not know the structures in place or there is no clear and uniform reporting structure in government. Participants from the public sector cited different reporting structures such as workers committees, human resources departments, disciplinary committees’, and gender focal persons
- OPDs were very clear about both internal and external reporting systems
- Informal sector rely on the police and organisations such as Musasa. Majority felt that whilst informal traders’ associations where in place and could assist

them in terms of reporting, the challenge most of them faced was inability to pay the joining and subscription fees. They also reported some challenges with relying on the police and organisations such as Musasa for reporting their cases. The following is an excerpt from a participant:

*“they are a lot of stories of the police asking for evidence and also to bring the perpetrator to the police station. As a person who is blind, how do I do that when I can not even identify the perpetrator in the first place.”* **Female FGD Participant: Visually impaired Informal sector**

*“Musasa is not located in the area where we stay and if I want to go there, I would need money for transport and an assistant to take me there. In addition, Musasa is not suited to help PWDs as they do not have PWDs working there to assist with cases that concern PWDs nor do they have staff who are able to use sign language.”* **Female FGD Participant: Hearing Impairment Informal sector**

**A few positive developments in the informal sector to put in place policies and mechanisms to address SGBV:** A positive development for the informal sector is the process in which Zimbabwe Gender Commission and ILO have partnered and are in the process of developing a draft Strategy on harassment and violence at the work place for both Formal and Informal sector. The strategy process was validated in April 2021<sup>24</sup>. In addition, the ILO Head of Programmes highlighted some work they are doing in Bulawayo in partnership with the Bulawayo City Council and Bulawayo Vendors Association in an initiative in which they have approached Old Mutual to convert big warehouses into stalls for selling. The aim is to decongest the city as well as making it safe for everyone including PWDs. If this initiative is cascaded to all cities, it will go a long way in providing safe spaces for PWDs to work in<sup>25</sup>.

Informal traders’ associations are also advocating for an **Informal Economy Bill** and an **Informal Economy Advisory Council** that are recognized by law and that regulate operations within the informal sector. The Advisory Council will be responsible for crafting and overseeing implementation of legislation and policies within the informal sector<sup>26</sup>.

## 7.2 Reasons for not reporting

**Reasons for not reporting were mainly fear of consequences such as victimisation, losing jobs, and not being believed:** The study revealed that SGBV remain underreported in the Zimbabwean workplace. While majority (91%) of the respondents in the study revealed that they knew where to report, it emerged that reporting was very low with only 21% of victims having reported.

- The following reasons were given by both employers and employees for not reporting:
- Perception of society that all PWDs have mental challenges therefore reports may not be believed
- Low self-esteem due to societal perception of PWDs

<sup>24</sup>Zimbabwe Gender Commission: Key Informant Interview with Public Education and Information manager

<sup>25</sup>ILO Key Informant Interview: Head of Programme Zimbabwe and Namibia

<sup>26</sup>Bulawayo Vendors Association: Key Informant Interview: Executive Director

- Lack of empowerment among women with disabilities to stand up for themselves in such situations
  - Blaming oneself for having caused the incident as one may have been friendly to perpetrator
  - Afraid of being laughed at especially at the police station where many police officers may hear your case
  - Fear consequences of reporting especially losing one's job as getting into employment for PWDs is difficult
  - Fear that one will not be believed particularly if the perpetrator is in senior management in the organisation
  - Fear of being victimised by the perpetrator who may be your immediate supervisor and other co-workers who may sympathise with the perpetrator.
- Below is an excerpt from an interview with company in the hospitality industry regarding non reporting:

*"Okay, from the training with ILO my assumption is people didn't actually know that these are forms of harassment and maybe sometimes people don't report for fear of their future for instance if it is their supervisor who is harassing a junior employee so it becomes an issue but we continuously talk about it engaging our staff through the works council just to advise that is they are any issues, staff need to bring them forward to human resources so that they can be resolved".* **Key Informant: Manager Hospitality Industry**

- Lack of confidence in the reporting systems especially the police and the Ministry of Public Service and Social Welfare one participant had this to say,  
*"I fear a disappointing outcome of the case as I've heard many stories of women with disabilities who have reported and the cases never received judgement,"* **Female FGD participant – Public sector**
- In government issues of sexual harassment and SGBV are not taken seriously and government is slow to act when handling cases of misconduct
- Society and culture have not accepted that men can be sexually harassed or experience SGBV therefore difficult for men with disabilities to report
- The police ask for the perpetrator when you report and that is difficult for persons with visual impairment
- Lack of confidentiality on the issue and everyone in the organisation will know of the case and may judge you for reporting and trying to get someone fired
- Lack of trust in the system to protect you from the perpetrator
- Nowhere to report in the informal sector as there are no systems or structures for reporting
- The police stations are not disability friendly from the environment to communication for example there are no police who can use sign language and no sign language interpreters at police stations. In cases of those with visual impairment, police ask for the identity of the perpetrator which is difficult as one would not have seen the perpetrator.

The following is an observation by a CSO providing legal assistance to victims of SGBV on reasons for their loss in confidence with the formal justice delivery system:

## BOX 3

### GAPS IN THE FORMAL JUSTICE DELIVERY SYSTEM

Most victims prefer the retribution aspect however, there is nothing that then goes to the complainant who's been violated. The complainant may have to seek other remedies through the civil courts if they want retribution or compensation. Unfortunately, we also have some challenges that PWDs face with formal court system such as communication for women living with disabilities and the time taken for cases to be concluded. The court tends to move very slowly. In our context, although the Judicial Service Commission commissioned to do prosecution, they have a service charter, which stipulates those cases should at least be attended to within 48 to 72 hours. But we've noticed that cases can take months, from docket propagation to the time the case filing goes on. It can even take you a few weeks to a month, then from the time that you finish the filing to and then trial, it's another few weeks, two months, if not years. So, these are also the issues, the poor preparation of dockets has also caused a number of cases being withdrawn. Because the investigation was not done in time, there was no sufficient evidence, even though the complainant, filed their case have caused people to lose confidence in the formal justice delivery system. Another challenge is that of communication the courts only use one official language, which is English. And when English is being used and you want to use another language, there has to be an interpreter for those that can't communicate in English. Furthermore, for those that are not able to speak, it means that they have to find an interpreter who understands how they communicate, and with interpretation. And this is a major challenge as there are no sign language interpreters in the courts - **CSO providing legal assistance.**

Box 4 a best practice noted from one of the financial institutions. This provides a safe space for staff to report SGBV if they have reservations about existing reporting channels in the institution.

## BOX 4

### BEST PRACTICE

#### GENDER CHAMPION INITIATIVE

After we had awareness sessions on sexual harassment, we decided to establish a Gender Champion Initiative where champions would represent staff on sexual harassment and GBV issues. So, what we did was to call for nominations from staff, people that they felt would be able to represent them on the issues and also provide support to employees who would have experienced sexual harassment or violence. We got some nominations and some who came forth and said they wanted to be a part of the gender champions themselves, so these then went through the training. They were trained on offering counselling to survivors. We also engage ILO and our staff within the policy development we also called them in together to draft the policy. We went on to analyse together on what more do you feel should be in the policy, what should be changed in the policy. Right now, the gender champions provide a platform through which staff members who may experience sexual harassment may use if they are not comfortable with reporting to the human resources department. - **Private Sector (Financial Institution).**

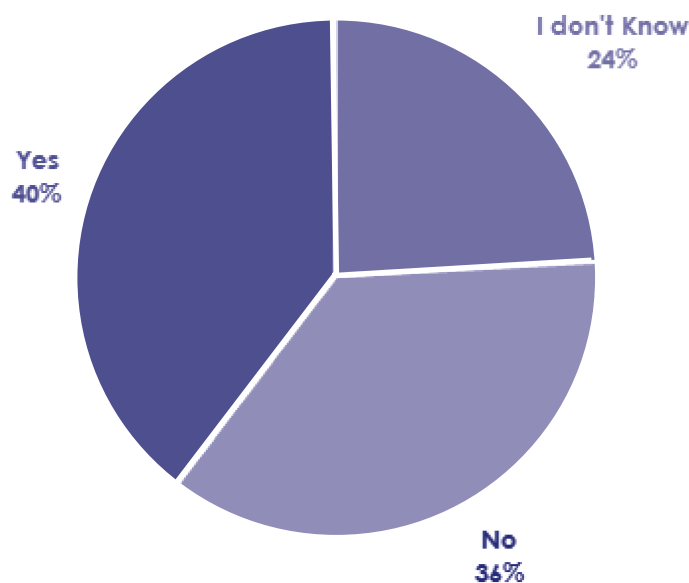
## 8. Mechanisms to Address SGBV

Workplaces have the obligations to prevent, protect and enforce measures against SGBV. PWDs are already vulnerable due to structural discrimination, low employment rates and negative perceptions of society which requires organisations to mainstream disability within their policies. Policies, procedures and practices need to work in the interest of PWDs, ensuring that victims are heard throughout the process. The following section looks at organisational mechanisms in place in public, private and informal sectors, adequacy of these mechanisms and recommendations for strengthening these mechanisms.

### 8.1 Organisational mechanisms for addressing SGBV

**Majority of organisations with the exception of the informal sector had internal mechanisms for addressing SGBV:** The study found that, with the exception of the informal sector, majority of the organisations interviewed reported that they had internal mechanisms for addressing sexual harassment in place. Data from the employees revealed that 40% of employees said their organisations had internal mechanisms, 36% said they didn't whilst 24% didn't know (see figure 17).

**Presence of Complaints Reporting Mechanism in the Workplace**



**Figure17:** Presence of Reporting Mechanisms

**Labour Act the overarching framework used in the private and public sector:** The private sector and the public sector were using the Labour Act as the main mechanism of reference in addressing issues of SGBV. This was confirmed by the labour unions. The Labour Act together with its Amendment Bill (2021) guide disciplinary measures for SGBV misconduct. The Amendment Bill is aligned to the ILO Convention 190 and provides clear definitions of the terms SGBV in the workplace. The Bill also stipulates what the workplace is and provisions for dealing with perpetrators which is either in the form of a fine, a jail term or dismissal. For the public sector, in addition to the Labour Act, they also use the Public Sector Statutory Instrument (1 of 2000). Private sector organisations reported that, in addition to the Labour



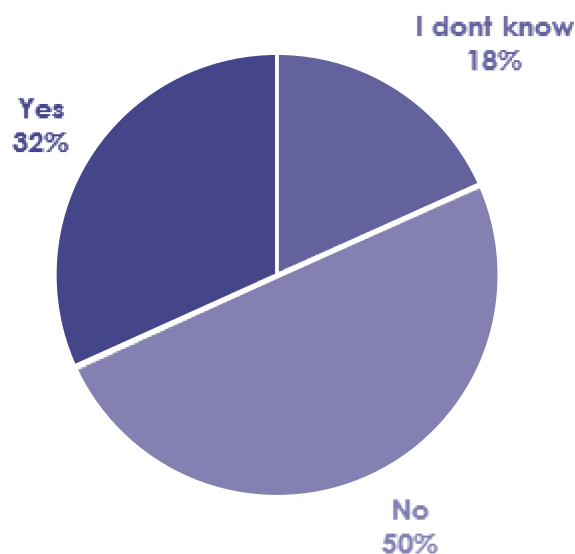
Act they had other internal mechanisms for addressing SGBV, and these were in line with the Labour Act and there was no conflict between the two. Employees from in the private sector and OPDs confirmed that internal mechanisms on SGBV existed in their organisations. However, the study noted that the informal sector did not have any internal mechanisms for addressing SGBV in their workplace or the capacity to address sexual harassment. Informal workers therefore relied on the police to address their issues on SGBV.

*"We don't have the capacity to handle such issues so if there's a case of harassment we report to the police".* **Key Informant: Informal Traders Association**

**Employees in the public sector not aware of Public Sector Statutory Instrument (1 of 2000):** A major finding from the study was that employees from the public sector were not aware of Public Sector Statutory Instrument 1 of 2000 which addresses the issue of SGBV within the public sector. The instrument provides regulations for addressing SGBV for government employees. During discussions with government employees, none of them were aware of the statutory instrument.

**Reporting procedure reported to be fairly easy by private sector and OPD employees:** Employees were also asked on the ease of reporting and half (50%) reported that it was easy, 32% said that it was not easy and 18% didn't know. Most of the employees who found it easy were from the private sector and OPDs. See figure 18.

### Is reporting and access to dispute resolution mechanism easy?



**Figure 18:** Ease of Reporting and Access to Dispute Resolution Mechanisms

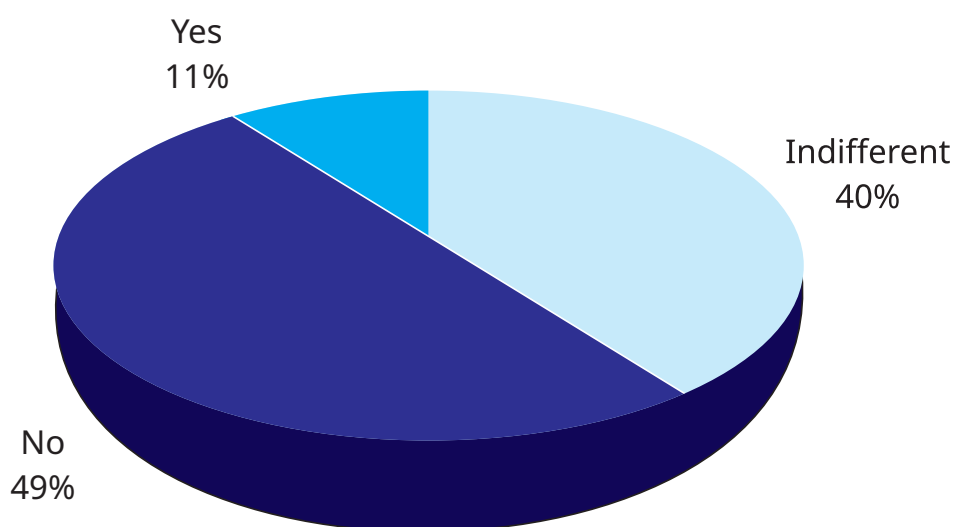
## 8.2 Satisfaction with Mechanisms and Measures

Satisfactory outcomes from arbitration of SGBV cases includes access to justice including compensation and accountability. This therefore requires interrogating whether the mechanisms in place that is, procedures, practices and disciplinary measures are adequate and effective. Both employees and employers were asked on whether they thought the mechanisms and measures were satisfactory.

## Employees Views on Mechanisms and Measures against SGBV

**Disciplinary actions against perpetrators not adequate:** Some of the measures and disciplinary measures given to perpetrators reported included disciplinary hearings, cautions, discipline in line with organisational policy including firing. Some victims reported that perpetrators were arrested whilst other victims reported that nothing was done to the perpetrators. In terms of the adequacy of the measures and disciplinary measures taken against perpetrators, 11% of victims who reported felt the measures were adequate, 49% felt measures were not adequate, and 40% were indifferent (see figure 19).

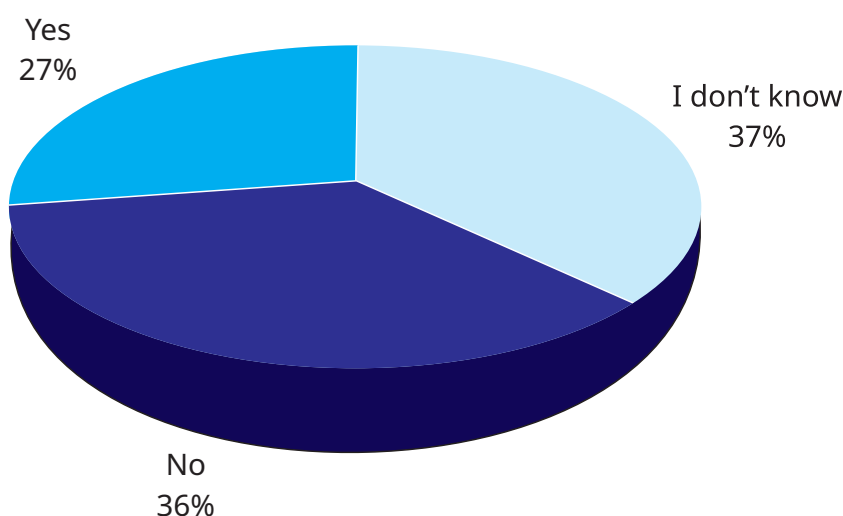
### Do you think the punishment the perpetrator received was adequate?



**Figure 19:** Adequacy of Punishments given to Perpetrators (view of victims)

The same question was posed to other participants who had never experienced sexual harassment or SGBV in their workplaces. 27% felt they were adequate, 36% felt they were not, while 37% didn't know whether they were adequate or not as they had never experienced such cases in their organisations (see figure 20).

## Are the measures/punishments taken against perpetrators adequate?



**Figure 20:** Adequacy of Punishments given to perpetrators (views of employees who had never experienced SGBV)

### **Disciplinary measures thought to be too lenient and not stringent enough to deter other perpetrators:**

The major reasons given by participants who felt the measures were not adequate were that some of the punishments were too lenient and this could be seen by the way they did not deter perpetrators as SGBV continued even with mechanisms and punishments in place. An example given, was that of a perpetrator who received a punishment of 210 hours community work by the courts which entailed cleaning the grounds of the police station. PWDs also felt that nothing happened to perpetrators and they usually get away with their crimes because victims at times failed to communicate their cases well and those receiving reports could not understand the victims, especially those with hearing and auditory disabilities who use sign language.

### **Employers Views on Mechanisms and Measures against SGBV**

#### **Employers felt mechanisms were not adequate due to victims withdrawing cases:**

Interviews with various organisations showed that there were a number of reasons why mechanisms were not adequate. One of the major reasons is the withdrawal of victims as witnesses for a number of reasons especially fear of victimisation from the perpetrator: The following excerpt illustrates this:

*"The problem is that victims are not willing to come forward as witnesses for fear of victimisation by their perpetrator. We can't take someone to a disciplinary hearing but that are not willing to testify which at end perpetrators will walk freely because victims fail to testify."* **Key Informant: Banking Sector**

#### **Public sector employers feel disciplinary processes not adequate as there is no Act in place with specific measures against sexual harassment and SGBV:**

On the part of the public sector, the disciplinary processes were deemed not to be adequate and effective due to the lack of a Sexual Harassment Act. An example was given of a perpetrator from the Immigration department who was investigated by the Zimbabwe Gender Commission and referred to the ministry responsible to conduct the hearing. However, the perpetrator is back at work because

there is no act of parliament which criminalises sexual harassment at work place. Hence there is need to have a Sexual Harassment Act in place for effectiveness of the redress system.

One organisation from the private sector explained that to address issues of non-satisfaction with the outcome from the disciplinary hearing, they have a clause that deals with dissatisfaction with the outcome, *“regarding the decision, both parties have the right to appeal to the Chief Executive Officer.”*. However, if the perpetrator is found guilty, they will be fired. The perpetrator is however free to approach the labour court to get full redress.

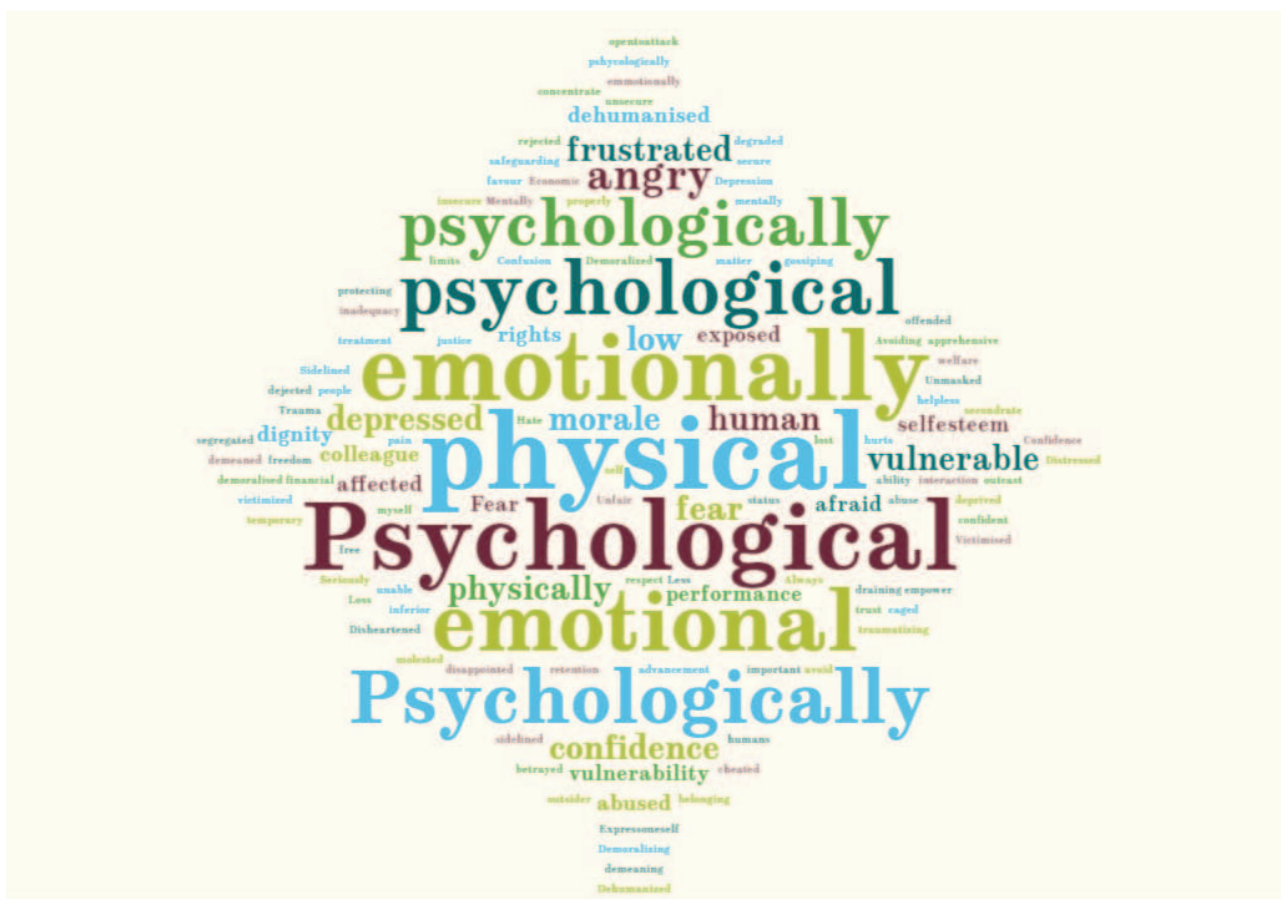
### **Recommendations to strengthen mechanisms for addressing sexual harassment, violence and SGBV**

The following suggestions were made by participants to strengthen mechanisms and measures for addressing sexual harassment and SGBV in the workplace:

- i. There is need for a Sexual Harassment and GBV Bill at national level
- ii. Organisational policies should have a separate stand-alone policy on sexual harassment and SGBV that is disability inclusive and not imbedded in other policies as a section
- iii. Policy on sexual harassment should be more explicit on the punishments to be delivered and penalties should be stiff and uniform across all sectors
- iv. Policies and mechanisms should be explicit about how PWDs matters as they are more vulnerable to SGBV
- v. Organisational policy should show timeframe that the arbitration process should take
- vi. There should be a quota system for board members wherein 10% should be PWDs so that cases are deliberated by people who understand issues of PWDs.
- vii. Confidentiality during the arbitration process to avoid victims being victimised by perpetrators and co-workers
- viii. The informal sector should have a policy on SGBV and a clear board that governs the issues of SGBV
- ix. Provide assurance to victims that after the reporting they will have job security
- x. Local authorities to have quota system for PWDs to get market stalls and tables at legal market spaces so as to protect them from harassment and violence from municipal police
- xi. Government to have clearer reporting structures which are uniform across all line ministries
- xii. Induction on SGBV should be compulsory across all sectors and should be binding.

*Sexual harassment and GBV has a severe impact on PWDs particularly women with disabilities both in terms of their physical and mental health and their careers. It is therefore important for organisations to put in place mechanisms where victims can receive the necessary support to deal with issues affecting them post their sexual harassment or GBV experiences such as counselling. This section provides insight into the different ways in which PWDs are affected by sexual harassment and violence.*

The study also sought to assess the impact of SGBV on PWDs. Figure 21 is a word cloud on words most used by PWDs to explain how SGBV in the workplace has affected PWDs.



- Trauma that comes post reporting which can either be caused by the perpetrator or other co-workers who will be gossiping about the issue or pointing fingers at you especially when they take sides of the perpetrator
- Stress may also result in constant absenteeism as they will be avoiding working in such a toxic environment. The stress may result in other health problems such as high blood pressure

- The victim's performance deteriorates, they cease to be efficient and effective and work productivity is negatively affected
- The employees who have experienced sexual harassment become withdrawn and in some cases some will even get depressed.

Private sector organisations also reported that SGBV had a negative impact on their organisations as it gave a bad reputation not only to the organisation, but also the industry at large. Therefore, it is something they are continuously trying to address through education and awareness, training and putting relevant policies and programmes on SGBV in place.

## 9.2 Support Services offered by organisations

**Lack of in-house psychosocial support services for victims in majority of organisations with organisations referring victims to overburdened external service providers:** The study noted that, whilst most employers acknowledged the severe impact of SGBV that victims experience, very few organisations had any internal mechanisms or services in place to assist their employees. Majority of the organisations reported that they did not have the capacity to provide services such as psychosocial counselling. Very few organisations had in-house counsellors. Most organisations reported that they referred their employees for counselling services to service providers such as Musasa and Connect. However, employees reported that these organisations are not be easily accessible. The study also noted that Musasa assisted a lot of clients and at times they were overwhelmed and could not provide services to every client. In addition, Musasa are currently unable to provide disability friendly services as they do not have the requisite staff to do so, including providing IEC material in accessible formats for PWDs. It is therefore important for organisations to invest in having in-house counsellors or counsellors working as consultants and readily available for their employees. Organisations should also ensure that there is an internal mechanism in place to follow up victims of SGBV.



## 10. Noted Gaps

The analysis of results noted that the area of study is still new as such there exists gaps that needs to be addressed. The following provides the noted gaps from this study:

- **Disability disaggregated data:** There is need for collection and collation of disability disaggregated data across all sectors in Zimbabwe, including the world of work. Currently, there is very little data available on PWDs. National processes such as the Multiple Indicator Cluster Surveys (MICs) and Labour Force and Child Labour Survey should mainstream disability and have disability statistics. In addition, there is need to mainstream disability in researches and studies conducted
- **Development of SGBV policies in organisations:** Organisations should have sexual harassment and GBV policies and should not be embedded in other human resources manuals such as codes of conduct. Organisations should have specific bodies that deal with SGBV in the workplace outside the human resources department
- **Disability inclusion in SGBV policies:** SGBV policies should be explicit about PWDs and this should be mainstreamed within the policies. The policies should spell out specific protection and provisions for PWDs, recognising that they may face some specific challenges that are not faced by everyone else
- **Education and Awareness Campaigns on SGBV in the formal and informal workplaces:** Education and awareness raising on SGBV in organisations should be done continuously for people to understand what it is. This can be done through campaigns, IEC materials, and organisational training which are disability inclusive. Organisations should ensure that education and awareness information is in accessible formats for PWDs
- **Induction of staff on SGBV policy issues upon employment:** Organisations should ensure that all staff members are inducted on internal SGBV policies and these should be binding. The induction should be accompanied by training so that staff are clear about what SGBV in the workplace is including reporting channels and the organisational mechanisms in place to address it
- **Clear reporting channels:** Organisations including public sector and informal sector should have clear reporting channels. There is also need for victims to know what the reporting channels are, understand what the process entails and the timeframe of the process
- **Increased options for reporting in organisations** - Reporting SGBV in institutions should allow for more reporting options. For example, if junior staff members are victims of senior management and do not feel safe making an internal report, more options should be made available for reporting. These could include whistle blowing to external associations
- **Confidentiality and protection of victims from perpetrators and co-workers:** Victims require assurance their cases will not be disclosed to the rest of the organisation and that the organisation will protect them from victimisation from the perpetrator during the hearing process
- **Disability friendly GBV services:** UN Women to strengthen government and other service providers providing GBV services such as psychosocial support, SRHR services, victim friendly police unit, victim friendly courts to become disability friendly through improving communication challenges such as lack



of interpreters or service provider personnel who cannot communicate with PWDs. Service providers to be trained on disability inclusion

- **Mainstreaming disability in Safe Markets Model:** UN WOMEN to mainstream disability within the safe markets model so that PWDs are also included when market spaces are being allocated. UN WOMEN and other UN Agencies to support government to roll out the safe markets model to other cities and towns.
- **Mechanisms for addressing stigma and discrimination of PWDs in the workplace:** UN Agencies to support employer to set in place mechanism that will allow them to identify explicit or implicit stigma on persons with disabilities to understand how their own staff, management understand disability stigma. The system and tools would allow to identify stigma, pack it and address it within their own structures and processes
- **Sexual Harassment and GBV Act:** Government should put in place a sexual harassment act which will guide all sectors on addressing sexual harassment and GBV matters. OPDs and PWDs should advocate for disability inclusion in the Act
- **Development of an Informal Sector Bill:** The informal sector associations should increase advocacy efforts for crafting of the Bill. The bill should include sexual harassment and GBV issues and should be disability inclusive. In addition, the Bill should provide for establishment of an Informal Sector Council that will develop policies for the sector and monitoring their implementation thereafter. The council should include PWDs
- **Mainstreaming disability in local authority by-laws and policies:** Informal sector associations should lead advocacy efforts for mainstreaming disability into local authority by-laws policies. This should include having a quota system for allocating spaces for operating within market spaces. Local authorities should also have SGBV policies that take into cognisance the informal sector players. Most PWDs are operating in illegal spaces which exposes them to a lot of SGBV from municipal police which needs to be addressed
- **Ratification and Domestication of ILO Convention 190:** ILO and UNESCO should support government to strengthen the SGBV policy and legislative framework which are disability inclusive. This should be done through ratification and domestication of ILO Convention 190 which addresses issues of SGBV in the workplace. In addition, Government requires technical support in mainstreaming disability in its legal and policy framework on SGBV.

## 11. Key Recommendations

Recommendations were proffered by respondents (PWDs) and the stakeholders interviewed. The following provides the key recommendations from this study.

### Immediate

- **Disability disaggregated data:** There is need for collection and collation of disability disaggregated data across all sectors in Zimbabwe, including the world of work. Currently, there is very little data available on PWDs. National processes such as the Multiple Indicator Cluster Surveys (MICs) and Labour Force and Child Labour Survey should mainstream disability and have disability statistics. In addition, there is need to mainstream disability in researches and studies conducted
- **Development of SGBV policies in organisations and Local Authorities:** Organisations and Local Authorities should have sexual harassment and SGBV policies and should not be embedded in other human resources manuals such as codes of conduct. Organisations and Local Authorities should have specific bodies that deal with SGBV in the workplace outside the human resources department
- **Disability inclusion in SGBV policies:** SGBV policies should be explicit about PWDs and this should be mainstreamed within the policies. The policies should spell out specific protection and provisions for PWDs, recognising that they may face some specific challenges that are not faced by everyone else
- **Mainstreaming disability in local authority by-laws and policies:** Informal sector associations should lead advocacy efforts for mainstreaming disability into local authority by-laws policies. This should include having a quota system for allocating spaces for operating within market spaces. Local authorities should also have SGBV policies that take into cognisance the informal sector players. Most PWDs are operating in illegal spaces which exposes them to a lot of SGBV from municipal police which needs to be addressed
- **Education and Awareness of SGBV:** Education and awareness raising on SGBV in organisations should be done continuously for people to understand what it is. This can be done through campaigns, IEC materials, and organisational training which are disability inclusive. Organisations should ensure that education and awareness information is in accessible formats for PWDs
- **Induction on SGBV policies in organisations:** Organisations should ensure that all staff members are inducted on internal SGBV policies and these should be binding. The induction should be accompanied by training so that staff are clear about what SGBV in the workplace is including reporting channels and the organisational mechanisms in place to address it
- **Clear reporting channels:** Organisations including public sector and informal sector should have clear reporting channels. There is also need for victims to know what the reporting channels are, understand what the process entails and the timeframe of the process
- **Increased options for reporting** - Reporting SGBV in institutions should allow for more reporting options. For example, if junior staff members are victims of senior management and do not feel safe making an internal report, more

options should be made available for reporting. These could include whistle blowing to external associations

- **Confidentiality and protection:** Victims require assurance their cases will not be disclosed to the rest of the organisation and that the organisation will protect them from victimisation from the perpetrator during the hearing process
- **Disability friendly SGBV services:** UN Women to strengthen government and other service providers providing SGBV services such as psychosocial support, SRHR services, victim friendly police unit, victim friendly courts to become disability friendly through improving communication challenges such as lack of interpreters or service provider personnel who cannot communicate with PWDs. Service providers to be trained on disability inclusion
- **Mainstreaming disability in Safe Markets Model:** UN WOMEN to mainstream disability within the safe markets model so that PWDs are also included when market spaces are being allocated. UN WOMEN and other UN Agencies to support government to roll out the safe markets model to other cities and towns.

## Long term

- **Ratification and Domestication of ILO Convention 190:** ILO and UNESCO should support government to strengthen the sexual harassment and GBV policy and legislative framework which are disability inclusive. This should be done through ratification and domestication of ILO Convention 190 which addresses issues of sexual harassment and GBV in the workplace. In addition, Government requires technical support in mainstreaming disability in its legal and policy framework on sexual harassment and GBV
- **Development of an Informal Sector Bill:** The informal sector associations should increase advocacy efforts for crafting of the Bill. The bill should include sexual harassment and GBV issues and should be disability inclusive. In addition, the Bill should provide for establishment of an Informal Sector Council that will develop policies for the sector and monitoring their implementation thereafter. The council should include PWDs
- **Sexual Harassment and GBV Act:** Government should put in place a sexual harassment act which will guide all sectors on addressing sexual harassment and GBV matters. OPDs and PWDs should advocate for disability inclusion in the Act.

# ANNEXES

## Annex A: List of People Interviewed

The following provides a list of people interviewed.

### Key Informant Interviews

NAME	DESIGNATION	INSTITUTION
Mrs J Muchuchu	Principal Gender Officer	Ministry of Women Affairs, Gender, Small and Medium Enterprise Development (MWACSMED)
Ms M Singende	Administration Officer - Gender	Ministry of Women Affairs, Gender, Small and Medium Enterprise Development (MWACSMED)
Dr Peta	Director	Ministry of Public Services, Labour and Social Welfare (MOPSLSW) – Disability Department
Ms. S Mudzengere	Publications and Information Manager	Zimbabwe Gender Commission (ZGC)
Ms Nyaradzo Makoni	HR Manager	Grain Marketing Board (GMB)
Ms H Phororo	Director General	International Labour Organisation (ILO)
Mr Adolphus Chinomwe	Head of Programmes – Zimbabwe and Namibia	International Labour Organisation (ILO)
Ms Ida Chimedza	HIV and Gender Specialist	International Labour Organization (ILO)
Magdeline Madibela	Gender and Disability Coordination Advisor	United Nations Resident Coordinators Office
Pat Made	Director of Spotlight Initiative	UN Women
Phinith Chanthalangsy	Head of Unit, Programme Specialist	UNESCO
Mr Leonard Marange	National Director	Federation of Organisations of Disabled People in Zimbabwe (FODPZ)
Mr Henry Masaya	Executive Director	National Association of Societies for the Care of the Handicapped (NASCOH)
Mr Greaterman Chivandire	Director	Leonard Cheshire Disability

NAME	DESIGNATION	INSTITUTION
Ms Anna Shiri	President	National Council of Disabled People of Zimbabwe (NCDPZ)
Ms Sibonisiwe Mazula	National Coordinator	Zimbabwe Down's Syndrome Association (ZDSA)
MR I Zhou	National Director	Zimbabwe National League of the Blind
Mr Ayasini	Programme Coordinator	Zimbabwe National Association of the Deaf (ZIMNAD)
Ms Sibonisiwe Mazula	National Coordinator	Zimbabwe Down's Syndrome Association (ZDSA)
Ms Mercy Maunganidze Kudakwashe Machiha	Director	Albino Association
Mrs N Mukwewha	Chief Executive Officer	Employers' Confederation of Zimbabwe (EMCOZ)
Ms Jane Nhema	Senior HR Manager	FBC Bank
Ms Rufaro Samhungu	Learning and Development Manager	Banc ABC
Ms Agnes Mtotela	HR Manager	Cresta Hotel
Mr Takunda Tsatsa	Human Resources Executive	Dandemutande
Mr Banda	Safety Health and Environmental Officer	Zimbabwe Congress of Trade Unions (ZCTU)
Mrs Mateko	Programme Coordinator	Zimbabwe Federation of Trade Unions (ZFTU)
Abiot Moyo		Progressive Teachers Union of Zimbabwe (PTUZ)
Juliet Sithole	Gender and Child Labour Officer	General Agriculture and Plantation Workers Union of Zimbabwe (GAPWUZ)
Mr J Chikomwe	Information and Publicity Officer	Vendors Initiative for Social and Economic Transformation (VISET)
Mr Tavengwa Mazhambe	Chairperson of Disability Committee	Zimbabwe Chamber of Informal Economy Associations (ZCIEA)
Michael Ndiweni	Executive Director	Bulawayo Vendors and Traders association
Fadzai Traquino	Director	Women in Law Southern Africa (WLSA)
Leonard Mandishara	Executive Director	National Association of Non-Governmental Organisations (NANGO)

NAME	DESIGNATION	INSTITUTION
Rotina Musara	Advocacy and Communications Officer	MUSASA

### Focus Group Discussions

A total of 12 Focus Group Discussions were conducted in Harare, Mutare and Bulawayo. Each FGD had in total 5 participants.

### Survey Tool

A total of 360 respondents were reached.



# Annex B: Data Collection Tools



Tool 1 Government & Regulatory Bodies.pdf



Tool 2 Key Informant Guide Workers Organisations CSOs and OPDs.pdf



Tool 3 Key Informant Guide Employers.pdf



Tool 4 Focus Group Discussion Guide with Employees.pdf





Tool 5 Survey Tool.pdf






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