



# **HANDBOOK**

# **HANDLING SEXUAL HARASSMENT IN THE WORKPLACE**

**DIRECTORATE GENERAL OF CUSTOMS & EXCISE OF INDONESIA 2023**

Abstracted from MoF Letter No. SE-36/MK.1/2020 concerning Prevention and Support for Handling Sexual Harassment in the Workplace in the Framework of Improving Justice and Gender Equality in the Scorecard of the Ministry of Finance



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# Foreword



The Directorate General of Customs and Excise of Indonesia is a government agency that has a strategic role in national development. Our goal is to create a workplace that is safe, inclusive and respects individual rights. These efforts involve technical, professional and social dimensions, including the prevention of sexual harassment.

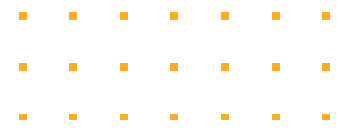
This Handbook is a practical guide for employees of the Directorate General of Customs and Excise in dealing with issues of sexual harassment by presenting relevant information and concrete steps. The contents of the Handbook include definitions of sexual harassment, its forms and impacts, preventive measures, reporting procedures, enforcement of ethical and disciplinary codes.

This Handbook reflects the commitment of the Directorate General of Customs and Excise to the integrity and welfare of individuals in the work environment. With this Handbook, we hope to provide a useful guide to understanding the prevention of sexual harassment in the workplace.

Let's commit to maintaining security, dignity and prosperity in our workplace.

Gender Mainstreaming Team  
Headquarters,  
Directorate General of Customs and Excise of Indonesia

# Introduction



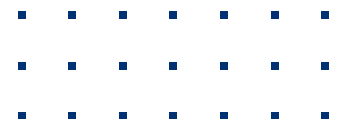
In an effort to create gender equity and equality in the Ministry of Finance, Minister of Finance Letter no. 807/KMK.01/2018 provides important directives regarding Gender Mainstreaming. This principle is realized through the implementation of the 7 Prerequisites for Gender Mainstreaming, including gender responsive policies to create a fair and equal environment. However, challenges arise regarding the potential for Sexual Harassment in the workplace. Sexual Harassment can damage the appearance, performance, and physical and mental health of employees, to the detriment of both the individual and the organization. Therefore, concrete steps are needed to address this issue and create a safe, comfortable and equal workplace for all.

In response, the Ministry of Finance issued Letter No. SE-36/MK.1/2020 concerning Prevention and Handling of Sexual Harassment in the Workplace.



This Handbook aims to address Sexual Harassment in the workplace and raise employee awareness with prevention, protection, and recovery. This Handbook invites all employees and leaders to create an environment that respects the rights of every individual and provides equal opportunities for all. With this step, together we maintain a dignified and inclusive workplace.

# Understanding Sexual Harassment



## Sexual harassment

is a form of sexual violence committed through physical or non-physical actions resulting in feelings of insecurity and discomfort, offended, afraid, intimidated, feeling degraded and causing safety and health problems, both physically and mentally.

## Forms of Sexual Harassment



1

### WHISTLING

Example: whistle with sexually suggestive purposes; whistling followed by talk of a sexual nature.

2

### BLINKING

Example: blinking in a sexually suggestive way; constantly looking lustfully at a person of the opposite sex regardless of his or her feelings and comforts.

3

### SEXUAL REMARKS, JOKES OR COMMENTS, INCLUDING THOSE RELATED TO A PERSON'S APPEARANCE;

Example: telling sexual jokes, or using sexually suggestive nicknames or insults, stereotypes or intimidation; commenting on or describing certain attributes of a person's physical appearance in a sexual manner; utter the use of the term endearment, *honey*, *babe*, *sweetheart*, without the consent of the person being addressed.

## **4 SHOWING PORNOGRAPHIC MATERIAL AND/OR SEXUAL DESIRES**

Example: discuss, send or share material either physically or offline that has sexual overtones; using a sexually oriented screen saver on someone's computer.

## **5 POKES AND/OR TOUCHES ON BODY PARTS**

Example: poking, touching, tapping, pinching, bumping, grabbing, intentionally parts of a person's body and causing discomfort; giving massages or unsolicited actions to a person's body part.

## **SEXUAL GESTURES**

Example: blowing kisses to the opposite sex and causing discomfort; play lips with sexually oriented shades; talking to a member of the opposite sex while making sexual gestures, such as unbuttoning a shirt.

## **OTHER FORMS OF SEXUAL COERCION, BOTH PHYSICAL AND NON-PHYSICAL, INCLUDING HARASSMENT THROUGH SOCIAL MEDIA, AND/OR ANY FORM OF COMMUNICATION MEDIA**

Example: rape; a boss takes advantage of his position by forcing his subordinates to engage in sexual relations; obstructing the road with sexually oriented bullying intent

# Relations & Impact of Sexual Harassment

## 1 Relationship Scope

Sexual Harassment can happen to everyone, both men and women, both individuals and groups. Acts of sexual harassment in the work environment can take place in work relationships between:

- A. superiors with subordinates**
- B. fellow employees, and/or**
- C. employees with stakeholders**

## 2 Impact

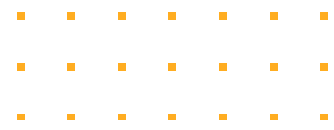
### A. For Victims

- avoiding workplace where sexual harassment occurs;
- feel ashamed, helpless and insecure;
- have psychological and mental disorders;
- not focus on work and experience a decrease in performance

### B. For Organizations

- Decreased achievement of the vision, mission, tasks and functions of the organization
- Decreasing the good name of the organization as a public service agency

# Prevention, Handling & Victim Rights



## Prevention



### Education



### Communication

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## Handling

Complaints/reports are submitted in writing through the Customs and Excise complaint application system

**<http://www.beacukai.go.id/pengaduan.html>**

or Ministry of Finance complaints

**<https://www.wise.kemenkeu.go.id>**

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## Victim's Rights

- Information on the entire handling, protection and recovery process;
- Support and/or legal assistance from units that have legal aid functions in the form of legal advice and consultation;
- Health services and medical care, both physical and mental, and/or;
- Other services in accordance with the special needs of the Victim based on considerations/recommendations from the party authorized to provide such considerations/recommendations.

# Protection, Recovery & Compliance of code of ethics and discipline

## Protection

Leaders/units provide protection to Victims, Witnesses, and other parties involved during the process of handling Sexual Harassment, including: **confidentiality of identity; excessive publicity; all forms of threats from other parties and; repeated sexual harassment of victims.**

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## Recovery

Victims receive recovery support, starting from the treatment process until after the treatment process ends, including: **physical and mental health services for recovery; provision of spiritual guidance for Victims; strengthening work environment support for Victims, based on considerations/recommendations from competent professionals.**



Can utilize infrastructure facilities in the form of **polyclinics and/or psychological consulting services that are already available at the Ministry of Finance.**

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## Compliance of the Code of Ethics and Discipline

Prevention, handling and coaching as a consequence of Sexual Harassment is carried out in accordance with the provisions governing the Code of Ethics and Code of Conduct for Employees and/or provisions governing Discipline Enforcement that apply within the Ministry of Finance.

**Criminal implications** can be directed to **Law Number 12 of 2022 concerning Crimes of Sexual Violence**

DIRECTORATE GENERAL OF CUSTOMS  
AND EXCISE OF INDONESIA

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