

WHO Regional Office for Europe — Safeguarding, Staff Health and Wellbeing Unit (SWS) – 2026 Implementation Plan



Ref	PRS Strategic Pillar (2026–2029)	Key Action / Commitment	Planned Activities	GPW14 Output	Responsible Officer	Timeline / Frequency	Indicator / Measure of Success	Status
1.1	Pillar 1 — Policies Aligned, Institutionalized, Contextualized & Operationalized	Provide practical PRS and safeguarding guidance to Country Offices and support them to apply minimum standards in daily work including events, induction, office planning and partner-related work.	Update and share a EURO safeguarding guidance package for WCOs, including PRS minimum standards, event wording, reporting pathway information, communication materials, and practical tools for local adaptation and day-to-day implementation. Support offices to include PRS requirements in country plans, office procedures, events, staff briefings and partner-related work. Ensure alignment with global PRS policies, accountability requirements and the EURO regional implementation approach.	8.1.1	Lead SWS	Ongoing / annual review	PRS minimum standards reflected in CO plans; current guidance pack issued. Supports Country KPI 1 (UNCT/HCT PRSEAH coordination, 75%).	Planned
2.1	Pillar 2 — Accountability and Transparency Consolidated	Strengthen practical accountability for PRS and safeguarding across WHO/Europe by clarifying roles, confirming focal points, and supporting consistent follow-up with WCOs, partners and relevant coordination mechanisms.	Finalize and disseminate the Safeguarding Focal Point ToR; follow up with WRs/Heads of Offices to confirm designated focal points and their responsibilities; maintain the regional SFP and UNPP access tracker; coordinate UNPP roles for colleagues supporting implementing partner PSEA assessment processes; provide induction and practical guidance to SFPs, including on their role in PRS, respectful workplace, risk assessment and IP PSEA follow-up, support WCOs	8.1.1	Lead SWS	Q1–Q4 2026	Regional KPI 2 (annual RD-to-DG management letter, 1 per year) and Regional KPI 3 (annual Regional PRS leadership session, ≥ 70% WR attendance). SFP network established and inducted.	In progress

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			with questions on partner accountability and safeguarding follow-up; contribute to Member State-facing PRS engagement and external briefings, as needed, prepare inputs for the annual RD management letter; and support preparation of the Regional PRS leadership session with WRs.					
3.1	Pillar 3 — Risk Management Enhanced	Support WCOs with annual PRS risk assessments, mitigation plans and implementing partner PSEA follow-up.	Share templates and guidance for PRS/safeguarding risk assessments; review and support WCO mitigation plans; help offices cost key mitigation actions; track completion across the Region; identify offices with active implementing partners; support IP registration in the UN Partner Portal; follow up on PSEA capacity assessments; and organize UNPP refresher sessions for relevant colleagues. Monitor progress and provide targeted follow-up to offices where completion is delayed or additional technical support is needed.	8.1.1	Lead SWS	Ongoing / annual	Regional KPI 1 (PRS risk assessments with costed mitigation, 100% of COs); Country KPIs 2–4 (risk assessment in workplans and budgets 100%; PRS costs in costed workplans 100%; IPs assessed against PRS minimum standards, +20% year-on-year).	In progress
4.1	Pillar 4 — Victim/Survivor-Centred Approaches	Make reporting channels and victim/survivor support pathways clear, visible and easier to use across the	Share and promote reporting-related materials, including roadmaps, posters, materials and guidance on	8.1.1	Lead SWS	Ongoing	Safe reporting channels maintained Region-wide; survivor-centred standards applied consistently in response.	In progress

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European Region

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		Region.	responding to reports of sexual misconduct. Support WCOs to make reporting channels visible to staff and partners, and help offices identify available victim/survivor support services, UN PSEA networks, GBV referral pathways and staff support mechanisms. Provide practical guidance to SFPs and managers on how to respond safely, confidentially and respectfully to disclosures.					
5.1	Pillar 5 — Evidence-Informed Decision-Making Strengthened	Track progress across EURO and use practical data to identify gaps, follow up with offices and report to management.	Maintain regional trackers for SFP coverage, UNPP access, IP registration, PSEA assessments, PRS risk assessments, mitigation plans, mandatory training and communication material roll-out. Prepare quarterly updates, identify offices requiring additional support, document challenges and good practices, and contribute to regional and global PRS reporting.	7.1.3	Lead SWS	Quarterly	Mandatory PRS training completion tracked and reported quarterly (operational measure); operational efficiency findings documented and reported.	In progress
6.1	Pillar 6 — Organizational Culture Change Accelerated	Increase awareness and prevention through practical communication, staff engagement and office-level activities.	Roll out the EURO safeguarding communication package, including posters, animations, roadmaps, intranet materials and staff-facing messages. Support offices to print and display materials, use them in staff meetings and inductions, and	8.1.1	Lead SWS	Q1–Q4 2026	Culture initiatives delivered to plan; speak-up campaign reach across the Region.	In progress

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 World Health Organization
European Region



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			organize awareness sessions on respectful workplace, sexual misconduct prevention, reporting and safeguarding responsibilities.						
6.2	Pillar 6 — Organizational Culture Change Accelerated	Strengthen psychological safety and team development across the Region	Coaching, leadership support and culture-strengthening activities that enhance psychological safety and facilitate team development.	8.1.1	SWS	Q1–Q4 2026	Teams supported through coaching; psychological safety reflected in culture measures.		In progress
6.3	Cross-cutting — Staff Health and Wellbeing	Oversee and support staff health, occupational safety and psychosocial wellbeing	Procure essential health and wellbeing supplies to support staff physical health and occupational safety across the Region (vaccines, medical consumables, subscriptions, related travel to support country offices).	8.1.5	SWS	Ongoing	Wellbeing and occupational safety support delivered to country offices.		Ongoing

Key Performance Indicators 2026 — Regional and Country Level (PRS Strategy 2026–2029)							
Targets as agreed across Regions. Baselines marked TBC (amber) are to be confirmed from 2025 data before submission; process KPIs introduced in 2026 are shown as 'New for 2026'.							
KPI	What it measures	Linked PRS Pillar	Baseline	Target	Data Source	Frequency	Responsible
Regional-level KPIs							
Regional KPI 1 — PRS risk assessments completed	Annual activity-based PRS risk assessments completed with costed mitigation plans	Pillar 3	1	100% of COs in the Region	PRS risk assessment records / corporate risk system	Annual	Kate Eversteyn (Regional PRS Coordinator)
Regional KPI 2 — RD management letter to DG	Annual management letter from the Regional Director to the Director-General submitted (Governing Bodies request)	Pillar 2	1	1 per Region per year	RD correspondence / Governing Bodies submission record	Annual	Regional Director, supported by SWS
Regional KPI 3 — Regional PRS leadership session	Annual Regional PRS leadership session convened by the RD with WRs, including application of trauma-informed approaches	Pillar 2	1 session per year	≥ 70% WR attendance in at least one session per year	Leadership session attendance records	Annual	Regional Director / SWS
Country-level KPIs							
Country KPI 1 — UNCT/HCT PRSEAH coordination	CO participates in UNCT/HCT PRSEAH coordination mechanisms (where they exist) with documented follow-up actions, including reporting mechanisms at country level	Pillar 1 & 2	TBC	75% compliance across meetings attended and follow-up actions implemented	UN PSEA/PRS Coordination Group records / CO reporting	Annual	WR/HoO; SFP; supported by SWS
Country KPI 2 — CO PRS risk assessment in plans	Annual activity-based PRS risk assessment completed with mitigation integrated into workplans and budgets	Pillar 3	1	100%	CO risk assessment records / workplans	Annual	WR/HoO; SFP
Country KPI 3 — PRS costs in costed workplans	PRS costs included in costed workplans and emergency appeals, linked to assessed risk levels	Pillar 3	100% of relevant Cos	100% of relevant COs	Costed workplans / emergency appeals review	Annual	WR/HoO; SFP
Country KPI 4 — Implementing partners assessed	Implementing partners assessed against PRS minimum standards, with corrective actions tracked	Pillar 3	TBC (current proportion assessed)	20% annual increase (year-on-year)	UN Partner Portal / IP due diligence records	Annual	WR/HoO; SFP; supported by SWS

Annex 1 — WHO European Regional Office Safeguarding Support

The following services are available on request and can be tailored and delivered online or in person, subject to context and capacity.

Safeguarding planning and guidance

- Safeguarding activities / project plan support and guidance.

Workplace culture

- In person — Creating a respectful workplace workshop, inclusive of prevention and response to sexual and abusive misconduct.
- Online — Annual refresher sessions on PRS policies, accountability framework, respectful workplace values, practical scenarios and available support services.
- Facilitated focus group sessions — a safe space for staff to share perspectives, raise questions or concerns, and explore areas that may feel unclear or challenging in relation to sexual or abusive misconduct and maintaining a respectful workplace. Separate groups for men and women where appropriate.
- Guidance and communication materials to support visibility of reporting channels, expected standards of conduct, available support services and staff rights to raise concerns safely.
- Support to develop or review the office wellbeing plan, including integrating safeguarding and respectful workplace considerations.

Risk and assurance

- Safeguarding risk assessment, mitigation planning support and guidance.
- Safeguarding risk workshop.
- Safeguarding spot check in offices or programmes.
- Advice on identifying, documenting and escalating safeguarding-related risks through appropriate risk management processes.

UNPP and implementing partners

- Implementing Partner PSEA assessment, training and monitoring support.
- Refresher sessions on UNPP implementing partner registration and the PSEA module.
- Documentation and guidance for working with implementing partners on the PSEA module.
- Guidance on partner follow-up through UNPP and the PSEA module.
- One-to-one support to work through the UNPP / PSEA module steps with offices that have non-governmental implementing partners.
- Advice on follow-up for capacity gaps, Capacity Strengthening Implementation Plans and partner-related safeguarding concerns.

UN PSEA Network and country-level action planning

- Support to review UN PSEA action plans with WCOs.
- Advice on reflecting WHO commitments in a realistic and achievable way.
- Examples of WHO inputs to UN PSEA action plans, where available.
- Support to avoid broad commitments that cannot be delivered within office capacity.
- Support for escalation of issues from the UN PSEA Network to the WR/HoO or Regional Office, where needed.

MoH and government engagement

- Briefing materials, talking points and entry-point checklists for engagement with Ministries of Health or other government counterparts.
- Support for context analysis (BCA / CCS, national laws, GBV platforms, health workforce issues, ethics and workplace safety).
- Advice or participation in discussions where the WR/HoO and technical teams agree engagement is appropriate.

- ☐ Practical country examples where entry points were identified through legal frameworks, GBV/GESI units, workplace integrity, ethics or patient safety.
- ☐ Briefing to WRs on engaging the Ministry of Health to strengthen policy and capacity on sexual harassment and discrimination in the health workforce, with the GBV team.