DEPARTMENT OF INFORMATION AND COMMUNICATIONS TECHNOLOGY

DICT Gender Equity & Social Inclusion (GESI) Policy 2023

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Foreword by Secretary

The Department of Information and Communications Technology (DICT) is excited to present the DICT GESI Policy 2023.

The DICT GESI Policy 2023 is a collaborative effort of DICT with various stakeholders including the Department of Personnel Management (DPM) and our development partner DFAT Australia through the Economic & Social Infrastructure Program (ESIP).

We acknowledge the Government of Papua New Guinea's commitment to creating an equal and inclusive environment for all, free from all forms of discrimination to enable citizens to participate meaningfully in the socio-economic development of this nation.

The DICT GESI Policy 2023, is a document that embraces the GESI Principles of **Respect**, **Equity** and **Diversity** in the work environment. As outlined in the National Public Service GESI Policy (2013), we aim to create an organizational culture that is fair and inclusive. It also outlines the strategic approach DICT is taking to institutionalize GESI considerations into the Departments daily operations, business processes and the internal systems in place.

So far, the mainstreaming of the GESI Policy was captured in 2020 by incorporating it in the DICT Corporate Plan 2020-2024, KRA 1. Some major highlights since then include the recruitment of a GESI Manager, GESI Officer and a restructure and recruitment drive that encouraged more female applicants with emphasis on gender equity and *Women in ICT*.

We are very committed and supportive of the Department of Personnel Management's initiatives to institutionalize the National Public Service GESI Policy in our department.

DICT firmly believes Gender Equity and Social Inclusion is everyone's business and under the leadership of Minister, Hon. Timothy Masiu, the DICT senior management and the staff, we are committed to ensure our department promotes gender equality and social inclusiveness for all.

With that, we endeavor DICT to be seen as a role model for other Departments, championing GESI principles right throughout the National Public Service and in our society.

Steven Matainaho
Secretary
Department of Information & Communications Technology

1. Introduction

In 2013, the Government of PNG (GoPNG) through the Department of Personnel Management (DPM) developed the National Public Service Gender Equality and Social Inclusion (GESI) Policy. The GESI policy provides guidance to the National Public Service agencies in addressing gender equity and social inclusion issues within their own workplaces.

This GESI Policy expands on the provision of the National Public Service GESI Policy and provides a guide for the Department of Information and Communications Technology (DICT) by ensuring that the internal GESI values and principles of *RESPECT, EQUITY AND DIVERSITY* are embedded into the department's core values, mission and mandate. These principles will be adopted into DICT's functions including long and short-term strategic plan and objectives.

Consistent with the National Public Service GESI Policy, this policy takes a twofold approach by focusing on strategic actions that directly address specific GESI challenges and barriers within the workplace and integrating GESI principles in the delivery of services to government agencies, businesses and communities.

2. Background

In August 2020, the GoPNG approved a name change of the Department of Communication and Information Technology (DCIT) to Department of Information and Communications Technology (DICT) through an NEC Decision. The Department's functions have now taken on a new dimension in accordance with the Government-approved Digital Transformation Policy, with a focus on transforming Papua New Guinea into a digital economy. Through the Public Service (Management) Act and the operationalization of the National Public Service GESI Policy, the government continues to develop a culture where public service officers and employees feel supported and confident in identifying and disclosing barriers that prevents gender equity and socially inclusive working environment. Since its establishment, the DICT is one of the agencies that has yet to develop an internal GESI Policy.

In response to the call to institutionalize and mainstream GESI into the department, DICT held advocacy events to mark United Nations sanctioned international days and in collaboration with the DPM, delivered GESI workshops. The two key workshops held were the GESI Policy Implementation Planning session (PIPS) for the DICT Senior Management Staff and GESI Sensitization and Mainstreaming Session for DICT Staff.

The workshops had proven to be valuable and informative and assisted DICT in identifying areas in which the department can mainstream GESI principles within its operations.

The drafting of the GESI Policy is one of the actions required in the Department's Corporate Plan KRA 1- Strategic Leadership and Coordination. This signals commitment from the executive level to embrace GESI principles within the workplace.

The Secretary and the management team are very supportive and have progressed work towards a GESI inclusive working environment. The following are some of the key achievements:

- Recruitment and appointment of GESI Manager and the establishment and operation of the GESI help desk.

- Created two new positions in the structure for GESI and social safeguards and included the GESI Manager on the recruitment panel.
- Have developed policies which are embracing GESI principles through open consultations with key stakeholders and partners.
- DICT has established a Case Management process to address GESI related issues and concerns in the workplace.
- DICT has a GESI Committee that was formed in February 2022 in accordance with the GESI Toolkit to provide guidance on GESI related matters.

3. Rational

The ICT space has been recognized as cross-cutting all sectors of the economy and has become a critical tool for service delivery and development yet faces a lot of barriers in relation to the advancement of women, girls, people with disabilities including the marginalized groups. By investing on the capacity of its workforce, and acknowledging the limitations and barriers that exist, DICT through the development of this policy, aims to strengthen and institutionalize GESI to create a working environment that is safe, equitable, respectful, collaborative and productive.

4. Scope

The GESI Policy will guide management and officers to embrace inclusivity and diversity in the workplace and mainstreamed into the development of key policies, legislation, regulations and plans for the combined benefit and prosperity of all citizens of Papua New Guinea. This policy will serve as an internal management tool for management and staff of the department in their operations and decision making and promotes DICT as a committed government agency in advancing gender equality and social inclusion in its everyday operations, programs and projects.

5. Policy Statement

To promote an inclusive and equitable ICT Sector through the development and implementation of key sector policies, plans and legislation as a proactive approach to progressing the GoPNG ICT reforms agenda.

6. Policy Objective

To be the lead government agency in the ICT Sector, committed to promoting an inclusive sphere for equitable treatment and opportunities of all persons regardless of race, ethnicity, religion, gender, disability, gender identity, age, or socio-economic background.

7. Alignment with GoPNG Policies and International Conventions

The policy contributes to Papua New Guinea's national vision of creating opportunities for advancement through economic growth, smart innovative ideas, quality service and ensuring a fair and equitable distribution of benefits in a safe and secure environment for all citizens. The GESI policy aligns with national development goals and policies and international commitments.

This is outlined in key policies and legislation as follows:

7.1 Preamble of the Constitution in the National Goals and Directive Principles

7.1.1 Goal 1: Integral human development
We declare our first goal to be for every person to be dynamically involved in the process of freeing himself or herself from every form of domination or oppression so that each man or woman will have the opportunity to develop as a whole person in relationship with others.

7.1.2 Goal 2: National sovereignty and self-reliance
We declare our third goal to be for Papua New Guinea to be politically and economically independent, and our economy basically self-reliant

7.1.3 Section 55 of the Constitution of Papua New Guinea
Calls for equality of citizens in all areas of social, economic and political development irrespective of race, tribe, place of origin, political opinion, color, creed, religion or sex.

7.2 Key Government's plans and policies: the Medium-Term Development Plan III, National Policy for Women and Gender Equality 2011-2015, National Public Service Gender Equity and Social Inclusion Policy 2013; National Disability Policy 2015-2025 and the Papua New Guinea National Strategy to prevent and Respond to Gender Based Violence 2016-2025 and informed by Vision 2050, which strive to rank PNG in the top 50 countries in the United Nations HDI by 2050.

7.3 PNG ratified the Convention on the Elimination of All Forms of Discrimination Against Women (CEDAW) in 1995. CEDAW calls upon countries to include actions to promote the protection of women against all forms of violence and the global focus is on equitable access for women and girls' access to ICT. The 2023 theme for the 67TH session of the Commission on the Status of Women is "Innovation and technological change, and education in the digital age for achieving gender equality and the empowerment of rural women and girls".

7.4 Sustainable Development Goals 2015-2030 (SDG) as agreed by 193 member states. SDG goal 5 calls for gender equality and empower all women and girls and SDG goal 9 is about building resilient infrastructure and promoting inclusive and sustainable development and fostering innovation.

7.5 PNG Ratified the UN Convention on the Rights of People with Disabilities (UNCRPD) in 2013 which commits PNG to pursue the conventions objective's on protecting the rights of people with disabilities and enabling access to services. The emphasis is on changing attitudes and approaches to people with disabilities, from being viewed as objects of charity and social protection towards viewing as capable of claiming those rights and making decisions based on their free and informed consent and being active members of society.

8. GESI context
The sector outlines challenges and the expectations of Papua New Guinea's overall ranking based on UN Human Development Index and other Gender based index.

8.1 Gender Equality

Gender inequality presents a major impediment to development in Papua New Guinea (PNG) with significant implications for women, girls, people with disabilities and other socially excluded groups. The United Nation's Human Development Index (HDI) was 0.558 points in 2021, leaving PNG in 157th place, while the 2021 Gender Gap Index ranked PNG at 135 out of 156 countries. Women's access to economic development and ICT lags that of men. Generally, traditional gender roles and responsibilities are closely observed with clear delineations between women and men's roles. Although there is great cultural diversity across the country, men are generally the key decision makers in all spheres of life.

According to PNG Demographic Health Survey report 2016 to 2018, two out of three women in PNG has experienced violence in her lifetime. In PNG and globally, Intimate Partner Violence (IPV) is the most common form of gender-based violence and it is being exacerbated by the impact of the pandemic. Sixty three percent of women in PNG experience IPV, the most common being physical, followed by emotional and sexual violence.

8.2 Disability and Social Inclusion

According to World Health Organization (WHO) global estimates, people with disabilities make up about fifteen percent of any given population. There has been no prevalence study on disability to date but the WHO global estimate of fifteen percent of the population is generally accepted with only an estimated two percent receiving services. People with disabilities have limited opportunity to contribute to decision-making and poor access to services and rely heavily on the strong kinship system of social support as their safety net due to lack of education and employment opportunities.

Society needs to work together to be able to address the overarching challenge where many people with disabilities face, and that is the need to break down barriers to improve participation. Inclusive society is defined as a society for all, in which every individual has an active role to play and is based on fundamental values of equity, equality, social justice, and human rights and freedoms, as well as on the principles of tolerance and embracing diversity.

It is about creating conditions for equal opportunities for all. Social inclusion requires that all individuals be able to 'secure a job; access services; connect with family, friends, work, personal interests, and local community; deal with personal crisis; and have their voices heard. It is about making sure that no one is left out.

8.3 DICT workplace expectations

Workplace expectations are expected behaviours and responsibilities of individuals in the work environment based on commitment to dignity and respect.

In line with the General Orders, these specific areas have been outlined to guide the everyday conduct of staff for DICT.

8.3.1   Right to Equal Treatment: No person will be unfairly discriminated against, either directly or indirectly in regard to GESI.

8.3.2   Respect for others: Management and staff must respect the rights of each other including different views and opinions

8.3.3. Institutional Responsibility: Management will take responsibility for ensuring that the institution integrates GESI strategies into its core functions,

8.3.4. Personal Responsibility: The Management and Staff are responsible for their personal behaviour and choices and for treating others equitably.

8.3.5. Holistic Approach: The Department will foster a holistic approach to GESI that promotes an environment of trust, respect for human rights, promotes personal spirituality, and the principles of participation and greater involvement for all

8.3.6. Care and Support: While the prevention of any form of discrimination will be a priority, the Department will offer care and support to any staff member who have experienced some form of GESI discrimination. This may be in the form of counselling or through formal grievance processes as outlined in the General Order, GESI Toolkit and ways of working section of this document.

8.3.7. Collaboration with Other Organizations: The Department will cooperate and partner with other Government Agencies, NGOs, Churches and other organizations in research, counselling, and education programs in response to GESI issues as and when the need arise.

9. Institutionalizing GESI In DICT

These are some strategies in which the department can embrace to implement the principles outlined in this Policy.

9.1 Alignment with the Corporate Plan Key Result Areas

Corporate Plan KRA	Approach to GESI mainstreaming
1. **Strategic leadership and Coordination**	• DICT Management appointing more women at SMT level • Creation of GESI desk
2. **Institutional Strengthening of the Department of Information and Communication Technology**	• Ensure that all plans, programs and initiatives are embracing the GESI principles.
3. **Policy and legal Enablers for ICT Development**	• Development of key policies, legislations and regulations are embracing the GESI principles with input from relevant GESI lenses within DICT or from key partners
4. **Digitalisation of the Public Service**	• Working closely with DPM and taking a whole of government approach to the digitization agenda.
5. **Collaborative Partnership for the Digital Economy**	• Ensure relevant stakeholders are consulted and are key partners working closely with the DICT for a more inclusive approach.

6. **Enhancing Digital Skills for the Digital Economy**	• Train and upskill a balanced ration of male and female staff to take on roles to move the digital reform agenda forward.
7. **Engagement and Dissemination of Government Development Information**	• All information for dissemination must be vetted with a GESI lens before dissemination.
8. **Modernisation and Digital Infrastructure and shared Platforms**	• Make decision on and embrace appropriate technology which will enable a more inclusive digital experience.
9. **Standards and Performance**	• The standards and performance indicators to have indicators which can measure equality and participation and inclusive of people with special needs.
10. **Promotion and Safety of Digital Economy**	• Collaborate with NICTA and relevant agencies to have more inclusive information on the economy available for everyone to use
11. **Budgets, Prudent Financial Management and Information Technology**	• Allocate appropriate funding support for GESI related activities and initiatives
12. **Human Resource Management**	▪ Maintain the merit based GoPNG process in HR recruitment and promotion process.

9.2 Organisational Culture

DICT's commits to maintaining a GESI responsive organisational culture and work environment by:

▪ Sharing GESI commitments and providing orientation to all staff on GESI policy and related strategy.
▪ Developing knowledge on GESI of all levels of staff and building capacity of the stakeholders and partners to understand and implement GESI interventions.
▪ Incorporating GESI criteria and requirements in monitoring, evaluation and reporting systems.
▪ Ensuring GESI balanced staffing as well as incorporating GESI criteria and requirements in job descriptions and performance systems.
▪ Demonstrating leadership in organizational capacities by each and every team member to behave in a mutually respectful and cooperative way to advance GESI as an agenda of human rights and dignity.
▪ Maintaining GESI friendly working environment by promoting a GESI sensitive workplace culture.

9.3 Workplace Culture

A positive workplace is characterized by mutual respect that supports employee, clients and management engagement. It also creates a high-performance culture that encourages innovation and creativity. DICT will promote a workplace culture that embraces GESI principles and values to:

- Enhance a culture of inclusion in which individual differences across intersecting identities such as age, gender identity, people with disabilities, gender, class, race, ethnicity, marital status, single parent, etc. are valued and heard.
- Create a safe space to encourage reflection, discuss issues, voice concerns, seek help, suggest ideas and provide constructive feedback to tackle power dynamics and hierarchy.
- Represent a commitment to social justice and gender equality through advocacy and communications activities.
- Attract and hire a diverse workforce committed to gender equality and review the recruitment policy annually with a gender diversity and social inclusion perspective.
- Encourage new ideas and diverse perspectives to continually improve both internal processes and the services that DICT deliver.
- Equip staff to access training development and progression opportunities in the usage of positive language and images, and avoiding stereotypes.

9.4 Advancement of woman and underrepresented employees in the workforce

- Promote gender equality as a universal human right and ensure women leaders and underrepresented groups are recognised, supported and promoted at DICT.
- Strengthen the HR processes to ensure bias free recruitment, remuneration, promotion, and succession planning policy through well-defined, communicated, and transparent processes and systems.
- Promote diversity among the staff by removing structural barriers to the success of women and underrepresented groups.
- Facilitate an enabling environment and adequate support for pregnant or parenting staff irrespective of age, gender, marital status or position.
- Strengthen gender balance and diversity by reviewing policies, processes and systems through a GESI perspective to develop an equitable workplace

9.5 Strengthening a safe and secure office environment

- Sustain and maintain an office environment where all feel safe and secure.
- Establish a rigorous process for staff to raise concerns and report discrimination or retaliation in a timely confidential manner.
- Commit adequate funding to meet DICT's gender commitments (specifically addressing measures for "do no harm / gender-based violence prevention measures, prevention of sexual exploitation and abuse, and the GESI policy).

9.6 DICT will promote project structures and procedures to ensure that:

- All projects development processes are incorporating GESI awareness and GESI analysis at every stage of programme cycle management.
- All projects allocate adequate financial and human resources to implement GESI specific interventions.
- All projects will maintain GESI disaggregated data and indicators of the target groups based on social economic and geographical diversity.
- All projects monitor and document GESI lessons as well as disseminate to promote GESI learning for knowledge management.

9.7 Complement other existing policies

▪ This strategies in this policy reinforces other complementing policies on child protection, sexual harassment, and discrimination.

10.   Accountability in the Workplace

The Secretary for the DICT is responsible for the institutionalizing and mainstreaming of the GESI guiding principles as aligned to the Public Service GESI whole of government framework. The DICT GESI desk will be responsible for the oversight and implementation of this policy and works in close collaboration with all divisions within the department.

11.   Dispute Resolution

DICT acknowledge the need to be more responsive to issues and challenges that arise in the workplace which can affect staff morale and general output of staff. As such this policy also outlines a simple process to resolving such issues. This process is and must be compliant with the relevant General Orders (GO) and the Public Service Management Act.

- All DICT staff are eligible to make a complaint or raise and issue if their well-being, peace and security is being threatened or feels insecure in the workplace.

- The GESI Help Desk and the GESI team will be on hand to listen to GESI related issues and facilitate to resolve if falls within GESI space. The DICT Human Resource (HR) division will also work closely with GESI team as some matters may be more HR related and provides appropriate advice where applicable.

- The officers can write email, or write to the GESI help desk on matters that require attention. If it is for management to consider then it becomes a matter for raising at appropriate management meetings. It is against fellow officers then appropriate administrative processes will apply.

- All complaints will be investigated thoroughly, as this process is not for officers to work against each other but to improve on a issue that may be affecting the working environment internally with DICT. All matters raised should be resolved within a month of being raised.

- Should a matter be more serious in nature, this will then be the prerogative on the Secretary and the HR team to elevate through appropriate channels. The GESI Policy is a guide for a workplace inclusive environment and does not take on the responsibility of the relevant authorities nor try to duplicate on established legislation, regulations and polices in place.

- All aggrieved officers will be consulted to ensure the issue has been resolved and are happy with the outcome, before the matter is closed and filed.

12.   Disciplinary Process

DICT employee are accountable for their actions and breach of the Policy will have consequences. The DPM/GoPNG process are applicable here.

13.   Implementation

This Policy commences on the date of its launch and remains active as a management tool and aligns with DICT Corporate Plan term. The DICT will allocate appropriate budget, resources and support to ensuring a successful implementation of this policy.

14.   Monitoring & Evaluation

The GESI policy will be monitored on a quarterly basis and annually through the identified key performance indicators which will be incorporated into the performance management system within DICT. The GESI monitoring will also contribute to the achievement KPIs of the Secretary's Heads of Agency requirements.

Some Key Performance Indicators (KPIs) in summary include:

- ▪ **Employment**: Providing opportunity and accessibility of employment for those living with disabilities, diverse or disadvantaged groups.

- ▪ **Women in Decision Making**: An increased number of women are represented in decision making roles.

- ▪ **Gender Based Violence**: Improved performance and level of health and well-being in the workplace for men and women.

- ▪ **Education & Training**: Management and staff have a better understanding and demonstrate an adherence in the workplace to GESI values and principles.

- ▪ **Health & Well-being**: Improved levels of health and well-being for all staff of DICT

- ▪ **HIV/AIDS:** All officers and staff understand the causes, cures and preventative methods of contracting HIV/AIDS and do not discriminate against individuals who are HIV positive.

- ▪ **Economic Empowerment:** Equal access and employment conditions for all individuals regardless of gender, disability or disadvantage.

15.   Review

The Policy will be reviewed in line with the Department's Corporate Plan or where necessary as directed by the Secretary as head of the Department.

Definition of terms

These definitions of terms are adopted from the National Public Service GESI Policy (2013).

Term	Definition
Affirmative Action	Affirmative action aims to identify and remove any barriers which may be stopping women or other marginalized groups of people from enjoying the full range of opportunities in life. It results in taking action to minimize unfair and discriminatory work practices and to promote equality and equity in all aspects of employment and other services.
Bias or Gender Bias	Bias or gender bias is a stated position; an assumption or situation which shows a preferred view or treatment of one sex over the other.
Cross-Cutting Issues	consideration in all policies, processes and practices; usually with a goal to address the needs of a particular marginalized group in society. Cross-cutting issues may include HIV/AIDS, gender, disability, child protection & environment and other marginalized groups.
Culture	Culture is a complex set of learned and share experiences which embrace the beliefs, values, ideas, customs, languages, and laws of a group of people.
Disability	Disability refers to people with special needs who require special attention, care and support in their families, communities and workplace. And encouragement to determine the full potential in life and refers to the needs created by the interaction between a person with impairment and the environmental and attitudinal barriers he/she may face.
Discrimination	Discrimination is when decisions are made based on a person's social attributes such as gender, race or ethnic origin, religion, association, physical characteristics and/or other differentiation.
Direct discrimination	Direct discrimination happens when a person is treated less favourably than another person in same or similar circumstances on a ground of a particular attribute, such as their age, gender, disability, race, region, religion, culture, social status or other grounds.
Indirect discrimination	Indirect discrimination happens when there is a policy or rule or a way of doing things that might appear on the surface to be fair or neutral, but which has an unequal effect on certain

	groups of people with a particular attribute and the policy or rule is unreasonable. Indirect discrimination is unlawful regardless of whether the person discriminating intended to discriminate or is unaware that they are doing so.
Equal employment opportunity	Equal employment opportunity (EEO) means that employees are given an equal opportunity in accessing jobs, training, promotion, work conditions and other career development opportunities.
Equity	Equity is a process of being fair. It means steps being taken to achieve fairness and justice in the distribution of benefits and responsibilities. It often requires programs and policies to end existing inequalities. Equity leads to equality.
Equality	Equality means that all people enjoy the same status. All people have equal conditions for realizing their full human rights and potential to contribute to national, political, economic, social and cultural development and to benefit from the results.
Gender	Gender describes the different roles and responsibilities of women and men – what males and females do, what they are responsible for, how they are expected to behave, what they are allowed to do, and what is seen as normal and proper behaviour. Gender roles responsibilities vary according to cultural, religious, historical and economic factors.
Sex	Sex describes the biological differences between men and women. Females and males are born with different reproductive organs - only women have the capacity to give birth and breastfeed whilst only men have the capacity to impregnate women (make women pregnant).
Gender awareness	Gender awareness is the recognition of the differences in the interests, needs and roles of women and men in society and how they result in differences in power, status and privilege. It also means the ability to identify problems arising from gender inequity and discrimination.
Gender equality	Gender equality means that men and women have equal value, rights and opportunities to participate in every aspect of employment and life.
Gender equity	Gender equity is the process of being fair to disadvantaged men or women through specific interventions and actions such as balancing past or current differences that have had

Gender inequality	a negative impact on a woman or man's ability to participate fully and equally in employment and other opportunities. Gender inequality means that a man or a woman does not have equal values, rights or opportunities.
Gender mainstreaming	Gender mainstreaming is the process of ensuring that all women and men have equal access and control over resources, decision making and benefits at all stages of organisational processes, practices and policies. The United Nations Economic and Social Council Agreed Conclusion 1997/2 defines gender mainstreaming as "…the process of assessing the implications for women and men of any planned action, including legislation, policies or programs, in all areas and at all levels. It is a strategy for making women's as well as men's concerns and experiences an integral dimension of the design, implication, monitoring and evaluation of policies and programs in all political, economic and social spheres so that women and men benefit equally and inequality is not perpetuated. This ultimate goal is to achieve gender equality." Gender mainstreaming seeks to produce transformatory process and practices that will concern, engage and benefit women and men equally by systematically integrating explicit attention to issues of gender into all aspects of the organisation's work (Morrison - Gender and Development 2010).
Harassment	Harassment refers to unwanted or uninvited behaviour that is offensive, intimidating and humiliating. Common forms of harassment that have been identified are sexual, religious, bullying, physical disability, physical attack, threat etc.
Health	The World Health Organisation (WHO) defines health as a state of complete physical, mental and social well-being and not merely the absence of disease, injury or infirmity.
HIV/Aids	HIV stands for Human Immunodeficiency Virus. It is the virus that causes AIDS. AIDS stands for Acquired Immunodeficiency Syndrome. It is the condition caused by the HIV virus which weakens the body's immune system. This makes the person more susceptible to other infections which may eventually lead to death. A person who becomes infected with HIV may not

	show any signs of illness for many years (7-10 years is the average).
Kirapim Wok GESI	"Kirapim Wok GESI" is a gender equity and social inclusion initiative developed by the Department of Personnel Management in conjunction with AusAID's Economic & Public Sector Program (EPSP). This initiative provides a call to action for all Public Service officers, employees and agencies to work together and embrace GESI principles and values throughout National Public Service (NPS) workplaces and in the delivery of NPS services.
Sensitivity	Sensitivity means to have consideration, concern and care about another person and treat them with kindness.
Sexual harassment	Sexual harassment is when an individual makes an unwelcome sexual advance, an unwelcome request for sexual favors, or engages in other unwelcome sexual conduct in relation to another person; in circumstances in which a reasonable person, having regard to all the circumstances, would have anticipated that the other person would be offended, humiliated or intimidated.
Social exclusion	Social exclusion may be imposed by law, result from economic circumstances or from failure to supply social goods or services. Groups that are socially excluded include the unemployed, ethnic minorities, homeless, elderly, people with disabilities. These groups experience worse health outcomes than the general population.
Social inclusion	Social inclusion describes a process whereby certain groups in society are systematically excluded from opportunities that are open to others. Groups can be discriminated against on the basis of their sex, age, caste, clan, descent, disability, ethnic background, HIV or other health status, migrant status, religion, sexual orientation, social status, where they live or other social identity. Social inclusion means ensuring that socially excluded people have equal conditions for realizing their full human rights and potential to contribute to national, political, economic, social and cultural development and to benefit from the results.
Social norms	Social norms are rules of conduct or models of behaviors expected by a society or social group. These are rooted in customs, traditions and value systems that gradually develop in a society or social group. It is important to understand that

	social norms, whilst generally accepted, may not always exhibit ethical or fair treatment of others.
Threats	A threat refers to a statement or behavior that causes a person to believe they are in danger of being physically attacked and/or intimidated.
Victimization	In this policy, victimization refers to an officer or a staff member who has been affected because he or she has formally made an allegation or complaint in relation to discrimination, harassment or unacceptable workplace behavior.
Gender based violence	Gender based violence means violence committed against women because of their gender. It also refers to forms of violence particular to women such as rape, other sexual assault and sorcery-related violence against women and girls.
Violence against women	Violence against women is any act of gender based violence that results in, or is likely to result in, physical, sexual or psychological harm or suffering to women, including threats of such acts, coercion or arbitrary deprivation of liberty, whether occurring in public or in private.
Wellbeing	Well-being is a state of being comfortable, healthy or happy and ties in closely with the World Health Organisation (WHO) definition of health as "a state of complete physical, mental and social well-being and not merely the absence of disease, injury or infirmity". The term 'health' involves subjective and objective elements, environmental and government policy components, as well as individual and cultural elements that all affect the health of our populations. "Health has to do with bodily, mental and social quality of life of people as determined in particular by psychological, societal, cultural and policy dimensions". So, if our experience of 'health' is related to our state of 'well-being', what exactly is 'well-being' and how is it achieved? The term 'well-being' encompasses much more of the human experience and describes our ability to respond to or take control over everyday challenges and changes.
Workplace bullying	Workplace bullying refers to any unreasonable and oppressive behaviour directed at an officer or staff member that may create a risk to the physical and psychological well-being.

Workplace violence	Workplace violence refers to any incident where an officer or staff member is physically attacked or threatened in the workplace.
Disadvantage Group	Groups of persons that experience a higher risk of poverty, social exclusion, discrimination and violence than the general population, including, but not limited to, ethnic minorities, migrants, people with disabilities, isolated elderly people and children.

Documents consulted

- National Public Service GESI Policy (2013)
- Constitution of the Independent State of Papua New Guinea
- DICT (draft) Corporate Plan 2023-2027
- DICT SNM Report, 26 May,2022
- Policy Review-expectations and policy outcome
- WHO World report on Disability 2016
- PNG National Policy on Disability 2015-2016
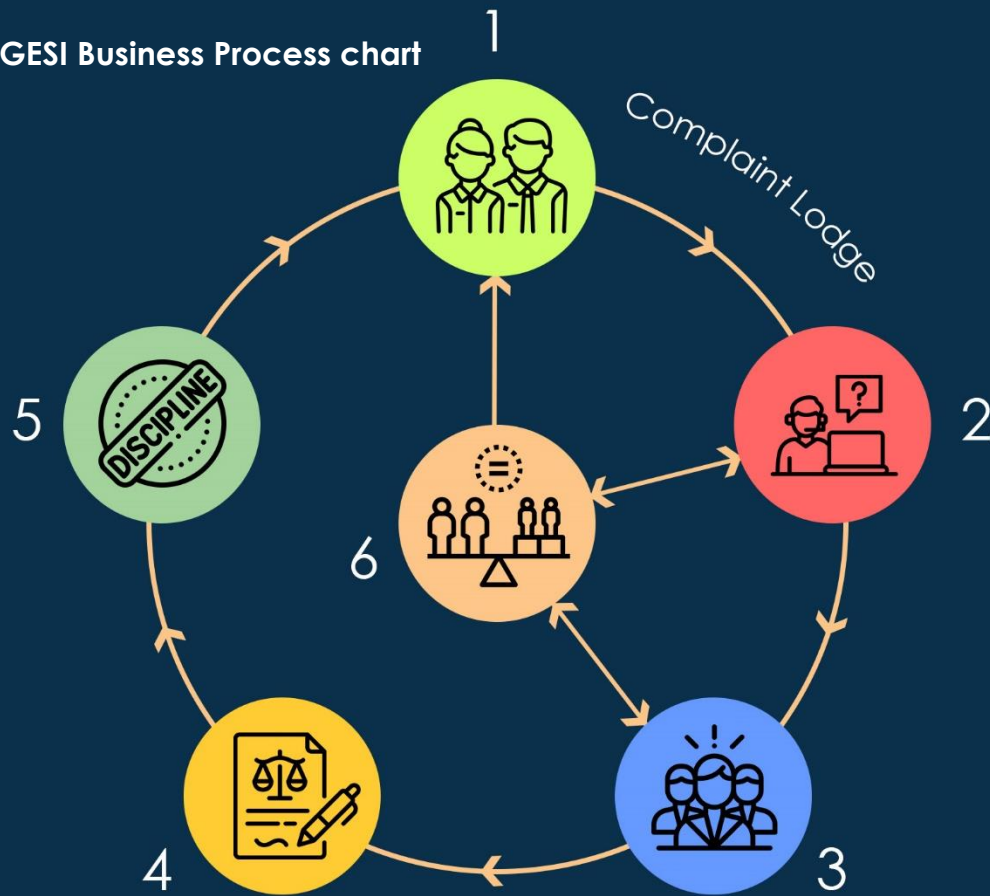- PNG National Policy on Disability 2015-2025
- UNESCO report, 1995

Websites

- https://indico.un.org/event/1002946/
- https://www.undp.org/sustainable-development-goals
- https://www.un.org/development/desa/disabilities/convention-on-the-rights-of-persons-with-disabilities
- https://countryeconomy.com/countries/papua-new-guinea
- https://asiapacific.unwomen.org/en/countries/png
- https://www.nso.gov.pg/census-surveys/demographic-and-health-survey/
- Human Rights Website 2014

Annexes

Annex 1: Structure-DICT Executive Services

Organizational chart:

- Secretary Ex. 5
  - PSICT Steering Committee
    - Executive Officer Grade 15
    - Digital Transformation Officers (All Public Bodies)
  - PSCIT Audit
    - Executive Officer Grade 15
    - Driver
    - Executive Assistant
    - Principle Internal Auditor Grade 18
      - Manager Ingternal Auditing Grade 16
        - Senior ICT Auditor Grade 14
          - Senior Risk and Compliance Grade 14
      - Manager GESI Grade 16
        - Senior GESI Officer Grade 14
          - Social Safeguard Officer Grade 14
  - Public Service Audit Committee
    - All Public Bodies

STAFF	TOTAL
Secretary	1
Principal	1
Manager	2
Officers	8
TOTAL	12

Annex 2. DICT GESI Business Process chart

Complaint Lodge

1

2

3

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6

EMPLOYEES
- Harassment
- Abuse
- Discrimination
- Grievance

1

HR AND LEGAL
- Investigate
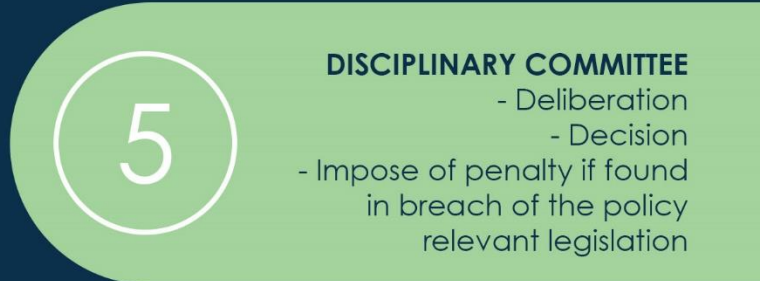- Substantiate
- Advise
- Recommend

4

GESI DESK
- Compile
- Analyze
- Verification
- Recommend

2

DISCIPLINARY COMMITTEE
- Deliberation
- Decision
- Impose of penalty if found
in breach of the policy
relevant legislation

5

SENIOR MANAGEMENT TEAM
- Review
- Decision
- Recommend

3

GESI
- Counseling
- Mediation
- Dispute Resolution

6

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