

United Nations Organization Stabilization Mission in the Congo

MONUSCO

Mission de l'Organisation des Nations Unies pour la stabilisation
en République démocratique du Congo



POC HANDBOOK

**Practical Protection of Civilians Handbook
for Peacekeepers**

MONUSCO Protection Working Group – June 2013

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In all circumstances you shall:

1. Always intervene and, when necessary, engage with force against armed elements threatening civilians as authorized by MONUSCO Rules of Engagement (ROEs).
In doing so, ensure all measures are taken to prevent negative consequences on civilians.
2. Always provide objective information on the security situation and potential threats to the civilian population. This should also include refugees and IDPs in assembly points.
3. Always ensure that you have up-dated Community Protection Plans as they are the cornerstones of the Protection of Civilians by COBs/TOBs on the ground.
4. Always liaise regularly with CAS and other relevant MONUSCO sections to develop community protection plans, and other coordinated responses to protection threats, including patrols.
5. Consider joint patrols with PNC and the FARDC, always in a manner that will not expose civilians to further risks (joint-patrols are not always recommended).
6. Always exchange with the civilian population, and authorities when possible, on the threats they are facing in a way that does not put them at further risk (Do no harm). Community Liaison Assistants (CLAs) based in COBs/TOBs will facilitate this interaction With communities, including during patrols.
7. Always make sure that measures communities may have in place to protect themselves, are not undermined by your actions to protect them (Do no harm).
8. When communicating with civilians, always try to meet with small groups (i.e. men, women, elderly people, and adolescents) and ask about cases of unaccompanied minors or separated children. If unaccompanied minors are reported, alert MONUSCO Child Protection Section and HoO. CLAs can facilitate these meetings and guide communications with civilians.
9. Always go through CAS and/or OCHA to inform relevant aid organizations to provide emergency assistance as necessary.
10. Always ensure patrols in areas of firewood/water/food collection/farms, and markets at times agreed upon with the population, insofar as possible. CLAs might liaise with the population and local organizations to fill the gaps in communication and planning of the patrols.
11. Always conduct foot patrols where possible.
12. Always ensure CLA's support for communication with local population (translation, including urgent phone calls).
13. Upon deployment, familiarize yourself with the contacts of the internal MONUSCO protection actors in or closer to your base (JHRO, CLAs etc).
14. Never ignore protection needs during night time.
15. Always consult with UNHCR, the refugee lead Agency on refugee protection, and ensure that refugees are adequately protected as civilians.

Guidelines Planning for Protection (Senior Military Leaders)

Protection of Civilians In Practice	
	<p>What we should <i>always</i> do</p> 
First deployment, Planning phase	<p>For the Protection of Civilians, UN Peacekeepers are required to have close interaction with civilian sections, together with the Community Liaison Assistants (CLAs), to:</p> <ul style="list-style-type: none"> - Coordinate with HoO and MONUSCO sections for briefing on the local context and customs and interact with local authorities, civil society and the civilian population, and humanitarian organisations. In particular, liaise with CLAs, who are national Civil Affairs Staff members embedded in COBs/TOBs. - Acquire knowledge of available referral and social services in area of deployment (Health Centers, Hospitals, Police etc...). - Liaise with CAS and other relevant MONUSCO sections to develop or update Community Protection Plans, and other coordinated responses to protection threats, including patrols.
	<p>Assign a focal point to coordinate with MONUSCO Civil Affairs Section (CAS) and to ensure interaction with local population, FARDC, PNC, armed groups, etc.</p>
	<p>Ensure sure that translators (including female translators) are available 24/7.</p>
	<p>Treat all civilians with respect and dignity. Act according to International Human Rights Instruments, International Humanitarian Law, Refugee Law and the Guiding Principles for IDPs. Act according to the UN Code of Conduct and report on any alleged violation (see also annex on PSEA). Act according to the outlined tasks on PoC, as mandated in existing Security Council resolutions.</p>
Joint Protection Teams (JPT)	<p>Teams comprising of MONUSCO civil components can deploy to support MONUSCO's capacity to protect civilians by:</p> <ul style="list-style-type: none"> - Working with military commanders in order to address protection needs, including protection against sexual violence, and child recruitment; - Assessing security threats to civilians and assisting in developing local community Protection Plans, contingency plans, early warning and coordination mechanisms with local communities/authorities; - Promoting respect for International Humanitarian and Human Rights Law by all parties; - Setting up networks to increase communication with local organizations and local people; - Offering protection advice to reduce exposure to security threats; - Analyzing political and social dynamics for protection planning purposes; - Anticipating protection needs and ensuring appropriate measures are taken, within the capacities of both civil and military components of MONUSCO.

Guidelines

Collective Protection of Civilians (Junior Military Leaders)



1. You are faced with violence targeting or affecting civilians, including lootings

What to do:



- ✓ Intervene and, when necessary, engage with force against armed elements threatening civilians as authorized in MONUSCO Rules of Engagement (ROEs). In doing so, ensure all measures are taken to prevent negative consequences against civilians.
- ✓ Always provide objective information on the security situation and potential threats to the civilian population.
- ✓ Exchange with the civilian population, and authorities when possible, on the threats they are facing in a way that does not put them at further risk.
- ✓ Through CLAs, consult with the community and with international organisations present what their impression is of the situation.
- ✓ Through CAS and/or OCHA, inform the relevant organizations to provide emergency assistance as necessary.



2. You are faced with civilians who are fleeing

What to do:



- ✓ Secure the safety of the population in flight. Secure the route or position yourself between the armed elements and the civilian population, and inform the population on measures taken.
- ✓ All armed elements present among the population on the move must be identified, disarmed and separated / neutralised by relevant authorities fully respecting DDR/RR SOPs.
- ✓ Stop the advance of armed groups if required to protect civilians.



3. Civilians gather around your base

What to do:



Ensure the Protection of Civilians according to the COB Community Protection Plan, which shall at least require to:

- ✓ Establish security arrangements in and around the site.
- ✓ Stop the advance of armed groups to the extent that it does not undermine the protection of the civilians who are gathered around your base.
- ✓ Ensure that armed groups do not come into camps or IDP/refugee sites and do not pressure civilians to stay or to leave.
- ✓ Disarm and separate Combatants from civilians, in a manner that does not put civilians at further risk.
- ✓ Ensure patrols in areas of firewood/water/food collection at times agreed upon with the population, insofar as possible and inform populations.
- ✓ Inform HQ and CAS, and request assistance for the identification of protection needs and assistance, including special needs of women, people living with disability and elderly peoples.
- ✓ Identify alternative safe areas, in coordination with relevant authorities and in consultation with MONUSCO CAS and other relevant Agencies. Access to these areas should also be safe.
- ✓ Consider joint patrols with PNC, in a manner that does not expose civilians to further risks.

Guidelines

Collective Protection of Civilians (Junior Military Leaders)

❌ What not to do:



- ✗ Don't force civilians to leave the base perimeter or force them to stay.
- ✗ Don't allow political meetings in the vicinity of the COB/TOB without prior consultation / approval of HoO.
- ✗ Don't provide direct assistance to civilians/IDPs, except medical assistance to individuals requiring urgent medical attention.
- ✗ Don't conduct patrols inside IDP sites except when the police are absent or ineffective in face of an imminent threat to the population.
- ✗ Don't ignore civilian communications in a language, which you don't understand.



4. You have to secure IDP/refugee sites, camps and other settlements

✅ What to do:



- With the support of JPTs - CPS, JHRO, SVU, CAS and other relevant sections – and CLAs:
- ✓ Coordinate with IDP/refugee representatives, Police (PNC, FARDC MP, UNPOL), as well as UNHCR to establish security arrangements in and around the sites.
 - ✓ Establish an emergency communication system with IDP representatives and relevant actors.
 - ✓ Assess main physical security threats with IDP representatives (including women, minors and elders).
 - ✓ Provide area security patrols - outside the sites - but intervene inside IDP/refugee sites when civilians are under imminent threat and in the absence of an effective police presence.
 - ✓ Ensure that armed elements are separated from civilians and that they are not present in or in the vicinity of IDP/refugee sites, and neither in public sites such as schools, churches, etc.
 - ✓ Identify safe areas for displaced persons. Civilians must be consulted and be able to make an informed choice before any steps are taken, as well as the authorities.
 - ✓ Liaise regularly with CAS and other sections to develop community protection plans and responses to protection threats, including patrols. Joint-patrols with FARDC are not always recommended.
 - ✓ Always ensure CLA's support for communication with local population (translation, incl. urgent phone calls)
 - ✓ Ensure patrols in areas of firewood/water/food collection /farms, and markets at times agreed upon with the population, insofar as possible, and inform population accordingly.

❌ What not to do:



- ✗ Don't force civilians to leave the area or force them to stay.
- ✗ Don't provide direct assistance to civilians, except medical assistance to individuals requiring urgent medical attention.
- ✗ Don't conduct patrols inside IDP/refugee sites except when the police are absent or ineffective in the face of an imminent threat to the population.
- ✗ Don't ignore civilian communications in a language, which you don't understand.
- ✗ Don't ignore protection needs during night time.
- ✗ Don't allow political meetings in the vicinity without prior consultation / approval of HoO.

Guidelines

Collective Protection of Civilians (Junior Military Leaders)



5. You have to secure civilians close to conflict zones

✓ What to do:



With the support of JPTs - CPS, JHRO, SVU, CAS and other relevant sections – and CLAs:

- ✓ Assess the risk of the population being caught in the conflict zone/used as human shields.
- ✓ Inform the population (with JPT /CPS, JHRO, SVU, CAS) on the measures put in place to ensure their protection.
- ✓ Conduct foot patrols wherever possible.
- ✓ Intervene to protect civilians under direct threat.
- ✓ Ensure patrols in areas of firewood/water/food collection at times agreed upon with the population. CLAs might liaise with the population and local organisations to fill the gaps in communication and planning of the patrols.
- ✓ Consider possible relocation of the population with CAS and other relevant MONUSCO sections, as well as UNHCR and OCHA. Civilians must be consulted and be able to make an informed choice before any steps are taken, as well as the authorities.
- ✓ Always provide objective information on the security situation and potential threats to civilians.

✗ What not to do:



- ✗ Don't force civilians to leave the area or force them to stay.
- ✗ Don't ignore civilian communications in a language, which you don't understand.
- ✗ Don't ignore protection needs during night time.
- ✗ Don't provide direct assistance to civilians, except medical assistance to individuals requiring urgent medical attention.

Guidelines

Individual Protection cases (Senior & Junior Military Leaders / Field level troops)



1. If an individual or a group of individuals threatened to death by AG or DRC security/defence forces seeks protection at your base (eg. Human rights defenders, journalists, victims and witnesses of HRV)

✓ What to do:



- ✓ Briefly document the case: names of victims and perpetrators, place of incident and nature of threat.
- ✓ Inform immediately JHRO or CPS (if minors are involved) to receive appropriate guidance on a case-by-case basis.
- ✓ Provide temporary shelter and organize evacuation, as required. Make sure you know the internal procedures to organize the latter in a short time or during emergencies.
- ✓ Upon deployment, familiarize yourself with the contacts of the internal MONUSCO protection actors in or closer to your base (JHRO, CLAs etc).

NB: Protection of victims' and witnesses' identities and confidentiality of information are paramount. This should be clearly stated to the interviewee.

✗ What not to do:



- ✗ Do not ignore civilian communications in a language, which you don't understand.
- ✗ Do not investigate human rights violations. Your task will be to report all such violations to the JHRO for investigation.
- ✗ Do not indicate names and details of victims of human rights violations in a report or in a meeting with local officials.
- ✗ Do not negotiate with the authors of threats; reveal the hiding place of victims.



2. If you find yourself in a situation where you witness or learn about an individual or a group of individuals being threatened by AG or DRC security/defence forces (eg. Human rights defenders, journalists, victims and witnesses of HRV)

✓ What to do:



- ✓ Try to gather information on the victims, perpetrators and nature of the threat.
- ✓ Report immediately the incident to HRO/CPO, HoO and Brigade HQ (including HRV by FARDC during joint operations).
- ✓ Exercise dissuasive presence to reduce threat (increase patrolling in the area etc)
- ✓ Extract the victim under the immediate threat if this persists
- ✓ Document the event if feasible: name of victims, witnesses and perpetrators and GPS coordinates. In cases involving defence or security forces personnel or armed groups elements, document if possible information on which units they are belonging.
- ✓ Provide escorts to evacuate individuals under imminent threat, and shelter prior evacuation.



3. If you are told that an individual or a group of individuals has received death threats by AG or DRC security/defence forces (eg. Human rights defenders, journalists, victims and witnesses of HRV)

✓ What to do:



- ✓ Report immediately to JHRO or CPS (if minors are involved)
- ✓ Keep faithful notes on the context of the information and keep the confidentiality of human rights information
- ✓ Exercise dissuasive presence to reduce threat (increase patrolling in the area etc)
- ✓ Extract the victim under the immediate threat if this persists

NB: investigations/interviews of human rights and humanitarian law violations are the sole responsibility of Human Rights Officers (HRO) and Child Protection Officers (CPO)

Guidelines

Individual Protection cases (Senior & Junior Military Leaders / Field level troops)

❌ What not to do:



- × Never expose civilians who have been threatened by visiting them, or any other public action.
- × Never negotiate with the authors of threats, nor reveal the hiding place of victims
- × Never inform local authorities without first consulting JHRO
- × Never hand over a victim under your protection to any other party to the conflict.
- × Do not investigate violations of human rights or humanitarian law and report all allegations to JHRO staff.
- × Do not conduct an interview with a child without the presence of a Child Protection Specialist.
- × Do not take pictures of victims of human rights abuses.
- × Do not remove evidence/exhibits from a scene where a HRV might have been committed. On exceptional cases you may act to protect the evidence – without removing it - which is at risk of disappearing/ being damaged (from weather conditions etc).
- × Do not put the names, pictures and details of victims of human rights violations in a report (confidentiality of the source is paramount to ensure protection)

Guidelines

Child Protection (Senior & Junior Military Leaders/Field Level Troops)



If you see or hear of military or armed groups rounding up, recruiting, kidnapping or using youth (girls and boys) who appear to be minors (i.e. less than 18 years of age) as fighters, labourers, sexual slaves

✓ What to do:



- ✓ Intervene, seek release of recruited children, and deter child recruitment.
- ✓ Report any information to MONUSCO Child Protection Section and/or HoO. Document the activity if feasible, i.e. which group, which brigade and commander. Any photos, information confirming identity and other evidence must be treated with utmost confidentiality.
- ✓ Remind military personnel and armed groups that the recruitment of child combatants and the use of children for forced labour and/or sexual services are illegal under national and international law.
- ✓ Patrol in communities exposed to threats of child recruitment
- ✓ Only house children in the MONUSCO bases as a temporary protection measure, while waiting for the take-over of CPS or DDR/RR.
- ✓ In the benefit of the age doubt, consider them as children and refer them to CPS or child protection actors.



If you see or hear of children in military custody or as detainees/prisoners of war

✓ What to do:



- ✓ Intervene and advocate for bringing the child to safety in accordance with child rights.
- ✓ Refer the child to MONUSCO CPS as soon as possible.
- ✓ Report any information to MONUSCO Child Protection Section and/or HoO as soon as possible. Document the activity if feasible, i.e. which group, location, which brigade and commander. Any photos, information confirming identity and other evidence must be treated with utmost confidentiality.
- ✓ Only house children in the MONUSCO bases as a **temporary** protection measure, while waiting for the take-over of CPS or DDR/RR.

✗ What not to do:



- ✗ Don't attempt to verify the age of youth and children directly with the FARDC or armed groups.
- ✗ Don't ask children about violations they may have experienced or are experiencing in front of the military or armed groups.
- ✗ Don't ask children directly whether they have been physically or sexually abused, to respect privacy.
- ✗ Don't interview a child without the presence of a MONUSCO Child Protection Specialist.
- ✗ Never deny access to your base to children under threat of recruitment, and child soldiers, **even unarmed**, who may escape or surrender and seek protection.
- ✗ Don't hand over children belonging to an armed group to authorities or armed forces; according to national law child soldiers are to be handed over to MONUSCO Child Protection Section or UNICEF for family reunification and reintegration.

Guidelines

Sexual and Gender-Based Violence (Senior & Junior Military Leaders/ Field Level Troops)



If a crime of sexual violence is being committed or about to be committed

What to do:



- ✓ Intervene and deter sexual violence from any armed actor.
- ✓ Remind the attacker/perpetrator and those associated with the attacker/perpetrator that they are in breach of both DRC law and International Law and of the consequences of the crime.
- ✓ Document the event: in the case it involves defence or security forces personnel, document which brigade, police or other security forces or AG elements are reported as perpetrators.
- ✓ Report immediately to the sexual violence focal point and HoO.
- ✓ Bring the survivor of the crime of sexual violence to safety and inform of referral system and assistance (see below).



If you are told that a crime of sexual violence occurred.

What to do:



- ✓ As soon as possible, contact the sexual violence focal point(s) within MONUSCO substantive sections (Human Rights, Child Protection Section, and Sexual Violence in Conflict Unit) and HoO.
- ✓ Inform survivors about possibilities for immediate medical assistance (for instance in local Health Centres) and psychosocial assistance, only if there is consent of the victim.
- ✓ Keep in mind that survivors have 72 hours after the assault to receive medical treatment (PEP kits).

N.B: the will, health, and welfare of survivors is essential. A priority is to protect the survivor, his/her identity, confidentiality of the information, and only undertake steps the survivor agrees to. Witnesses and/or family members also need to be protected.

What not to:



- ✗ Don't ask victim directly if she/he have been raped.
- ✗ Don't conduct interviews with a victim.
- ✗ Do not express bias or prejudices regarding victims of sexual violence.
- ✗ Never take actions without the individuals' consent.
- ✗ Don't force survivors to seek assistance against their will.
- ✗ Don't visit the family, the house, treating doctor or assisting NGO (if any) linked to the victim.
- ✗ Don't take any actions related to any crime of sexual violence, or inform local authorities without first consulting the sexual violence focal point.
- ✗ Don't put names of victims, pictures and sources of information related to crimes of sexual violence in any reports.

Key Definitions

Child Soldiers

A child associated with armed forces or armed groups (CAAFAG) is any person under 18 years of age, who is part of any kind of regular or irregular armed force in any capacity, including but not limited to cooks, porters, messengers, and those accompanying such groups, other than purely as family members. Girls recruited for sexual purposes and forced marriage are included in this definition. It does not, therefore, only refer to a child who is carrying or has carried arms (The Paris Principles, 2007).

Civilians and Combatants

Fundamental to international humanitarian law is the distinction between the civilian populations, i.e. persons who do not take a direct part in hostilities, "including members of armed forces who have laid down their arms and those placed hors de combat by sickness, wounds, detention, or any other cause", and combatants (*Geneva Convention Relative to the Protection of Civilian Persons in Time of War*).

The parties to a conflict must at all times distinguish between the civilians and combatants, in order to spare the civilian population and civilian property. The civilian population shall not be the object of attack, and "shall in all circumstances be treated humanely, without any adverse distinction founded on race, colour, religion or faith, sex, birth or wealth, or any other similar criteria (*Geneva Convention Relative to the Protection of Civilian Persons in Time of War*); attacks shall be directed solely against military objectives".

Internally Displaced Persons (IDPs)

"Persons or groups of persons who have been forced or obliged to flee or to leave their homes or places of habitual residence, in particular as a result of or in order to avoid the effects of armed conflict, situations of generalized violence, violations of human rights or natural or human-made disasters, and who have not crossed an internationally recognized State border."

Internally displaced persons, provided they are not taking a direct part in hostilities, are entitled to the same protection under IHL as any other civilians.

Refugee

Under the 1951 Convention, a refugee is person who has a well-founded fear of persecution for reasons of race, religion, nationality, membership of a particular social group or political opinion, is outside the country of his nationality and is unable or, owing to such fear, is unwilling to avail himself of the protection of that country; or who, not having a nationality and being outside the country of his former habitual residence as a result of such events, is unable or, owing to such fear, is unwilling to return to it.

According to the 1969 African Union Convention, the term refugee shall also apply to every person who, owing to external aggression, occupation, foreign domination or events seriously disturbing public order in either part or the whole of his country of origin or nationality, is compelled to leave his place of habitual residence in order to seek refuge in another place outside his country of origin or nationality.

Guiding Principles on Internal Displacement

The Guiding Principles on Internal Displacement are a non-binding set of principles which seek to protect all internally displaced persons in internal conflict situations, natural disasters and other situations of forced displacement.

Sexual Violence

Sexual violence is defined by WHO as: 'any sexual act, attempt to obtain a sexual act, unwanted sexual comments or advances, or acts to traffic, or otherwise directed against a person's sexuality using coercion, by any person regardless of their relationship to the victim, in any setting'. It is a serious crime, both in times of conflict or peace. Conflict-related sexual violence refers to incidents or patterns of rape, sexual slavery, forced prostitution, forced pregnancy, enforced sterilization, or any other form of sexual violence of comparable gravity, against women, men, girls or boys.

Key principles**From International Law****International Humanitarian Law (IHL)**

Also known as the law of armed conflicts or the law of war, IHL aims to limit human suffering in times of armed conflict. The core elements of IHL apply in all situations of armed conflict, whether characterized as international or non-international, in order to guarantee a minimum standard of protection for civilians and non-combatants. It is binding on all parties to an armed conflict: States, their armed forces and non-State armed groups. The core instruments of IHL are the four Geneva Conventions of 1949 and their two Additional Protocols of 1977.

Each party to a conflict has an obligation to respect and ensure respect for IHL by its armed forces and any other persons or groups acting on its instructions, or under its direction or control.

All states have the duty to prosecute and punish in their own courts, or to extradite, those responsible for serious violations of IHL, such as war crimes and/or grave breaches of the law, regardless of where the crime took place or the nationality of the perpetrator. Military commanders can also be held responsible for either ordering or failing to take measures to prevent such violations from taking place.

Human Rights Law

The body of customary international law, human rights instruments and national law that recognizes and protects human rights and applies in peace and war. Human rights law places an obligation on States to act in a particular way and prohibits States from engaging specified activities, thereby clarifying and protecting formally the rights of individuals and groups.

Refugee Law

Refugee law is the branch of international law which deals with the rights and protection of refugees. It encompasses customary law, norms and international legal instruments.

Human Treatment

- Persons who do not, or have ceased to, take in part in hostilities must be treated humanely and protected against violence to life, health and physical or mental well-being, including murder, mutilation, torture and cruel, humiliating or degrading treatment. It is forbidden to kill or injure an enemy who surrenders or who is hors de combat.
- Rape, enforced prostitution and any form of indecent assault as well as sexual slavery, exploitation and abuse are prohibited in all circumstances and at all times. State representatives, humanitarian workers and MONUSCO share the responsibility for ensuring that civilians are protected against SGBV. Preventing and responding to SGBV is part of the overall strategy to protect civilians.
- Everyone shall be entitled to benefit from fundamental judicial guarantees. No one shall be held responsible for an act he has not committed. No one shall be subjected to physical or mental torture, corporal punishment or cruel or degrading treatment.
- The wounded and sick shall be collected and cared for by the party to the conflict which has them in its power. Protection also covers medical personnel, establishments, transports and equipment. The emblem of the red cross or the red crescent is the sign of such protection and must be respected.

Principles of proportionality and distinction

- Parties to a conflict and members of their armed forces do not have an unlimited choice of methods and means of warfare. It is prohibited to employ weapons or methods of warfare of a nature to cause unnecessary losses or excessive suffering.
- Parties to a conflict shall at all times distinguish between the civilian population and combatants in order to spare civilian population and property. Neither the civilian population as such nor civilian persons shall be object of attacks. Attacks shall be directed solely against military objectives.

Key principles

From International Law

No forced displacement of population

- Unless essential for the security of civilians or imperative military reasons, parties to an international armed conflict may not deport or forcibly transfer the civilian population of an occupied territory. Parties to a non-international armed conflict may not order the displacement of the civilian population.
- Displaced persons have a right to voluntary return in safety to their homes or places of habitual residence as soon as the reasons for their displacement cease to exist.

No armed elements in IDPs sites

- The civilian and humanitarian character of sites hosting internally displaced persons (IDPs) is critical for ensuring the safety and the security for the effective protection of such persons. The militarization of camps by armed forces and groups exposes the IDPs to attacks on camps, increased violence, including sexual abuse, forces recruitment and exploitation of boys and girls. Armed elements/militiamen are not allowed in IDP sites.

Assistance and basic living conditions

- All parties to the conflict must grant and facilitate the unimpeded passage of relief assistance necessary for the survival of civilians.
- Duty bearers must ensure that no armed elements that are parties to the conflict are present in places where humanitarian assistance is delivered.
- All possible measures must be taken so that displaced civilians receive satisfactory conditions of shelter, hygiene, health safety and nutrition.

List of Acronyms

CLAs	Community Liaison Assistants
COB(s)/TOB(s)	Company Operating Base(s)/Temporary Operating Base(s)
DDR	Disarmament, Demobilization, and Reintegration
DDRRR	Disarmament, Demobilization, Repatriation, Resettlement, and Reintegration
DPKO	Department of Peace Keeping Operations
FARDC	Forces armées de la République démocratique du Congo (National Army)
HRV	Human Rights Violation
IDP(s)	Internally Displaced Person(s)
(I)NGO	(International) Non-Governmental Organization
JMAC	Joint Mission Analysis Cell
JPT(s)	Joint Protection Team(s)
MONUSCO	Mission de l'Organisation des Nations Unies pour la stabilisation en République démocratique du Congo (United Nations Organization Stabilization Mission in the Democratic Republic of the Congo)
(MONUSCO) HoO	Head of Office
(MONUSCO) CAS	Civil Affairs Section
(MONUSCO) CPS	Child Protection Section
(MONUSCO) UNJHRO	United Nations Joint Human Rights Office
(MONUSCO) PAD	Political Affairs Division
(MONUSCO) PID	Public Information Division
PEP Kit	Post Exposure Prophylaxies Kit
PNC	Police nationale congolaise (National Police)
Protection Cluster	Working Group on Protection of Civilians, chaired by UNHCR and co-facilitated by a NGO
SGBV	Sexual and Gender-Based Violence
SVCU	Sexual Violence in Conflict Unit
UNHCR	United Nations High Commissioner for Refugees
UNICEF	United Nations Children's Fund
UN-OCHA	United Nations Office for the Coordination of Humanitarian Affairs

Notes

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