



Check List

- Have you defined the purpose and scope of your engagement strategy, in other words when and how you will engage? ☐
- Have you discussed your engagement strategies with external relations colleagues in your operation? ☐
- Have you discussed the response guidelines with stakeholders, and adapted them to the context? ☐
- Have you designed and tested your SOPs to handle protection disclosures, including GBV or SEA disclosure? Can you refer sensitive conversations to a safer space, if need be? ☐
- Have you identified the skills and knowledge that will be required by UNHCR or its partners to engage meaningfully and properly on Social Media? ☐
- Have you trained all staff engaging with PoCs online on the agreed engagement strategy? ☐
- Have you discussed, coordinated and collectively drafted a FAQ page to be posted on the top of your account? ☐
- Have you discussed with the community your content removal policy and posted it on the top of your page? ☐
- Have you created a system to track feedback with relevant disaggregated data so you can analyze and learn from it? ☐