Making the invisible visible

Guideline 1.

An intersectional gender guide to monitoring and documenting attacks against journalists and social communicators

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About these guidelines

This document is the first of a set of three practical guidelines that provide recommendations for considering an intersectional gender approach when:

- **monitoring and documenting attacks against journalists and social communicators**[1] **(this Guideline);**
- **advocating on emblematic cases for advocacy (Guideline 2); and**
- **organising protection training (Guideline 3).**

These three guidelines are designed so that they can be read together or as standalone documents. They are intended to address a wide range of needs: from a beginner who is just starting in this kind of practice to a more experienced person who wants to further refine their knowledge and expertise. These guidelines were written to strengthen ARTICLE 19's practices, but we are making them public as we think they might be useful for other organisations.

ARTICLE 19 staff should read these guidelines in conjunction with, and as complementary to, the following two ARTICLE 19 documents, which are available on the internal Wiki:

1. Guidelines for Researching Cases, Incidents and Issues
2. Draft Guidelines: Using Emblematic Cases in Campaigns

What is an intersectional gender approach?

This guide begins with **gender** at its centre, analysing the systemic oppression resulting from the social construction of what it means to be 'feminine' and 'masculine'.

Yet, for ARTICLE 19, a gender approach is intrinsically an intersectional one. Gender is part of the various systems of social oppression under the umbrella of **intersectionality** (see Figure 1), which consider people who identify as women, men, and non-binary.[2]

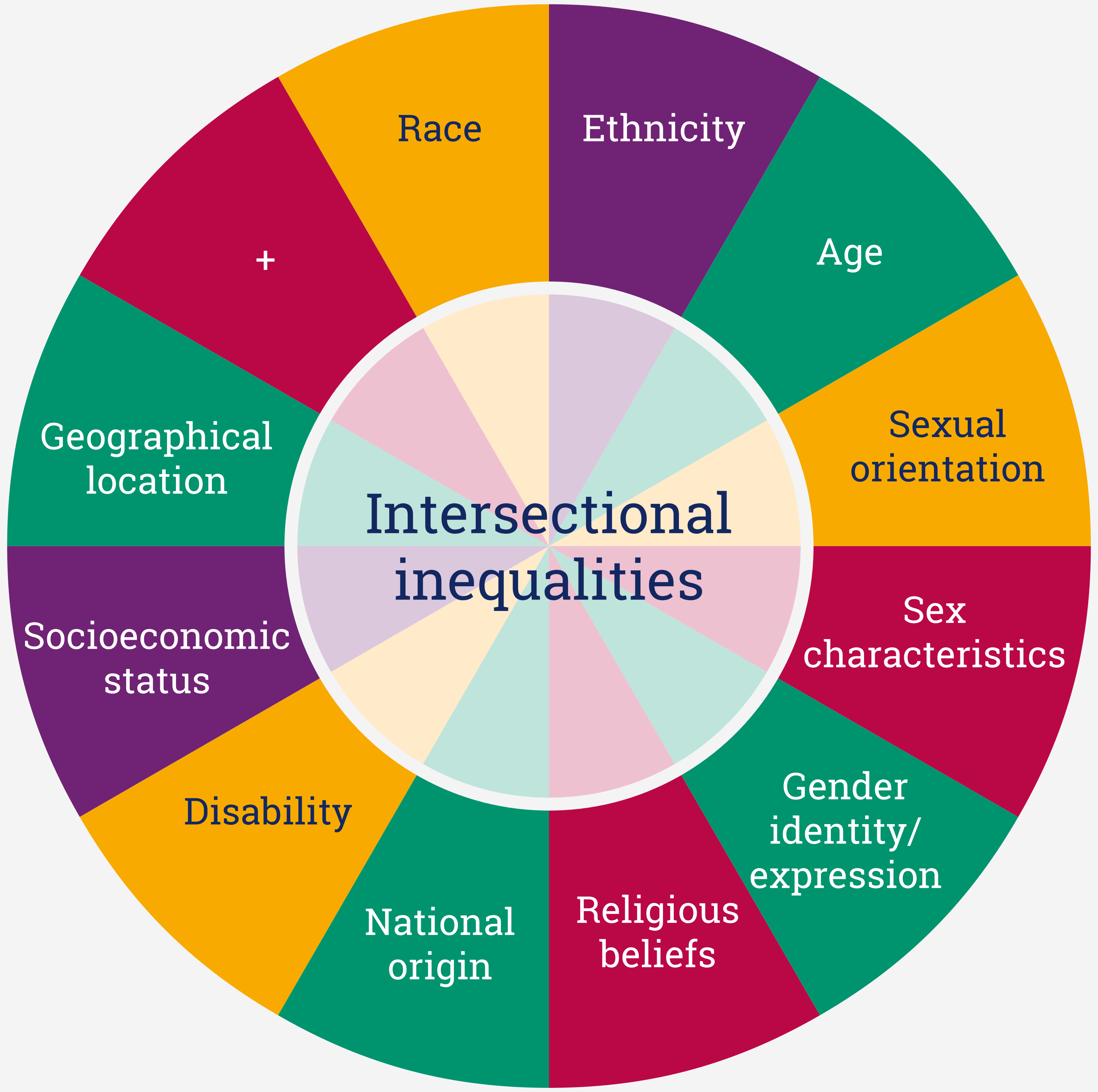


Figure 1: Intersectional inequalities

[1] ARTICLE 19 uses a functional definition of journalists and communicators, as per the UN Human Rights Committee General Comment 34: 'Journalism is a function shared by a wide range of actors, including professional full-time reporters and analysts, as well as bloggers and others who engage in forms of self-publication in print, on the internet or elsewhere'.
[2] ARTICLE 19 uses 'women' and 'men' to refer to all those individuals who identify themselves as such.

As ARTICLE 19's experience and practice have shown, individuals also face multiple, overlapping discriminations on the basis of race, ethnicity, age, sexual orientation, sex characteristics, gender identity/expression, and religious beliefs, among others. An intersectional analysis should therefore be adopted to understand how other social categories influence, and thus exacerbate, violations of journalists' and social communicators' right to freedom of expression.

To reflect this, these guidelines will refer to an **intersectional gender approach**. An intersectional gender approach starts with the fact that differences between the roles of women and men – in terms of their relative position in society and the distribution of resources, opportunities, constraints, and power in a given context – cannot be analysed in a separate silo. Instead, such differences must be placed within a systemic framework of intersectional inequalities (see Figure 1), overlapping gender discrimination with other forms of discrimination.

How we created these guidelines

The authors of these guidelines conducted qualitative research, based on interviews with ARTICLE 19 staff worldwide and outside gender experts, using a semi-open-ended questionnaire. They also conducted a review of specialised literature and ARTICLE 19 documentation. They mapped, systematised, and analysed this information, identifying practices, experiences, and gaps (or doubts) within ARTICLE 19 offices around the world. All of this informed the development of these guidelines.

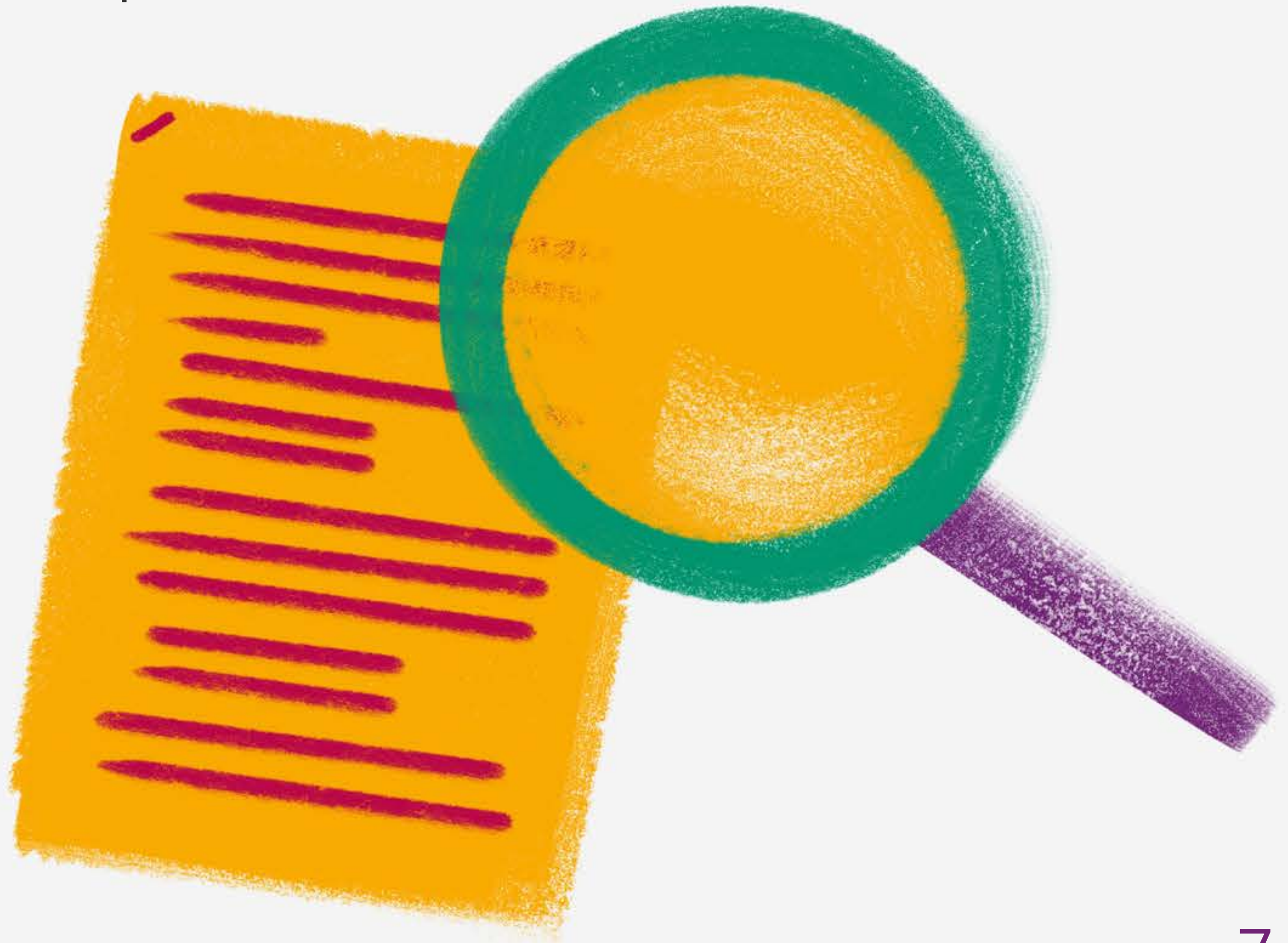
Scope of these guidelines

These guidelines are about the safety and protection of journalists and social communicators, which can be addressed by monitoring and documenting the attacks they face, building their capacity to protect themselves, and raising awareness nationally and internationally on the issue. While many of the recommendations in these guidelines could also apply to human rights defenders (HRDs), they were built from the experience and expertise of ARTICLE 19 staff concerning journalists and social communicators. Caution is therefore required before automatically applying them to any case of HRDs.

A living document

These guidelines, and the recommendations they offer, do not aim to be prescriptive, nor do they pretend to respond to all contextual aspects. We invite those who use them to adapt them to their own needs and realities. They aim to provide recommendations for how to mainstream an intersectional gender approach into an organisation's existing work; they do not define specific methodologies for how to document, advocate for, or train journalists.

As such, the guidelines can be considered living documents; they should change – and, hopefully, improve – over time and with experience.



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Why is mainstreaming an intersectional gender approach important when documenting attacks against journalists and social communicators?

Figure 2: Why is an intersectional gender approach important?

Monitoring and documenting attacks against journalists and social communicators' right to freedom of expression is essential for at least three reasons:

- It improves our understanding of the human rights situation in a particular context, region, territory, or country;
- It informs risk-analysis decisions to better protect and accompany victims/survivors; and
- It is critical for evidence-based advocacy.

After all, monitoring and documentation are instruments for the protection of freedom of expression. However, attacks against this right often intersect with other systems of discrimination and oppression that are invisible and delegitimised. These systems – which can be institutional, societal, or political – stem from intersectional inequalities (see Figure 1) that affect individuals or groups.

For the purposes of this guide, **mainstreaming an intersectional gender approach** means identifying how these systems of discrimination and inequality intersect within the broader issue of the safety of journalists – particularly women journalists – when journalists and social communicators are attacked for exercising their right to freedom of expression and information. This approach offers the following advantages:

- It offers a lens through which to see how different forms of intersectional inequalities (see Figure 1) impact on journalists' freedom of expression;
- It assists in identifying structural barriers and discriminatory practices that impede certain groups' and individuals' exercise of freedom of expression;
- It makes visible abuses that, because they go unnoticed or are deprioritised, create a greater or lesser risk or potential impact for journalists and social communicators in a given context, depending on the intersecting oppressions they experience;
- It allows us to employ an ethical framework when collecting information by providing a safe, sensitive, and trustworthy environment for recording experiences;
- It contributes to promoting protection, remedy, and redress approaches tailored to the specific needs and realities of the victim/survivor, reducing the risk of causing further harm;
- It avoids or minimises the potentially unequal power dynamics between the 'documenter' and the 'documented'; and
- It considers victims/survivors as subjects with agency over their own lives.

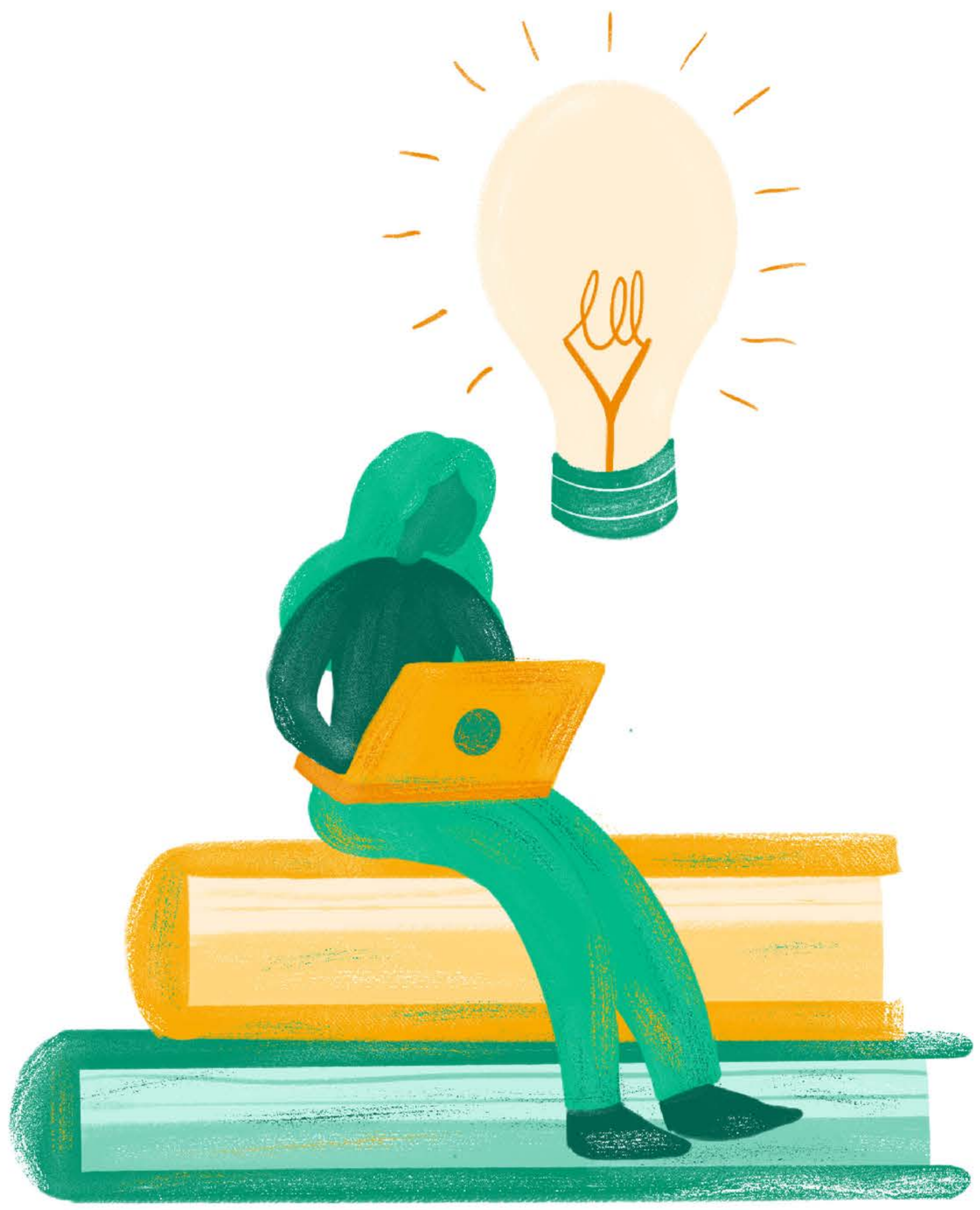
Defending and promoting the right to freedom of expression of journalists and social communicators, in all their diversity, so they can exercise it freely without interferences – including those imposed by gender norms and discrimination – is a core commitment of ARTICLE 19.

To achieve this, it is essential to mainstream an intersectional gender approach in three areas:

Figure 3: Mainstreaming an intersectional gender approach

Applying an intersectional gender perspective requires time and resources. Our three guidelines compile ARTICLE 19's experiences and good practices from around the world, which can be helpful to make both time and resources count.

Mainstreaming an intersectional gender analysis entails challenges. Perhaps one of the greatest is that it is an ongoing process of reflection and deconstructing privileges and biases. There will be much trial and error along the way; making mistakes is part of the process, and we must embrace and learn from them. But persistence, and the desire to transform – rather than reproduce – unequal power structures and pervasive systems of discrimination and oppression, must always be the goal. Remember to always respect the trust and privacy of the individuals who have shared their stories.



What is intersectional gender monitoring and documentation?

Journalists and social communicators face different challenges, depending on their circumstances. In addition, gender inequality intersects with other forms of intersectional inequalities (see Figure 1) and other situations that pose different and unique challenges. Intersectional gender monitoring and documentation unravels these structural forces, which shape the experience of these individuals and the risk factors they face.

Intersectional gender monitoring and documentation should focus on:

- Understanding the context and environment in which journalists or social communicators (particularly women, in all their diversity) carry out their work – and, more specifically, trying to elucidate the systems of discrimination and oppression underlying an attack;
- Understanding whether the attack is context-specific (e.g., no guarantees for the exercise of journalism; specific potential perpetrators involved) or whether there are legal and societal structures/biases (e.g., patriarchy, racism, LGBTQI+phobia,[3] ableism, ageism) that limit journalists and social communicators subjected to intersecting oppressions from participating in public life, or from even practising their profession;
- Bringing to the surface and challenging attacks that are often subtle – yet systemic, naturalised, and institutionalised – and thus working concretely to achieve social change, where the human rights of people in all their diversity are respected and promoted;
- Highlighting why women journalists and communicators are more vulnerable to specific attacks, and how the impacts of those attacks change when other intersecting oppressions are also present, identifying patterns of attacks that might otherwise be invisible; and
- Identifying any knowledge gaps and lack of awareness among victims/survivors in terms of media literacy, digital literacy, legal literacy, etc.

[3] When we refer to LGBTQI+ people in these guidelines, we are referring to lesbian, gay, bisexual, trans, queer, and intersex people.

Ethical framework

Undertaking intersectional gender documentation of attacks against journalists and social communicators is an extremely sensitive area. In the wrong hands, the information collected may represent a risk to the victim/survivor, the organisation and its staff, or any process derived from the documentation. It must therefore be carried out with the utmost care. Obtaining the details of the incident, and paying particular attention to the context in which it was committed, is fundamental to creating an accurate record and a helpful tool for advocacy. It is equally important, when conducting this process, to respect and empower the individuals involved and ensure their safety.

Many of the violations women journalists experience take place in semi-private spaces (e.g., newsrooms), are perpetrated by non-State actors (e.g., colleagues, sources, audiences), are triggered by the type of journalism they do (e.g., feminist journalism, journalism on gender issues), and are often gendered or sexual in nature.

The first thing required in an intersectional gender monitoring and documentation process is recognising that women, particularly in situations of vulnerability, are immersed in a culture of silence that discourages or sanctions the reporting of abuses and attacks. However, reporting such incidents can also be an empowering process – an act of political, social, and cultural healing – in which they turn silence into a voice.

This process requires working within a framework of the ethic of care, responsibility, and accountability, and keeping in mind the 'do no harm' principle. It requires considering the following:

- The relationship between the 'documenters' and the 'documented' must always be one of mutual respect.
- The needs and interests of victims/survivors must always be prioritised. These needs may vary, depending on the context, and may range from speaking a particular language to having childcare, having time to talk to the organisation, etc.

- The process should focus on the wellbeing, agency, empowerment, self-determination, and dignity of the victim/survivor. The extractive logic – in which the victim/survivor is only used for the organisation's purposes – must be avoided.
- People who have suffered violence should have the agency to name themselves victims, survivors, or whatever other label best suits them. This is important when naming the person in internal and public communications.
- The documentation objectives should be clear to the victim/survivor and anyone else interviewed in connection with the incident.
- The identity and circumstances of the victim/survivor and verification sources must always be respected and protected.
- The security of the information collected must be guaranteed when it is stored and transmitted.
- The documentation process requires the full consent of the persons interviewed (e.g., victim/survivor, verification sources), and a consent form should be used to document this.
- The victim/survivor must be the protagonist of the whole process, including any decision-making; the 'documenters' are responsible for supporting them to make this happen.
- The wellbeing of the 'documenters' must be considered and respected.

Collective care and self-care for those who monitor and document attacks

When monitoring and documenting, one may be exposed to emotionally charged situations, face security risks, and cope with heavy workloads and other demands. The cumulative stress and dangers of this type of work can lead to a range of psychosocial (e.g., burnout) and work-related (e.g., poor performance) problems. As the wellbeing of everyone involved in monitoring and documenting is part of an intersectional gender ethical framework, the collective care and self-care of staff should be paramount.

From an organisational standpoint, an organisation should consider helping staff to manage and prevent this work's psychosocial impacts – whether burnout or vicarious trauma – to be part of its duty of care to its staff. As such, organisations should develop clear, written, and comprehensive institutional policies on staff's emotional and mental health.

Organisations and their staff should consider the following collective- and self-care strategies:

- Make available, and encourage staff to resort to, resources and mechanisms for collective care and self-care.
- Make and maintain a commitment to regularly practising stress- and anxiety-management techniques, such as:
  - Ensuring staff are not overworked and underpaid, which creates a structural source of stress and inattention;
  - Creating moments of pause in the day to relax and calm the brain (e.g., breathing exercises, meditation, yoga);
  - Finding spaces for energetic activities, which give the mind something else to focus on (e.g., group sports, going to the gym);

- Institutionalising debriefing sessions, in which staff are encouraged to talk to peers about the emotionally challenging aspects of documentation work, as a regular practice;
- Consider appointing a contact person among the team who may be available to talk to – even if they are not a professional – so others know there is someone to turn to; and
- Make available specialised psychosocial support.

• Develop awareness of how to respond to stress by organising regular stress-management training that teaches coping strategies, helps identify triggering situations, and informs staff about support mechanisms within the organisation.

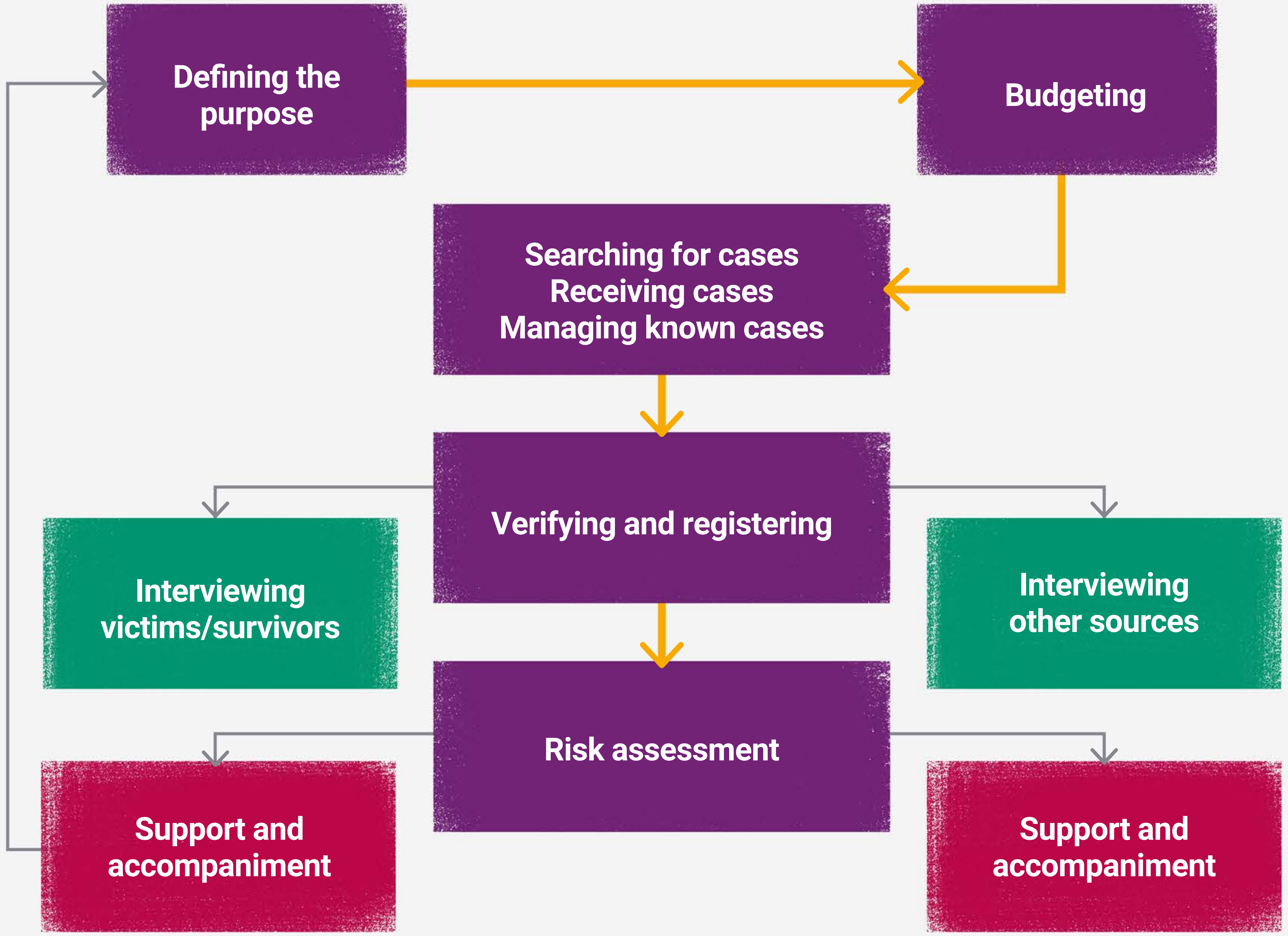
• Adopt policies that recognise:

- The right to disconnect (to not receive or answer messages or mail at certain times);
- The obligation to take mandatory breaks immediately after documenting a severe case, accompanied by a redistribution of the person on leave's workload (to the extent possible), thus helping to mitigate the accumulation of work for those who need to decompress from the emotional burden that documentation work triggers; and
- The right to take sabbatical time.

Monitoring and documentation phases

This section walks the reader through the various phases of monitoring and documenting attacks against journalists and social communicators using an intersectional gender approach.

Based on ARTICLE 19's monitoring and documentation experience, good practice, and reflections on an intersectional gender approach, Figure 4 presents some steps and recommendations that can be adjusted to the reality of each context.



Defining the purpose

Defining the purpose behind monitoring and documentation is critical. Assessing the purpose over time may also allow for changes, depending on the incident's evolving circumstances and context.

The purpose should be agreed on and clear to all persons involved, whether the information is documented to monitor violations of the right to freedom of expression, establish the best support or advocacy strategy, or manage the expectations of the individuals whose experiences are documented.

Being clear about the objective can also help identify the type of information that needs to be collected, reducing information-security risks and avoiding excessive requests for documentation. To this end, it is also necessary to develop privacy and data-protection policies, and to implement information-security measures (e.g., encryption, encrypted backup copies). After data analysis, it is vital to delete any information irrelevant to the case.

Data-protection procedures

- All information gathered should be securely stored.
- All personal data collected through research (including names and contact details of witnesses/sources) must comply with national data-protection regulations in the relevant country, and with the European Union General Data Protection Regulation in the case of EU members.
- The interviewee consent form should also ask for permission to store the data.
- Data must be kept and used only for the purposes explained to participants.

Budgeting

While monitoring and documenting, organisations are responsible for what happens next; the process cannot merely gather the information and then forget about individuals' needs and experiences. This extractive practice must be challenged.

Given that many mechanisms need to be activated for this process to take gender and other forms of intersectional inequalities (see Figure 1) into account, monitoring and documentation are time- and resource-consuming.

Although the process can be implemented in stages, it is important to consider the budget from the outset. It is also necessary to have a network of trusted professionals and organisations that can assist in an emergency, or to whom staff can make referrals, if necessary.

Searching for cases

Searching for cases of attacks on individuals and groups in situations of vulnerability does not always come easily. The same conditions that triggered the attack mean that aggressions are naturalised; victims/survivors are afraid to tell their stories, for fear of personal and professional consequences; or attacks are not even numerous, due to pervasive systems of discrimination and oppression that prevent newsrooms from sending these people to cover specific news stories.

For this reason, it is crucial to be attentive to what is happening (or what may happen) and to think strategically about how to search for cases. Table 1 shows the different methods that ARTICLE 19 currently uses to search for cases to monitor and document.

Media monitoring	Media monitoring of those who usually report on these aggressions. We recommend creating a database of media outlets (including the blogs and websites of civil society groups) and monitoring them.
Third-party source	A person who knows about a case sets off the alarm.
Word of mouth	Team members hear about cases via social events, meetings, or relationships and contacts with like-minded groups.
Victim contact	Generally, victims/survivors contact ARTICLE 19 because they are familiar with its work or a third party refers them. We recommend having multiple and secure forms of communication.
Proactive seeking	Organising workshops and other activities for journalists. Organising such activities on the ground with participants with specific intersectional profiles can be vital to identifying cases that go unnoticed or are historically underseen. See Guideline 3 in this series for more details.

Table 1: ARTICLE 19's current methods of searching for cases to monitor and document

Research planning

Before starting information collection on a selected case/incident (or pattern of incidents), it is vital to plan the research. Consider what information you need to confirm the details of the case/incident: **Who did what to whom, when, where, how, and why?**

Types of information might include:

- **Testimony:** The accounts of people with first-hand experience of the incident/case. This is collected through interviews (discussed in detail below) or written testimony.
- **Documentary information:** Written and audiovisual materials collected from victims/survivors, witnesses, lawyers, doctors, officials, the Internet, etc.
- **Physical details/evidence:** Marks on people, buildings, or landscapes, which can be documented through site visits, photos, videos, or notes, if it is safe to do so.
- **Direct observation:** In-person observation of events such as court cases or protests.
- **Background information:** While this is not proof a violation occurred, it can provide helpful context, and can be collected from partners, NGOs, journalists, experts, and reliable reports.

It is likely that **interviews** will be a key method for collecting information, so we look at these in some detail next.

Interviewing victims/survivors and other sources

Contacting victims/survivors

When contacting victims/survivors, respectfully let them know who you are, what the organisation does, the reasons for contacting them, and that the information will be kept confidential. This is an excellent time to start managing individuals' expectations of the documentation process: try to explain the scope of support that can – and cannot – be provided.

Selecting interviewer ('documenter')

Assess who will interview the victim/survivor. For example, it may be strategic for a high-level official, such as the executive director, to be the interviewer. It is good practice to check with the victim/survivor whether they have a preference about the gender of the interviewer. Note that, when the victim/survivor is a woman, or has experienced sexual violence, they will likely prefer to discuss the case with a woman. The type of aggression to be documented (e.g., sexual violence) may also be decisive in defining the interviewer's gender. Whoever the interviewer is, make sure they feel comfortable handling the case and, preferably, have experience of documenting aggressions.

Victims/survivors should feel in charge of the interview and decide what and how much to share.

Interviewing

There are two general steps for collecting data and verifying information once the cases to be documented have been identified: interviewing victims/survivors, and interviewing other sources.

Interviewing victims/survivors

As far as possible, find a safe and comfortable location to interview victims/survivors. If possible, conduct the interview in person, which will create a more trusting atmosphere and provide a better chance of identifying the interviewee's needs. Take into account transportation costs for specific groups or individuals, and consider reimbursing those costs if deemed necessary. If the interview cannot be conducted in person, be sure to agree on a secure communication channel. Pay attention to any signs of distress in the interviewee's voice.

At the beginning of the interview, make sure that the interviewees feel comfortable. This means explaining confidentiality, the intended uses of the information, and how it will be protected. You must obtain informed consent for participation in every interview and before publicising any case information. Informed consent is when an individual agrees to participate in an interview and for the information they share to be used in reports, campaigns, or advocacy, based on a complete understanding of what is involved and the possible implications.

Clarify the type of questions that will be asked to understand the incident and the context in which it occurred. In addition, explain that some questions will be asked to identify any intersectional gender components that need to be considered for case analysis and risk assessment.

Recommendations for intersectional gender questions to ask when interviewing victims/survivors

The purpose of these questions is to collect the necessary background information on the case. In general, the questions should be divided into three groups:

Context of the aggression

In addition to questions to understand the assault (what, who, when, where, why, and how), ask questions that help to understand the context in which it occurred. Are there any intersectional gender aspects that might have influenced the assault? If the attack is not motivated by the gender and other characteristics of the individual, are there any intersectional inequalities that impact on the individual's situation?

Context of the victim/survivor

This set of questions is fundamental to establishing the intersectional inequalities that may have impacted on the aggression. To do this, first define the forms of intersectional inequalities (see Figure 1) in the cultural context to prepare the questionnaire. Second, bear in mind that answering direct personal questions may be uncomfortable; prepare indirect questions instead. For example, questions about the type of contract the individual has with the media (e.g., employed, freelance, casual contract, or no contract), or where the person lives, can disentangle socioeconomic status.

Effects of the aggression

These questions seek to document the type of effects the aggression had on the victim/survivor and their circle. Such effects can be of different types: physical health, mental health, economic, etc. Be aware that mental health is still taboo in some cultures, so it may be better to ask probing questions to help determine the situation.

Never force anyone to talk about anything they don't want to discuss, be empathetic and patient, and ensure the interviewee feels empowered to stop at any time.

Not all attacks against women journalists have a gender component just because they happen to a woman. The impacts of the attacks are likely to be different, but the episode itself is not necessarily gender-motivated.

In this context, it is necessary to distinguish between an aggression against a journalist derived from her professional activity in which the characteristics of the attack are gendered (e.g., threats of rape if she continues to cover a topic) from aggressions against a journalist who belongs to a population group to which attention is drawn (e.g., the structural problems of access to justice for racialised journalists).

Interviewing other sources

Verify stories by gathering other information that will substantiate them. Look for two or more sources who know about the case. These sources may include:

- Relatives or someone close to the person whose experience is documented. Contact these people first if connecting with the victim/survivor is impossible.
- Other journalists, communicators, local associations, human rights organisations, or trade unions who know the individual's work, are familiar with the case, and work in the region.
- Authorities that are responsible for following up on the case.

Due to widespread hostility against women, you may find a witness blaming the victim for her clothing, not being at home, etc.

Remember to assess the credibility and reliability of sources. Analyse whether the person has motives for providing this information or exaggerating the facts, or expects to benefit from the data, and so on. It is also critical to look at and fathom unconscious/conscious biases towards or against victims/survivors, and the source's alignment with human rights. This is especially important in cases of intersectional gender-based aggressions. It is crucial to explain and understand why this verification process is important for the purposes of documentation.

Take active steps to avoid bias:

- Gather information from as many sources as possible and from different types of sources.
- Avoid all sources being from the same group/sharing the same perspective.
- Look for sources who might have a different perspective.
- Be aware of preconceptions or prejudices about what happened and about certain groups.

Principles of non-revictimisation

Revictimisation is any action, omission, or behaviour that makes individuals relive trauma or negative experiences, which harms the victim/survivor's physical, mental, or psychological state, and makes them a victim again. In the eagerness to obtain details from testimonies, it is vital to set limits and promote conditions that prevent and mitigate this risk. **Remember that the wellbeing and dignity of individuals outweigh the need to collect data.**

- Discuss the questionnaire with the protection team before interviewing the victim/survivor to identify any issue that requires a different approach or careful attention. When investigating gender-based violence, consult with experienced colleagues.
- Consider, for each question, the potential impact on the interviewee and whether the information is essential. For sensitive cases, consider explaining to the interviewee the reason for, and purpose of, the question.
- Gather as much information as possible beforehand. When first interviewing victims/survivors, share that information, and only ask them to add anything missing.
- Conduct the interview respectfully and empathetically, especially when asking for details of gender-based violence. Ensure interviewees understand they can stop the dialogue at any time and refuse to answer any question, that there are no consequences if they do not answer a question or choose to withdraw their consent at any time, and that they are in control of the interview and can request a break at any time. Be sure to inform individuals that the interview will be conducted with complete confidentiality.
- Avoid asking victims/survivors to retell their story after the first session. With the individual's consent, consider sending the documentation (or a selection of it) to the authorities to prevent them from having to retell their stories.
- Ensure that a limited team has contact with the victim/survivor and, as far as possible, seek to ensure that the contact person(s) remain the same. As mentioned, when the victim/survivor is a woman, or has experienced sexual violence, they will likely prefer to discuss the case with a woman. Only invite others to a session with the victim/survivor when necessary and with their consent.
- Ask the interviewee whether they want to be referred to as, or identified with, the term 'victim' or the term 'survivor'. Respect their wishes in internal and public communications about the case. Explain that the use of 'victim' may be necessary where legal actions are pursued.
- Bear in mind cultural differences – such as different gender roles and statuses, inappropriate attitudes, etc – when interviewing. In addition, prepare the interview to make the person feel comfortable. The interviewer must ensure there is enough time for the interview, that water is available, that there are no or few distractions, and that the interviewer can be present and ready for active listening.

After the interview

If a case is highlighted publicly, frequent contact with the individual for the life of the campaign is fundamental – to inform them of any progress, check on any changes in their case or circumstances, and check whether they continue to give their consent. The individual must understand they can withdraw their consent and contact the organisation at any time if they have concerns. Contact details for a relevant staff person should be provided, as well as a general contact address in case of staff changes.

Verifying cases of aggression

A fundamental step in monitoring and documentation is verifying cases of aggression. It is imperative to start from the principle of good faith; that is, to believe and respect the individuals whose experience is documented. It is also necessary to verify other data to corroborate the facts. This process must be set internally, and should include the following:

- Do not make assumptions.
- Compare all the information collected with a sufficient variety of unconnected sources.
- Look for any gaps or contradictions in the details.
- Assess the credibility and genuineness of all sources mentioned.
- Ensure there is a gender balance among sources.

It is also helpful to explain this verification process at the outset, so that victims/survivors do not feel that they are being distrusted after providing information.

Risk assessment

A risk assessment must be conducted (see Guideline 2 for more information), which means there should be a strategic discussion about the risks to the individuals whose experiences are being documented, as well as the risks to the organisation and its staff. It is essential to reassess the individual's circumstances at different stages, and to communicate closely with them.

We recommend considering the effect the individual's profile – including the intersectional inequalities (see Figure 1) that affect them – may have on their security. In addition, consider not only how they see themselves but also how others perceive them.

Once the risk assessment has been conducted, the organisation can define two processes:

Advocacy actions

Any advocacy plan, regardless of the objectives and available budget, requires a risk assessment. Whether this is just to document the incident and keep a record of the attack or to plan public actions (e.g., calling on local authorities; denouncing the case via media and social-media campaigns; activating national, regional, and international human rights mechanisms), assess the impact on the safety of the individuals, the organisation, and the organisation's staff.

Remember that victim/survivor consent is required for any advocacy action. *Do not forget to manage individuals' expectations*. In addition, when dealing with victims/survivors – particularly those affected by gender and other forms of intersectional inequalities – it is essential to take a series of additional measures, which are detailed in Guideline 2.

Support and accompaniment

Proactively seeking cases of attacks against journalists and other communicators can increase demand for support and accompaniment. However, what can be provided will depend on available resources and a strategic outlook.

A first step is to clarify the support needs of victims/survivors and what resources (not only material but also professional) the organisation has at its disposal, including a support network, which may be made up of other professionals and groups. It is necessary to establish parameters (when, why, and where) to maintain fluid communication regarding the support and accompaniment the organisation will provide to the victims/survivors.

The types of support that can be provided are multiple: legal, medical, psychosocial, protecting livelihoods, relocation, etc. There are also other collective ways of providing support, such as meeting and reflection spaces (e.g., workshops), where experiences are shared, solidarity networks are formed, skills are acquired to assess risks and take safety measures, and so on. To learn more about how to design intersectional gender-responsive spaces, see Guideline 3. It is also helpful to have a network of groups and individuals who can provide support when the organisation cannot.

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