Safeguarding Policy and Procedure

VOLUNTEERS Safeguarding Policy and Procedure for Children,Young People and Adults at Risk (as appropriate)

The purpose of this policy is to protect people, particularly children, at risk adults and beneficiaries of assistance, from any harm that may be caused due to their coming into contact VOLUNTEERS organization. This includes harm arising from:

- Direct staff or personnel associated with **VOLUNTEERS Organization**
- Personnel who are not direct staff but have contributed to The design and implementation VOLUNTEERS Organization programmers and activities(like consultancies, contractors, suppliers act--)

The policy lays out the commitments made by VOLUNTEERS Organization and informs staff and associated personnel of their responsibilities in relation to safeguarding.

Note:

This policy does not cover:

- Sexual harassment in the workplace – this should dealt with other policies like Anti Bullying and Harassment Policy
- Safeguarding concerns in the wider community not perpetrated by VOLUNTEERS or associated personnel

The policy statement:

Action Hands believes that everyone that come into contact with Organization, regardless of age, gender identity, disability, sexual orientation or ethnic origin has the right to be protected from all forms of harm, abuse, neglect and exploitation, and that VOLUNTEERS will not tolerate abuse and exploitation by staff or associated personnel.

VOLUNTEERS safeguarding policy is reflecting a zero tolerance on bullying and harassment.

This policy will address the following areas of safeguarding:

1. Child safeguarding, adult safeguarding and protection from sexual exploitation and abuse
2. These key areas of safeguarding may have different policies and procedures associated with them
3. VOLUNTEERS committee to address safeguarding in its work, through the three protection pillars a), prevention, b), reporting, c), and response.
4. **Staff and associated personnel/ human resource are obliged to the safeguarding policy,**

Safeguarding Legal framework:

- At national legal level, through commitments to global convention ratified by Sudan Government
- VOLUNTEERS Organizational values and code of conduct

Prevention:

VOLUNTEERS Organization will commits to take the Organization's responsibilities, Staff responsibilities, other relevance responsibilities to prevent and mitigate the risk, of abuse of children, adults and beneficiaries

from any harm that may be caused due to their coming into contact with the organization

Response and procedures:

VOLUNTEERS responsibilities:

VOLUNTEERS organization is committed to the following:

- Ensure all staff members have access to, familiar with, and know their responsibilities regarding organization safeguarding policy.
- VOLUNTEERS will Design and undertake all its programs and activities in a way that protects people from any risk of harm that may arise from their coming into contact with VOLUNTEERS organization. This includes the way in which information about individuals in our programs is gathered and communicated.
- VOLUNTEERS will implement stringent safeguarding procedures when recruiting, managing staff and associated personnel.
- VOLUNTEERS need to ensure that all staff members receive training on safeguarding at all level commensurate with their role in the organization.
- VOLUNTEERS must design follow up plan to produce proper reporting and feedbackon safeguarding concerns promptly and according to due process

Staff responsibilities:

Child safeguarding

VOLUNTEERS staff and associated personnel must not:

- Engage in sexual activity with anyone under the age of 18
- Sexually abuse or exploit children
- Subject a child to physical, emotional or psychological abuse, or neglect.
- Engage in any commercially exploitative activities with children including child laboring or trafficking.

Adult safeguarding

Action Hands staff and associated personnel must not:

- Sexually abuse,exploit or put at risk the adults' beneficiaries.
- Subject adult to physical, emotional or psychological abuse, or neglect.

Protection from sexual exploitation and abuse

VOLUNTEERS staff and associated personnel must not:

- Exchange money, employment, goods or services for sexual activity. This includes any exchange of assistance that is due to beneficiaries of assistance.
- Engage in any sexual relationships with beneficiaries of assistance, since they based on inherently unequal power dynamics.

Additionally, VOLUNTEERS staff and associated personnel are obliged to:

- Contribute to creating and maintaining an environment that prevents safeguarding violations and promotes the implementation of the Safeguarding Policy
- Report any concerns or suspicions regarding safeguarding violations by any VOLUNTEERS staff members or associated personnel

Enabling reports:
VOLUNTEERS will ensure safe, appropriate, accessible means of reporting processes of safeguarding concerns in such a way that made it available to staff and the communities we work with.

Any staff reporting concerns or complaints through formal whistle blowing channels (or if they request it) will be protected by VOLUNTEERS Disclosure of Malpractice in the Workplace (Whistle blowing) Policy.

Action Hands will also accept complaints from external sources such as members of the public, partners and official bodies.

How to report a safeguarding concern:
VOLUNTEERS Staff members who have a complaint or concern relating to safeguarding should report it immediately to their Safeguarding Focal Point [as appropriate] or line manager. If the staff member does not feel comfortable reporting to their Safeguarding Focal Point or line manager (for example if they feel that the report will not be taken seriously, or if that person is implicated in the concern) they may report to any other appropriate staff member. For example, this could be a senior manager or a member of the HR Team.

VOLUNTEERS **contacts details:**

Name	Position	Phone No:
1. Haja Moh. Salih	Head of Office	0913309536 0122526327
2. Bashira Shareef	Program Manager	0128836130
3. Ameena Ahmed Eseely	WASH Manager	0112275644
4. Madeha Adam	Protection	0911692395
5. Maysara Mohamed	Women & Youth Empowerment	0919754951
6. Ibrahim Ahmed	HR	0122132426

Response

VOLUNTEERS will follow up safeguarding reports and concerns according to policy and procedure, and legal and statutory obligations

VOLUNTEERS will apply appropriate disciplinary measures to staff found in breach of policy.

VOLUNTEERS will offer support to survivors of harm caused by staff or associated personnel, regardless of whether a formal internal response is carried out (such as an internal investigation). Decisions regarding support will be led by the survivor.

Confidentiality:

VOLUNTEERS staff and associated personnel must oblige to keep high confidentiality in communicating safeguarding issues to remain maintained at all stages of the process when dealing with safeguarding concerns. Information relating to the concern and subsequent case management should be shared on a need to know basis only, and should be kept secure at all times.

Equality and non-discrimination:

VOLUNTEERS organization commits to treat all people equally and fairly and with respect and dignity regardless of their races, colors, or ethnicity background and/or any other forms of discrimination

Glossary of Terms:

1. **Beneficiary of Assistance**
   Someone who directly receives goods or services from [NGO]'s program. Note that misuse of power can also apply to the wider community that the NGO serves, also can include exploitation by giving the perception of being in a position of power.

2. **Child**

A person below the age of 18

3. **Harm**
   Psychological, physical and any other infringement of an individual's rights

Psychological harm

Emotional or psychological abuse, including (but not limited to) humiliating and degrading treatment such as bad name calling, constant criticism, belittling, persistent shaming, solitary confinement and isolation

5. **Protection from Sexual Exploitation and Abuse (PSEA)**
   The term used by the humanitarian and development community to refer to the prevention of sexual exploitation and abuse of affected populations by staff or associated personnel. The term derives from the United Nations Secretary General's Bulletin on Special Measures for Protection from Sexual Exploitation and Abuse (ST/SGB/2003/13)

6. Safeguarding

In the UK, safeguarding means protecting peoples' health, wellbeing and human rights, and enabling them to live free from harm, abuse and neglect[1]

NGOs understand it to mean protecting people, including children and at risk adults, from harm that arises from coming into contact with our staff or programs. One donor definition is as follows:

Safeguarding means taking all reasonable steps to prevent harm, particularly sexual exploitation, abuse and harassment from occurring; to protect people, especially vulnerable adults and children, from that harm; and to respond appropriately when harm does occur

This definition draws from our values and principles and shapes our culture. It pays specific attention to preventing and responding to harm from any potential, actual or attempted abuse of power, trust, or vulnerability, especially for sexual purposes.

Safeguarding applies consistently and without exception across our programs, partners and staff. It requires proactively identifying, preventing and guarding against all risks of harm, exploitation and abuse and having mature, accountable and transparent systems for response, reporting and learning when risks materialize. Those systems must be survivor-centered and also protect those accused until proven guilty.Safeguarding puts beneficiaries and affected persons at the center of all we do.

7. Sexual abuse

The term 'sexual abuse' means the actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions.

8. Sexual exploitation

The term 'sexual exploitation' means any actual or attempted abuse of a position of vulnerability, differential power, or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another. This definition includes human trafficking and modern slavery.

9. Survivor

The person who has been abused or exploited, the term 'survivor' is often used in preference to 'victim' as it implies strength, resilience and the capacity to survive, however it is the individual's choice how they wish to identify themselves.

10. At risk adult

Sometimes also referred to as vulnerable adult, a person who is or may be in need of care by reason of mental or other disability, age or illness; and who is or may be unable to take care of himself or herself, or unable to protect him or herself against significant harm or exploitation

Relationships of the organization with beneficiaries:

VOLUNTEERS staff and associated personnel based on clearly reflectionof appropriate behavior and respect, with partner organizations and recipient target groups; and communities in a way so as not to bring the organization into disrepute by behavior considered anti-social to the prevailing norms and customs of society. VOLUNTEERS see the communities' involvement and participation are of high concerns, the organization staff members is also expected to respect the non-political nature of the organization and to value the contribution of others.

Synergy between safeguarding policy and procedures with other organizational policies:

The safeguarding policy is stems from VOLUNTEERS Vision, Mission and constitutions, and working procedures

Statement of Acknowledgement

My signature below confirms that I have read, fully understand, and agree to comply to VOLUNTEERS Behavioral Protocols (in alignment with VOLUNTEERSI's Partnership Management Policy on Child and Adult Safeguarding version 1; effective from Date .....) I understand that any action inconsistent with VOLUNTEERS Behavioral Protocols including failure to take action mandated by these protocols may result in disciplinary action up to termination.

Name:_____ Witness: _____

Signature: _____ Signature:_____

Date: _____ Date:_____