



**Indo-Global
Social Service Society**

Child Safeguarding Policy



First Approved in February 26, 2016

Revised in August , 2019

Preamble

IGSSS commits itself to creating and maintaining an environment, which promotes its core values and prevents child abuse and sexual exploitation. IGSSS staff and partners are expected to contribute in building a harmonious workplace based on team spirit, mutual respect and understanding. All IGSSS' staff and partners are expected to uphold the dignity of those we serve, by ensuring that their personal and professional conduct with clear boundaries, is of the highest standard at all times in a manner consistent with their role as IGSSS representatives and a positive role model to children.

IGSSS strongly condemns all kinds of physical, sexual, emotional or psychological abuse and exploitation. These constitute acts of gross misconduct and are therefore grounds for termination of employment / partnership / association. All relevant legal steps will be taken corresponding to the legal and social conditions of the local situation.

Why Safeguarding Policy

- 1) UN Convention of the Rights of the Child provides a comprehensive framework for the protection, provision and participation of all children. IGSSS has framed this policy in compliance with the UN convention.
- 2) The children are vulnerable to abuse and exploitation. IGSSS engages with families for the programs. Therefore, IGSSS wants to make sure that our association do not put any child at risk or cause them harm.
- 3) Child abusers seek out organizations with weak communication structures and thrive where secrecy and shame prevail. This can be averted by creating an aware culture where staff, volunteers, contractors and visitors clearly understand the risks that exist to children, are provided with training and support to identify and raise safeguarding concerns and where the potential for abuse can be discussed openly and transparently.

Statement of Intent

Child Safeguarding Policy is a statement of intent that outlines IGSSS' commitment to safeguard children and adolescents from harm and makes clear to all what is required in relation to their protection. Through the implementation of this Safeguarding Policy, IGSSS is committed to ensuring that its governing board, staff, volunteers, intern, partners, consultants and others working on behalf of the organization prioritize children's protection and safeguard the best interests of the child at all times.

The **Objective** of the policy is:

To protect children and ensuring that no child is subjected to any form of harm / abuse as a result of their association with IGSSS. This includes, ensuring that their contact with us and

those associated with us and/or their participation in our activities, interventions and operations is safe.

The policy delineates our responsibilities, preventive, responsive and referral measures.

Scope of the policy

The Safeguarding Policy is to be applied across all organizational activities and in all of IGSSS programs. All IGSSS' staff / board members / partner organizations / associates / visitors should be aware of and adhere to the policy. In addition to complying with the policy all representatives must sign and will be held accountable to IGSSS' safeguarding Code of Conduct.

This policy does not extend to child protection mechanisms in communities where IGSSS works in partnerships as we recognize that our partners are best placed to address the risks of harm that exist within children's own communities. However, IGSSS works closely with partners to ensure that they develop safe organizations and deliver programmes which protect and promote the well-being of the children they work with.

Strategies for Implementation

1) Awareness and Communication

IGSSS shall use appropriate communication channels to make IGSSS staff, partners and associates aware of safeguarding risks, policies and procedures, and their safeguarding responsibilities. In addition, during direct engagement with children, their parents, guardians or care givers should be informed of the same so that they know what behaviors to expect and how to report any concerns.

2) Code of Conduct

To ensure that governing board / staff/partners / associates avoid any behavior or conduct that compromises the safety and protection of children within its activities, operations and programs, they shall be asked to sign the code of conduct.

3) Capacity Building

IGSSS will organize programs to develop understanding and sensitivity related to child safeguarding issues for key stakeholders. Efforts will be made to develop the capacity to appropriately prevent, detect, report and respond to safeguarding concerns and particularly as they pertain to differing gender and other identities.

4) Reporting Mechanisms and Redressal System

Mechanisms are established through this policy that enables the safe reporting of safeguarding concerns and confidentiality and appropriate measures to support and protect children when concerns arise. All measures taken to respond to a safeguarding concern should take into account the best interest of the child or young person and be sensitive to their differing gender and other identities ensuring they are kept safe and protected. Response measures should be appropriately risk assessed and endeavor to ensure no further harm comes to the child and/or young person as a result of any actions taken.

Responsibilities

1) IGSSS Staff:

- All IGSSS staff is aware of the policy and comply with the policy and code of conduct, including following all reporting and response procedures outlined.
- All partner organizations / associates / visitors must receive a copy of the policy and code of conduct as part of the development of any Memorandum of Understanding (MoU) or Project Funding Agreement process (PFA).
- IGSSS will communicate the policy through its website and directly to core stakeholders to demonstrate its commitment and the importance of the policy
- Assessment of risks to children and adults are included as a specific part of the project development or inception phase of every project, using the approved toolkit

2) Partners

- All IGSSS partners will have policies and procedures in place covering safeguarding. We will only enter into an MoU or PFA with organisations that either have these in place, or are committed to developing them.
- Code of Conduct will be signed and complied by all.

3) Board members / Associates / Visitors

- Code of Conduct will be signed and complied by all.

Reporting and Redressal Mechanism

Child Protection Point Person

IGSSS will designate one staff in each office as a Child Safeguard Officer (CSO). The role of the CSOs will be to:

- 1) Ensure all staff is aware about and complying to Child Safeguarding policy,
- 2) Ensure all Code of Conduct / Formats as required is signed and stored.
- 3) Ensure compliance of Child safeguarding policy by associates / visitors.
- 4) Immediately report any incident, concern, observation to Executive Director.
- 5) Recommend actions for making IGSSS a safe space for children.
- 6) The CSOs will be provided with capacity building inputs from time to time.

Incident Management

- 1) IGSSS representatives are obligated to report any concerns about alleged or suspected harm to the CSO or Executive Director immediately.
- 2) In the event that the concerns relate to the Executive Director, the report must be made to the Chair of the Board. Reporting of concerns should take place within 24 hours, allowing for time differences in different countries. Failure to report any observations / reports you have received, however uncertain, could result in disciplinary action.

- 3) All allegations should be recorded using the safeguarding reporting forms and e-mailed to Executive Director. These records to be stored securely with access limited to CSO, HR & Office Manager and the Executive Director.
- 4) If IGSSS staff observe or receive reports that a representative of a partner organization is behaving in a way that is or is likely to cause harm to a child, this must be reported immediately to the local partner organization. Details of follow up actions and final outcomes must be monitored by the CSO to ensure an appropriate conclusion.
- 5) As soon as complaint / concern are received, Executive Director shall firstly establish what steps have been taken to ensure the physical and psychological safety of the child and protect the child and others from further harm. This must be the paramount consideration.
- 6) The Executive Director would thereafter constitute an enquiry committee.
- 7) If the allegation is against an IGSSS staff, the member of staff will be suspended on full pay (staff member) or suspended from all activity / association pending the outcome of the investigation by the Executive Director. Suspension is not a presumption of guilt and as such the matter should remain confidential whilst an investigation is conducted. If a staff member is suspended, personnel IGSSS will simply be informed that the member of staff is unable to attend work without giving any further details. If the investigation results in dismissal, staff will be informed that a breach of safeguarding protocols occurred but no further details will be given to protect the confidentiality of the child or children concerned.
- 8) The enquiry process should be completed as fast as possible.
- 9) If found guilty, immediate disciplinary action should follow:
 - Staff – disciplinary action
 - Trustees – termination of Board membership
 - Volunteers and interns – ending the relationship with IGSSS
 - Consultants/ Contractors – termination of contract
 - Partners - withdrawal of funding/support and ending of the relationship
- 10) Acts of a criminal nature will be referred to the police / Child protection statutory bodies and may result in a criminal investigation and conviction.
- 11) The disciplinary action against the staff could range from a warning to dismissal from service as specified in the Code of Conduct and Disciplinary Procedure of HR policy.
- 12) Victim may be provided with counselling support as required.
- 13) The media will be dealt with by the Executive Director.

Confidentiality

During the redressal process concerned persons are required to assure confidentiality, non-retaliation and recommend interim measures as needed to conduct a fair inquiry. It is forbidden to disclose, publish, or make known the contents of any complaint and/or inquiry proceedings – including making known the details of any Complaint, or the aggrieved person's name and personal details – to the media, press, or public. If any member is found to have breached confidentiality, they will be removed, and subject to appropriate disciplinary action by the Organization. The witnesses / whistle blowers identity and testimonial will also be kept confidential.

Protection against Retaliation

Regardless of the outcome of the Complaint made in good faith, the aggrieved person lodging the complaint and any person providing information or any witness will be protected from any form of retaliation. While dealing with complaints, IGSSS shall ensure that the complainant or the witness are not victimized or discriminated against by the Respondent. The Complainant must report any unwarranted pressures, retaliatory or any other type of unethical behavior from the Respondent during the progress of the investigation as soon as possible. IGSSS will take disciplinary action against any such complaints that are found genuine.

Anonymous allegations

Anonymous allegations are very difficult to act upon as there may be little or no corroborating evidence. IGSSS does not encourage anonymous reporting.

However, IGSSS has a commitment and moral obligation to act. IGSSS will try to respond to the person making the allegation to encourage them to come forward and providing reassurance about the confidentiality measures that will be in place whilst investigating the matter. If the person fails to come forward, IGSSS will undertake initial enquires to ascertain the seriousness and veracity of the allegations. Based on the information gathered, the Executive Director will decide what further action should be taken.

Conclusion

IGSSS is committed to make IGSSS workspace a safe space for children and adolescent and hence the policy will be sincerely followed in the letter and spirit.

Appendix

Appendix 1 : Defining Terms Used in The Policy

Appendix 2: Forms of Abuse

Appendix 3: Recognizing Signs of Abuse

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Appendix 1 : Defining Terms Used in the Policy

Child in line with the United Nations Convention on the Rights of the Child and for the purposes of this policy, is defined as any person – girl, boy, young woman, young man, and children of other gender identities - under the age of 18 years (UNCRC Article 1).

Safeguarding approach means identifying and minimizing the risk of harm to children from staff, representatives and partners; our operations and programme activities and includes responding appropriately to any safeguarding concerns about children within communities where we work. It entails a wide potential range of policies, procedures, proactive actions to prevent harm and promote child safety and wellbeing.

Child Protection is a specific element of safeguarding relating to the actions taken to protect a child who is suffering or is likely to suffer significant harm.

Child Harm Safeguarding children demands attention to all actions which may cause harm to children. This extends beyond actual abuse, to include all action which may cause harm to a child, either intentionally or unintentionally, directly or indirectly.

Informed Consent Ensuring informed consent involves providing children, parents, guardians with the facts, implications and future consequences of any action affecting them. This should be done in a manner appropriate to the child's age and understanding. This includes, but is not restricted to, ensuring that children understand the ways that their personal information and/or photographs will be used and that they give consent to be involved in project activities

Child Abuse According to the World Health Organisation “child abuse” or “maltreatment” constitutes “all forms of physical and/or emotional ill-treatment, sexual abuse, neglect or negligent treatment or commercial or other exploitation, resulting in actual or potential harm to the child's health, survival, development or dignity in the context of a relationship of responsibility, trust or power.” (WHO, 1999 Report of the Consultation on Child Abuse Prevention)

Staff refers to individuals who are regular employees of IGSSS.

Associate refers to a range of contracted paid and non-paid individuals who have committed to work with or support IGSSS. It includes, among others, board members, volunteers (including community volunteers), interns, sponsors, researchers, donors, media, consultants and contractors, staff and/or representatives of partner organizations and local governments (when operating in partnership agreement with IGSSS).

Visitor refers to a range of persons who are visiting our offices or programmes and may come into contact with children, including journalists, media, researchers, visiting sponsors and celebrities.

Allegation - a statement which says that someone has done something wrong or illegal but has not yet been proven to be true or otherwise.

Alleged Perpetrator – person thought, but yet to be proven responsible for the actions that are the subject of the concern or incident that is being reported.

Child Victim – Child who has suffered or may be suffering or is at risk of suffering as a result of the issue that is being reported.

Complainant – Person reporting the issue. Note that the complainant may also be the rapporteur/recorder if they are the same person recording or writing up the issue.

Complaint – a formal statement verbal or written that something is wrong or unsatisfactory or of suspected, potential, alleged or actual abuse.

Respondent – Against whom the complaint has been filed.

Concern – something that causes worry or is of worry

Incident – the event which is being reported

“Abuse” occurs when an individual or individuals hurts another adult or child, either physically or mentally. Abuse can be intentional or unintentional.

Appendix 2 - Forms of Abuse

There are several forms of abuse including:

a) Physical abuse

Physical abuse is causing deliberate injury to a person, however slight. This may involve hitting, shaking, throwing, poisoning, biting, burning or scalding, drowning, suffocating or otherwise causing or attempting to cause physical harm to a person. Physical harm may also be caused through the misuse of medication, restraint or inappropriate sanctions (for example, corporal punishment) or being given alcohol or a substance that is known to cause harm.

b) Emotional/psychological abuse

Emotional or psychological abuse is the emotional ill-treatment of a person that adversely affects their wellbeing or development. Some level of emotional abuse is involved in all types of ill treatment, though it may occur alone. It includes threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or support networks. Other harmful experiences such as frequently being forced to witness violence in their domestic environment are also classified as emotional abuse.

c) Neglect

Neglect is the continuing failure to prevent harm that damages or impairs health and/or development by not meeting a person's basic physical and/or psychological needs. This includes ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, withholding medication, inadequate hygiene, nutrition, housing or heating, or preventing someone from interacting with others. often under-reported. In an international development context, some of the individuals

d) Sexual abuse

Any kind of sexual activity involving a child constitutes sexual abuse, whether or not the child is aware of, or consents to, what is happening. This includes rape, incest, fondling genitals, masturbation, voyeurism, exhibitionism, exposing a child to adult sexual material, or making them take part in any sexual activity, real or simulated, whether face-to-face, online, or in any other medium.

e) Exploitation

Those who want to exploit children will seek out those who are in vulnerable circumstances to use them for their own purpose, activity or gratification. This could be financial, commercial, sexual or related to extremism and terrorism. Exploitation involves a process of grooming; when someone builds an emotional connection with a child or adult to gain their trust for the purpose of exploitation. They may also manipulate their environment, so they become isolated from those who could help or support them. Those affected may not realise they have been groomed, or that what has happened is abuse.

Appendix 3 - Recognising signs of Abuse

Recognising indications of potential abuse is complex and there is no simple checklist which allows easy recognition. There are potential warning signs that you can be alert to but they should be assessed with care. It should not be automatically assumed that abuse is occurring. Equally, however, it is important not to dismiss your concerns or ignore any signs of abuse – these should be discussed with the CSO as soon as possible to help decide the most appropriate course of action.

<p>Physical Abuse</p> <p><i>Possible physical signs:</i></p> <ul style="list-style-type: none"> ▪ Bruises, bruising which looks like hand or finger marks, burns, cigarette burns, scalds, sprains, dislocations, human bites, cuts ▪ Injuries that the child cannot explain or explains unconvincingly ▪ Untreated or inadequately treated injuries ▪ Injuries to parts of the body where accidents are unlikely, such as thighs, back, abdomen <p><i>Possible behavioral signs</i></p> <ul style="list-style-type: none"> ▪ Becoming sad, withdrawn or depressed ▪ Having trouble sleeping ▪ Behaving aggressively or being disruptive ▪ Showing fear of certain adults or children ▪ Fear of returning home or of parents being contacted ▪ Showing lack of confidence and low self-esteem ▪ Being very passive and compliant ▪ Using drugs or alcohol <p>Chronic running away</p>	<p>Sexual Abuse</p> <p><i>Possible physical signs</i></p> <ul style="list-style-type: none"> ▪ Pain, itching, bruising or bleeding in the genital or anal areas. ▪ Genital discharge or urinary tract infections ▪ Stomach pains or discomfort walking or sitting ▪ Sexually transmitted infections <p><i>Possible behavioral signs</i></p> <ul style="list-style-type: none"> ▪ A marked change in the child's general behaviour. Unusually quiet and withdrawn, or unusually aggressive. ▪ Showing unexpected fear or distrust of a particular adult/s or children. ▪ Child starts using sexually explicit behaviour or language, particularly if the behaviour or language is not appropriate for their age. ▪ The child may describe receiving special attention from a particular adult, or refer to a new "secret" friendship with an adult or young person.
<p>Emotional Abuse</p> <p><i>Possible signs:</i></p> <ul style="list-style-type: none"> ▪ Physical, mental and emotional development is delayed ▪ Highly anxious ▪ Showing delayed speech or sudden speech disorder ▪ Low self-esteem ▪ Inappropriate emotional responses to painful situations ▪ Extremes of passivity or aggression ▪ Drug or alcohol abuse ▪ Chronic running away 	<p>Neglect / Negligent Treatment</p> <p><i>Possible signs:</i></p> <ul style="list-style-type: none"> ▪ Dressed inappropriately for the season or the weather (exposure symptoms might include recurrent colds, pneumonia, sunburn, frostbite, etc). ▪ Poor personal hygiene ▪ Is inadequately supervised or left in the care of an inappropriate care giver. ▪ Untreated medical problems ▪ Frequently hungry ▪ Is malnourished (this may be seen as being undersized, having low weight and a sallow complexion, lacking body tone, and being constantly tired).

<ul style="list-style-type: none"> ▪ Compulsive stealing 	<ul style="list-style-type: none"> ▪ Frequent lateness or non-attendance at school ▪ Untreated medical problems ▪ Compulsive stealing ▪ Drug or alcohol abuse ▪ Low self esteem <p>Poor social relationships</p>
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Possible signs of concern regarding adult behaviour:

- A person in whose presence the behaviour of a child significantly changes such as becoming withdrawn, fearful, distressed or agitated
- Asking a child to lie or keep secrets
- Breaches of the organisation's Code of Conduct / behavioural protocols
- Initiating private contact with a child, in person or by e-mail or telephone

Appendix 4 – Code of Conduct for Staff

I, (insert name) acknowledge that I have read and understand IGSSS' Safeguarding Policy.

By signing this document, I agree:

1. To comply with IGSSS' Safeguarding Policy and this Code.
2. To report any concerns or incidents in line with procedures set out in the policy.
3. To raise awareness of the policy and Code of Conduct in my work environment.

I will:

- Be committed to playing my part in creating a culture of openness and mutual accountability in the work place. This culture will enable all safeguarding concerns to be both raised and discussed. This will in turn ensure inappropriate and abusive behaviour is challenged.
- Help create and/or uphold an environment that is safe, positive and encouraging, where people are listened to and respected as individuals.
- Treat children with respect regardless of Caste, gender, language, religion, political, national, ethnic or social origin, disability, birth or other status and recognizing their right to personal privacy.
- Use positive, non-violent methods to manage behaviour.
- Ensure that when photographing, filming or interviewing children and adults, the guidelines within the policy are followed and that consent has been obtained, individuals are properly dressed and are not depicted in a way that is abusive, sexually provocative, demeaning or culturally inappropriate or that characterizes them as being reliant on the viewer.

- Protect and handle personal data of children with care, to minimize the risks posed by third parties who receive information about children and adults from IGSSS.
- Respond to safeguarding concerns according to the reporting protocol
- Comply with any investigation led by official bodies (including interviews) and make available any information necessary. Be aware of situations that may present risks and pro-actively develop strategies to create safeguards to protect the interests, safety and wellbeing of children.
- Comply with all relevant country's legislations, for an example Juvenile Justice (Care and Protection of Children) Act, 2000 as amended in 2006, Child Labor (Prohibition and Regulation) Act, 1986, Bonded Labor System (Abolition) Act, 1976 including various provisions regarding children in Indian Constitution. Various International instruments like UNCRC Convention on the Rights of the Child, United Nations Rules for the Protection of Juvenile Justice, 1985 (the Beijing Rules) and United Nations Rules for the Protection of Juveniles Deprived of the ir Liberty (1990) and others.

I will never:

- Engage in any form of physical punishment/discipline of children, harassment, discrimination, physical or verbal abuse, intimidation, favoritism or exploitative sexual relations.
- Engage in sexual activity or have a sexual relationship with a child, regardless of consent or local custom. Mistaken belief in the age of a child is not a defence.
- Condone or in any way force an adult at risk, or a child, to participate in any form of sexual activity, real or simulated, on the internet or in any other medium.
- Make sexually suggestive comments or actions to a child, even as a joke.
- Touch, hold, kiss or cuddle an adult at risk, or a child, in an inappropriate and/ or culturally insensitive way.
- Marry a person below the age of 18, regardless of consent or local custom.
- Help at-risk adults or children with acts of an intimate or private nature, which they can do for themselves. Such actions may only be undertaken for an individual who has acknowledged the need for that assistance directly, or through a parent/guardian.
- Engage in activities involving close body contact with at-risk children, beyond professional requirements
- Hit or otherwise physically assault, or physically abuse anyone, nor use any form of corporal punishment as a disciplinary measure.
- Condone, or participate in behaviour with at-risk adults or children that is illegal, unsafe or abusive, including being part of harmful traditional practices, spiritual, ritualistic or substance abuse.
- Act in ways intended to shame, humiliate, belittle or degrade others, or otherwise perpetrate any form of emotional abuse.
- Exploit adults or children for their labour (e.g. domestic servitude, street begging) or for sexual purposes, or participate in the trafficking of children. 'Child domestic servitude' does not include occasional house help, babysitting, kitchen gardening during school holidays or general domestic tasks out of school time.
- Develop relationships with children or adults that could be deemed exploitative or abusive.
- Spend excessive time alone with a child, away from others, behind closed doors or in a secluded area.

- Take an a child, who has been involved in our programmes, to my home, or visit them in their home where I may be alone with them.
- Sleep in the same bed or the same room as a child met through work, or allow them to stay overnight at my home.
- Take a child met through work alone in a vehicle unless it is absolutely necessary, and only with parental/guardian and managerial consent.
- Hire children for domestic or other labor, which is inappropriate given their age or developmental stage.
- Use inappropriate, offensive or discriminatory language when speaking with a child.

Signed by: ----- Date-----/-----/-----

Name: -----

Witness: ----- Date-----/-----/-----

Name-----

Appendix 5 – Code of Conduct for Partners

I, (insert name and organization) acknowledge that I have read and understand IGSSS' Safeguarding Policy. I also understand that non-compliance can results into termination of partnership at any point of active programme duration.

By signing this document, I agree:

1. To comply with IGSSS' Safeguarding Policy and this Code.
2. To develop my own institutional Child Safeguarding Policy within the mutually agreed time but with required priority basis. (if it does not exist).
3. To treat children with respect regardless of caste, gender, language, religion, political, national, ethnic or social origin, disability, birth or other status and recognise their right to personal privacy.
4. To report any concerns or incidents in line with procedures set out in the policy.
5. To raise awareness of the policy and Code of Conduct in my work environment.
6. Not to engage in any form of physical (corporal) punishment to children, harassment, discrimination, physical or verbal abuse, intimidation, favouritism or exploitative (physical, mental, sexual) relations.
7. To ensure that my staff and, associates, visitors who work with the children, or come in contact with the children, keep safe and respectable distance when interacting with children; and refrain from expressing their affection by holding, kissing, embracing, cuddling, touching or maintaining eye contact with a child in an inappropriate, unnecessary or culturally insensitive way.
8. Not to employ any child at office or providing any service to the office/staff through its vendors.
9. To ensure the staff, associates, visitors do not use inappropriate, offensive or discriminatory language/local slang or remarks when speaking with a child, or surrounded by a child; and will never make suggestive remarks or gestures, even in fun.

10. To ensure that it is aware of situations that may expose child to any protection and development challenges and threats and pro-actively develop strategies to create safeguards to protect the interests, safety and wellbeing of child.
11. To dialogue with children in programme areas with adequate scope for receiving children's views on the decisions and actions taken on their behalf.
12. To comply with all relevant child focused legislations such as the Juvenile Justice (Care and Protection of Children) Amendment Act, 2015, Protection of Children from Sexual Offences Act, 2012, Child Labour (Prohibition and Regulation) Amendment Act, 2016, Right to Education Act 2009, Prohibition of Child Marriage Act 2006, Immoral Traffic (Prevention) Act, 1956, Bonded Labour System (Abolition) Act, 1976 including various provisions regarding children in the Indian Constitution. These laws and the policy on children, are based on the United Nations Convention on the Rights of the Child 1986, which form the foundation of child rights. .

Name: _____

Signed by: _____ Date ___/___/___

Appendix 6 – Code of Conduct for Board Members

I, (insert name) acknowledge that I have read and understand IGSSS' Safeguarding Policy.

By signing this document, I agree:

4. To comply with IGSSS' Safeguarding Policy and this Code.
5. To report any concerns or incidents in line with procedures set out in the policy.

I will:

- Be committed to playing my part in creating a culture of openness and mutual accountability in the work place. This culture will enable all safeguarding concerns to be both raised and discussed. This will in turn ensure inappropriate and abusive behaviour is challenged.
- Treat children with respect regardless of Caste, gender, language, religion, political, national, ethnic or social origin, disability, birth or other status and recognizing their right to personal privacy.
- Ensure that when photographing, filming or interviewing children and adults, the guidelines within the policy are followed and that consent has been obtained, individuals are properly dressed and are not depicted in a way that is abusive, sexually provocative, demeaning or culturally inappropriate or that characterizes them as being reliant on the viewer.

- Comply with any investigation led by official bodies (including interviews) and make available any information necessary. Be aware of situations that may present risks and pro-actively develop strategies to create safeguards to protect the interests, safety and wellbeing of children.
- Comply with all relevant country's legislations, for an example Juvenile Justice (Care and Protection of Children) Act, 2000 as amended in 2006, Child Labor (Prohibition and Regulation) Act, 1986, Bonded Labor System (Abolition) Act, 1976 including various provisions regarding children in Indian Constitution. Various International instruments like UNCRC Convention on the Rights of the Child, United Nations Rules for the Protection of Juvenile Justice, 1985 (the Beijing Rules) and United Nations Rules for the Protection of Juveniles Deprived of the ir Liberty (1990) and others.

I will never:

- Engage in any form of physical punishment/discipline of children, harassment, discrimination, physical or verbal abuse, intimidation, favoritism or exploitative sexual relations.
- Make sexually suggestive comments or actions to a child, even as a joke.
- Touch, hold, kiss or cuddle an adult at risk, or a child, in an inappropriate and/ or culturally insensitive way.
- Engage in activities involving close body contact with at-risk children, beyond professional requirements
- Take an a child, who has been involved in our programmes, to my home, or visit them in their home where I may be alone with them.
- Take a child met through work alone in a vehicle unless it is absolutely necessary, and only with parental/guardian and managerial consent.
- Hire children for domestic or other labor, which is inappropriate given their age or developmental stage.
- Use inappropriate, offensive or discriminatory language when speaking with a child.

Signed by: ----- Date-----/-----/-----
 Name: -----

Appendix 7 - Guidelines for Communication

This document sets out the principles IGSSS employs when communicating externally about our work and the work of our partners. It contains general principles for ensuring girls and boys are kept safe at all times, as well as specific guidelines which must be followed by staff/ visitors / associates as well as photographers, film crews and journalists visiting programmes through IGSSS.

Case studies and photos are very important tool for raising awareness and help us convey the impact of our work. It must be recognised, however, that harm may be caused to children through the use of words, images and stories, although unintentionally. The rights and

dignity of the child must be respected at all times and the best interest of the child maintained as the paramount concern.

General Guidelines

In communications about children, the following principles apply:

Dignity: The child's dignity must be preserved at all times. Language must not degrade, victimise or shame the child. In images, children should always be dressed appropriately and should never be depicted in any poses that could be interpreted as sexually provocative.

Accuracy: The portrayal of children must not be manipulated or sensationalised in any way. Images and stories should provide a balanced depiction of the child's life and circumstances, balancing negatives with empowering images or showing the progress that children are making.

Privacy: Information should not be shared that could be used to identify a child or might put them at risk in any way. Children's real names will never be used and limited information provided about location to protect children's privacy. External materials must state "Names of the children have been changed and photographs are not those of the children written about. All children have given permission for IGSSS to use and share their images and stories". Where anonymity is needed to protect the rights and dignity of the child (for example, in demonstrating work with commercially sexually exploited children), faces and all identifying information will be omitted.

Information about a child/children's life and photographs of children (including information stored on the PC) will be kept in secure files. Access to these should be limited to those that need to use them during the course of their work.

Equality and Diversity: Whenever possible we will seek to gather images that show an equal amount of boys and girls, within a spread of ages, abilities and backgrounds. When taking images of children, we will be aware of the stereotypes and issues affecting them and will ensure we do not reinforce or contribute to stereotypes associated with gender, age, ability or background.

Best Interest of the Child: In all decisions about the use of images and other media, the best interests of the child will be the paramount consideration.

Informed Consent

Verbal and Written Consent for taking and using a Photo

Informed consent must always be sought before taking any photos or requesting personal information about children's lives that may then be used IGSSS materials etc. Informed consent means that children are told how IGSSS may use the information or image and that they are under no obligation to agree to its use. They should also be re-assured that the names, locations and other identifying information will be changed.

When visiting partner programmes, verbal consent will be sought from children and families before taking any photos, videos or case study information. Ideally, local staff should lead on asking for consent as children and families may feel more comfortable to refuse consent when asked by someone that they already know and trust. Informed consent requires that

clear information is given about how the image or information may be used - this must always be given even if prior written consent has been obtained.

In all cases, written consent will be required before images or stories can be used. Normally this will be obtained at a later date once images have been selected. This prevents multiple consent forms being completed only for the images not to be used. It also provides time for the child to reflect and gives them an additional opportunity to withdraw their consent should they wish to do so. However, if obtaining consent at a later date is likely to be difficult (e.g. due to the distant location or limited contact with the child/caregiver), written consent to be obtained at the time of taking the images.

Partners can either use the consent form translated in to the local language or they can use their own consent form but it must explicitly state that the photos/information may be used by IGSSS as the child should understand that the photos may be used by an organisation they do not know.

Sharing of Photos

It is recommended to share with the child and show them how their photo has been used if possible.

Case studies

Case studies play an important role in illustrating the challenges faced by children and the impact of IGSSS work. Equally, many beneficiaries are keen to share stories about the positive changes that have taken place in their lives and it is important to share these successes whilst also protecting the best interests of the child. Whenever IGSSS wishes to use case studies, the following safeguards will be in place:

- Written consent will be obtained from the child and their parent/caregiver for the use of their stories and/or any images. If it is not possible to gain consent from the parent/caregiver, a representative from the partner organisation may counter-sign the consent for,
- Where the case study details sensitive information about abuse, violence or trauma - whether in the past or in the present - the content of the case study will be discussed with the CSO to ensure all necessary safeguards are in place
- Names of children and their families will always be changed. The only exception to the above would be if the story is already in the public domain with the child's consent.
- Only limited information about the location will be provided in the case study e.g. the region or city but without mentioning the specific village or district
- It is important that any images accompanying the case study accurately reflect the context but should not put children at risk by identifying their location. Any images used alongside a case study will not contain any landmarks or other detail that may be used to identify the location.
- The child's image may accompany the case story where consent is obtained and the story illustrates positive success and achievements in the child's life
- Where the case study details sensitive information about abuse, violence or trauma - whether in the past or in the present - only images will only be used in which the face of the child and/or their family members are not clearly distinguishable

Interviewing Children

Interviewing children requires skills and certain basic principles should be followed to ensure their dignity and their rights of the individual are respected.

Before Interview:

- **Informed Consent:** In relation to interviews, informed consent extends beyond how the information may be used. It includes explaining what subjects are likely to be covered in the interview and clarifying the child's right to withdraw their consent at any point.
- It is preferable that initial consent is gained before the interview and is requested by a member of staff who is known to the child without the interviewer being present. This will enable the child to feel more confident to say no. The interviewer should review the child's understanding of consent at the start of the interview and a consent form must be completed.
- **Provision of support:** There should be someone else present during the interview who the child is familiar with. Wherever possible, the child should be given a choice regarding who supports them during the interview.
- **Respecting the right to say NO:** Be clear before you start the interview that the child only has to talk if they are comfortable doing so, and they can stop and withdraw their consent at any point.
- **Sensitivity:** If you are likely to talk about potentially unsettling or emotional issues, the child must be aware of and consent given for these subjects being raised. The interviewer needs to pay close attention to the child's body language and responses and offer to stop the interview if the child appears to be uncomfortable or upset at any point.
- **Gender:** Consider the different needs of boys and girls and whether they would be more comfortable to talk to a man or a woman. Gender must also be considered when deciding what topics may be discussed.
- **Respecting the right to information:** If you are going to take notes, or record the interview in another way, you must explain this to the child and verbally ask their permission to do so.

During the interview

- **Respect Agreements:** It is not appropriate to delve into new areas that the child has not agreed to talk about. This is a breach of trust and may be harmful to the child.
- **Body language:** Try and ensure that your body language helps to put the child at ease - position yourself on the same level to address power imbalances; make eye contact but don't stare; smile. Also be aware of the child's body language and acknowledge that they may be finding things a little difficult or strange - this shows that you are listening and are sensitive to their needs.
- **Style of questioning:** Ask non-leading open ended questions, do not make assumptions or fill in words, or finish sentences. Clarify your understanding if you are not clear and don't make assumptions.
- **Non Judgemental:** Do not make value judgements regarding children's responses or impose your values and understanding of the world on children. Be aware that judgements can be conveyed non-verbally and attempt to manage your reactions carefully.

Visits by photographers, film crews, journalists and others

Media communication is a wonderful opportunity to share IGSSS' work. To protect both good intentioned journalists and children, journalists should inform IGSSS in advance before

interviewing children. Visitors should not exchange contact details with any children while visiting. The guidelines for visits are:

- Visitors must be fully briefed before their departure, be given IGSSS' Safeguarding policy and sign their commitment to adhere to the policy
- Visitor must be accompanied by an employee of IGSSS while doing a report (video, photo, etc.).
- Ensure that the child does not pose in any inappropriate manner (sexual connotations etc.).
- Do not take or publish photos of children who are completely naked or dressed inappropriately.
- Images of children which are exploitative or offensive must not be used.
- Always respect the children's dignity. Do not represent the children as victims (weak, desperate etc.). Images should present children in a 'positive way'. Similarly stories about children should aim to report not only the negative aspects of children's lives, but also their strengths rather than sensationalising the child's experience.
- Taking pictures or videos is reserved for strictly professional use. Unofficial photographs must not be posted or uploaded on personal pages.
- Never indicate in the files any information that could endanger the child victim of abuse (title, metadata, captions etc.).
- When publishing/distributing photos, images, stories etc., personal information must be removed to ensure privacy (i.e. names and addresses must not be included and if necessary other identifying features such as school name should also be omitted).
- Only use photos available for public use (verified and validated by an official country representative and the person in charge of visual communication).
- Copies of images, film and story should be sent to the partner organisation to be passed on to the children and community.

Use of personal social networks

IGSSS understands that increasingly, individuals use social networks in their personal lives and that individuals may feel a desire to share their experiences on social media, especially when visiting a project. Social networks refers to any personal online platform including but not restricted to; Facebook, Twitter, Instagram, personal blog, YouTube, Flickr etc.

Sharing photos or stories online can have an impact on how IGSSS is viewed externally and for the children in the images and safeguards need to be put in place, to ensure that any social networking activity reflects our commitment to Child Safeguarding and IGSSS's core values.

- Staff and volunteers will never post images or stories about beneficiaries via personal social media accounts unless authorized to do so. Consent is given to IGSSS as an organisation and not to any individual for personal use
- Staff and volunteers must inform the CSO or Executive Director if they observe or read uploaded content from another IGSSS representative which breaches the safeguarding policy

Appendix 8 – Code of Conduct for Visitors / Media / Consultants / Associates

I, (insert name) acknowledge that I have read and understand IGSSS' Safeguarding Policy.

By signing this document, I agree:

6. To comply with IGSSS' Safeguarding Policy and this Code.
7. To report any concerns or incidents in line with procedures set out in the policy.

I will during my association with IGSSS:

- Be committed to playing my part in creating a culture of openness and mutual accountability in the work place. This culture will enable all safeguarding concerns to be both raised and discussed. This will in turn ensure inappropriate and abusive behaviour is challenged.
- Treat children with respect regardless of Caste, gender, language, religion, political, national, ethnic or social origin, disability, birth or other status and recognizing their right to personal privacy.
- Comply with any investigation led by official bodies (including interviews) and make available any information necessary. Be aware of situations that may present risks and pro-actively develop strategies to create safeguards to protect the interests, safety and wellbeing of children.
- Comply with all relevant country's legislations, for an example Juvenile Justice (Care and Protection of Children) Act, 2000 as amended in 2006, Child Labor (Prohibition and Regulation) Act, 1986, Bonded Labor System (Abolition) Act, 1976 including various provisions regarding children in Indian Constitution. Various International instruments like UNCRC Convention on the Rights of the Child, United Nations Rules for the Protection of Juvenile Justice, 1985 (the Beijing Rules) and United Nations Rules for the Protection of Juveniles Deprived of the ir Liberty (1990) and others.

I will never during my association with IGSSS:

- Engage in any form of physical punishment/discipline of children, harassment, discrimination, physical or verbal abuse, intimidation, favoritism or exploitative sexual relations.
- Make sexually suggestive comments or actions to a child, even as a joke.
- Touch, hold, kiss or cuddle an adult at risk, or a child, in an inappropriate and/ or culturally insensitive way.
- Engage in activities involving close body contact with at-risk children, beyond professional requirements
- Take an a child, who has been involved in IGSSS' programmes, to my home, or visit them in their home where I may be alone with them.
- Take a child met through IGSSS' work alone in a vehicle unless it is absolutely necessary, and only with parental/guardian and managerial consent.
- Hire children for domestic or other labor, which is inappropriate given their age or developmental stage.
- Use inappropriate, offensive or discriminatory language when speaking with a child.

Related to photos/videos and other image, I will always:

- Obtain consent of the child and his/her parents or guardians before taking any photographs
- Take and use photographs and image of children that are dignified and respectful and that do not present them as victims. Image will not depict children in a vulnerable or submissive manner;
- Ensure that children should be adequately clothed in photographs and not in poses that could be misinterpreted as sexually suggestive;
- Protect the safety and privacy of children and their families by not using their full names, not using their images on the Internet without explicit consent, and not using them in any way in which their location could be identified or their confidentiality or dignity could be breached.
- Do not use the photographs of children and IGSSS assisted communities to benefit financially. The photographs taken during the visit will be used for media purposes as a journalist.
- To ensure children's privacy is protected, I will send the articles I wrote and/or photos took concerning of IGSSS and the children to IGSSS' for confirmation before it is/they are released. Otherwise, I will take the full responsibility if any information was accused of being reported wrongly and IGSSS holds the right to apply to the court.
- I will check with IGSSS' staff in any situation where they are uncertain of what behavior is appropriate or if I want to report a concern.

Signatures from Visitor / Media / Consultants / Associates

I say NO to child abuse. I have read, understood and will abide by the child protection policy.

Appendix 9 Consent Form (For parent/ guardian on the child's interview)

I give permission for my child/ children to be interviewed by media visitors from IGSSS about the child's Life. I am fully informed by IGSSS' what this interview means and the responsibilities of participation.

I grant permission to IGSSS to interview, photograph and/or film my child and to use the information, photographs and films for the purpose of publicity, for example, in the organizational reports, books, national and international newspapers, websites, radios and televisions.

I understand that if at any time I am not happy with my child being interviewed or with resulting publicity, I may withdraw my child from the interview or request the withdrawal of future appearances on any publicity materials after my change of decision

I certify that I am the parent or guardian of the child.

Name of child:

Name and Signature of parent/guardian:

Signature of Partner Representative / IGSSS staff

Date

Appendix 10 Reporting Format

Part I - About You (Informer)

1. Name:
2. Your Role in IGSSS:
3. Details of any other organization involved:
4. Your relationship to the concerned child:

(Your identity as an informer will be kept confidential. In spite of that if you may, for personal reasons, not want to disclose your identity, you are requested to cooperate fully in sharing the rest of the following information.)

Part II - About the Child

1. Name of the Child:
2. Sex:
3. Age:
4. Address:
5. Who does the child or young person live with?

Part III - About your Concern

Please give as much detail as you can, regarding your concern of abuse or danger to a child. Eg of details could be related to

1. Did a child disclose abuse?
2. Was abuse observed or suspected?
3. Nature of concerns/allegation
4. Date, time, and place of any incident(s)
5. Observation made by you (Child's Emotional status, physical evidence)
6. Write down/share exactly what the child said and what you said
7. Any other relevant information
8. Were other children involved, aware?
9. Have you reported this to the parents or caregiver or any other child protection personnel or agencies?
10. Time and date of reporting
11. Person (s) to whom report was made
12. Advice given
13. Action taken

DETAIL OF THE ALLEGED PERPETRATOR

(Fill complete details as much as possible - if known)

1. Name
2. Nationality
3. Address/Current
4. Location
5. Language/s spoken
6. Age
7. Sex
8. Relationship to the victim

9. Occupation
10. Employer
11. Any other details (including physical description)
12. Current safety of the Child (Include any immediate safety concerns such as access of perpetrator to the safety within the family, any emergency needs)
13. Has any emergency or other support been required? If so what was provided? When and by whom?
(Include any immediate safety concerns such as access of perpetrator to the safety within the family, any emergency needs)
14. Does- the 'report or presentation of the child (if present) suggest required medical emergency
15. Who else knows? (e.g. other agencies, family members, other individuals)
16. Actions taken to date? (e.g. referral to the police, social welfare etc.)

Completed by Name and Signature:

Date