Together, building futures.

Friends-International
Child Protection Policy and Procedures
Child Protection Policy and Procedures

Version 2013
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1. Introduction

Stated Parties shall protect the child from all forms of physical or mental violence, injury or abuse, neglect or negligent treatment, maltreatment or exploitation, including sexual abuse (UN Convention on the Rights of the Child (1989), Article 19).

Friends-International is committed to child protection and aims to achieve the highest level of protection for children. Friends-International aims to put in place a policy and procedures which will significantly strengthen child protection within all its programs and projects and among its partners’ projects.

1.1 What is Friends-International’s Child Protection Policy and what is it’s purpose?

Friends-International’s Child Protection Policy is based on the UN Convention on the Rights of the Child. It is a policy which communicates that Friends-International is committed to keeping children safe. It makes clear to everyone involved with Friends-International that children must be protected; it helps to create a safe and positive environment for children, and shows that Friends-International is taking its duty of care seriously.

The Friends-International Child Protection policy provides a framework of principles, standards and guidelines on which to base individual and organizational practices to become aware, prevent and respond to abuse.

Definition of child / children / beneficiary:

The term child/children refers to the whole target group of Friends-International: children and youth from 0 to 24 years old (and beyond if still in care).

The term beneficiary refers to person receiving services from Friends-International and encompasses our wider target group to include: Parents, Siblings and Caretakers who may be either a direct or indirect beneficiary.

1.2 What is a child abuse?

Friends-International adopts the World Health Organization definition: ‘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.

Physical abuse: Physical abuse occurs when a person purposefully injures or threatens to injure a child or a young person. This may take the form of but is not limited to slapping, punching, shaking, burning, shoving or grabbing. The injury may take the form of bruises, cuts, burns, fractures etc.

Emotional abuse: Emotional abuse is a chronic attack on a child’s or a young person’s self esteem. It can take the form of but is not limited to name-calling, threatening, ridiculing, intimidating or isolating the child or young person.

Sexual abuse: Sexual abuse is any act that involves sexual molestation or exploitation of a child or a young person regardless of whether physical injuries are sustained. Child sexual abuse is a physical violation of a child’s body through any sort of sexual contact or psychological violation of a child's space through verbal or visual sexual behavior.

Neglect: Neglect is the persistent failure to meet a child’s or a young person’s basic needs: Physical needs, such as adequate nutrition, personal hygiene, shelter and appropriate supervision
Medical needs, such as general and mental health care
Emotional needs, such as opportunities for mental development and emotional nurture
Educational needs, such as schooling and access to educational resources

1.3 Why does Friends-International need child protection policies and procedures?
- Friends-International like all other organizations working with children has a moral and legal responsibility to protect children within its care.
- Friends-International, like all other organizations working with vulnerable children, has been, is and will continue to be vulnerable to harboring abuse. Due to this fact Friends-International needs clear policies and procedures to prevent or bring the issues into the open to be dealt with appropriately.
- Child protection policies and procedures help to make Friends-International a 'child-safe' organization. A ChildSafe organization is an organization that has an 'aware culture', that does everything possible to prevent intentional and unintentional harm coming to children. It also seeks to create an environment where children feel safe, where children can speak out, where children are listened to and where children and staff are respected and empowered.
- A strong policy will guide in dealing with difficult situations.
- Organizations without child protection policies, guidelines and systems are more vulnerable to false or malicious accusations of abuse.
- Without proper policies, guidelines and procedures in place, allegations of abuse, whether founded or unfounded, can destroy an organization's reputation. This will have serious implications for fundraising as well as damaging the reputation of the children's NGO sector as a whole.
- A policy provides the donors with the confidence that Friends-International is 'child-safe' and eligible for funding.

What is the Context of Friends’ International Child protection Policy:
Mith Samlanh provide holistic services to marginalized and vulnerable youth children and families. This policy is based on the Convention of the Rights of the child and is committed to ensuring these rights, responding to and protecting children and youth from all risks and abuse in the environments in which we work.

1.4 Friends-International’s core values and principles regarding child protection
- All children are human beings, who are the subject and receivers of human rights that Friends-International will respect at all times.
- All children have equal rights to protection from all forms of abuse and exploitation regardless of their gender, race, health situation, religion, age, disability, sexual orientation, social background or culture
- All child abuse involves the abuse of children's rights
- Child abuse is never acceptable
- All children should be encouraged to fulfill their potential and inequalities should be challenged
- Everybody has a responsibility to support the care and protection of children
- We have a duty of care to children with whom we work and with whom our representatives work
- When we work through partners they have a responsibility to meet minimum standards of
1.5 Friends-International’s means to protect children

We will meet our commitment to protect children from abuse through the following means:

Awareness: we will ensure that all staff, board members, volunteers and partners are aware of the problems of child abuse and the risks to children

Prevention: we will ensure, through awareness, guidelines and good practice, that staff, board members, volunteers and partners minimize the risks to children

Reporting: we will ensure that staff, board members, volunteers and partners are clear of the steps to take when concerns arise regarding the safety of children

Responding: we will ensure that action is taken to support and protect children where concerns arise regarding possible abuse. This process will be fair and transparent

Participation: we will ensure that children are actively involved in creating a safe environment and we take seriously their views, wishes and concerns in all matters regarding their safety and protection.

Scope of Child Protection Policy:

The scope of this Child protection policy applies to all staff, board members, volunteers, partners, donors, consultants, media and community who are in contact with children. Mith Samlanh make available to all parties their Child Protection policy and provided targeted training to staff according to their capacity.

1.6 Elements of the Child Protection Policy

- Personnel recruitment
- Education and training
- Management structure
- Behavior protocols
- External communication
- Reporting and reaction process
- Ramifications of misconduct

2. Personnel Recruitment

2.1 Requirements for personnel recruitment

All employees, contractors, trustees, officers, interns and volunteers, whether paid or unpaid, full time or part time, temporary or long-term, having direct or indirect contact with children should undergo a thorough and standardized recruitment process.

This is to ensure comprehensive protection for children from all personnel (paid employees, volunteers, associates etc.) who have direct or indirect contact with children through the organization.

This is also to ensure that the organization hires the best possible staff / volunteer to work with children who are best suited to the specific role they are undertaking. It helps that unsuitable
candidates / child abusers are deterred from applying and are not recruited into the organization.

2.2 Guidelines on recruitment

2.2.1 Advertisement of vacancies and application forms
To deter child abusers from applying and to communicate Friends-International’s sincerity and transparency about child protection issues, all advertisements for job vacancies and application forms make reference to the child protection policy and screening. This is to demonstrate our commitment to child protection issues and act as a deterrent to individuals seeking out organizations with weak protection procedures.

Suggested wording for job advertisements:
- Friends International’s recruitment and selection procedures reflect our commitment to the safety and protection of children in our activities / programs.
- Friends International has a child protection policy in place
- Candidates will be expected to comply with Friends-International’s child protection policy

Suggested wording for application forms
Applicants are expected to comply with Friends-International’s child protection policy. This includes:

1. Providing the name and contact information of two character references known to the applicant for no less than two years, excluding family members. Successful candidates will be expected to comply with the following as a condition of employment:

2. Providing a police reference or signing a self declaration stating any criminal convictions, including spent convictions. Employees will be asked to provide this documentation before employment and then bi-annually for the duration of their employment.


2.2.2 Interviews of candidates
To ensure that every recruitment opportunity is used to explore candidates’ suitability for a post in relation to child protection issues and to ensure that all candidates are judged on the basis of equal opportunity, Friends-International has a standardized interview process in place. One member of the recruitment panel will have undergone training / be familiar with issues of child protection to be able to ask child protection related questions and to look out for warning signs so that maximum use is made of a job interview to implement child protection safeguards.

Guidance on addressing child protection issues in interviews:

Prior to interview:
The designated child protection officer/trained human resource staff should advise the interview panel of the child protection implications of the interview process, making them aware of possible questions that could be asked and warning signs to watch out for during the interview.

Candidates are informed about conditions of employment:
- Providing a police reference, or, if not available, completing a self declaration of criminal convictions which includes a statement that they would be prepared to undergo a police reference check if appointed.
- Commitment to child protection policy and the signing of the Code of Conduct

During the interview:
Assessment of candidates’ suitability
Despite assessing applicants according to pre-determined specific essential and desirable skills, the
Interview should also be seen as an opportunity to assess candidates' suitability in relation to child protection. E.g. to find out whether there have been previous child protection concerns relating to when the candidate was working for other organizations and whether this might have led to dismissal or frequent changes in jobs; to explore whether periods of absence from employment may be due to (e.g.) time in custody, and suspicious activity. Therefore, bearing in mind the principles of an equal opportunities interview (i.e. everyone should be asked the same questions without discrimination), the interview panel should pay attention to:

- gaps in employment history (if the candidate has had a career working in children's issues)
- frequent changes of employment or address (if the candidate has had a career working in children's issues)
- reasons for leaving employment (especially if this appears sudden)
- any duties or accomplishments that come across as 'vague' in a CV in relation to work with children
- prevalence of regular overseas travel to destinations where child sex tourism occurs
- body language and evasion, contradiction and discrepancies in answers given

Addressing child protection issues

It is important in the interview that the issue of child abuse is openly discussed and that the interview panel reinforces that the organization has a comprehensive child protection policy and procedures in place. Transparency is an important part of abuse prevention; an abuser may decide that there are not enough opportunities to offend in an open and aware culture. Direct and challenging questions encourage self-selection (i.e. candidates withdrawing themselves from the process). Possible direct questions:

- Have you ever worked anywhere where a colleague abused a child? What happened and how was it handled? What did you think of the way it was handled? Would you have handled it differently?
- Are you aware of our Child Protection Policy? What do you think of it?
- When might it be appropriate and inappropriate to be alone with a child?
- How and when might it be appropriate to comfort a child?
- What sort of things might make a photograph of a street child inappropriate for publication in our organization's annual report?
- Is there anything that we might find out about during reference checks that you'd like to talk about?

Assessment of warning signals

Warning signs may include (but are not limited to):

- overly smooth presentation or keenness to please
- poor listening or rapport or communication skills
- strange or inappropriate questions / statements about children
- expresses an interest in spending time alone with children / in working with children of a particular age or gender

A final reminder

In spite of asking challenging questions, the interview should be sure to end on a positive note. Also, under Equal Opportunities law, an organization is not allowed to discriminate against anyone on the grounds of age, gender, marital status, race, religion, disability etc.

2.2.3 Guidelines prior to employment of new personnel

Before a candidate is finally chosen for a job, the following conditions have to be fulfilled:

1. **Check of Character References**

   - Character references of persons that the candidate has known for at least 2 years, excluding family members must be checked by the designated child protection officer and/or a trained human resource staff.

2. **Police reference / self declaration of criminal convictions**

   - Successful candidate must provide a Police reference for information on any previous convictions or investigations. In case that a police reference is not available, the
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Character references, police reference and self declaration should be assessed by
the designated child protection officer and/or a trained human resource staff. If
any criminal convictions are stated, it is the responsibility of the child protection
officer/trained human resource staff and management to determine whether or not
they pose a threat to child protection issues. This information must be kept
confidential and destroyed immediately when the candidate has not been selected
for the job.

2.2.4 Confidentiality

A filing system for child protection issues is established in all Friends-International programs. This
must include a locked filing cabinet for storing confidential information about personnel including
character references, police references, self declaration and checks of criminal convictions to which
only management/ the absolute minimum number of essential personnel have access. The
information obtained is to be kept strictly confidential.

When someone leaves an organization or a candidate is not chosen, all confidential paperwork
relating to them is destroyed (i.e. police records, statement of criminal convictions etc.). It is not
adequate just to throw away confidential paperwork. This information must be shredded or burnt.

3. Education and Training

3.1 Requirements for education and training

Having a 'child-safe' organization depends on all personnel associated with the organization
fully understanding the child protection policy and procedures, knowing exactly what to do
as part of their ongoing work and also in case of an incident, knowing where to get further
advice and support. Personnel should know how to implement policies and procedures and
work to the same high standards. Personnel should feel confident and comfortable in
discussing child protection issues.

Friends-International should work to provide enough opportunities to personnel to develop
and maintain the necessary skills and understanding to safeguard children.

Friends-International should also work to provide opportunities for children themselves to
understand the importance of child protection. All children should know best how to protect
themselves and make use of the policies and procedures in place.

3.2 Guidelines on education and training

3.2.1 For Personnel

There are different types of training / orientation needed:

- Initial / basic awareness raising and training on the organization’s child protection
  policy for existing personnel and associated personnel. Existing personnel will receive
  child protection training within designated period of the child protection policy coming
  into force (3 months)
o Initial / basic awareness raising and training on the organization’s child protection policy for new staff and associated personnel when they join the organization. New representatives to receive child protection training as soon as possible (preferably provided by the child protection officer within the first days after employment)

o General refresher training for personnel (once/twice a year) to remind personnel of procedures in place and to update on any new developments

These trainings shall include:
- Training on behavior guidelines available for both those with direct and indirect contact with children
- Training on child protection policy principles and procedures, learning about, recognizing and responding to child abuse
- Training on Reporting and Reaction procedures of FI and introduction to the proper use of reporting tools
- Training on key people to identify and report concerns of abuse to (CPO, management etc.)
- Training on confidential use of personal information of children
- Plenty of opportunities to ask questions and discuss issues of concern as part of the training
- Emotional / counseling support available for individuals participating in training / orientation in the case of an emotional reaction to the topics

o Specialized briefings / training designed for particular audiences such as
  - communications, media and fundraising staff on the use of images and case studies etc.
  - human resource staff on the recruitment of staff
  - child protection officer on dealing with all issues of child abuse, reports of abuse etc.

Training shall be continually re-evaluated and updated. Where possible, feedback is sought from the participants on the briefing / session to provide suggestions for future improvement.

3.2.2 For Children:
Children should be trained to:
- know how to protect themselves,
- know what behavior to expect from personnel and from each other,
- know the difference between ‘good touch’ and ‘bad touch’ and
- know when and to whom to speak out if they feel uncomfortable or at risk.

Therefore, orientation should be given to children themselves on all relevant aspects of the organization’s child protection policy and procedures. Children should be involved in developing the training/orientation session to ensure that it is more likely to be appropriate and useful to other children.

4. Management Structure
4.1 Requirements for management structure

Creating a ‘child-safe’ organization depends on having clear structures and an open and aware culture in place to ensure that all personnel and children feel confident and comfortable speaking out and implementing child protection safeguards.

A management structure should be adopted in order to facilitate the implementation of the child protection policy and procedures both in Friends-International Management and in Managements of Friends-International programs and projects. Management structure should include:
- Board of organization
Without effective support from management, staff working in child protection may feel isolated and be unaware of where responsibilities lie. As a result, policies and procedures may not run smoothly.

4.2 Guidelines on management structure

Open atmosphere and support
To encourage personnel to actively participate in the protection of children, open lines of communication, an atmosphere of support and encouragement for reporting and positive environment for giving and receiving feedback should be created. Management should reflect core values and principles, uphold a professional approach and demonstrate awareness of abuse. Management should demonstrate leadership in this area and act as role models. Ongoing supervision, monitoring and support is provided for all personnel to ensure that child protection policies and procedures are understood and being implemented and that any problems or queries are dealt with as soon as they arise.

Staff evaluations
Child protection issues are included in regular, formal staff evaluations. This helps to assess existing knowledge and to identify further training needs on an individual basis. This also helps to provide an opportunity for personnel to input into suggestions for improvement and to feed into overall organizational monitoring of the child protection policy.

Internal/external organizational evaluations
Child protection issues are incorporated into regular internal and external program and organizational evaluations / assessments. Internal assessment monitors the progress of child protection policy implementation against targets agreed. External assessment promotes and ensures objectivity and transparency and provides a fresh perspective for improvement on child protection policies and procedures.

Designate a Child Protection Officer
Management will name a designated person ("Child Protection Officer") to implement the child protection issues: Officially assigning responsibility for child protection issues to one person as part of their job description ensures that child protection is prioritized within Friends-International and that it doesn't fall through the gaps. The role of designated Child Protection Officer is clearly defined, so that expectations on all sides are clear and that deliverables are monitored.

The identification of the child protection officer shall be based on the following criteria.

- A know an trusted member of staff who is accessible to all teams
- A member of staff who has knowledge of field work and office based work
- A strong background in Child Protection
- A staff member who can demonstrate an understanding and use of confidentiality
- A staff member who either has experience of or can demonstrate the capacity to develop investigation skills and work with sensitive issues.
- Good communication with authorities, police and partners for legal matters

Standardized Reporting Procedure
Have a written procedure on what to do if a member of personnel is concerned about, witnesses, hears or suspects potential child abuse. The procedure should include the contact details of the relevant person to contact (especially a phone number) and an alternate contact. This written procedure must be kept up to date and clearly displayed in the organization for easy reference. Any changes to this procedure shall be communicated to all current personnel immediately. The
procedure shall encourage staff to report to higher levels in the organization if they think that their concerns are not dealt with adequately though the channels identified.

5. Behavior Protocols

5.1 Requirements for behavior protocols

Friends-International will have a set of guidelines for behavior ("Code of Conduct") for all employees, contractors, trustees, interns, volunteers and visitors detailing appropriate and inappropriate behavior with children and beneficiaries. The Code of Conduct should be developed as appropriate to the organization’s special needs.

This Code of Conduct is to clarify what constitutes appropriate and inappropriate behavior towards children/ beneficiaries and to ensure that all personnel understand and abide by behaviors which create a “child-safe” environment that respects children’s physical and mental integrity. This is also to avoid potential misunderstandings which may lead to false allegations of child abuse or misconduct with other beneficiaries.

Behavior guidelines will also allow children / beneficiaries to know what behavior to expect from personnel, to know the difference between “good touch” and “bad touch” and when to speak out if they fell uncomfortable. These guidelines also allow children and beneficiaries to know the limitations of personnel authority, reducing the risk of other forms of abuse.

The Code of Conduct should include a statement which encourages personnel to interpret the Code in a spirit of transparency and common sense, with the best interests of the child as the primary consideration and that of all beneficiaries connected to FI. The Code of Conduct should act as a constant reminder and be a point of easy reference in times of doubt and emergency. It has to be made easily accessible for all organization representatives and children.

Personnel Representatives should promote copies of the Code in all situations where the organization is responsible for bringing children into contact with adults.

This is to ensure that children’s best interests remain safeguarded even beyond the scope of the immediate project environment; e.g. when children participate in workshops and conferences with adults present, when they travel to events and when they receive visitors from donor organizations / other NGOs etc.

5.2 Behavior guidelines – “Code of Conduct”

Please find the Friends-International Code of Conduct and a template of the letter of mission mentioned in the Code of Conduct in the Annex of this policy.

6. External Communication

6.1 Requirements for external communication about children

Within its fundraising and publicity materials, Friends-International will sometimes be required to use text and imagery from its projects around the world. In so doing, it recognizes that it has a responsibility to the children that are portrayed.

There should be a set of guidelines to control confidential information regarding children and to prevent the presentation of degrading images of children through the organization’s publications and website.

This aims to clarify what constitutes appropriate and inappropriate use of written, visual and verbal information relating to children and to ensure that all personnel understand the importance of protecting and respecting children’s dignity and privacy and which safeguards them from being identified by those who may wish to harm them.
External Communication guidelines also allow children to know what rights they have regarding the use of information that relates to them, to introduce them to the concept of ‘informed consent’ regarding such information and when to speak out if they feel uncomfortable.

In addition to guidelines for personnel, there should be also a set of guidelines for individuals, organizations or representatives of media that either request the use of Friends-International resources (e.g. photos, case studies) or want to make any reports/interviews/films/photographs by themselves. They will be required to sign an agreement with the organization (“Media Guidelines”) as to the proper use of such materials. A system of signed consent should be established including ramifications for misconduct.

6.2 Guidelines on external information about children

- Every child has a right to be accurately represented through both words and imagery. The organization’s portrayal of each child must not be manipulated or sensationalized in any way, but provide a balanced depiction of their life and circumstances. Children must be presented as human beings with their own identity and dignity preserved.

- Friends-International will avoid the following:
  - Language and images that could possibly degrade or victimize or shame children
  - Making generalizations which do not accurately reflect the nature of the situation
  - Discrimination of any kind
  - Taking pictures out of context (e.g. pictures should be accompanied by an explanatory caption where possible and should be relevant to any accompanying text). Unnecessarily focus on the story of one individual.
  - Identify the name and/or location of a beneficiary
  - Use images or language that could cause the beneficiary to be rendered more vulnerable of marginalized

- Where children are indeed victims, the preservation of the child’s dignity must, nevertheless, be preserved at all times. The organization should attempt to depict a balance between victimization and empowerment by using necessary tools, such as ‘before’ and ‘after’ shots.

- In images, children should not be depicted in any poses that could be interpreted as sexually provocative.

- Personal and physical information that could be used to identify the location or a child within a country and cause them to be put at risk will not be used on the organization’s website or in any other form of external communication. Where it is necessary to use case studies to highlight the work of Friends-International, names of children will be changed and images will not have a direct correlation with the content of the text.

- Permission will always be sought from the child/children themselves before taking photographs, except under exceptional circumstances, based on the child/children's best interests, where this may not be possible or desirable.

- To the greatest extent possible, the organization will acquire informed consent/the permission of the child, child’s guardian and/or NGO responsible for the child, before using any image for publicity, fundraising, awareness raising or other purpose. The purpose should be made clear to the consent giver.

- As far as possible, people (including children) should be able to give their own accounts, rather than have people speak on their behalf. People’s (including children’s) ability to take responsibility and action for themselves should be highlighted.

- Use of pictures of children in the Friends-International photo data-base will be regulated to protect the identity and rights of the children at all times.

- The disclosure of personal information on children is limited to those who need to know.
All Information about a child/children's life, case history and personal information as well as photographs of children (both hard copies and information stored on the PC) will be kept in secure files. This is to ensure respect for children's right to privacy and confidentiality, and to protect children from those who may use information about them to cause them harm. Information will never be used directly from confidential case files, either hard or soft copy.

- Outsiders and media representatives who want to use any information or images related to the work of Friends-International must meet with management/communications IC and sign the “Media Guidelines” prior to any action. All areas of the media guidelines should be outline with media before signing of the agreement.

Please find the Friends-International Media Guidelines in the Annex of this policy.

Please note: The guidelines for internal communication are the same as for external communication. Information about children can only be shared internally for work reasons and to personnel (staff, volunteers, associates..) who need the information to act in the best interest of the child.

7. Reporting and Reaction Process

7.1 Requirements for reporting and reaction process
There should be a process for reporting and reacting to witnessed, suspected or alleged child abuse and/or violation of the child protection policy which is made available to, and understood by, all employees, contractors, trustees, interns, volunteers and children themselves. In the case of an incident, immediate and appropriate action should be taken in the best interests of the child; to treat the child with dignity and protect the child from harm.

All personnel and children should be clear about what they should do to report and react to an incident. There should be a standard, transparent procedure that ensures that staff do not panic and act inappropriately, that they feel supported by senior staff and that they are aware of confidentiality guidelines. Clear procedures and guidance on what to do when a child protection incident or concern arises will help to make sure there is a prompt response to concerns about a child's safety or welfare.

The procedures should:
- provide a step-by-step guidance on what action to take if there are concerns about a child's safety or welfare
- be available to personnel and children and actively promoted
- provide relevant contact details for child protection services, social services department, police, emergency medical help and helplines that are readily available and easily accessible to representatives
- provide guidance to all representatives on confidentiality and information sharing

Further guidelines should be made available on dealing with allegations from a child: e.g. to reassure; listen carefully and calmly; try not to repeat questions; do not promise secrecy; take steps to ensure their safety; distinguish between what the child actually said and your interpretation; do not permit personal doubt to prevent you from reporting.

This is to ensure that personnel are clear about the approach to take when there is suspicion of abuse, that:
- a relation of trust is established with the child
- the safety of the child is ensured as quickly as possible
- trauma experienced by the child is minimized in the telling of the abuse
- the incident is reported with the greatest possible factual accuracy.
7.2 Reporting and Reaction Guidelines

Friends-International considers child abuse unacceptable in all circumstances. The following procedure shall be followed for raising and reporting concerns of child abuse. The procedure has to be made accessible to all staff with help of a standardized flowchart for reporting suspected abuse.

*Please find the Friends-International Flow Chart in the Annex of this policy.*

**Guiding principle of the best interests of the Child**

If any staff knows any information about the maltreatment of a child, it is his/her responsibility to respond. The response is guided by concern for the welfare of the child above all else, with decisions made in the best interests of the child. All reporting and reaction protocols remain child-focused and child-centered at all times, above and beyond the demands of bureaucracy. If a child reports an incident, the child must be taken seriously, listened to carefully and treated with absolute respect. The child must feel confident and comfortable with the procedure. The child must understand that the issue may need to be taken further. If a situation involves immediate harm to a child, action is to be taken without delay, as inaction may place the child in further danger. At no time should the child be returned to the environment where the abuse occurred. If the child is minor and not living under the guardianship of Friends-International, his/her caregivers have to be informed about the incident and are to be involved in the further process if this is in accordance with the best interest of the child.

**Incident reporting**

Any incident or suspicion of physical, sexual or emotional abuse, past or present, by Friends-International staff, volunteers, sponsors, donors, board members, partners or others must be reported immediately to the designated Child Protection Officer only.

If the concern involves the Child Protection Officer, the Program Director/Friends-International Management have to be addressed instead.

As soon as possible the person receiving the disclosure needs to fully document the allegation, including the time, place and witnesses by using the report form. In certain instances there will be the obligation for the organization and its staff and others to report concerns to appropriate external bodies. This will usually occur as a consequence of the reporting procedure. However, if urgent action is required in order to protect children then it may be prior to the reporting procedure.

**Distance the alleged perpetrator**

In the best interest of the child it may be decided to demand the alleged staff member or volunteer to stand down during the investigation. This decision can only be made by the Child Protection Officer and Program Director/Friends-International Management. Staff members stood down receive full payment and are entitled to a just process that does not pre-suppose guilt or innocence. The allegations should not be discussed or communicated to other people until the allegations have been considered and a decision has been made. The decision made should be documented and filed by the child protection officer.

**Investigation**

The decision of how to investigate the incident should be reached by Child Protection Officer and Program Director/Friends-International Management.

In case that the Program Director is the subject of the concern, the Child Protection Officer should discuss the case with Friends-International Management. If Friends-International Director is subject of the concern, the case has to be discussed with the Friends-International Board.

The responsibility for investigating allegations of child abuse in many countries rests with the Police and local Social Service Department. The Child Protection Officer and/ or Management may seek
legal advice, the advice of the Social Services or Police in deciding whether a formal referral to the authorities is necessary. If it is decided that external reporting should not take place then there must be a clear rationale for that decision which should be recorded.

- Reports that are made maliciously or not in good faith shall warrant strict disciplinary action.
- The process leading to decision making should be well documented and all facts or written allegations and responses kept on file.
- When a case is immediately dropped, the reasons for doing so shall be communicated to the person who reported the matter.
- Staff and others are entitled to discuss their concern with Friends-International Board, if they think that the case has not been dealt with adequately by Child Protection Officer, Program Management and Friends-International Management.

**Supervision**
Arrangements are made to provide supervision and support to those affected both during and following an allegation. This is to ensure that all personnel and children within the organization have the opportunity to discuss issues of concern in order to minimize trauma; that everyone is clear about the action that is being taken; that the person alleged of committing the offense is assumed innocent until proven guilty and that the process is conducted as smoothly as possible.

**Confidentiality**
All cases of child abuse, whether alleged or proven, will be handled with the utmost confidentiality and shared only on a need-to-know basis. All written documents must be stored in secure files.

Case feedback can be given to the person reporting when final decisions are made about action to be taken and where feedback does not break confidentiality or the best interest of the child.

7.3 Report form

*Please find the Friends-International Report form in the Annex of this policy.*

8. Ramifications of misconduct

8.1 Requirements for ramifications of misconduct

There should be steps taken as a result of any investigation of an allegation of a violation of the policies, guidelines, principles or practice of child protection.

This is to signal that the organization takes child protection seriously, to deter personnel from violating child protection policies and procedures and to ensure that those who do violate child protection are held accountable for their actions, with possibilities for further training (in the case of minor violations) or dismissal and potentially legal action.

8.2 Guidelines on ramifications of misconduct

If an allegation of a violation of the policies, guidelines, principles or practice of child protection is made concerning a named individual from a verifiable source against any employee, contractor, trustee, officer, intern or volunteer, they may be suspended from all activity/association with the organization pending the outcome of an independent investigation. Staff will continue to receive full pay during this time.

- Further steps depend on the outcome of the independent investigation: If it comes to light that anyone associated with Friends International commits acts in relation to children - whether within or outside the context of Friends-International's work - which are criminal, grossly infringe children's rights, or contravene the principles and standards
contained in this document, the organization will take immediate disciplinary action and any other action which may be appropriate to the circumstances. This may mean, for example, for:
- Employees - disciplinary action / dismissal
- Volunteers, trustees, officers and interns - ending the relationship with the organization
- Partners - withdrawal of funding / support
- Contractors - termination of contract

Depending on the nature, circumstances and location of the case, Friends- International will also consider involving authorities such as the police to ensure the protection of children and criminal prosecution where this is appropriate.

- The decision to suspend is not subject to challenge. When investigating and determining the concerns or complaints, the process should always be fair and any adverse determination should be open to challenge through an appeals process.

9. **External Child Abuse**

In their profession, personnel might also be confronted with child abuse outside the organization, e.g. abuse within families, in communities, among children and youth etc. Staff and others are responsible to handle these cases with the same carefulness as abuse within the organization. Also in these cases, staff and others must fill the report form and discuss the case with the Child Protection Officer. In cases of external abuse, they are entitled to include their Superior into the discussion about the concern and development of adequate response.

*Please find the Friends-International Report form in the Annex of this document.*

10. **Scope and implementation of Child Protection Policies and Procedures**

Based on the requirements laid out in the organization’s policy, the designated Child Protection Officer / Management takes responsibility for ensuring that the procedures outlined in the policy are implemented:

- All staff, board members, volunteers, partners, donors, consultants, media and community will have access to a copy of the child protection policy in the local language
- Child-friendly / illustrated versions of key elements of the child protection policy are clearly displayed and accessible to children themselves. Such key elements might include behavior and communication guidelines and reporting and reaction procedures.
- Recruitment procedures will include checks on suitability for working with young people by character references and a police reference/self-declaration of criminal convictions
- Induction will include briefing on child protection issues
- All Friends-International staff, board members and volunteers will sign up to and abide by the Code of conduct
- Code of conduct and external communication guidelines are clearly displayed in the organization for easy reference by personnel.
- The organization’s flowchart for reporting suspected abuse - with named contacts and telephone numbers - is clearly displayed in the organization for easy reference by personnel.
- Emergency and advice telephone numbers are clearly displayed in the organization for easy reference by personnel. These numbers should include the emergency services and others as appropriate.
➢ The report form is easily accessible to all staff
➢ Systems will be established by every office to investigate possible abuse once reported and to deal with it
➢ Training, learning opportunities and support will be provided as appropriate to ensure commitments are met
➢ Friends-International will network with other NGOs and other organizations for the purpose of increasing awareness and support for the protection of children
➢ Friends-International will screen and provide orientation information to all individuals and groups visiting Friends-International projects, including but not limited to staff, volunteers, board members, partners, sponsors, donors and celebrities
➢ Friends-International will be vigilant in protecting confidential information about children and their families in all Friends-International projects

The policy has to be:
• publicized, promoted and distributed widely
• approved and signed by the relevant management body
• complied with by all staff or other representatives
• reviewed every three years and adapted whenever there is a significant change
• translated into relevant local languages
11. Child Protection Standards

'The Keeping Children Safe Coalition' provides standards defining what needs to be in place in agencies to keep children safe. The standards provide a good basis for the development of effective measures to prevent and respond to violence: from awareness raising strategies to safeguarding measures.

Standard 1 A written policy on keeping children safe
Standard 2 Putting the policy into practice
Standard 3 Preventing harm to children
Standard 4 Written guidelines on behavior towards children
Standard 5 Meeting the standards in different locations
Standard 6 Equal rights of all children to protection
Standard 7 Communicating the 'keep children safe' message
Standard 8 Education and training for keeping children safe
Standard 9 Access to advice and support
Standard 10 Implementing and monitoring of the standards
Standard 11 Working with partners to meet the standards

A way to measure how far Friends-International is from meeting the above standards is by using the following questionnaire. (A: in place, B: partially done and C: not in place)

<table>
<thead>
<tr>
<th>Children and Friends International</th>
<th>A</th>
<th>B</th>
<th>C</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Friends-International is very clear about its responsibility to protect children and makes this known to all.</td>
<td></td>
<td></td>
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<tr>
<td>2. The way staff and other representatives behave towards children suggests that they are committed to protecting children from abuse.</td>
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<tr>
<td>3. There is good awareness of the UN Convention of the Rights of the Child (UNCRC) or other children’s rights instruments and this is seen as a basis for child protection in the organization.</td>
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<tr>
<td>4. Managers and senior staff ensure that children are listened to and consulted and that their rights are met.</td>
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<tr>
<td>5. Friends-International makes it clear that all children have equal rights to protection.</td>
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<tr>
<td>6. Friends-International manages children’s behavior in ways which are non-violent and do not degrade or humiliate children.</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Policies and procedures that help keep children safe</th>
<th>A</th>
<th>B</th>
<th>C</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Friends-International has a written child protection policy or has some clear arrangements to make sure that children are kept safe from harm.</td>
<td></td>
<td></td>
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<tr>
<td>2. The policy or arrangements are approved and endorsed by the relevant management body.</td>
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<tr>
<td>3. The policy or arrangements have to be followed by everyone.</td>
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<tr>
<td>4. There are clear child protection procedures in place that provide step-by-step guidance on what action to take if there are concerns about a child’s safety or welfare.</td>
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<tr>
<td>5. There is a named child protection person/s with clearly defined role and responsibilities.</td>
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<tr>
<td>6. The child protection procedures also take account of local circumstances.</td>
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</tbody>
</table>
**Preventing harm to children**

<p>| | | |</p>
<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>1.</td>
<td>There are policies and procedures or agreed ways of recruiting representatives and for assessing their suitability to work with children, including where possible police and reference checks.</td>
<td>A</td>
</tr>
<tr>
<td>2.</td>
<td>There are written guidelines for behavior or some way of describing to staff and other representatives what behavior is acceptable and unacceptable especially when it comes to contact with children.</td>
<td>A</td>
</tr>
<tr>
<td>3.</td>
<td>The consequences of breaking the guidelines on behavior are clear and linked to organizational disciplinary procedures.</td>
<td>A</td>
</tr>
<tr>
<td>4.</td>
<td>Guidance exists on appropriate use of information technology such as the internet, websites, digital cameras etc. to ensure that children are not put at risk.</td>
<td>A</td>
</tr>
<tr>
<td>5.</td>
<td>Where there is direct responsibility for running/providing activities, including residential care, children are adequately supervised and protected at all times.</td>
<td>A</td>
</tr>
</tbody>
</table>

**Implementation and training**

<p>| | | |</p>
<table>
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<tr>
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</thead>
<tbody>
<tr>
<td>1.</td>
<td>There is clear guidance to staff, partners and other organizations (including funding organizations) on how children will be kept safe.</td>
<td>A</td>
</tr>
<tr>
<td>2.</td>
<td>Child protection must be applied in ways that are culturally sensitive but without condoning acts that are harmful to children.</td>
<td>A</td>
</tr>
<tr>
<td>3.</td>
<td>There is a written plan showing what steps will be taken to keep children safe.</td>
<td>A</td>
</tr>
<tr>
<td>4.</td>
<td>All members of staff and volunteers have training on child protection when they join the organization which includes an introduction to the organization’s child protection policy and procedures where these exist.</td>
<td>A</td>
</tr>
<tr>
<td>5.</td>
<td>All members of staff and other representatives are provided with opportunities to learn about how to recognize and respond to concerns about child abuse.</td>
<td>A</td>
</tr>
<tr>
<td>6.</td>
<td>Work has been undertaken with all partners to agree good practice expectations based on these standards.</td>
<td>A</td>
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</tbody>
</table>

**Information and communication**

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td>1.</td>
<td>Children are made aware of their right to be safe from abuse.</td>
<td>A</td>
</tr>
<tr>
<td>2.</td>
<td>Everyone in the organization knows which named staff member has special responsibilities for keeping children safe and how to contact them.</td>
<td>A</td>
</tr>
<tr>
<td>3.</td>
<td>Contact details are readily available for local child protection resources, safe places, national authorities and emergency medical help.</td>
<td>A</td>
</tr>
<tr>
<td>4.</td>
<td>Children are provided with information on where to go to for help and advice in relation to abuse, harassment and bullying.</td>
<td>A</td>
</tr>
<tr>
<td>5.</td>
<td>Contacts are established at a national and/or local level with the relevant child protection/welfare agencies as appropriate.</td>
<td>A</td>
</tr>
<tr>
<td>6.</td>
<td>Staff members with special responsibilities for keeping children safe have access to specialist advice, support and information.</td>
<td>A</td>
</tr>
</tbody>
</table>
12. **Annex**

1. Self Declaration form
2. Code of Conduct
3. Letter of Mission
4. Media Guidelines
5. Flowchart for reporting suspected abuse
6. Report Form
# SELF DECLARATION FORM

Name of employee:___________________________________________________

As required in the Friends-International Child Protection Policy this form must be completed by all employees and volunteers within Friends-International and all Friends-International programs in the event that a police reference is not available. Friends-International is committed to the protection of children and youth and has a duty to ensure the suitability of anybody who works with children. To fulfil this responsibility, we ask that you complete this form. Please complete the following tick boxes and relevant other sections. Please note that any information you give in this form will be kept confidential.

## 1. Previous convictions

This should include ANY convictions that have been dealt with by a court.

<table>
<thead>
<tr>
<th>I have no previous convictions (Go to section 2)</th>
<th>I have previous convictions (Complete the section below)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
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<tr>
<td>Date(s) of conviction(s):</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>Court(s) where your conviction(s) were heard:</td>
<td></td>
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<td></td>
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<tr>
<td>Type of offence(s):</td>
<td></td>
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<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>Sentence(s) received</td>
<td></td>
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<td></td>
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<tr>
<td>Please give details of the reasons and circumstances that led to your offence(s)</td>
<td></td>
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<td></td>
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<tr>
<td>Please give details of how you completed the sentence(s) imposed</td>
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<td></td>
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<tr>
<td>What have you learned from your experience?</td>
<td></td>
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<td></td>
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</tbody>
</table>
2. Details of any disciplinary action relating to behaviour to children

| I have never been disciplined because of inappropriate behaviour towards a child (Go to section 3). | I have been disciplined because of inappropriate behaviour towards a child (Complete the section below). |

Please give details.

3. Social Work

| I am not and have never been known to any social work department / social services department as an actual or potential risk to children (Go to section 4) | I am known to a social work department / social services department as an actual or potential risk to children (Complete the section below) |

Please give details

4. Declaration

I ____________________________ (employee name) hereby declare and represent that, except for as disclosed above, I have not at any time, whether in my country of residence or abroad, been found guilty and sentenced by a court for ANY criminal offence.

I give my consent to Friends-International / ________________________________ (program name) requesting references for the purposes of verifying the replies given in this declaration, including enquiries of any relevant authority.

I agree to inform Friends-International / ________________________________ (program name) if I am convicted of an offence after I take up an employment within the organisation. I understand that failure to do so may lead to the immediate suspension of my work with the organisation and possible referral to relevant authorities.

I agree to abide by the Friends-International Code of Conduct and Child Protection Policy.

I agree to abide by the conditions above and certify that the information contained in this form is true and correct to the best of my knowledge and I realise that false information or wilful omissions may lead to the immediate suspension of my work with the organisation and can result in prosecution.

Signed: __________________________________________ Date: __________________________

23
Code of Conduct (Child Rights Focused)
Version: 2012

Introduction

This Code of Conduct is aimed at safeguarding the physical and mental well-being of all children and young people (hereon referred to as “child/children”) and parents, caretakers and siblings (hereon referred to as beneficiaries), participating in Friends-International programs, and preventing the abuse of children. All staff, volunteers, and associates (hereon referred to as "staff and others") of Friends-International are required to agree and abide by this Code of Conduct.

In accordance with the United Nations Convention on the Rights of the Child, Friends-International and all Friends-International programs will always act in the "best interests of the child", and take action prior to any confirmation of guilt rather than risk any further harm to a child.

No abuse, in any form, towards a child or beneficiary will be tolerated. This Code of Conduct aims to protect children, other direct and indirect beneficiaries, staff and others, Friends-International and its programs. Sufficient concerns about a staff member's behavior with children or beneficiaries will result in full dismissal and possible referral to relevant authorities.

Any employee of MS not complying with any of the guidelines below will be subject to disciplinary action which may lead to termination of employment.

The term “child” refers to any child or young person -regardless of age- in contact with Friends-International and its programs.

A. Staff and others must never:
  • Physically assault or physically abuse a child / beneficiary
  • Use physical discipline with a child / beneficiary
  • Threaten a child / beneficiary with violence or abuse
  • Encourage a child/ beneficiary to do something harmful to himself/herself, others or property
- Condone, or participate in, behavior of a child/beneficiary that is illegal, unsafe, or abusive
- Use, sell or share drugs with a child/beneficiary
- Develop romantic or sexual relationships with a child/beneficiary, even if s/he is no longer a minor
- Use your position of power to enter into any type of relationship with a child or beneficiary beyond a professional relationship.
- Behave or use language that may be considered sexually provocative
- Unnecessarily intrude upon or observe a child/beneficiary when s/he is tending to their personal needs including showering and undressing
- Act in ways intended to shame, humiliate, belittle, degrade or otherwise impose any form of emotional abuse on a child/beneficiary
- Use language, make suggestions or offer advice which is inappropriate, offensive or abusive
- Influence the religious beliefs of a child/beneficiary: comment on his/her religious beliefs in an inappropriate manner or try to convince a child/beneficiary to change his/her religious beliefs
- Direct a child/beneficiary to undertake a task for which staff and others personally gain.
- Have a personal commercial relation with a child/beneficiary or a relation involving a money exchange with a child/beneficiary: buy something from a child, exchange money with a child, give money to a child or loaning money to a child/beneficiary with or without interest.
- Borrow, hold or buy materials belonging to a child/beneficiary for personal use.
- Discriminate against, show differential treatment, or favor a particular child/beneficiary to the exclusion of others (unless the child/beneficiary has special needs)
- Neglect a child/beneficiary and deny fulfillment of his/her basic needs
- Be alone with a child /beneficiary in a closed room. The door must always be left open and/or another person should be present
- Share the same bed with a child/beneficiary
- Share the same bedroom with a child/beneficiary (unless it is for specific reasons of protection and has been authorized, in advance by their Superior and/or Child Protection Officer)
- Take a child / beneficiary to their home or any other place not relevant for work
- Drink alcohol or take drugs with children or beneficiaries. Buy or accept alcohol or drugs for beneficiaries. This includes accepting invitations from children/beneficiaries to events where alcohol will be drunk. In the event that a staff member is invited to the wedding of a beneficiary he/she may attend but not consume alcohol.
- Use materials intended for beneficiaries for personal use or gain. Such as eating food intended for children taking materials from programs for personal use.
B. Staff and others must work on implementing safe practices with children, in full accordance with the Friends-International Protection Policy, which includes for example:

- Plan and organize work and the workplace to create a safe environment for children
- Discuss potential at-risk-situations with their Superior and/or Child Protection Officer
- Request in advance an official letter of mission from their Superior and/or Child Protection Officer in the event of traveling overnight with a child
- Ensure that people visiting a child on Friends-International premises or in its programs are only accepted if permission is received from the child involved and the staff in charge
- Encourage children to speak out and raise concerns about any kind of abuse
- Ensure that project visitors have the permission of Management
- Refer all media requests directly to the Program Director or PR Manager
- Work in a professional manner and maintain professional boundaries with beneficiaries
- Treat all children with equal regard and offer fair opportunities not based on relationship with the child.

C. Staff and others must react to violations of the Code of Conduct by:

- Reporting all concerns about inappropriate behavior, disclosures and allegations as soon as possible to the Child Protection Officer. If the concern involves this person, report to the Program Director or Friends-International Management.
- Keeping all details about child protection concerns confidential from all except the Child Protection Officer and Program Director.
- Not attempting to investigate the case, confronting the accused person or questioning the child involved.
- Failure to report abuse or concerns of abuse may lead to disciplinary action as staff may be seen to be complicit with the abuse.
- Knowledge of breaches in the code of conduct and failure to act to ensure the immediate safety of a child will be investigated and may lead to termination of employment.

Please note that if no action is taken by the Child Protection Officer, the Program Director or Friends-International Management, the staff is entitled to discuss the case with the Friends-International Board. If staff and others think that a case is not dealt with adequately, they should continue reporting their concern at higher levels until the case is dealt with in an appropriate manner.
I, _____________________, agree to abide by all the terms in this Code of Conduct and the Friends-International Child Protection Policy. I understand that any breach may result in immediate termination of my contract, position and/or involvement at Friends-International and its programs. In accordance with the United Nations Convention on the Rights of the Child, specifically the consideration of the best interests of children, I understand that Friends-International reserves the right to provide information in regards to concerns about my conduct to other organizations that work with children and/or relevant authorities.

Signed __________________________

Dated ____________
Letter of Mission

To be completed by the staff in charge in the event of an unavoidable overnight stay with children in care of an FI program. Please take a copy of this letter with you on your trip.

Name of staff .................................. Team .................................. Program ..........................

Date of mission: From .................................. To ..................................

Location of mission .................................................................

Name and address of guesthouse/hotel
........................................................................................................
........................................................................................................

Name(s) of child(ren)/youth(s) joining
........................................................................................................
........................................................................................................
........................................................................................................

Objective of mission
........................................................................................................
........................................................................................................
........................................................................................................

Why is an overnight stay necessary?
........................................................................................................
........................................................................................................
........................................................................................................

Approval of Superior / Child Protection Officer

Name ..............................................................

Signature ..............................................................

Approval of Program Director

Name ..............................................................

Signature ..............................................................
MEDIA GUIDELINES

Thank you for your interest in our work.

We are happy to collaborate with you in reporting on the issues and situation of marginalized urban children, their families and communities.

In order to ensure the full protection of the children and their families, our organization and yourself, we ask you to read carefully these guidelines. Permission to interview, photograph or film stories of the children, their families and our staff will be given once a signed copy of these guidelines has been received by the Friends-International Communications Office.

Thank you.

The purpose of these guidelines are:

- To promote the rights of all children and families that Friends-International works with.
- To protect children, young people, their families and communities from secondary exploitation via the media.
- To facilitate the development of media literacy for children and young people.
- To protect the organization and the journalists.

Please note that the terms "child" and "children" referred to include the entire target group of Friends-International, regardless of age.

1. Interviewing Children

1.1. The best interests of the child are of paramount importance and should be reflected in the information gathering process as well as the final piece.

1.2. The Friends-International’s Communications Office must always give authorization prior to photographing, filming, story writing, interviews or the circulation of case studies from Friends-International’s projects and services. A full description of the purpose of the interview/photographs, including where the final piece will appear or be published must be provided in writing, before authorization is given.

1.3. There should never be a link between a possibility traumatic story and a picture of a child. Children should never be identified as having experienced or as a victim of a particular issue, especially a traumatic one, for example HIV/AIDS, prostitution, trafficking, rape, drug use, etc.
1.4. Children are not to be interviewed alone. Children may only be interviewed with a Friends-International staff member approved by the Coordinator present. Where possible a parent or guardian should also be present for children under the age of 16.

1.5. Children and/or their caregivers must be informed about the purpose of filming, photographing, or story taking, and give consent to this beforehand.

1.6. Children must feel in control, and an interview, filming, photographing (etc.) must conclude immediately if the child so wishes.

1.7. Children will only participate in an interview in their preferred language; a Friends-International translator must be used to facilitate this.

1.8. The anonymity of children must be preserved. Names should not be mentioned, and changed if a name must be used. When detailing an individual’s story, names and locations should be changed to protect the identity of the child in question. High profile cases should be addressed very carefully so as not to further accelerate the notoriety of the individual circumstance.

1.9. No sexually explicit or implicit photos can be taken. This means:
   1.9.1. No photographs of naked children.
   1.9.2. No photographs of children imitating or simulating adult themed or sexually exploitive scenarios, or violent actions.

1.10. Individual children should not be the primary and sole subject of a piece, children’s narratives must be used to illustrate a particular point. More than one child’s story can be used to illustrate a single point.

1.11. For interview: It will be explained to the children that they should only tell as much as and only what they want. It should be acknowledged that there is a power imbalance as children are receiving services from FI and therefore may feel obliged to share more than they initially wish.

1.12. A copy of the media coverage will be provided to be shared with the children and the teams.

2. Field Visits with Friends teams
   2.1. The Friends-International Communications Office and Project Coordinator must both give authorization prior to photographing, filming, story writing or interviewing children or adults in the field. A full description of the purpose of the interview/photographs, including where the final piece will appear or be published, must be provided before authorization is given.
   2.2. All visits should be organized well in advance with teams. Teams should be able to contact and inform individuals or communities about visitors and the reason for the visit well before time.
   2.3. Children and adults must always be informed about the purpose of filming, photographing, or story taking, and give consent to this beforehand.
   2.4. The anonymity of subjects must be preserved. Names and locations of families or individuals should not be mentioned, and changed if a name must be used.
   2.5. No direct questions about HIV status and related topics (such as treatments) may be asked. If the subject gives this information freely, this is acceptable.
   2.6. No direct questions about sensitive family issues such as domestic violence, alcoholism or sexual abuse may be asked.
2.7. General filming/photographing of the community surroundings is acceptable, with the restriction of sexually explicit or implicit images of children and adults, such as naked children or working prostitutes.

2.8. Any filming or photography of children and beneficiaries engraining in illegal or risk taking behavior, such as drug us or prostitution should be deidentified before distribution to protect the identity of the beneficiary.

2.9. No politically sensitive questions such as political opinion, displacement or eviction issues may be asked. Discussion of such topics may place the interviewee at risk. Information volunteered freely is acceptable.

2.10. The story should reflect the activities of the Friends-International project and not solely the personal story of the child, family or an individual. The object of the message must be clear before embarking on a field visit.

2.11. All stories and images should represent the individual in a respectful and dignified way.

2.12. One Friends-International staff and one social worker/child protection officer will be present at all times and can terminate interviews or filming at any point if the media guidelines are not followed or it is determined that the continuation of the interview/filming is not in the best interest of the beneficiary.

2.13. Additional notes for field visits:
   2.13.1. Visitors must stay with Friends-International staff while in the field.
   2.13.2. The timing of the visit is determined in consultation with the family or the individual and Friends-International staff and may be changed or interrupted at any time.
   2.13.3. Friends-International cannot be held responsible for loss or damage to equipment or material brought by visitors. It is the responsibility of visitors to carry equipment and ensure the safety of their belongings.
   2.13.4. Visitors must attend a briefing meeting with Friends-International staff before the visit to the community.
   2.13.5. No donation of cash or in kind should be given directly to the families or individuals. Purchasing of products at wholesale prices is permitted.

I accept these terms and agree to comply with Friends-International Media Guidelines.

Name:

Organisation:

Email:

Signature:

Date:
Child Protection Flow Chart (Staff)

If you see/hear/suspect
- another staff
- or a volunteer
- or cooperation staff
- or anybody working with us

breaking the Code of Conduct

or if a child or anybody else tells you about that

Keep the child safe

Step 1

Make a report as soon as possible:
- Face to face
- or by telephone
- or written

Use Report form

ONLY TO

Child Protection Officer:
(please insert Name and Telephone Number of Child Protection Officer)

Step 2

Authority/ Police

Investigation

Program Director
Child Protection - Report Form

If you have knowledge or suspect any kind of abuse of a child or if a child’s safety might be in danger, please complete this form to the best of your knowledge. The term “child” refers to the entire target group of the program.

1. Concerns involving STAFF MEMBERS:
Please note that any child protection concern involving a staff member must be reported to the designated child protection officer ONLY. You might complete this form before or after contacting the designated child protection officer in your organization. For confidentiality reasons, the report should be written and signed solely by you. It will be held in a safe and secure place and treated with the strictest confidentiality.
Please note: If your concern involves the designated child protection officer, report to your Program Director or Friends-International Management.

2. Concerns involving OUTSIDE PEOPLE:
All child protection concerns involving outside people (e.g. abuse within families that you work with, abuse in another organization) can be discussed with the child protection officer AND your Superior. You might complete this form before or after contacting the designated child protection officer and your Superior.

Place and Date of filling the form:……………………………………………………………………………………………………

ABOUT YOU
Your name: ……………………………………………………………………………………………………………………………
Your job title: ……………………………………………………………………………………………………………………………
Workplace: ………………………………………………………………………………………………………………………………………
Your relationship to the child: …………………………………………………………………………………………………………………
Contact details: …………………………………………………………………………………………………………………………………

ABOUT THE CHILD
Child’s name: …………………………………………………………………………………………………………………………………
Child’s gender: …………………………………………………………………………………………………………………………………
Child’s age: …………………………………………………………………………………………………………………………………
Child’s address: …………………………………………………………………………………………………………………………………
Child phone number/email: ………………………………………………………………………………………………………
Child’s guardians: ……………………………………………………………………………………………………………………………
Child’s occupation: ……………………………………………………………………………………………………………………………

ABOUT THE INCIDENT
How did you know about the incident?
☐ Direct observation
☐ Suspicion
☐ Disclosure of child
☐ Disclosure of other person(s). Name(s)…………………………………………………………………………………………
☐ Other………………………………………………………………………………………………………………………………………………

Details:………………………………………………………………………………………………………………………………………………
Date and time of the alleged incident OR period of the alleged accident:
…………………………………………………………………………………………………………………………………………………………
…………………………………………………………………………………………………………………………………………………………

Location of the alleged incident:
…………………………………………………………………………………………………………………………………………………………
…………………………………………………………………………………………………………………………………………………………

Who was involved in the alleged incident?
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…………………………………………………………………………………………………………………………………………………………

Name of alleged perpetrator:
…………………………………………………………………………………………………………………………………………………………
…………………………………………………………………………………………………………………………………………………………

If the alleged perpetrator is a staff member -> Job title:
…………………………………………………………………………………………………………………………………………………………
…………………………………………………………………………………………………………………………………………………………

If the perpetrator is an outside person -> Relationship to the child:
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…………………………………………………………………………………………………………………………………………………………

Nature of the allegation (If applicable, state exactly what the child or other source said to you and how you responded to him/her):
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Your personal observations on the child (visible injuries, emotional state, etc.):
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Any other information not previously covered:

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ACTION TAKEN

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PERSONS INFORMED

Within the Friends program
Name: ...........................................................................................................Position...........................................
Name: ...........................................................................................................Position...........................................

Authorities
Police yes ☐ no ☐
If yes, give details:

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Others

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Signature..........................................................

Date..............................................................