



Safeguarding Policy and Procedures

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1. Introduction and Purpose

Community World Service Asia is a humanitarian and development organization registered in Pakistan, head-quartered in Karachi and implementing initiatives throughout Asia. We aim to address factors that divide people by promoting inclusiveness, shared values, diversity, and interdependence. Marginalized communities are assisted irrespective of race, faith, color, age, sex, economic status, or political opinion. Respecting the right to choose how to live, we work with marginalized communities to overcome the impacts of inequalities and lead peaceful, dignified and resilient lives.

Community World Service Asia has been present in the region since 1954 and continues to partner with a growing number of Governments, Multi-lateral Organizations, International Professional Networks and a host of National, Local and International NGOs. Our organization is comprised of a committed governing board and a diverse team who work through a robust accountability framework while maintaining strong relationships with communities and partners.

Our focus areas include: Emergencies; Climate Action and Risk Reduction; Education; Health; Livelihoods; Water, Sanitation & Hygiene; and Quality and Accountability. We engage in the self-implementation of projects, cooperation through partners, and the provision of capacity strengthening trainings and resources at the national, regional and global levels. Community World Service Asia is signatory to the Red Cross/Red Crescent Code of Conduct for NGOs in Disaster Relief and also adheres to other policies including a Code of Conduct for Safeguarding.

2. Policy Statement:

Community World Service Asia believes that children, young adults or vulnerable groups should never experience abuse or exploitation of any kind and that children young adults/vulnerable groups:

- Have the right to be protected from harm;
- Need to be safe and to feel safe;
- Need support that matches their individual needs, including those who may have experienced abuse, torture and trauma;
- Have the right to speak freely and voice their values and beliefs;
- Have the right to be supported to meet their emotional and social needs;
- Community and the organizations we work with can and do contribute to the prevention of abuse, victimization, bullying, exploitation, discriminatory views and risk taking behaviors. Community members and volunteers in a community have an important role to play in safeguarding children, young people and vulnerable adults.
- All activities are executed in the best interests of the children, young adults and other vulnerable groups.

All staff members and contractors/volunteers/consultants have a responsibility to promote the welfare of children, young adults and vulnerable groups who they are engaging with. Anyone under the age of 18 years is considered a child and anyone between the ages of 18 – 32 are considered young adults, in line with UN definitions.

CWSA believes in the following principles, which are reflected in all of the organizations projects. Each principle is explained in terms of its duty of care to the organization's staff, volunteers and right's holders:

- **Empowerment:** Individuals are supported and encouraged to make informed decisions and give their consent as per their own understanding of their decision.
- **Prevention:** It is better to take action before any foreseen and unforeseen harm.
- **Proportionality:** The least intrusive response appropriate to the risk presented.
- **Protection:** Support and representation for those in great need and for the especially vulnerable.
- **Partnership:** Local solutions through services working with the concerned communities have a part to play in preventing, detecting and reporting neglect and abuse.
- **Accountability:** Accountability and transparency in safeguarding practice.

Community World Service Asia ensures that the right to protection from all forms of exploitation and abuse is implicit. Underpinned by the organizational value of accountability, it is our prime responsibility to safeguard all individuals involved in Community World Service Asia's work. Community World Service Asia will not tolerate exploitative or abusive behavior or neglect (including psychological and emotional abuse physical and sexual abuse etc) by anyone associated with the implementation of its work and highlights this as a core commitment in the organization's Accountability Framework. Community World Service Asia recognizes that individuals, women, men, girls and boys in certain contexts may be considered more vulnerable to exploitation and abuse than others, and we make every effort to eliminate such risks from our programmes and projects. Community World Service Asia particularly recognizes that the need to protect individuals, women, men, girls and boys coming into contact with Community World Service Asia representatives is of paramount importance. The vulnerability of children and women to abuse is increased by many factors, including poverty, inequality, violence, cultural practices and humanitarian crises. Children and women who are exploited and abused are more likely to suffer long-term consequences, including mental health issues, reduced educational outcomes, drug and alcohol abuse and increased likelihood of breaking the law. Community World Service Asia is committed to doing what it can to safeguard those individuals, women, men, girls and boys with whom it interacts, either directly or indirectly (e.g., through the activities of implementing partners), so that they can avail their right to live and grow up in protective environment. Individuals who are vulnerable by virtue of their gender are also safeguarded by ensuring that they are not discriminated through language and behavior on the basis of their gender identity.

3. Scope of the Policy:

This policy applies to all staff (local/international), volunteers/interns (local/international), visitors/donors, consultants/resource persons, implementing partners, contractors, suppliers and any other individuals working for or representing Community World Service Asia. They are obligated to comply with the terms of this policy as mentioned in their contractual agreement and shall ensure that their employees and sub-contractors do likewise throughout the duration of their contract of work/employment with Community World Service Asia.

4. Commitment to Safeguarding Principles

Community World Service Asia is committed to the safety and well-being of all community members coming into contact with Community World Service Asia's employees. Our

organization takes its duty of care seriously and will aim, at all times, to provide the safest possible environment. This will be achieved by identifying and managing risks that may lead to harm and dealing immediately with concerns and reports if they arise.

All staff (local / international), volunteers/interns (local / international), visitors/donors, consultants / resource persons, implementing partners, contractors, suppliers and any other individuals working for or representing Community World Service Asia shall ensure that they follow the organizational Code of Conduct on Safeguarding (Annex.2) as well as report on any protection related concern or staff's conduct towards the children, young adults and vulnerable groups.

All Community World Service Asia's employees shall work in a way which does no harm to the population we are working with.

- Community World Service Asia shall ensure support for survivors and whistle-blowers; enhance accountability and transparency; strengthen reporting; and tackle impunity.
- Incentivize cultural change through strong leadership, organizational accountability and better human resource processes and human development,
- Adopt global standards and ensure they are met or exceeded,
- Strengthen organizational capacity and capability

Community World Service Asia will make efforts to enhance and strengthen coping mechanisms and resilience of communities by highlighting protection concerns using community based complaint mechanisms.

5. Legal Framework

CWSA adheres to the Universal Declaration of Human Rights, the United Nation's Convention for Elimination of all forms of Discrimination against Women, UN convention on the rights of the persons with disability.

CWSA fully subscribes to the UNCRC and draws the attention of the Consultants / Resource persons, implementing partners, contractors and suppliers to Article 32 of the Convention which inter alia requires that a child shall be protected from performing any work that is likely to be hazardous or to interfere with the child's education, or to be harmful to the child's health or physical, spiritual, moral, or social development. The consultants / resource persons, implementing partners, contractors and suppliers represents and warrants that they will adhere to Safeguarding and that the child will not be used in the performance of their obligations under agreement with Community World Service Asia.

Community World Service Asia also fully adheres the six principles of IASC on Prevention of Sexual Exploitation and Abuse (PSEA) that are as follows:

IASC Six Core Principles Relating to Sexual Exploitation and Abuse¹

1. "Sexual exploitation and abuse by humanitarian workers constitute acts of gross misconduct and are therefore grounds for termination of employment.

¹ See Report of the Inter-Agency Standing Committee Task Force on Protection from Sexual Exploitation and Abuse in Humanitarian Crises of 13 June 2002, Plan of Action, Section I.A.

2. Sexual activity with children (persons under the age of 18) is prohibited regardless of the age of majority or age of consent locally. Mistaken belief regarding the age of a child is not a defense.
3. Exchange of money, employment, goods, or services for sex, including sexual favors or other forms of humiliating, degrading or exploitative behavior is prohibited. This includes exchange of assistance that is due to beneficiaries.
4. Sexual relationships between humanitarian workers and beneficiaries are strongly discouraged since they are based on inherently unequal power dynamics. Such relationships undermine the credibility and integrity of humanitarian aid work.
5. Where a humanitarian worker develops concerns or suspicions regarding sexual abuse or exploitation by a fellow worker, whether in the same agency or not, he or she must report such concerns via established agency reporting mechanisms.
6. Humanitarian workers are obliged to create and maintain an environment which prevents sexual exploitation and abuse and promotes the implementation of their code of conduct. Managers at all levels have particular responsibilities to support and develop systems which maintain this environment.”

Implementation of this policy will be in light of Minimum Operating Standards Protection from Sexual Exploitation and Abuse by own Personnel (MOS-PSEA) (Annex 8)

Community World Service Asia’s safeguarding policy compiled in light of legal framework of Pakistan.

6. Role & Responsibility in Community World Service Asia

6.1 The Role and Responsibilities of Community World Service Asia in Safeguarding

Community World Service Asia staff, by the nature of their work, interacts with children, young adults and vulnerable groups and will therefore be aware of sensitive information concerning them. This information may be called upon as evidence in protection concern related investigations or to inform decision-making. Community World Service Asia staff may become aware of violations of Rights or allegations of violations, or, stories of violations. Sometimes circumstances and intuition will leave the worker suspecting a violation of rights.

- Concerns must be reported immediately to the staff line manager who in response will report to the Safeguarding Committee member of Community World Service Asia.
- Whenever a staff member of Community World Service Asia hears of abuse or exploitation, detailed notes of circumstances and dialogue must be included in records and kept confidential. These records may be used as evidence in the case management process. See Section 10 and Annexes 2, 3 and 4.
- Deal with a disclosure of abuse from children, young adults and vulnerable groups in line with the guidance in Annex 2 - you must inform the Safeguarding Committee member of Community World Service Asia immediately, and provide a written account as soon as possible.

- Any knowledge regarding partner/staff prior record of community specifically children, young adults and vulnerable groups based activities which are questionable should be raised with the line manager and Safeguarding Committee member.
- Cases of serious nature in which victims require rehabilitation, legal assistance, psycho-social support or medical treatment will be referred to statutory Safeguarding agencies or equivalent authorities. However, victim consent will be necessary to follow this procedure. For referral and contact details, the list of referral services is available below:

Pakistan

Child Protection and Welfare Bureau

It provides services such as, Rescue, Legal, Family Tracing, Rehabilitation, Psychosocial Counseling, Education, Child Helpline 1121 and training to the destitute and neglected children. Weblink: <https://cpwb.punjab.gov.pk/>

Social Welfare Department (Provincial Commission for Child Welfare and Development)

It is working in collaboration with government departments, Unicef and NGOs working for child welfare & protection.

Weblink: <https://sindh.gov.pk/dpt/swd/Childwfr.htm>

Women Development Department

Collaboration with legal, judicial, law enforcement and other relevant governmental and non-government agencies to facilitate women's access to formal legal and justice system.

Weblink: <https://wdd.punjab.gov.pk/>

SAHIL: A protective environment for children free from all forms of violence especially child sexual abuse.

Weblink: <https://sahil.org/>

UNICEF: Mandate to promote the protection of children in Pakistan from all forms of violence, neglect and exploitation.

Weblink: <https://www.unicef.org/pakistan/child-protection>

Afghanistan

Child Protection Action Network (CPAN) – Afghanistan

Child Protection Action Network is working under Ministry of Labor and Social Affairs. This network is working on national level and they are active in provinces and districts. Email Address: child.secretariat@molsa.gov.af

Ministry of Women Affairs – Afghanistan

Weblink: <http://mowa.gov.af/en>

Afghan Independent Human Rights Commission (AIHRC)

The AIHRC is a national human rights institution working in the area of protection and promotion of human rights. This Institution was established based on the Bone Agreement and Presidential Decree and afterwards, pursuant to Article 58 of the Afghan Constitution

Weblink: <https://www.aihrc.org.af/home/introduction>

6.2 The role and duty of Line Managers in Safeguarding

- To record and report protection concern to CWSA Safeguarding Committee member.
- Ensure that the staff is aware of, and have access to Safeguarding Policy and related documents.
- Ensure that the staff is aware of procedures for reporting concerns and their responsibilities in reporting (See section 6).
- Ensure that the community members we work with directly are aware of the main aspects of the Safeguarding Policy and procedures for reporting concerns and complaints.
- Ensure parental or guardian consent is sought for any activity with a child and encourage parental participation in all activities involving children.
- Ensure parental or guardian consent is sought before taking any images or footage of children. Ensure that the parent or guardian understands the purpose of this activity and how the images or footage will be used.
- Plan and organize the work and the workplace so as to eliminate risks to children, young adults and vulnerable groups.
- Be aware of situations that may present risks and ensure these are supervised appropriately.
- Ensure that the staff is accountable during Community World Service Asia's project and organizational activities.
- Ensure that a culture of openness exists amongst staff to enable any issues or concerns to be raised and discussed.
- Ensure that poor practice or potentially abusive behavior by Community World Service Asia or partner staff does not go unchallenged.

6.3 The role of Human Resource Department in implementing Safeguarding Policy

- Ensure this Safeguarding policy and procedure as well as code of conduct is included in the job contracts/agreement/MOU to all new employees and all Community World Service Asia's stakeholders. As part of the acceptance procedure, employees will be asked to sign a declaration of the policy stating that they are aware of its existence and will abide/adhere to it. The declaration will be kept on the staff member's file and may be referred to in legal proceedings if a staff member is found to be in breach of the policy.
- Ensure that during the recruitment and selection of all types of human resources, the staff recruitment practices are followed as mentioned below.
- Ensure that all staff is adequately trained on the policy and protocols.

7. Recruitment Practices:

Community World Service Asia is committed to prohibit recruiting anyone under the age of 18 years. Community World Service Asia will always try to recruit the most suitable person for any role, ensuring that they respect and value children, young adults, and vulnerable groups and committed to good practice in working with them. Our practices aim to recruit the most suitable candidate to work for our programs.

7.1 Recruitment Procedures in Relation to Staff

In relation to the recruitment of staff, the individual line manager recruiting and selecting representatives, Community World Service Asia must ensure that these procedures are followed. They must read this section carefully as certain procedures (e.g. interview, reference checks, security clearance) will be relevant for these roles.

7.2 Development of relevant job descriptions

All positions for Community World Service Asia have a specific job description. For positions that are directly interacting with community members; the line manager must ensure that they carefully consider the role and the required level of qualification and experience needed to uphold good practice in working with children, young adults and vulnerable groups in the community. The line manager must ensure that the candidates are selected against the set criteria.

7.3 Interview and selection

Screening measures must take into selection processes for all staff (local / international), volunteers/interns (local / international). These include various reference checks as per recruitment procedures. Specific interview questions should be asked to explore knowledge, experience and approaches of working with children, young adults and vulnerable groups which is relevant to the role. The test and interview should be based on competency so that the capacity of the staff as per the job description of the required role can be accurately measured and assessed. One question should be relevant to safeguarding to know the knowledge of the candidate on the subject.

Employment shall only be offered to those applicants who possess official identification documents e.g. Computerized National Identity Card (CNIC), passport, birth certificate etc and same shall be legally verified before offering employment.

During the selection process of positions working with community members, the line manager must ensure that serious consideration is given to the candidates who have applied for the positions involved in working with children, young adults and vulnerable groups.

7.4 Safe Recruitment Practices/Measures:

Community World Service Asia specifically employs the following measures in order to ensure safe and appropriate recruitment and screening of new job applicants with reference to safeguarding:

- Professional references if applicant has prior experience of working
 - Direct telephonic communication with HR/supervisor
 - Most of the time, references are being taken from ex-employers with preference of reference from ex-supervisor
- Personal references if applicant has experience of working with community members
- Reference check by Partners and/or feedback from Management/staff
- Educational documents
- CNIC Verification
- Online searching of candidate

- Grade 18 and above officer Reference letter for women in Pakistan
- Police Clearance Certificate for men in Pakistan
- Reference from District Shura Council/ Wakil/Malik (Afghan Govt. Representative) for women in Afghanistan
- Reference from District Shura Council/ Wakil/Malik (Afghan Govt. Representative) and police security clearance certificate for men in Afghanistan

While the above procedures are what Community World Service Asia strives for, the organization does recognize that there are challenges faced in implementing these in conflict/no go areas of Pakistan & Afghanistan.

7.5 Recruitment Procedures in Relation to Consultants / Resource Persons, Implementing Partners, Contractors and Suppliers

Community World Service Asia's staff recruiting consultants / resource persons, implementing partners, contractors and supplier must ensure that all have been given a copy of the policy and must sign the Code of Conduct along with MOU/Contracts/Agreements, indicating that they will abide by its requirements throughout the duration of the contract.

8 Use of Children, Young Adults and Vulnerable Groups' Images:

Community World Service Asia will, at all times portray affected/vulnerable population (children, young adults and vulnerable groups) that they are working with in a respectful and appropriate manner. Guidelines on the use of images of the project participants are included in Annex: 2 Safeguarding Code of Conduct.

9 Implication of Non – Compliance

Community World Service Asia has zero tolerance for any form of abuse and exploitation. Community World Service Asia reserves the right to refuse employment offer to staff (local / international), volunteers/interns (local / international) if they are deemed to pose a risk to any segment of the population that the organization is engaged with.

Similarly, if any consultants / resource persons, Visitors, implementing partners, contractors, suppliers and any other individuals working for or representing Community World Service Asia are found to be engaged, or suspected of being engaged in any activity that can harm or put on risk of abuse or exploitation will be reported to the relevant authorities or their employer. Community World Service Asia will take disciplinary action against them such that their names will be blacklisted by Community World Service Asia.

10 Safeguarding Risk Management:

Under this policy, Community World Service Asia will ensure that a Safeguarding risk assessment is part of the Quality and Accountability tool and compliance is ensured through monitoring of the project at field level.

Community World Service Asia ensures child development and protection through working with partners and stakeholders involved in any activity especially in Community World Service Asia's Child-Focused Projects. Community World Service Asia ensures that the voices of children, young adults and vulnerable groups are heard and are incorporated in the projects that are directly related to their interest.

11 Safeguarding Concerns Reporting Processes

Any known or suspected protection concerns must be brought to the attention of Line Manager and/or directly to the Safeguarding Committee member. If a staff reports a concern to their Line Manager, the Line Manager is expected to immediately notify a Safeguarding Committee member. In the event that staff members have concerns related to the behavior of their Line Manager, they should raise these concerns directly with a Safeguarding Committee member.

The Safeguarding Committee member shall immediately notify the Governing Board about the concerns which are serious or most sensitive such as:

- Sexual / Physical Assault
- Sexual assault, Blackmail, Extortion or Physical Abuse Abuse of Authority/Power
- Cases in which very senior management involved
- Cases that become public and/or have legal implications
- Allegations that effect the integrity and functions of the organisation

Timelines for reporting to the Governing Board

Safeguarding related complaint mentioned above shall be shared within 24 hours of the incident being recorded..

Updates on investigation shall be shared within 5 days.

Final Decision shall be shared with governing board within a week.

To ensure that all such situations are handled appropriately and effectively, a reporting mechanism has been created:

- Complaints related to abuse and exploitation may be lodged through a pre-existing Complaints Response Mechanism in those project areas where it has already been established (Annex 3). Therefore, complaints shall be lodged through this complaint response mechanism and recorded in the log sheet/spread sheet (Annex 5). Community World Service Asia's Safeguarding Complaints and Response Management Flow diagram (Annex 3) must be followed for reporting protection concerns.
- Safeguarding principles as per donor requirements outlined in project agreements must be followed for prevention reporting and managing protection concerns.
- Regular monitoring will be done by monitoring and evaluation team against the quality and accountability tools related to safeguarding.
- Maximum time for incident reporting investigation shall be 24 hours. Incident can be reported by using Safeguarding Incident Reporting Form (Annex 4)
- Further course of action/investigation report can be made by completing the Safeguarding Investigation Reporting Form (Annex 6).
- All complaints will be recorded on the Complaints Monitoring Log Sheet (Annex 5) and stored ensuring confidentiality and data protection.

All documentation on cases will be stored securely and confidentially and only shared with those involved in working on the case, or the authorities if the need arises.

12 Implementation and Training

For the sake of effective and coordinated implementation of this policy, Community World Service Asia will ensure the following steps:

- Community World Service Asia's Safeguarding Policy is included in staff orientation package and all new comers will be oriented about this policy. Regular re-orientation / refresher sessions will be conducted for the staff to brief them on the Safeguarding Policy, organizational commitment and job expectations in terms of safeguarding.
- All Program staff is expected to consider Community World Service Asia's Safeguarding Policy while planning, implementing and monitoring of their projects.
- To ensure coordinated implementation of the policy, Community World Service Asia HRD team and Quality & Accountability team is responsible to promote Safeguarding throughout the organization, coordinating trainings for staff, monitor internal policy compliance and undertake a regular review of the policy.
- Community World Service Asia's Safeguarding Policy is accessible for all staff on Community World Service Asia's Human Resources Information System (HRIS).
- Using organization systems for any forms of violence, abuse or exploitation such as pornography is strictly prohibited and staff has to report to their immediate supervisor if any of the guidelines are violated by any staff member. Community World Service Asia procedures on computer, internet, equipment and email usage are outlined in the guidelines for effective use of hardware resources offered by the organization.

13 Communication Guidelines for interacting with community members specifically with women, children, young adults and vulnerable groups during a project

Community World Service Asia will ensure the following;

- Acquire permission of child / guardian or adult to use images for publicity / fundraising / awareness (informed consent) as much as possible (Annex 6: Consent Form)
- Let women, children, young adults and vulnerable groups (such as persons with disability and elderly people) give their own accounts as much as possible rather than others speaking on their behalf; highlight ability of women, children, young adults and vulnerable groups to take responsibility and action for themselves by providing and ensuring a protective environment for them
- An accurate and balanced portrayal of women, children, young adults and vulnerable groups, with emphasis on dignity and as much reference as possible to their social, cultural and economic environment
- Balanced portrayal even in cases of survivors of abuse and exploitation (recommended use of before and after images / stories)
- Accurate representation of women, children, young adults and vulnerable groups: avoid manipulation or sensationalizing text and images; laying emphasis on dignity
- Avoid: degrading, victimizing or shaming language and images; making inaccurate generalizations; discrimination of any kind; taking pictures out of context (try to provide informative caption)
- Women, children, young adults and vulnerable groups must be appropriately clothed in images and not in sexually provocative poses
- No personal and physical information to identify location of women, children, young adults and vulnerable groups that could put them at risk to be put on website or on any other communication mediums including brochures, pamphlets and/or social media pages
- Always seek permission before taking photos of women, children, young adults and vulnerable groups except in exceptional circumstances

14 Accountability

Community World Service Asia's Safeguarding responsibilities fall on each and every member of the organization. All staff is responsible for ensuring that the activities that they are involved in during the course of their work are carried out in accordance with this policy.

Managers are committed to ensure that this policy is fully communicated and followed by their team members. It is their responsibility to ensure that the activities and services they provide have adequate procedures to protect and safeguard the children, young adults and vulnerable groups.

15 Review of Policy

This policy will be reviewed by the Human Resource Development Department /senior management as and when required. The focal person for Safeguarding will facilitate the process of review /update of policy in consultation with the relevant managers. It is obligatory that this policy is revised in at least every 2 years time.

16 Guidance and Reference:

The policy should also be read in conjunction with the following documents:

- Annex 1: Definitions
- Annex 2: Safeguarding Code of conduct
- Annex 3: Complaints and Response Management Flow Diagram
- Annex 4: Safeguarding Incident Reporting Form
- Annex 5: Complaint Monitoring Log Sheet
- Annex 6: Safeguarding Investigation Reporting Form
- Annex 7: Consent Form
- Annex 8: Minimum Operations Standard

Definitions and indicators of abuse

Universal Declaration of Human Rights, UN Convention on the Rights of the Child, Convention on Exploitation and The Convention on the Elimination of all Forms of Discrimination Against Women and UNCRC covers the issue of abuse, neglect and exploitation.

There are four main categories of abuse and neglect: physical abuse, emotional abuse, sexual abuse and neglect. Each has its own specific warning indicators, which we should be alert to.

1. Physical abuse: A form of abuse which may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a children, young adults and vulnerable groups. Physical harm may also be caused when a parent or care taker fabricates the symptoms of, or deliberately induces, illness in children, young adults and vulnerable groups.

2. Emotional abuse: The persistent emotional maltreatment of children, young adults and vulnerable groups such as to cause severe and persistent adverse effects on the children, young adults and vulnerable groups's emotional development. It may involve conveying to children, young adults and vulnerable groups that they are worthless or unloved, inadequate, or valued only in so far as they meet the needs of another person. It may include not giving the children, young adults and vulnerable groups opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on children, young adults and vulnerable groups. These may include interactions that are beyond children, young adults and vulnerable groups developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the children, young adults and vulnerable groups participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyber bullying), causing children, young adults and vulnerable groups frequently to feel frightened or in danger, or the exploitation or corruption of children, young adults and vulnerable groups. Some level of emotional abuse is involved in all types of maltreatment of children, young adults and vulnerable groups, though it may occur alone.

3. Sexual abuse: Involves forcing or enticing children, young adults and vulnerable groups to take part in sexual activities, not necessarily involving a high level of violence, whether or not the children, young adults and vulnerable groups are aware of what is happening. The activities may involve physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities, such as involving children, young adults and vulnerable groups in looking at, or in the production of, sexual images, watching sexual activities, encouraging children, young adults and vulnerable groups to behave in sexually inappropriate ways, or grooming children, young adults and vulnerable groups in preparation for abuse (including via the internet). Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children and vulnerable adult.

Sexual exploitation is a form of sexual abuse where children, young adults and vulnerable groups are sexually exploited for money, power or status. It can involve violent, humiliating and degrading sexual assaults. In some cases, children, young adults and vulnerable groups or women are persuaded or forced into exchanging sexual activity for money, drugs, gifts, affection or status. Consent cannot be given, even where a child may believe they are voluntarily engaging in sexual activity with the person who is exploiting them. Children, young adults and vulnerable groups sexual exploitation doesn't always involve physical contact and can happen online. A significant number of children and vulnerable adults, women or girls who are victims of sexual exploitation go missing from home, care and education at some point. Indicators of sexual exploitation include children, young adults and vulnerable groups who:

- Appear with unexplained gifts or new possessions.
- Associate with other young people involved in exploitation.
- Have older boyfriends or girlfriends.
- Have sexually transmitted infections or become pregnant.
- Misuse drugs and alcohol.
- Go missing for periods of time/ regularly come home late/absent from school without explanation.

4. Neglect: The persistent failure to meet children, young adults and vulnerable groups basic physical and/or psychological needs, likely to result in the serious impairment of the child or vulnerable adult's health or development. Neglect may occur during pregnancy as a result of maternal substance abuse. Once a child and vulnerable adults is born, neglect may involve a parent or care taker failing to:

- Provide adequate food, clothing and shelter (including exclusion from home or abandonment);
- Protect children, young adults and vulnerable groups from physical and emotional harm or danger;
- Ensure adequate supervision (including the use of inadequate care-givers); or
- Ensure access to appropriate medical care or treatment.
- It may also include neglect of, or unresponsiveness to, a children, young adults and vulnerable group's basic emotional needs.

UNCRC Article 19 covers the issue of neglect.

Radicalization: The process by which people come to support terrorism and extremism and, in some cases, to then participate on terrorist activity.

Extremism is the demonstration of unacceptable behavior by using any means or medium to express views which:

- Encourage, justify or glorify terrorist violence in furtherance of particular beliefs
- Seek to provoke others to terrorist acts
- Encourage other serious criminal activity or seek to provoke others to serious criminal acts; or
- Foster hatred which might lead to inter-community violence.

Safeguarding Code of Conduct

This Code of Conduct outlines appropriate standards of behavior towards individuals including children, young adults and vulnerable groups. The Code ensures that all staff (local/international), volunteers/interns (local/international), visitors, consultants / resource persons, implementing partners, contractors , suppliers and any other individuals working for or representing Community World Service Asia, understand clearly what is acceptable and unacceptable behavior towards individuals we are working with, in order to protect against false allegations by others. It also serves to protect individuals we are working with and reduce any opportunities for abuse or harm to occur. All staff (local/international), volunteers/interns (local/international), visitors, consultants / resource persons, implementing partners, contractors, suppliers and any other individuals working for or representing Community World Service Asia are expected to comply with the Code of Conduct which states.

I Will:

- Treat all children, young adults and vulnerable groups with respect, regardless of race, colour, sex, language, religion, political or other opinion, nationality, ethnic or social origin, property, disability, birth or other status.
- Listen to children, young adults and vulnerable groups we are working with and respect their ideas and opinion.
- Welcome the individuals we are working with in different programs and encourage their participation in activities.
- Listen to children, young adults and vulnerable groups and take action to protect their well-being.
- Be aware of situations which may present risks and manage them effectively.
- Be visible when working with children, young adults and vulnerable groups, as far as possible. Whenever possible, I will ensure that another adult is present when I am working in the proximity of children.
- Talk to children, young adults and vulnerable groups about their contact with staff or others and encourage them to raise any concerns.
- Ensure that a sense of accountability exists between staff so that bad practices or potentially abusive behavior does not go unchallenged.
- Keep confidential all information that I am party to regarding Safeguarding cases, disclosing such information only to those individuals as outlined in our organization's Safeguarding Reporting Mechanism.
- Report any violation of these standards of behavior, in accordance with the organization's Safeguarding policy and mechanism.

I Will Not:

- Hit or otherwise physically assault or abuse any individual including children, young adults and vulnerable groups. I will refrain from physical punishment or discipline of children (excluding my own children) young adults and vulnerable groups.
- Belittle, insult, shout at, or otherwise verbally or emotionally abuse any individual we are working with.
- Behave physically or say anything to an individual in a manner which is inappropriate or sexually provocative.

- Do things of a personal nature that an individual can do for him/herself, such as assistance with toileting or changing clothes of children. If a person's disability means he/she need my assistance, I will inform a colleague in advance and ensure that I am as transparent as possible in my behavior.
- Hire children as domestic labour or for other work which is inappropriate to their age or development stage, which interferes with time available for education and recreational activities, or which places them at significant risk of injury.
- Discriminate on the basis of race, colour, sex, language, religion, political or other opinion, nationality, ethnic or social origin, property, disability, birth or other status.
- Develop "personal" relationships with specific individuals for my own needs.
- Develop physical / sexual relationships with children, young adults and vulnerable groups we are working with.
- Give gifts or show favoritism.
- Have purely personal contact with individuals from the organization's programs outside of work.
- Invite unaccompanied children or women into my home.
- Sleep close to unsupervised children, young adults and vulnerable groups.
- Be alone with a child in a room with the door closed. If absolutely necessary e.g. providing counseling, then I must notify my superior first.
- Spend excessive time alone with children away from others (this includes drivers of vehicles belonging to the organization).

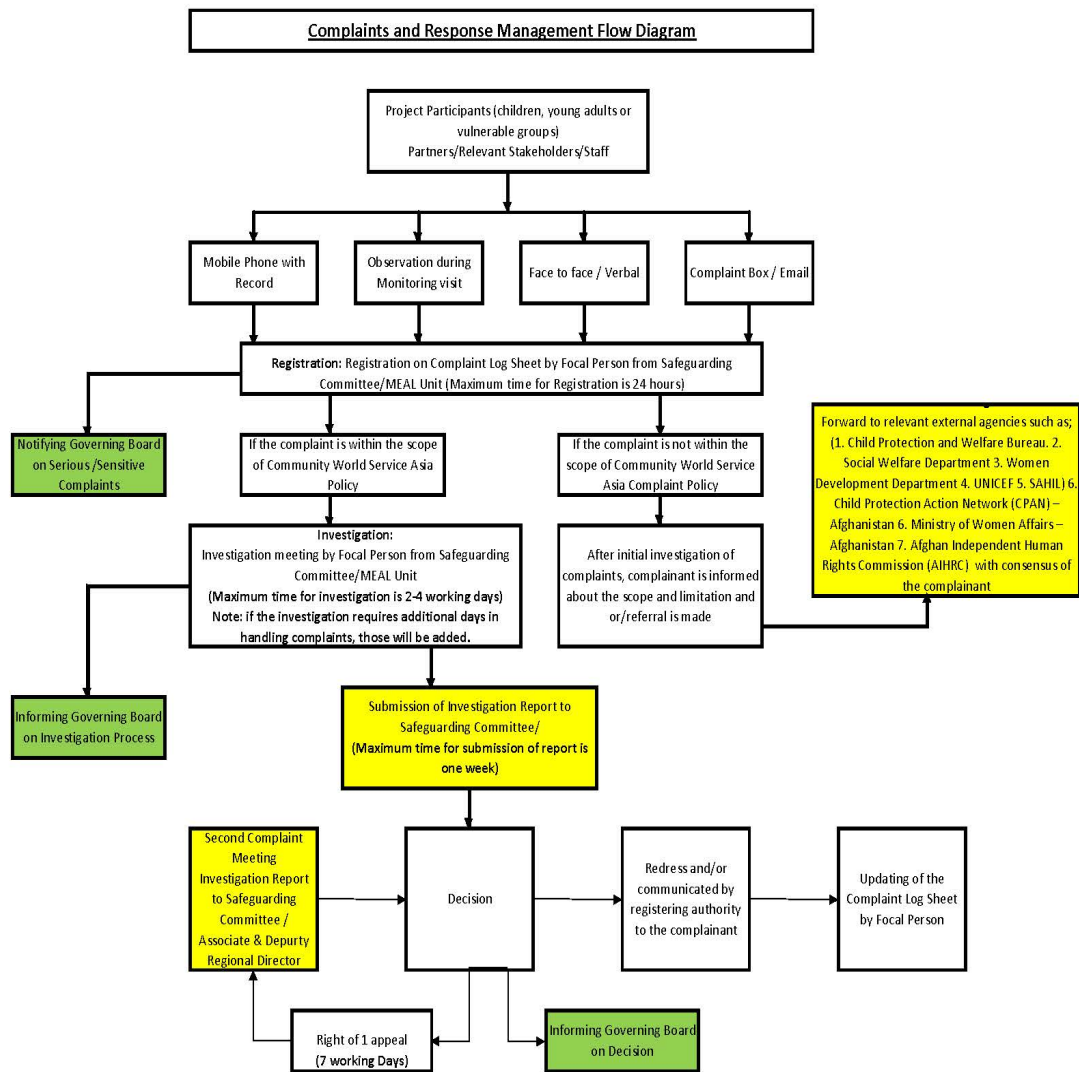
Use of Children, young adults and vulnerable groups' Images:

Community World Service Asia will at all times portray children, young adults and vulnerable groups in a respectful and appropriate manner. As a member (staff (local/international), volunteers/interns (local/international), visitors, consultants / resource persons, implementing partners, contractors, suppliers) of Community World Service Asia, I agree to the following image guidelines:

- Children, young adults and vulnerable groups shall always be portrayed in a dignified and respectful manner and not in a vulnerable or submissive manner. Children should be adequately clothed and not in poses that could be seen as sexually suggestive. Amount of clothing will vary from culture to culture, but generally babies and children must be wearing pants or similar at a minimum. Girls beyond toddler should be wearing a top.
- Children, young adults and vulnerable groups must always be asked for consent when using their images. When asking for consent to use the image, details should be given as to how and where this image will be used.
- Children, young adults and vulnerable groups shall be portrayed as part of their community.
- Local culture traditions shall be assessed regarding restrictions for reproducing personal images.
- Images shall be an honest representation of the context and the facts.
- There shall be no identification information of the children, young adults and vulnerable groups used in the publication of images with their location. All recorded identifying details are to be stored confidentially.
- When sending images electronically, file labels shall not reveal identifying information.

This is not a complete list. The basic understanding is that staff shall avoid actions or behavior which may constitute bad practices or potentially abusive behavior, and shall use their own common sense in considering what may be acceptable and unacceptable behavior

towards children.



* Safeguarding Committee shall handle safeguarding related complaints

* Meal unit shall handle operational and project related complaints

* Referrals: Depending upon the nature of complaints, Safeguarding Committee/MEAL Unit shall refer complaints outside Organization. Approval of Governing Board shall be taken before referring safeguarding related complaints outside Organization.

Safeguarding Incident Reporting Form

(To be filled by complainant /Safeguarding Focal Person either with or without the complainant)

<p>Your Details</p> <p>Name: _____</p> <p>Employer's Name: _____ Designation: _____</p> <p>Capacity in which child /vulnerable adults is known to you: - _____</p>
<p>About the Child/Vulnerable adult</p> <p>Name: _____</p> <p>Age/DOB: _____ Gender: _____</p> <p>Address: _____</p> <p>In case of child (whom does the child live with (e.g. household structure/ caretaker) _____ _____</p> <p>Any other Information: _____ _____ _____</p>
<p>Details of Concern/Suspicion/Incident:</p> <p>How did you come to know about the incidence? KEEP FACTUAL. (Details of what happened, including time, dates, names of others involved, behaviour or physical signs observed, details of possible perpetrator: <u>Note: Please do continue on a separate sheet if required.</u></p> <p>_____ _____ _____ _____ _____</p> <p>Details of any conversation with the child or adult or other informant: (Write down exactly what the child/vulnerable adult said and what you said (or another informant said. Remember, do not lead the child/vulnerable adult – record actual details. Please do continue on a separate sheet of paper if necessary)</p> <p>_____ _____ _____</p>

Have you contacted anyone already about this concern: (e.g. Family member, Parents, Care Taker, Line Manager, Co-worker, Safeguarding Focal Person or agencies etc...) If YES then please provide a detail such as: time, date of reporting and person to whom report was made.

Advice given by that person (If any):

Any action you may have taken so far:

Undertaking:

I can confirm that to the best of my knowledge the information provided above is correct, and that I will be available to answer any further questions on this matter.

Signed: _____ Date: _____

Note: Please fill out as much information as possible and submit it to the Safeguarding Focal Person immediately. Please remember that all information contained in this report must be kept confidential and must not be revealed to anyone except the person you reported to. Community World Service Asia cannot absolutely guarantee protection of the person reporting, but will do everything within its power to protect them. You will be informed of next actions that will be taken.

CWSA Complaints Log sheet

Community World Service Asia - Complaints Log Sheet													
S.No	Date of Registration	Project Participants (child & adults) Partners/ Relevant Stakeholders/staff	Receiving Channel	Description	Analysis		Decision		Response		Redress	Referral	Complaint Closing/Appeal Date
			1. Phone with recording 2. Observation during monitoring. 3. Face to face/verbal. 4. Complaint box/email		Y	N	Y	N	Y	N			

any observed injuries, parent's view, view of vulnerable adult or child's view if known: (including vulnerable individual's words if possible)

5- What action has been taken internally to support the vulnerable children or adults and to minimize the risk of reoccurrence of such incidence? e.g. current safety of the individual child, internal action of organization..

6- Which external agencies (if any) have been informed?

7- What action has been taken by external agencies (if any) to date?

Reported by: _____ Date: _____

Reviewed by: _____ Date: _____

Consent Form

Community World Service Asia would like to use and share the materials for which you consent, with its local program participants, partners and donors, other stakeholders, and publically accessible sources such as its website. The materials will be used for visibility and information sharing purposes in ways that uphold the dignity of the individual and community. These materials include stories, statements, photos, and audio and video recordings. By consenting to sharing these materials, you also agree that with Community World Service Asia’s permission, its partners/other stakeholders may reuse the materials to aid in further supporting and giving visibility to the initiative. You further agree that Community World Service Asia may use, not use, or edit without additional permission from you on the final product of these materials.

Consent Section

I understand the information contained in this form and hereby consent to the following. Please tick the boxes below for which there is agreement.

<i>Information</i>	<i>Information (anonymously)</i>	<i>Photographs</i>	<i>Photographs (without identification)</i>	<i>Audio</i>	<i>Audio (without identification)</i>	<i>Video Footages</i>

*Anonymity/Without Identification: We may publish the materials you provide without using your real name or other specific identifying details.

If you feel that you were misled or forced into providing materials or information, you have the right to register a complaint with Community World Service Asia through the designated complaint box, by email (complaints@communityworldservice.asia), by phone (+92-345-5000653 or +92-345-5000657), or by postal mail (P.O. Box # 20048, Karachi - 75400).

Name of individual/family/group: _____

Age: ____ (If under age 18, a parent/guardian must sign on behalf of the minor)

Area of residence/organization: _____ Phone number

(if available): _____

Signature or Thumb imprint: _____

Printed Name of adult signing for minor: _____

If verbal consent is taken in lieu, the Community World Service Asia staff member must complete the form and check here:

Community World Service Asia Staff Section

I consent that all details provided in this form are accurate and true.

Completed by (Name and Signature): _____ Date: _____

Program and Project: _____

Notes: Please send completed forms to the Communications Office.

Minimum Operating Standard

Protection from Sexual Exploitation and Abuse by own Personnel (MOS PSEA)¹

To provide protection from sexual exploitation and abuse (PSEA) by own personnel the compliance with a set of Minimum Operating Standards for PSEA (MOS- PSEA) is required. The MOS-PSEA are modelled after the well-known Minimum Operating Security Standards for Staff Safety (or MOSS) compliance mechanism, which is mandatory for the UN System to ensure there is a common set of requirements that all agencies follow in order to ensure staff safety.

What are the MOS-PSEA?

The MOS-PSEA are based on:

1. The Statement of Commitment on Eliminating Sexual Exploitation and Abuse by UN and Non-UN Personnel, August 2008
2. The Global Review of protection from Sexual Exploitation and Abuse by UN, NGO, IOM and IFRC Personnel, July 2010
3. IASC Six Core Principles Relating to Sexual Exploitation and Abuse, June 2002

What are the key elements of the MOS-PSEA?

The four pillars of the current PSEA work provide the framework for the mechanism. These are:

1. **Management and coordination:** Effective policy development and implementation; Cooperative arrangements; Dedicated department / focal point committed to PSEA.
2. **Engagement with and support of local community population:** Effective and comprehensive communication from HQ to the field on (a) what to do regarding raising beneficiary awareness on PSEA and (b) how to establish effective community-based complaints mechanisms.
3. **Prevention:** Effective and comprehensive mechanisms to ensure awareness-raising on SEA amongst personnel; effective recruitment and performance management.
4. **Response:** Internal complaints and investigation procedures are in place.

¹ These MOS have been discussed among IASC PSEA TaFo Members; the document is work in progress and reflects the status of the Task Forces' current

	PSEA Minimum Operating Standards	Key Indicators
1	Effective Policy Development and Implementation	<ul style="list-style-type: none"> • A policy stating standards of conduct, including acts of SEA, exists and a work plan to implement the policy is in place. • The policy/standards of conduct have been conveyed to current staff and senior management (at HQ and field level) <u>on repeated occasions</u> (such as inductions and <u>refresher trainings</u>).
2	Cooperative Arrangements	<ul style="list-style-type: none"> • SG's Bulletin (ST/SGB/2003/13) or respective codes of conduct are included in general contract conditions. • Procedures are in place to receive written agreement from entities or individuals entering into cooperative arrangements with the agency that they are aware of and will abide by the standards of the PSEA policy.
3	A dedicated department/focal point is committed to PSEA	<ul style="list-style-type: none"> • A dedicated department/focal point have the overall responsibility for the development and implementation of PSEA policy and activities. • The responsible department/focal point is required to regularly report to senior management on its progress on PSEA through the Senior Focal Point on PSEA. • Staff members dealing with PSEA have formalised responsibility for PSEA in their job description, performance appraisal or similar. • They have received systematised training on PSEA and the time committed to PSEA is commensurate with the scale of

	PSEA Minimum Operating Standards	Key Indicators
4	Effective and comprehensive communication from HQ to the field on expectations regarding raising beneficiary awareness on PSEA	<ul style="list-style-type: none"> • The HQ has communicated in detail the expectations regarding beneficiary awareness raising efforts on PSEA (including information on the organisation's standards of conduct and reporting mechanism). • The HQ has distributed examples of awareness raising tools and materials to be used for beneficiary awareness raising activities.
5	Effective community based complaints mechanisms (CBCM), including victim assistance.	<ul style="list-style-type: none"> • The HQ urges its field offices to participate in community based complaint mechanisms that are jointly developed and implemented by the aid community adapted to the specific locations. • There is guidance provided to the field on how to design the CBCM to ensure it is adapted to the cultural context with focus on community participation. • There is a mechanism for monitoring and review of the complaint mechanism.
6	Effective recruitment and performance management	<ul style="list-style-type: none"> • The organisation makes sure that all candidates are required to sign the code of conduct before being offered a contract. • Each organisation commits to improving its system of reference checking and vetting for former misconduct. • Supervision and performance appraisals include adherence to participation in Code of Conduct trainings (or similar) that includes PSEA. • Performance appraisals for Senior Management include the adherence to create and maintain an environment which prevents sexual exploitation and abuse and promotes the implementation of the ST/SGB/2003/13 or code of conduct.

	PSEA Minimum Operating Standards	Key Indicators
7	Effective and comprehensive mechanisms are established to ensure awareness- raising on SEA amongst personnel	<ul style="list-style-type: none"> • Staff receives annual refresher training on the standards of conduct, learn about the mechanism to file complaints and reports of misconduct and the implications of breaching these standards. • Training on misconduct (specifically mentioning SEA) forms part of the induction process. • Staff members are aware of their obligation to report SEA/misconduct and are aware that there is a policy for Protection from retaliation in place.
8	Internal complaints and investigation procedures in place	<ul style="list-style-type: none"> • Written procedures on complaints/reports handling from staff members or beneficiaries are in place. • Staff members are informed on a regular basis of how to file a complaint/report and the procedures for handling these. • Standard investigation operating procedures or equivalent issued and used to guide investigation practice. • Investigations are undertaken by experienced and qualified professionals who are also trained on sensitive investigations such as allegations of SEA. • Investigations are commenced within 3 months and information about out-come is shared with the complainant. • Substantiated complaints have resulted in either disciplinary action or contractual consequences and, if not, the entity is able to justify why not.