

# EFICOR HR Manual



Vision Statement



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# EFICOR HR MANUAL

## ORGANISATION POLICIES

### CHILD SAFEGUARDING & PROTECTION POLICY

#### Child Safeguarding & Protection Policy

##### **Preamble:**

EFICOR is working to establish a just, responsible and compassionate society,

- It is committed to promote an environment that is of mutual respect and
- It believes in creating a safe and secure environment that enables people and communities to achieve their full potential to Glorify God.
- It believes in the principles of stewardship, transparency, accountability and inclusivity.
- To further the objectives and the principles it embodies, the board of EFICOR has resolved to create policies and guidelines to achieve its stated objectives.

##### **The Source of its Values, Principles and Practices**

1. Our understanding, principles, and practices are guided by the Bible and the law of the land.
2. Our involvement will be based on the voices of different groups in a community and primary and secondary data.

##### **Application of the Policy**

This Policy applies to

- Any Staff Member who are defined in EFICOR Employment Policy.
- Any Representatives, which includes: Board and Society Members, Guests, Visitors, Supporters. Consultants, Journalists, Photographers, Media Persons, Interns etc.

EFICOR Child safeguarding and protection policy states as under.

- Definition: For EFICOR a child is any person below the age of 18 years.
- Safeguarding and Protection: EFICOR shall take appropriate legal, administrative, social and educational measures to protect the child from all forms of harm, physical or mental abuse, injury or violence, neglect or negligent treatment, maltreatment or exploitation, including sexual abuse and provide them with appropriate safety and protection.

The Board directs the Management to draft and implement appropriate rules, guidelines and actions to be taken to fulfil the child safeguarding and protection policy.

##### **EFICOR Child Safeguarding and Protection, rules, regulations and processes**

The Board of Management at its meeting dated July 26, 2019, adopted “EFICOR Child safeguarding and Protection Policy”. The Board of Management approved the rules, regulations and processes as recommended by the Management for the implementation of the policy.

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#### **EFICOR Child Safeguarding and Protection, rules, regulations and processes**

##### **A. DEFINITIONS**

1. Child: A child is defined as a person under the age of 18.
2. Child safeguarding: Child safeguarding is the responsibility of the organization to make sure their staff, operations, and programmes safeguard children, and protect them from the risk of harm and abuse.
3. 'Do no harm': refers to EFICOR's responsibility to 'do no harm' to children whom it works. Harm: is any detrimental effect of the child's physical, psychological, or emotional wellbeing. Child abuse: is the gross negligence or abuse of the child, which is of sexual or physical or emotional nature.
4. Neglect and negligent treatment: is a persistent failure to meet a child's basic physical and /or psychological needs, which is likely to result in serious impairment of a child's healthy physical, emotional, spiritual, moral and mental development.

Explanation: It includes the failure to properly supervise and protect children from harm and provide for nutrition, shelter, and safe living/working conditions.

It also involves maternal neglect and violence during pregnancy as a result of drug or alcohol misuse and the neglect and ill treatment of a disabled child.

5. Sexual abuse: is forcing or enticing a child in a sexual activity, which the child cannot comprehend or has no choice in consenting to it. This may include but is not limited to fondling, rape, oral sex, penetration, or non-penetrative acts such as masturbation, kissing, rubbing, and touching, exhibitionism and voyeurism and the involvement of a child in prostitution or pornography.
6. Physical harm: is actual or likely physical injury inflicted upon the child with cruel and/or malicious intent, forced labour and marriage. Emotional abuse: persistent emotional maltreatment that impacts on a child's emotional development that includes degrading, bullying, actual or likely discrimination, rejection, isolation, terrorizing, ignoring, corrupting behaviour), verbal assault, and over-pressurising.
7. Emotional abuse: persistent emotional maltreatment that impacts on a child's emotional development that includes degrading, bullying (including cyber bullying) actual or likely discrimination (based on gender, race, age, ability, disability, religion, creed, caste, class, culture, sexuality, lifestyle, health and other such unlawful or unjustifiable reasons) rejection (refusing to acknowledge the child's worth and emotional needs), isolation (denying the child social experiences: locking child in the closet, restriction of movement), terrorizing (verbal assault with or without weapons), ignoring (refusing to show affection), corrupting (reinforcing destructive, antisocial, or sexually exploitative behaviors), verbal assault (extreme sarcasm, name calling, public humiliation), and over-pressurising (criticism of age-appropriate behaviors/skills as inadequate)
8. Child sexual exploitation: is a form of sexual abuse that involves children being used in any sexual activity in exchange for money, gifts, food, accommodation, affection, status, or anything else that they or their family needs.

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9. Commercial exploitation: exploiting a child in work or other activities for the benefit of others and to the detriment of the child's physical or mental health, education, moral or social-emotional development. It includes, but is not limited to, child labour.

10. Delinquent Employee: Delinquent Employee is as defined in the Employment Policy.

#### **B. ORGANISATIONAL COMMITMENTS**

EFICOR commitments in Child Safeguarding and Protection are the following:

##### **EFICOR systems and procedures to safeguard children**

1. Will form a Child Safeguarding & Protection Steering and Working Committee and define its roles and functions in safeguarding children and to take appropriate actions as appropriate.
2. Will identify and nominate Child Protection Officers in each Unit.
3. Will provide a clear guidelines and formats to report child abuse. Refer Annexure 1.
4. Will provide guidelines on actions to be initiated if a child abuse case is reported.

##### **EFICOR staff and volunteer recruitment process**

1. In recruitment of new staff or in inducting volunteers, EFICOR will properly screen them during their recruitment period. In their application form, they will agree to EFICOR Child Safeguarding & Protection Policy and declare that there have been no previous convictions for abuse against children, violent behavior or other convictions that would raise concern about behavior towards children. Their application form will be screened with a minimum of 2 reference checks in specific to any previous child abuse incident/s during their recruitment process. The details will be recorded in the staff files, before the new staff member is invited to take the position.
2. Information on the child protection policies will be introduced before and on acceptance of employment or being inducted as volunteers.

##### **EFICOR staff and representatives behaviour protocol while working with children**

EFICOR staff and representatives must

1. Sign a statement accepting that they have read the policy, will respect it and understand that action will be taken in case of inappropriate behavior while visiting or working with children.
2. Visitors will sign a declaration that they will follow the protocol while interacting with the children during their visit related to EFICOR work.
3. Avoid meeting with individual children when possible or meet within the sight of others.
4. Not make unnecessary physical contact with the child in a way that is against the Convention on the Rights of the Child or expose them to inappropriate

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materials such as pornographic videos and literature.

5. Not take images of children (photos, video, etc.), which are detrimental or explicit and undermine the child's dignity.
6. Not initiate or engage in sexually provocative conversations or activity with children, even in fun.
7. Not allow the use of inappropriate conversation between children or about children to go unchallenged.
8. Not threaten to or use any form of physical punishment.
9. Not allow any allegation of abuse by a child to go unreported or either trivialize or exaggerate child abuse issues.
10. Agree to inform Convenor, Vulnerable Adult/Child Safeguarding Committee immediately if new information arises that casts doubt on a team member's trustworthiness with children and will not start an investigation personally in a case of suspected child abuse. Such information would be treated as confidential, and appropriate action will be initiated.
11. Take actions if protocols are broken, and the person involved will be disciplined and may lose his/her job and may be subject to criminal proceedings.

In working with community

As per the context and situation in the community

1. EFICOR staff will not allow a child to come to the office premises alone without guardian or parents. In case of emergency if the child comes alone, the staff should ensure that there are more than one staff in the office. A poster in this regard in local and English language shall be put in all EFICOR office appropriately.
2. EFICOR staff will not visit staff house or community family's house when the child is alone.
3. Monitor existing programmes and policies, and take measures to make it child safe.
4. Address and educate to provide safety and protection for children in communities.
5. Ensure that structures do not deny children their due status and rights – either social, economical, spiritual or political.
6. Address the rights of the children.
7. Encourage greater participation of children in planning and decision making in programmes implemented.
8. A poster in local language and in English inviting staff and communities to report on child abuse with contact details shall be pasted in EFICOR office and in community centres appropriately.
9. A poster in local language and in English giving details of the process by which the community and staff to inform concerned authorities on child abuse shall be pasted in EFICOR office and in community centres appropriately.
10. Staff and representatives character expected in the community should be shared with the community and the same should be minuted in the community committee meeting minutes.
11. If EFICOR staff come to know about a child abuse case in the community

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they should inform the Line Manager and fill Incident Reporting Format and send it to the Convenor of the Child Safeguarding Committee.

#### **Implication of Child Safeguarding & Protection Policy (CSPP) in relation to Partner organization**

1. EFICOR would expect the partner organization to have a CSPP /staff and representative behavior protocol in place while partnering with them. If they do not have a Policy or protocol, then EFICOR will help them to develop one. Till the new Policy is developed for the partner organization, EFICOR's Child Safeguarding and Protection Policy will be applied to them. The Organization should sign in agreement to this with EFICOR.
2. Where an EFICOR partner organisation staff or representative is suspected of being involved in child abuse, EFICOR will strongly advise the organisation to deal with the issue and will offer advice and expertise (where possible) on how to handle the matter.
3. If an EFICOR partner organisation staff or representative is suspected of abuse and the partner organization is unwilling to address the matter, EFICOR may take further measures, e.g. end the partnership; report the matter to the appropriate authorities etc. EFICOR must first inform the partner organisation of the actions they plan to take to give them every opportunity to address the matter.

#### **EFICOR in its communication**

1. EFICOR in its communication about children will reflect images that preserve their dignity, and decency and not seek to exploit their circumstances.
2. EFICOR will take special care to protect identities and specific geographic location of children in public documents.
3. Those speaking on behalf of EFICOR will make all possible efforts to ensure that the message communicated in all circumstances will reflect that child abuse is wrong.
4. Disclosure of information about past or present abuse of children and any of the persons involved should be limited to only the people who need to know.

#### **EFICOR promoting child protection at homes**

1. EFICOR staff and project staff will not employ a child as a personal domestic worker.

#### **EFICOR in sensitizing Staff on Child Protection Policy**

1. EFICOR will sensitize the staff on the Child Safeguarding & Protection Policy at least once in a year.
2. EFICOR will orient the new staff recruited, on Child Safeguarding & Protection Policy before being appointed and ensure that the staff give it in writing that they have read and understood the Policy and they will abide by the same.
2. EFICOR will produce a poster and flow chart and paste it in all office locations in the news board to sensitize them on Child protection and the process involved in Complaint and Redressal on Child abuse.

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3. EFICOR will ensure that staff Member of EFICOR, undergo training on child protection and consciously work towards protecting the child.

#### Annexure 1

##### **a. Child abuse reporting procedure and process**

1. EFICOR will use a separate complaint handling mechanism for Child Abuse and Exploitation to receive the compliant on abuse and exploitation.

2. The complainant raise a genuine concern relating to suspected or actual child abuse and should be made in good faith, meaning that, the disclosure is sincere and honest.

3. EFICOR will also use the already existing policies on reporting, like Whistle Blower policy and Anti-sexual Harassment policy.

4. On receiving complaint EFICOR will act on it, irrespective of whether it comes through dedicated Child Abuse and Exploitation Reporting or not.

5. All the abuse would be registered in Child Abuse and Exploitation Report Register and confidentiality will be maintained optimally in relation to subject of compliant and strictly in relation to victim.

6. Staff/Person should inform in writing to the Convenor, Vulnerable Adult/ Child Safeguarding Committee either through postal mail or email and copied to the line Manager and concerned Director.

7. In case the perpetrator is the Convenor, Vulnerable Adult/Child Safeguarding Committee then the mail should be addressed to the Executive Director/ Convenor, Governance Standing Committee / Chairperson of EFICOR Board either through postal mail or email.

8. If sent by postal mail, write on the cover “Confidential and to be opened only by the person to whom the letter is addressed”.

9. If sent by email they can send it to the following email id: ed@eficor.org or convenorgsc@eficor.org; orchair@eficor.org.

10. In case of child giving a direct complaint, it should be recorded and registered by staff/person and certify that it was recorded in their presence in absence of parents / guardians.

11. The EFICOR Staff member or representative are not allowed to conduct any kind of enquiry on their own. Only the Management with the approval from the Executive Director will do the enquiry.

12. If any violation is noticed, regarding the above said clauses by any EFICOR Staff member or representative appropriate actions will be initiated against the concerned person following the procedures stated in the Employment Policy.

##### **b. Action taken after receiving the Complaint:**

The suspected staff / representative should be kept away (leave /suspension / transfer / reporting to HQ etc.) from the existing work place immediately after receiving suspicious call / letter / email in order to prevent the manipulation of evidence and to have fair investigation.

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#### **c. Actions following the investigation Report:**

EFICOR Child Protection Steering Committee shall investigate the complaint and make its recommendations to the administration, to take the necessary steps as recommended. The Child Protection Steering Committee upon investigation may recommend the punishment to the administration against the delinquent employee as per the Employment Policy.

#### **d. EFICOR shall**

1. Provide on-going support to survivor(s) within the purview of EFICOR's capacity.
2. Appropriate feedback to complainant, victim, subject of complaint, witnesses, community, staff team, as necessary.
3. Mitigate damage to subject of complaint's reputation, if cleared.
4. Provide training, monitoring to address identified poor practice of subject of complaint, if appropriate.
5. Mitigate damage to relationship with the community
6. Manage morale of the staff team.
7. Review risk matrix and strengthen measures for protection of children in future, as necessary.

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#### Child Abuse Reporting Format:

The information in this form is confidential. It must be sent to the Convenor Vulnerable adult/Child Safeguarding Committee and copied to the appropriate line Manager or Director. This form should be held in a safe and secure place.

Try and complete the whole form, only leaving blanks if you have no knowledge. Clearly state if the information reported has been personally observed (first hand information) or has been told to you by a third party (hearsay information).

#### **PART 1: About you**

Name: .....

Your role in EFICOR: .....

(Tick the correct box. if you are unsure, fill the last point)

- A EFICOR staff member
- A volunteer/Intern
- A journalist/consultant/ photographers / external Media
- A Board member / Supporter
- A Beneficiary
- A staff member of a Partner Organization
- Someone from the community
- Any others. Specify \_\_\_\_\_

Contact details:

\_\_\_\_\_

Details of any other organisation involved: .....

Your relationship to the concerned Child: .....

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



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#### PART 2: About the Child

(If more than one alleged survivor, provide information for each person)

##### About the Child

Name, \_\_\_\_\_

Gender, \_\_\_\_\_

Ethnicity, \_\_\_\_\_

Nationality, .....

Approximate Age: .....

Address: .....

.....

.....

Who does the Child live with? .....

Is the alleged Survivor in a safe place and receiving appropriate care? \_\_\_\_\_

.....

Are there any immediate medical or safety issues for the child? For other staff? \_\_\_\_\_

.....

Does the alleged Survivor have any disability or special needs? \_\_\_\_\_

.....

Are there any cultural issues to consider?

.....

.....



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#### **PART 3: (State your concern / allegation)**

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

(Tick the correct box, if you're unsure, leave this blank)

- Category – 1: A EFICOR staff member or representative
- Category – 2: A staff member of a Partner organization or Alliance.
- Category – 3: Someone from the community

a. Who raised the concern?

.....

b. Was abuse observed or suspected?

.....

c. Nature of concerns / allegation/s (What are the circumstances, What is alleged to have happened):

.....

d. Date, time, & place of any incidents:

.....

e. Observation made by you (Child's emotional status, physical evidence)

.....

f. Write down/share exactly what the child said and what you said:

.....

g. Any other relevant information:

.....

h. Was any other child involved, aware?

.....

i. Have you reported this to any relatives of the vulnerable adult or caregiver or any other child protection personnel or agencies?

.....

j. Time and date of reporting: .....

k. Person to whom report was made: .....

l. Advice given: .....

m. Action taken: .....



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### CHILD SAFEGUARDING & PROTECTION POLICY

#### PART 4 - Additional Information

Alleged Perpetrators details: (Complete as much as possible if Known)

Name : .....

Nationality : .....

Address/Current Location:

\_\_\_\_\_  
\_\_\_\_\_

Language/s spoken .....

Age : .....

Sex : Male/Female

Relationship to victim: .....

Occupation : .....

Employer : .....

Any other details (including physical description):

\_\_\_\_\_  
\_\_\_\_\_

Current Safety of the child? (Include any immediate safety concerns such as access of perpetrator to the safety within the family, any emergency needs)

Has any emergency medical or other support been required? If so what was provided, when and by whom?

\_\_\_\_\_

Does the report or presentation of the child (if present) suggest emergency medical attention is needed?

\_\_\_\_\_

Is this project where the incident happened directly funded by EFICOR local funds - Yes or No

Name the Funding Agency, which are funding this project: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Signed: \_\_\_\_\_ Dated: \_\_\_\_\_

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#### **Lessons Learnt:**

EFICOR is committed to ensuring that the lessons learnt from incidents of Child abuse and exploitation are acted on within the relevant programme or head office.

This is achieved by the following means:

1. Through project learning reviews
2. Sessions on current issues on child abuse
3. Risk Management being included in Governance Standing Committee meetings.
4. Staff and partner training programmes.
5. Training materials being periodically updated to capture learning from recent child abuse cases.

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