


Name of Document: Taawon Safeguarding Policy			
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Taawon Safeguarding Policy

I. Introduction:

Taawon has a strong commitment to the safety of all beneficiaries and their protection from abuse and exploitation. Taawon aims to develop and maintain an organizational environment that is free of harassment, abuse and exploitation, and to ensure the same in all of our work with communities.

This policy aims to deter, minimize and remove opportunities for abuse of children & vulnerable adults to occur in the scope of our work. This policy is also intended to holistically safeguard children and vulnerable adults engaged directly in Taawon's activities or through other independent groups working in partnership with Taawon and benefiting from its funding, and applies to all:

- Staff
- Contractors and service providers
- Partner agencies
- Volunteers and interns
- General Assembly members
- Media partners

It is expected that all Taawon's stakeholders mentioned above:

1. Treat all children & vulnerable adults (and indeed all our beneficiaries) fairly and with respect & integrity and to be aware of the power that they can have over beneficiaries by virtue of their employment with care.
2. Act in a way that seeks to care for and protect the rights of children & vulnerable adults and ensure that their best interests are of the paramount consideration.
3. Safeguard and make responsible use of information and resources. This includes all matters of official business, and not disclose confidential information about beneficiaries.
4. Uphold the integrity of Taawon, by ensuring that personal and professional conduct is, and is seen to be, of the highest standard.
5. Report any abuse by a Taawon staff member, consultant, volunteer, intern or partner to the Administration Director and other appropriate authorities.

II. Policy Main Goal

Taawon aims to enforce a culture of safeguarding that is in line with Taawon's mission and general practices, which align with the 2030 SDGs. Taawon is committed to ensuring that children/vulnerable adults are safe, and to preventing any possible abuse towards them while enjoying the available opportunities to develop their full academic, social, intellectual, and emotional potential.

III. Policy Objectives

The policy recognizes that the welfare and interests of children/vulnerable adults are paramount in all circumstances. It aims to ensure that regardless of age, ability or disability, gender reassignment, race, religion or belief, sex or sexual orientation, socio-economic background, all children and vulnerable adults

- have a positive and enjoyable experience in participating at the various activities carried out by/or with funding from Taawon (Welfare Association) in a safe and child centred environment, in adherence with the child and human rights and in fulfilment of the goals of the 2030 SDGs.
- are protected from any possible physical, emotional or sexual abuse whilst participating in the various activities implemented or funded by Taawon and after.

IV. Taawon promises:

- Never to request any service or favour from a beneficiary (including children or vulnerable adults) in return for protection or assistance.
- Never to engage in exploitative relationships that are inappropriate such as emotional, financial or employment related with a beneficiary. Failure to report such a relationship may lead to disciplinary action pursuant to Taawon's policies and procedures.
- Refrain from any involvement in criminal or unethical activities that contravene human rights.
- We will endeavour to follow these guidelines when photographing or filming a child or vulnerable adult for work-related purposes:
 - Gain consent from the appropriate person. As part of this, we must explain how the photograph or film will be used.
 - Ensure images used to present beneficiaries (including children & vulnerable adults) in a respectful manner. Beneficiaries should not be presented in images that could be seen as socially disrespectful suggestive.
 - Ensure images are honest representations of the context and the facts.

V. Taawon commits not to :

- Hit, flog, pinch or do any other physical abuse of children and vulnerable adults .
- Shame children or vulnerable adults, humiliate, shout, use bad language or do any other emotional abuse.
- Give advice that makes children or vulnerable adults feel bad or do bad things, or get into trouble.
- Have unethical activity with children and or vulnerable adults including NO inappropriate talking, looking, or touching.
- Ask for anything in exchange for our assistance. We won't ask you for money, or for favours, or ask you to work for us. Everything we do and give is for free.
- Show favouritism or discriminate against any child or group of children.
- Be involved in a personal relationship with a child beneficiary.
- Get involved in any compromise settlement with parents, abusers, or authorities when a child is abused.

VI. Policy Governance

It is the responsibility of the Director of Programs Operations at Taawon to ensure full implementation of the safe guarding policy throughout the programs and with Taawon partners, and shall name a Risk Control Officer from within the Programs Department to monitor, and report against any offenses to the Director of Programs, who then reports back to the Director General that is in charge of reinforcing the policy. This policy will be kept with the Director of Administration for further monitoring of compliance, and for circulation and endorsement by all new employees.

VII. Penalties in Case of Proven Abuse of Policy by Partners

In the cases where abuse of the policy has been proven, Taawon will

- Freeze funding to the partner.
- Blacklist the partner.

VIII. Cost of Implementing

While reinforcing the policy comes at zero financial cost to Taawon, yet it involves serious effort and follow-up on part of the team; particularly at the programs' level as they must ensure adherence to the policy by the partner organizations and their teams, and closely monitor and follow-up on the adherence of these partners to the policy, and report against it.

IX. Monitoring

The Director of Programs and Director of Administration will ensure compliance to this policy. The Internal Auditor will report on it regularly (as part of Internal Audit's periodic reports) . **Key Performance Indicators** include

- Zero tolerance to any violations or offenses against children.
- Follow-up of any complaints/cases within a week of reporting.
- Reaching zero complaints annually will be the ideal situation for this child protection policy.
- As of August 2018, all partners are aware of the child protection policy, and a copy of it is included in all signed GIAs with partners.
- Penalties per Annex (A) will be implemented in Case of Proven Abuse of Policy by Partners

Annex (I)

Regulations of relevance

I. Safeguarding Complaints Procedure

Complaints which fall under this procedure will generally refer to the response made to the different parties involved in a safeguarding referral. Accordingly, complaints should be made:

- In writing, or by e-mail, marked “confidential” to:
Programs’ Director: Al Nahda Square, Canada St, Ramallah-Palestine P.O. Box 658, Ramallah, phone number: 02-2415130 or email: shunnarr@taawon.org.
- Unless there are exceptional circumstances, the complainant should file their complain within 3 months of the event or outcome that they are complaining about. The complaint must include / cover:
 - ✓ Full name, postal address and contact details .
 - ✓ what went wrong and how it has affected the complainant, including details of specific complaint(s).
 - ✓ the outcomes being requested from the complaint(s) i.e. what is expected of Taawon to put matters right.
- The Director of Programs should make a note of that complaint and send the complainant a copy to ensure it has been correctly understood within a maximum of five working days of it being received.

II. Processing the Complaint

- The Director of Programs will refer the complaint to a committee composed of the Director of programs or delegate to a representative and Director of Administration or delegate to a representative and a third senior staff appointed by the DG.
- This committee will assess whether or not the complaint relates to a safeguarding matter, and then send a report to the Director General.
- DG verifies the main facts before coming to a decision and may ask the committee to be in touch with the complainant if necessary. The DG in cooperation with the committee will verify if the complaint falls within the procedure, therefore, it will be considered thoroughly and objectively.
- The DG will appoint a person(s) who will study the files of relevance, and will meet the complainant to ascertain full details of his/her complaint.
- The appointed person(s) will look fairly into the complaint including seeking the views on the matter from any person in reference to the complaint. The appointed person(s) may seek advice from others, and will complete a report. DG will review the report and may seek additional advice to assist in coming to a decision.

III. Sanctions and Disciplinary Measures:

Taawon Employees

Taawon's Employees should abide by this policy. Failure to do so will incur one of the following measures based on the severity of the deviation::

- Verbal or written warning
- Adverse performance evaluation
- Reduction in wages
- Demotion
- Suspension
- Dismissal

Taawon Partners

Taawon's partners should also adhere by this policy before signing the Grant Implementation Agreement. Failure to do so will result in one of the following measures based on the severity of the deviation::

- Verbal or written warning
- Freezing the grant
- Cancellation of the grant/agreement
- Blacklisting the partner