AGIAMONDO Safeguarding Policy

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1. Introduction

AGIAMONDO is committed to making it possible for all people in our One World to live in dignity and reach their full potential. Through its work, AGIAMONDO also strives to promote peace, justice and the integrity of Creation wherever possible. To this end, protecting and empowering vulnerable people is at the heart of our work. This safeguarding policy outlines AGIAMONDO's safeguarding approach, preventive measures to be taken, our case management system, how we intend to implement this policy with our partners, and how we plan to develop this policy further.

At AGIAMONDO, the term safeguarding encompasses all processes and measures that are designed to protect people from violence and promote a safe and secure working environment. Special attention is given to protecting and empowering vulnerable people with the goal of improving their health and well-being.

AGIAMONDO is responsible for ensuring that its employees, peace and development workers (and their relatives), short-term advisors and consultants do not cause harm to others or expose them to violence of any kind. This also includes any acts of violence committed by employees towards other employees.

The objective of the policy is to prevent and intervene in cases of violence against others by continuously analysing situations, making structural changes as needed, reaching agreements, adopting the right attitude and developing a safeguarding culture within AGIAMONDO. Furthermore, it aims to protect and empower vulnerable people and to create a safe working environment for all those working at or with AGIAMONDO. This safeguarding policy is applicable to all staff members who are contractually bound to AGIAMONDO, to peace and development workers who have a contract with partner organisations through AGIAMONDO, to short-term advisors, to consultants, in addition to all members of committees and associations as well as members of the media and people visiting projects in foreign countries as part of their involvement with AGIAMONDO.

Definitions

Who are vulnerable people?

Depending on the situation, anyone can be considered as vulnerable. An imbalance of power can increase the vulnerability of individuals or groups. As such, children, women affected by (sexualised) violence, people with disabilities, LGBTIQA+[1] people and people who have experienced racism are among the most vulnerable. However, anyone can be affected by violence and thus be deemed vulnerable under this policy. This policy is to be applied as follows:

- On the structural level, this policy applies to people who are particularly at risk of becoming victims of violence due to an imbalance of power.
- On the individual level, this policy applies on case-by-case basis to people who may be at risk of becoming victims of violence.

What are the different forms of violence?

AGIAMONDO peace and development workers work in many different situations in which structural and physical violence are often commonplace. This safeguarding policy is intended to

[1] LGBTQI+ is an abbreviation for lesbian, gay, bi, trans, queer and intersex and more.

cover any form of violence occurring in our immediate working environment, both in Germany and abroad.

We define violence as any action that causes physical, emotional, psychological harm to others. We also understand that specific situations and types of relationships may facilitate violent behaviour and therefore have factored this into our analysis.

Violence can manifest itself in different ways, such as violating someone's boundaries, assaulting someone or partaking in criminal behaviour. We feel it is important to be an organization that respects personal boundaries and addresses situations in which boundaries have been violated. By violating boundaries, we mean a one-off incident, or occasional inappropriate behaviour or statements, even if unintentional. In most cases, such actions are due to a lack of personal or professional reflection. When boundaries are repeatedly violated, this constitutes an assault.

The safeguarding policy also differentiates between various forms of violence that are increasingly taking place on the internet.

Physical violence refers to actual or potential physical harm caused to another person, or to the failure to prevent someone from being physically harmed.

Sexualised violence and sexual exploitation exist when a single person or a group of people uses an imbalance of power to coerce, manipulate or deceive another person into engaging in a sexual act. In other words, it exists in cases where sexual acts are demanded in return for (a) something the victim needs or wants, and/or (b) financial gains or an increase in status of the perpetrator or an intermediary.

Sexualised violence against children and dependent persons refers to sexual acts committed on or in front of a child, a person under their care or a vulnerable person, in addition to sexual acts in which a dependent person is exploited. Any sexual act performed on or in front of a person either against their will or to which they cannot knowingly consent due to physical, psychological, cognitive or linguistic limitations constitutes sexualised violence. In accordance with the UN Convention on the Rights of the Child, we consider all those under the age of 18 to be children.

Psychological and emotional violence refers to ongoing or severe verbal abuse as well as acts in which a person is humiliated, discriminated against, stigmatised, bullied or belittled. In the case of children or dependent persons, and any other vulnerable individuals, it also encompasses persistent or severe forms of rejection that negatively impact the victim's psychological and behavioural development; it also includes depriving a child of an age-appropriate environment that fosters their psychosocial development.

Gender-based violence describes violence that is inflicted on a person because of their gender. This form of violence is driven by gender inequality and an abuse of power.[2]

Spiritual violence refers to any form of violence and acts in which boundaries are repeatedly violated by referencing religious doctrines, or within a religious community, with the aim of exerting influence and pressure on a person's life in an encroaching manner and even controlling their entire way of life. AGIAMONDO explicitly refers to violence within the Catholic Church or in Catholic organisations, or with reference to the Catholic faith.

[2] https://www.unhcr.org/gender-based-violence.html

Legal frameworks

AGIAMONDO and its partner organisations operate in accordance with different frameworks and safeguarding policies. This safeguarding policy has been implemented and is applied at AGIAMONDO's headquarters in Cologne and includes the diocesan prevention regulations of the Archdiocese of Cologne, the "Provisions for implementing safeguarding regulations" and the "Regulations on how to deal with incidents involving the sexual abuse of minors, persons in need of protection and dependent adults by clergy members and other church employees" of the German Bishops' Conference. All cases of suspected abuse involving clergy members and priests must be reported to the respective diocese.

To prevent and deal with incidents of sexualised violence and sexual assault, institutional protection policies with more extensive requirements shall apply in each case.

Christian charity, the international human rights conventions and notably the UN Convention on the Rights of the Child and its Optional Protocols, which together form the most comprehensive framework for children's rights, serve as the overarching guidelines for this policy.[3]

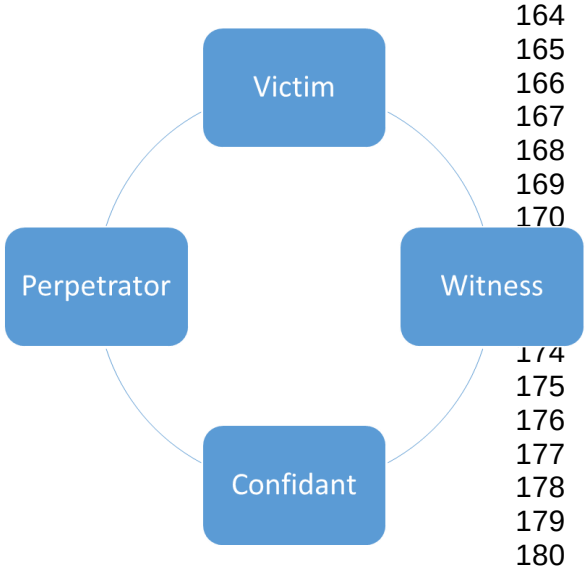
Moreover, most countries have criminal and social legislation in place that protects children and other vulnerable groups by making perpetrators liable to prosecution. In Germany, the main legal framework, in addition to criminal and various social laws, is the Federal Child Protection Act (Bundeskinderschutzgesetz, BKiSchG). In Germany, it is even possible under German law to prosecute a person for an offence that did not take place in the accused person's country of origin. Additional legal frameworks include the respective legal systems applicable in partner countries, provided these systems are actually based on principles of the rule of law. This is particularly important when determining whether offenders should be handed over to local law enforcement agencies or whether German law should apply.

Scope: Objective and scope of the policy

The purpose of this safeguarding policy is to protect children and other vulnerable groups against violence, stigmatisation and personal rights' violations. To reduce the risk of violence, AGIAMONDO raises awareness for this issue among its own staff, peace and development workers (and their relatives) and short-term advisors. Moreover, this safeguarding policy provides clearly defined procedures and behavioural guidelines to help protect all alleged perpetrators from unfounded accusations, and to safeguard AGIAMONDO from institutional or structural complicity. It serves as a guide on how to prevent violence, how to report concerns and suspected cases in a confidential manner, and how to deal with cases of violence and the alleged perpetrators. By defining responsibilities in a clear way, we aim to create an organisational culture of openness in which issues are dealt with transparently, effectively and to the benefit of all parties involved. In the process, sensitive information is handled confidentially and those involved are protected at all times. As an organisation that is committed to learning, AGIAMONDO aims to foster an environment in which mistakes can be learned from and, in the event of reports that prove to be unfounded, is committed to providing support for the person in question.

Employees, peace and development workers (and their relatives), short-term advisors and consultants can be perpetrators, victims, confidants or witnesses. Therefore, this policy aims to

[3] The UN Convention on the Rights of the Child can be accessed here: https://www.unicef.org/child-rights-convention/convention-text and here as a child-friendly versionhttps://www.unicef.org/child-rights-convention/convention-text-childrens-version (last accessed on 17.05.2021).



- create a secure and safe environment for all those working with or for AGIAMONDO,
- provide help to those affected,
- empower and support those affected and those in positions of trust,
- deter possible perpetrators through clear procedures and a safeguarding culture,
- investigate and follow up on suspected cases, and
- foster a safeguarding culture which enables employees, development workers, short-term advisors, as well as all committee and association members to develop an awareness of and ability to speak out about violence and children needing protection, and to react appropriately in accordance with the guidelines set out herein.

This policy outlines the rules of procedure and conduct for the following groups:

- Employees, trainees, volunteers and interns at the AGIAMONDO headquarter,
- AGIAMONDO peace and development workers and their relatives
- Short-term advisors
- All those serving on bodies within AGIAMONDO (e.g., the board of directors),
- Trainers and freelancers working for AGIAMONDO
- Committee and association members working on AGIAMONDO's behalf.

The policy is also applicable to the groups of people and organisations listed below. They will be informed about the safeguarding policy and how to report incidents

- Partner organisations of AGIAMONDO.
- Target groups with whom the partner organisations work
- Volunteers attending seminars of the Voluntary International Service (FID)
- Visitors to the office
- Member organisations of the FID quality association and the headquarters for the International Youth Volunteer Service (IJFD)
- AGIAMONDO clients

To strengthen safeguards through cooperation, AGIAMONDO keeps in close contact with the aforementioned groups and organisations. This is also included in the respective cooperation agreements.

2. Preventative measures

Safeguarding starts with prevention. At AGIAMONDO, we are committed to the following preventive measures:

Code of Conduct for employees, short-term advisors, development workers and relatives as well as all other groups of people subject to this policy.

All employees, development workers and consultants agree to abide by the Code of Conduct (CoC) and confirm this with their signature. The Code of Conduct presented herein relates

exclusively to safeguarding. The groups listed above are required to sign AGIAMONDO's CoC, which summarises the rules of conduct on safeguarding, corruption, data protection and security.

By signing AGIAMONDO's CoC, all staff members, peace/development workers and consultants agree to abide by the rules stated below. Consultants working for AGIAMONDO shall also undertake to comply with the CoC when carrying out their work for AGIAMONDO:

- I will see to it that AGIAMONDO's rules of conduct are observed and made known in the respective working environment and that the partner organisations' respective codes of conduct are also observed.

- When working, I will show appreciation, respect and responsibility for the people in my work environment and I will be committed to them. I will respect their rights and dignity and will not abuse the power entrusted to me by virtue of my position or office.

- I am committed to upholding this safeguarding policy when working and I will take into account the unique characteristics of my own role, e.g., as an integrated development workers in international cooperation, while also respecting the autonomy and procedures of partner organisations.

- I am aware that I can contact the designated staff at AGIAMONDO and use the AGIAMONDO reporting channels to report the violence or to seek advice if I am a victim of violence, suspect violence towards others or observe any forms of violence.

- I will use respectful, clear and appropriate language and will refrain from using language that is disparaging or degrading. I am aware of my duty to act as a role model and will ensure that I dress in a manner that is respectful of local social norms.

- I will conduct myself in a respectful and transparent manner, particularly in cases involving physical contact with others, and I will communicate this in an open and clear manner.

- I will treat others with respect and be responsible when it comes to working with them in close proximity and at a distance. I respect the other person's right to self-determination and physical integrity. I will refrain from engaging in manipulative and suggestive behaviour and will strive to act in a consensual manner.

- I will not observe, photograph or film any person in an unclothed state, except (e.g., to document medical or healthcare-related matters) with the express permission of the person under my care or his/her legal representative.

- When speaking out against discriminatory, violent and sexist behaviour, whether in word, image or deed, I will communicate in a culturally appropriate way that takes into account my position of power as well as the needs of the person concerned. Should someone behave in an abusive or threatening manner, I will do my utmost to protect the person concerned, taking into account any particularities that may arise from my role and the context, such as increased security risks.

- I will recognise and communicate my own boundaries. I will foster a culture where it is possible to openly address incidents in which boundaries have been violated and where there is a willingness to learn from such incidents together.

- I will work to create a safe, nurturing and encouraging environment for vulnerable people; I will take their opinions and concerns seriously and help them grow as individuals.

- I will ensure that the "two-adult rule" is followed whereby another adult is present or able to see or hear me during face-to-face encounters, conversations, interviews, etc. with a child.

- I will be respectful of people's dignity and the need to protect others, especially children, when photographing, filming or making reports for public relations activities. Written consent must be obtained in order for AGIAMONDO to use photographic material.

- When providing insight into the work we do at AGIAMONDO, I will ensure that all media content is based on the values of respect and equality, that it respects the dignity of the people portrayed, and that it describes their personal circumstances in a non-discriminatory and truthful manner. People are to be portrayed as individuals with many different facets and strengths. When depicting the lives of others, I will avoid reducing people to victims or other stereotypes.

- I will not offer money, employment, goods or services in exchange for sexual services; this includes sexual favours or other forms of humiliating, degrading or exploitative behaviour. This also includes offering assistance which the beneficiaries are already entitled to.

- When in partner countries, I will not stay in hotels or go to places where it is known that (sexual) exploitation takes place.

- I am aware that it is my responsibility to use social media responsibly - also in my private life - and to refrain from sharing pictures, videos or messages with degrading content.

If any of the aforementioned rules are violated, I am aware that there may be disciplinary, labour law-related and, if applicable, criminal consequences (see Chapter 5 Incident management).

Employee standards

All employees and peace/development workers are required to submit an extended police clearance certificate. All employees and applicants will be informed of this requirement. To be hired, all applicants are required to submit an extended police clearance certificate that confirms they do not have a criminal record.

Employees must submit a new extended police clearance certificate every five years to the Human Resources Department. If, in the meantime, a staff member has been convicted of a criminal offence, disciplinary and/or labour law-related consequences will be considered.

Recruiting/selecting staff

When selecting employees, development workers and consultants, and when awarding contracts to freelancers, AGIAMONDO is committed to taking the following steps:

- to provide the safeguarding policy to applicants and freelancers during the selection/contracting process
- to make reference to AGIAMONDO's safeguarding policy in job advertisements
- to review the applicant's documents: All application documents are to be checked to see whether the applicant has made frequent career changes for no apparent reason. During an interview, the applicant will be asked to provide a plausible explanation for the frequent career changes.
- Obtain references: Managers and trainers that have been listed by the applicant as references may be asked to provide feedback on the applicant at any time.

- to ask questions on safeguarding during the interview when considering candidates for a position that requires them to have direct contact with people requiring protection. Examples of such questions include:
    - If the applicant has made frequent career or job changes for no apparent reason: What are the reasons? Would it be correct to have concerns about them working with adults or children requiring protection?
    - Why does the applicant want to work with vulnerable people?
    - What does the applicant think about the AGIAMONDO's safeguarding policy?
    - Does the applicant have any experience in dealing with sensitive cases and taking actions to protect others?

New employees and concluding contracts

- All (new) employees, development workers and consultants are required to submit an extended police clearance certificate (before signing the contract), provided that such a certificate is available in their respective country.
- All (new) employees, development workers and consultants will be informed about the safeguarding policy and are obliged to conduct themselves accordingly.
- All (new) employees, development workers and consultants are required to take part in an AGIAMONDO training course on safeguarding as soon as possible.

Training for employees, development workers (and their relatives), short-term advisors, partners and volunteers

All employees, development workers and short-term advisors are required to attend AGIAMONDO training courses on safeguarding as part of their preparatory or induction period.

These events have the following objectives:

- an annual induction training session to help new staff members become familiar with the basic principles of the safeguarding policy,
- refresher courses for the relevant target groups,
- target group-specific development workers training for the following people:
    - accompanying children and partners
    - non-German speaking development workers
    - short-term advisors
- Voluntary International Service (FID) seminars on safeguarding and different forms of violence that have been developed for agencies, volunteers and partner organisations,
- a safeguarding module in the cooperation framework (RAPZ) course for outbound development workers. This will also be offered in English for non-German-speaking development workers.

The objectives of these training offers are as follows:

- to familiarise participants with AGIAMONDO's safeguarding policy and inform them of the relevant contact partners,
- to raise awareness on the need to protect vulnerable people,
- to develop an awareness for safeguarding and to incorporate safeguarding into their work, and

- to learn how to talk about safeguarding and the various forms of violence.

Childcare at AGIAMONDO

Childcare staff and all those assisting with childcare are required to complete additional prevention training in accordance with the diocesan prevention regulations of the Archdiocese of Cologne.

Communication guidelines

AGIAMONDO is also committed to promoting the topic of safeguarding in its public relations activities. Our annual report will also include information on any developments regarding the safeguarding policy and how it is being implemented.

In order to raise awareness about our work and to recruit new professionals, it is important for AGIAMONDO to inform the public about the work of its partners and development workers. At the same time, however, there is also a risk that personal rights may be violated. Therefore, to protect the people featured in the media against threats such as violence, assault or stigmatisation, AGIAMONDO works to ensure that any media content that is created and published respects the dignity of those that are involved, in addition to protecting them and their identity.

When writing a feature about certain individuals, AGIAMONDO is committed to ensuring that they are depicted with dignity, both in writing and in pictures. All public relations employees working at the headquarters as well as other professionals working in the field of public relations must commit to the following:

- to use words and images that respect the dignity of partners, those in partner organisations requiring protection and any other people involved,
- to ensure that media content is based on values such as respect and equality and respects the dignity of the people featured,
- to respect the privacy of everyone involved with organising and carrying out the project at all times,
- to never show vulnerable people posing inappropriately and to only use pictures where people are adequately clothed,
- to not use photos that show people's private parts or are in any way sexual,
- to use pictures and write in a way that enables one to visualise how the people featured actually live,
- to describe how the people featured live by taking into account their social, cultural and economic realities in order paint a complete picture of the situation in all its complexities,
- to depict children and vulnerable people as individuals with many facets and capabilities and to avoid reducing them to victims or other stereotypes as well using clichés, and
- to obtain the written consent of legal representatives and the verbal consent of the children involved when creating media content on children. Prior to obtaining written consent, both the legal representatives and the children must be fully informed about the purpose and use of the media content in a comprehensible manner.

Any third-party reporters are required to adhere to these safeguarding standards and will be made fully aware of them.

Digital Communication in social media

Digital communication continues to become more and more prevalent. As fast and uncomplicated as it can be, it also harbours many risks. Global digitalisation means that information published on the internet in Germany can reach a much larger target group than would be possible through conventional media. To protect those working in partner organisations, we have created specific guidelines for digital communication. These guidelines are applicable to all AGIAMONDO peace and peace/development workers, short-term advisors and employees regarding their AGIAMONDO profiles or AGIAMONDO-related posts on social media.

- Generally speaking, images may only be used with the consent of AGIAMONDO and the legal representatives or the persons featured. As such, any such images may only be shared via AGIAMONDO's media channels.
- Any posts on social media profiles belonging to AGIAMONDO that violate children's rights must be reported immediately to the platform operator and, if necessary, to the relevant authorities (e.g., Youth Welfare Office, police).
- Content that is offensive, illegal or defamatory must not be posted. As an example, no pornographic, sexualised or violent content may be linked, shared, posted or uploaded.

Failure to comply may result in disciplinary, labour law-related and, if necessary, criminal action (see Chapter 5 Incident management).

3. Stakeholders involved in the safeguarding system

AGIAMONDO's safeguarding system comprises various stakeholders outlined in the sections below.

Safeguarding team at our headquarters

AGIAMONDO has a dedicated safeguarding team consisting of the following members:

- a safeguarding officer*,
- a member of the board of directors, and
- a balanced number of employees from the different teams representing a wide range of perspectives.

The safeguarding team meets on a regular basis to assess risks, to monitor and evaluate the safeguarding policy, to update the policy if necessary and to ensure the policy is put into practice.

Ombudsperson (external)

AGIAMONDO works with a third-party ombudsperson. This person is an expert in the field of safeguarding and international cooperation. He/She works on a voluntary basis, meaning that only costs arising from the activity (e.g. travel expenses) are covered by AGIAMONDO.

The involvement of the ombudsperson is primarily intended for cases in which persons at management and executive level and/or the AGIAMONDO Safeguarding competence team are involved or in case a situation is not sufficiently investigated. The function of the third-party ombudsperson is thus to prevent the hindrance of case-management and investigations due to existing hierarchies and dependencies. In addition, the ombudsperson is supposed to support the internal actors of the safeguarding system in the execution of their tasks. The ombudsperson is regularly informed by the Safeguarding Officer about the activities of the Safeguarding competence team.

The current Ombudsperson can be contacted by e-mail by partners, professionals and staff. Her contact details are publicly available on the AGIAMONDO homepage. The ombudsperson acts as a contact person for staff, short term advisors, peace and development workers in the event of suspected bias on the part of the Safeguarding Officer, the management level or the competence team. In these cases she acts as coordinator of the case management team:

- Experience of Violence,
- suspected cases,
- advisor in difficult cases.

Safeguarding officer (internal)

The safeguarding officer is an AGIAMONDO employee who has a sufficient number of working hours to be able to carry out this function. The safeguarding officer is the point of contact for employees, short-term advisors, peace/development workers, as well as people and organisations working in cooperation with AGIAMONDO. The safeguarding officer has the following duties:

- contact person for incidents involving violence or suspected cases,
- contact person for any questions regarding the safeguarding policy,
- coordinating and managing the AGIAMONDO safeguarding team,
- coordinating incident management on the incident management team, and
- contact person for management on how to implement the safeguarding policy and how to deal with suspected cases (duty to report).

Safeguarding assistant

An assistant to the director is responsible for providing organisational, logistical and administrative support to the safeguarding team and the safeguarding officer.

Incident management team

Meetings involving the incident management team are convened by the safeguarding officer or ombudsperson in consultation with at least two other members of the safeguarding team as soon as a report is received; the team shall then determine how the report is to be dealt with. The team will consist of the following members on a case-by-case basis:

- the safeguarding officer
- at least two members of the safeguarding team,
- if the report is received from an office other than our headquarters, the responsible officer/team leader,
- a member of management, and
- any other persons required to properly investigate the suspected case.

If there is a need to further investigate a given situation, the incident management team is advised to consult with independent authorities in Germany or third-party investigative teams (fact-finding teams) abroad in order to conduct independent investigations.

To ensure that the team is able to respond as effectively as possible and to maintain strict confidentiality, it is important to keep the number of team members to a minimum. If there is a risk that members of the team might be biased, e.g., by having a close personal relationship with the person in question, they are to be replaced by another team member.

Decisions taken by the incident management team are to be reached in consultation with management. However, the incident management team may act independently if time constraints do not allow for this. Decisions are reached by simple majority, with the goal of reaching a consensus. All members of the incident management team have the same voting rights. If a majority cannot be reached, the vote of the safeguarding officer will count twice.

Contact persons

Our contact persons for all safeguarding matters can be contacted if you have any questions, would like to ask for advice, or would like to report violence or suspected cases of violence.

Peace/Development workers (and their relatives), employees, short-term advisors, as well as partners and clients working in cooperation with AGIAMONDO may themselves be perpetrators or may also experience violence and/or be witnesses of or the confidants of those concerned.

The Safeguarding officer and (in the event that the First Respondent is affected) the ombudsperson serve as the direct contact persons in the following situations:

- situations in which employees, peace/development workers (and their relatives), short-term advisors, or consultants encounter violence while working with and for AGIAMONDO,
- situations where people experience violence at the hands of AGIAMONDO employees, peace/development workers, short-term advisors, or consultants,
- situations where employees, peace/development workers (and their relatives), short-term advisors, or consultants are worried or suspect that violence or (sexual) exploitation is taking place amongst their co-workers, and

- situations where employees, peace/development workers (and their accompanying relatives), short-term advisors, or consultants act as a confidant for the victim while working with and for AGIAMONDO.

The information exchanged when contacting the aforementioned individuals will be treated as strictly confidential and will only be documented for the safeguarding team via the reporting form. This can also take place anonymously in order to protect the person making the report or the person concerned.

The contact persons at AGIAMONDO are the safeguarding officer and the ombudsperson. They can be contacted through the following channels:

- the safeguarding officer's email address: Safeguarding@agiamondo.org,
- the external ombudsperson's email address obfrau@agiamondo.org,
- AGIAMONDO's emergency number
- the reporting form available on the AGIAMONDO homepage (anonymous reporting is possible.
- S&S incident report

Contact persons for development workers

Peace/Development workers can also contact their AGIAMONDO supervisors. They will inform the safeguarding officer and the ombudsperson of any reports (they will forward the incident reporting form, annex 3, or the S&S-incident report).

4. Incident management

AGIAMONDO will respond swiftly and carefully to any reports of (suspected) violence. AGIAMONDO's incident management system only investigates suspected cases of violence directly involving development workers, employees, temporary workers, or consultants, regardless of whether they are involved as victims of violence or as suspected perpetrators. This is due to the fact that our partner organisations are independent and autonomous organisations, and that development workers are integrated into our system as employees. Other suspected cases will not be investigated by AGIAMONDO' s incident management services, however, the respective contact persons will also be available to provide counselling and support.

A distinction is made between (suspected):

- cases of violence *against* persons for whom AGIAMONDO is directly responsible, e.g., development workers, employees, short-term advisors, consultants,
- cases of violence committed by persons for whom AGIAMONDO is directly responsible, e.g., peace/development workers, employees, short-term advisors, consultants, and
- cases of (observed/reported) violence committed at the workplace(s) of development workers, employees, and short-term advisors.

AGIAMONDO's main focus is on the well-being of those affected. It is of utmost importance to us that those affected receive help and support and that they are protected while their cases are being processed.

The institutionalised incident management system

- ensures that the relevant facts are investigated straight away,
- takes measures to protect those affected,
- provides access to support services, medical treatment, legal representation and psychosocial support, and
- responds to cases promptly and discreetly, and ensures that all parties involved are informed of the appropriate next steps.

Great caution must always be exercised when dealing with suspected cases of violence. It is important not to jump to hasty conclusions that could have far-reaching consequences. False or unverifiable accusations could result in wide-reaching consequences for AGIAMONDO, its partner organisations, clients and development workers.

The board of directors at AGIAMONDO will be informed by the management or the ombudsperson whenever the incident management team is convened. After each case has

been closed, the outcome of the investigation will be reported to the board of directors by management or the ombudsperson.

Below is a diagram summarising the incident management processes.

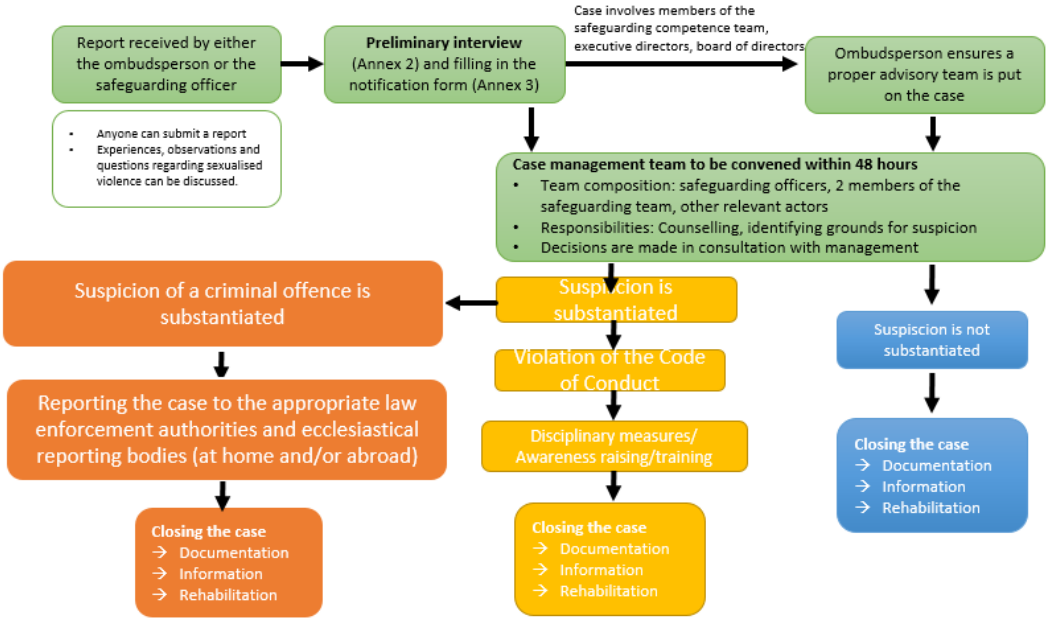


Figure 1 Incident management at AGIAMONDO

The following documents are to be used when conducting preliminary interviews:

- Annex 2: Guidelines for the preliminary interview
- Annex 3: Incident reporting form

In addition to the contact persons, other AGIAMONDO employees may also be approached by victims or their confidants. For this reason, it is important that all AGIAMONDO employees be familiar with these documents.

Possible disciplinary, labour-law-related and criminal consequences

Violations of the COC may result in awareness-raising measures, disciplinary action, and, if severe cases, termination. The following disciplinary measures can be taken, depending on the severity of the violation:

- Warnings
- Feedback-meeting
- Training
- Official warnings
- Suspension
- Termination of the service/assignment/employment relationship (ordinary/extraordinary)

Once it has been established that the suspicions are substantiated and could constitute a criminal offence, the case will generally be forwarded to the responsible state prosecution authorities or, in the case of clergy members and priests, to the diocesan reporting offices. However, it may be necessary in specific cases to refrain from filing criminal charges in order to protect victims or for reasons related to the applicable national laws.

Responsible criminal prosecution authorities are the state authorities abroad or in Germany. The decision to involve state authorities abroad will be made on a case-by-case basis, particularly if there is reason to fear that the legal proceedings might not be conducted in accordance with the rule of law. If the accused person is abroad, he or she must be put in contact with the respective embassy or consulate immediately as part of our duty of care. This will ensure that the person in question is given the opportunity to seek legal assistance.

Information und documentation

The incident report form provides a structured record for the ombudsperson, the safeguarding officer or other trusted representatives. Victims can use the various channels at their disposal to communicate with us in an easy and discreet manner.

A log will be kept of all casework carried out by the incident management team. The records will be stored electronically in a protected folder that can only be accessed by the safeguarding officer and the safeguarding team. The designated safeguarding team at AGIAMONDO is obliged to treat this data as strictly confidential.

In order to investigate the case, personal data will be stored and processed; it will be treated as strictly confidential.

The legal framework for processing data within the headquarters is the EU General Data Protection Regulation (GDPR/DSGVO).

Once cases are reported, only the members of the safeguarding team will have access to the data. If necessary, external parties will also be brought on board.

When processing suspected cases falling outside of the area of application of the GDPR, the relevant country-specific data protection regulations must be taken into account.

5. Processing cases: Procedure for investigating suspected cases

1. Suspected cases involving employees

For cases of this kind, it is mandatory for the incident management team to involve the disciplinary supervisor and the ombudsperson. In some instances, an external specialist organisation may be consulted. Employee representatives and the human resources department will only be notified if the allegations prove to be substantiated. The accused employee will then be informed of their right to seek legal assistance.

If the case in question has occurred within Germany, appropriate action will be taken in accordance with the applicable laws (labour law and/or criminal law).

However, if the suspected incident has occurred abroad, it is necessary to immediately consult with AGIAMONDO's desk officer safety and security abroad or the director in charge of safety and security. After assessing the risks for the person concerned, it may be necessary to involve other parties to obtain further advice regarding the next steps to be taken:

- the safeguarding officer from the corresponding partner organisation,
- the safeguarding officer from the contracting organisation,
- If in the CPS, the coordinator of the national programme.

The entire incident management team will assess each case, taking into account the following questions:

- Is any additional background information needed to assess the case?
- Immediate measures: Which immediate measures are required?
- Additional support: Which additional support (if any) should be offered to the person and those affected?
- External authorities: If not already done, should the matter be reported to external authorities (e.g., Diocesan Help Centre, local authorities or the police)? Who is able to investigate the case?
- Informing family members: Should parents or caretakers (if a child is involved) or other relatives (e.g., if an adult in need of protection is involved) be informed?
- Policy violations: Does the allegation constitute a potential violation of the safeguarding policy or other policies?
- Information management and communication: How should information be shared?

Depending on the findings gathered in relation to the case in question, the case may be classified as follows:

Suspicion is not substantiated: It may be necessary to initiate rehabilitation measures for the wrongfully accused person. Moreover, the case and the assessment (or corresponding evidence) must be documented.

Violation of internal policies: If AGIAMONDO's or the corresponding partner organisation's code of conduct or other internal guidelines have been violated, and such violations do not constitute a criminal offence, the person involved will be made aware of the violation and the impacts thereof, or sanctions will be imposed. Possible sanctions include disciplinary measures (e.g., a meeting, training sessions, issuing a formal warning). The employee representative committee (in German: MAV) will be involved in this process. Likewise, the victim has the option to be included in the process.

Suspicion is confirmed: In addition to criminal charges (see 5), other labour law-related legal measures will be taken by the incident management team (e.g., leave of absence, warning, termination). The disciplinary supervisor and the human resources department will be responsible for carrying out the measures that are in AGIAMONDO's hands.

2. Suspicious cases involving peace/development workers, short-term advisors, or other persons with access to project partners and beneficiaries through their work with AGIAMONDO

For cases of this kind, the incident management team will involve the responsible officer or team leader, the ombudsperson and, if necessary, CPS coordinator in the investigation process. Moreover, an independent specialist organisation may also be consulted (see 3).

If the case in question has occurred within Germany, appropriate action will be taken in accordance with the applicable laws (labour law and/or criminal law).

However, if the suspected incident has occurred abroad, it is necessary to immediately consult with AGIAMONDO's safety officer stationed abroad or the director in charge of safety. After assessing the risks for the person concerned, it may be necessary to involve other parties to obtain further advice regarding the next steps to be taken:

- the safeguarding officer from the corresponding partner organisation,
- the safeguarding officer from the contracting organisation,
- If in the CPS, the coordinator of the national programme.

The entire incident management team will assess each case, taking into account the following questions:

- Is any additional background information needed to assess the case?
- Immediate measures: Which immediate measures are required?
- Additional support: Which additional support (if any) should be offered to the person and those affected?
- External authorities: If not already done, should the matter be reported to external authorities (e.g., Diocesan Help Centre, local authorities or the police)? Who is able to investigate the case?
- Informing family members: Should parents or caretakers (if a child is involved) or other relatives (e.g., if an adult in need of protection is involved) be informed?
- Policy violations: Does the allegation constitute a potential violation of the safeguarding policy or other policies?
- Information management and communication: How should information be shared?

Suspicion is not substantiated: It may be necessary to initiate rehabilitation measures for the wrongfully accused person. Moreover, the case and the assessment (or corresponding evidence) must be documented.

Violation of internal policies: If AGIAMONDO's or the corresponding partner organisation's code of conduct or other internal guidelines have been violated, and such violations do not constitute a criminal offence, the person involved will be made aware of the violation and the impacts thereof, or sanctions will be imposed.

Suspicion is confirmed: In addition to the consequences under criminal law (see 4), the case management team will take labour law-related and/or administrative measures (e.g., leave of absence, issuing a warning, termination). The respective team leader will be responsible for carrying out the measures that are in AGIAMONDO's hands.

3. Suspected case involving a partner organisation or persons with access to protected persons or vulnerable persons via these organisations.

As a rule, the partner organisation's own incident management system will be responsible for handling these cases, as partner organisations operate as independent and autonomous organisations and development workers are integrated into this system as employees.

If a suspected case involving the aforementioned individuals has been reported directly to AGIAMONDO, the first step will be for the safeguarding officer to carry out an initial assessment with the incident management team. A decision will be made as to whether and how AGIAMONDO will proceed in accordance with the safeguarding policy. It is important to bear in mind that whistle-blowers may be putting themselves at risk. It is necessary to ensure that "whistle-blowers" are protected to the greatest extent possible.

AGIAMONDO peace/development workers who are integrated into partner organisations as employees are not eligible to receive a mandate from AGIAMONDO or the client to conduct investigations into suspected cases. Such duties are only to be carried out by members of management working for the partner organisation. Only they can decide whether or not certain responsibilities will be delegated elsewhere. As such, peace/development workers cannot be deployed to perform fact-finding activities without the knowledge and consent of the partner organisation. Nevertheless, AGIAMONDO expects that such Peace/development workers will be able to assist with safeguarding activities within the partner organisation.

If a partner organisation is unable to process the case in an objective manner, AGIAMONDO reserves the right to investigate the case itself. If the suspicion proves to be substantiated, AGIAMONDO may choose among various courses of action. Depending on the severity of the violation and the willingness of the partner organisation to cooperate, such courses of action may include providing training, raising awareness or sanctions (e.g., ending the cooperation).

The procedures outlined above are intended to facilitate the flow of information to the relevant actors. All employees, development workers and short-term advisors have been made aware of these duties, procedures and principles. This policy is also discussed within our safeguarding seminars and can always be accessed by employees, development workers and short-term advisors.

6. Network/system for victims and those reporting the incidents

AGIAMONDO is responsible for providing assistance to victims and those reporting the incidents in cases where violence occurs at the hands of an AGIAMONDO employee/development worker/short-term advisor/contractor or has been experienced working as an AGIAMONDO employee/development worker/short-term advisor/contractor.

- AGIAMONDO will ensure the victim (and perhaps their confidant) can gain access to a safe place.

- Depending on the applicable laws, it is possible that a court may not allow a child to testify if he or she is receiving psychological counselling or therapy. For instance, such a rule would apply in Germany. It is therefore advisable that the child's statement be taken by the police or the court as soon as possible and before any psychosocial counselling begins. This decision must be made together with the child and his/her parents or guardian.

- Victims must be informed about all procedures and the next steps to be taken.

- AGIAMONDO will make arrangements for counselling, legal advice, medical care and psychosocial support.

7. Policy implementation with partner organization (domestic/foreign)

AGIAMONDO's mission is to work with partners around the world. When it comes to safeguarding, AGIAMONDO also works with partners at home and abroad. The more stringent requirements of the safeguarding policy apply to employees, development workers and short-term advisors. In order to carry out safeguarding as partners, the following measures have been implemented:

- The services and counselling centre for the Voluntary International Service (fid) regularly organises programmes for sponsors, volunteers and partner organisations involved in international voluntary services. Particular focus is placed on partner workshops on sexualised violence and volunteer services, which aim to promote cooperation on safeguarding between sponsoring and partner organisations.

- AGIAMONDO maintains close contact with partner organisations, e.g., through regular joint events in the host country. During these events, AGIAMONDO and the partner

organisations work together to establish common positions and learn how to best support each other.

- The Local Security Plan (LSP) is used to assess the risk of being affected by one of the forms of violence described above.

- Our partner organisations abroad are provided with detailed information on this safeguarding policy, including its content and when it enters into force. This information will be provided in the form of easily understandable publications and summaries in the respective national languages.

- A mutual commitment to work in accordance with the safeguarding policy will be included in the cooperation agreements.

- AGIAMONDO is developing tools and exploring ways to support interested partner organisations in developing their own safeguarding policies. The aim is to establish a coherent and aligned safeguarding system that protects people against violence over the long term.

- This policy has been translated into English, Spanish and French. In order to inform the partner organisations of the most important contents of the policy, they have been clearly outlined on an additional leaflet.

8. Monitoring, evaluating and updating the policy

The safeguarding policy and any steps and procedures arising therefrom are to be evaluated and revised on an annual basis. For this purpose, regular risk analyses will be carried out as follows:

- To prepare for the annual in-house risk analysis, the teams will fill out the risk analysis checklist (Annex 1).

- Upon returning or during the evaluation meeting, development workers will be asked about their experiences with the safeguarding policy in order to derive best practices and further develop the policy.

- The results of the team analyses will be compiled and evaluated by the designated safeguarding team.

- Based on the results, an area of focus will be defined for the following calendar year, and the safeguarding officer will be responsible for ensuring that it is implemented.

- The lessons learned will be documented and, if necessary, integrated into the safeguarding policy, seminars or other policies.

- Reports and casework will be documented and statistics will be generated.

Once the safeguarding policy has been enacted, AGIAMONDO will gradually work on merging its Code of Conduct with those contained in the safeguarding policy, the corruption guidelines,

and the safety policy. In addition, a review will be conducted to determine the extent to which the different policies can be aligned in order to create synergies.

Annex 1: Risk analysis checklist

We recommend completing the questionnaire again at regular intervals so that you can take note of the progress that has been made. You will be asked to reflect on six different areas as they relate to AGIAMONDO or partner organisations:

1. Safeguarding within the organisation
2. Safeguarding policies and procedures
3. Employee selection and development
4. Code of Conduct and how it is implemented
5. Participation and networking
6. Monitoring and reviewing

For each area you have six statements. Please read each one and decide whether it applies to AGIAMONDO

true	
partly true	
not true	

… and tick the corresponding box

1. Safeguarding within the organisation

Our organisation has a clear position when it comes to safeguarding and protecting vulnerable people and makes its position known to the public.			
The prevention regulations of the respective diocese, Bishops' Conference as well as the international human rights conventions, in particular the UN Convention on the Rights of the Child and its Optional Protocol, lay the foundation for our everyday work. The regulations contained therein are put into practice and enforced.			
Full-time and voluntary employees working at the organisation act in a way that shows they are committed to protecting the rights of children and young people.			
Our organisation is committed to establishing inclusive structures that foster the involvement of vulnerable people.			
Employees, development workers, short-term advisors and consultants treat each other and vulnerable persons or persons in need of protection with appreciation and respect.			
The organisation makes it clear that everyone has an equal right to protection.			

2. Safeguarding policies and procedures

The organisation has a formal safeguarding policy in place or has established clear mechanisms for preventing violence.			
Management has approved the policy and is committed to implementing it.			
All employees, development workers, short-term advisors and consultants have read the safeguarding policy and have signed it to confirm they will abide by and observe the rules contained therein.			
Preventative measures and projects have been incorporated into the policy.			
The policy has been translated, published and disseminated in different languages so that it can be widely accessed and read.			
There is one (or more) person(s) in the organisation who addresses the issue of safeguarding within the institution and is (are) an official contact person.			

3. Employee selection and development

Procedures are in place for recruiting new staff/development workers and for assessing them in terms how qualified and suitable they are to work with vulnerable people.			
There is a description of the organisation's position on safeguarding in their employment contracts.			
Before being hired, candidates must submit a self-disclosure agreement and an extended police clearance certificate. They documents are reviewed and updated regularly.			
Team meetings, case discussions and performance reviews are held on a regular basis so that any uncertainties or concerns can be addressed and, if necessary, solutions can be found together.			
Everyone receives safeguarding training when starting their contract. This includes an introduction to the safeguarding policy and the organisation's procedures on safeguarding.			
All employees and development workers receive regular safeguarding training.			

4. Code of Conduct and its implementation

A formal Code of Conduct is in place that sets out what behaviour is considered acceptable and what behaviour would constitute a violation of personal boundaries. This includes the use of media, pictures and social networks.			
The consequences for violating the Code of Conduct have been clearly stated and, depending on the severity, may result in labour-law related or criminal sanctions.			
There are clearly defined guidelines, procedures and structures regarding what to do if there is a suspected case. These contain clear instructions regarding who is to be involved and when, and how they are to be notified.			
The ways in which concerns about unacceptable behaviour can be raised are publicly known; if necessary, concerns can be reported confidentially.			

The Code of Conduct has been embraced by everyone and is put into practise on a day-to-day basis.			
The staff/development workers/short-term advisors have all worked together to develop the Code of Conduct.			

5. Participation and networking

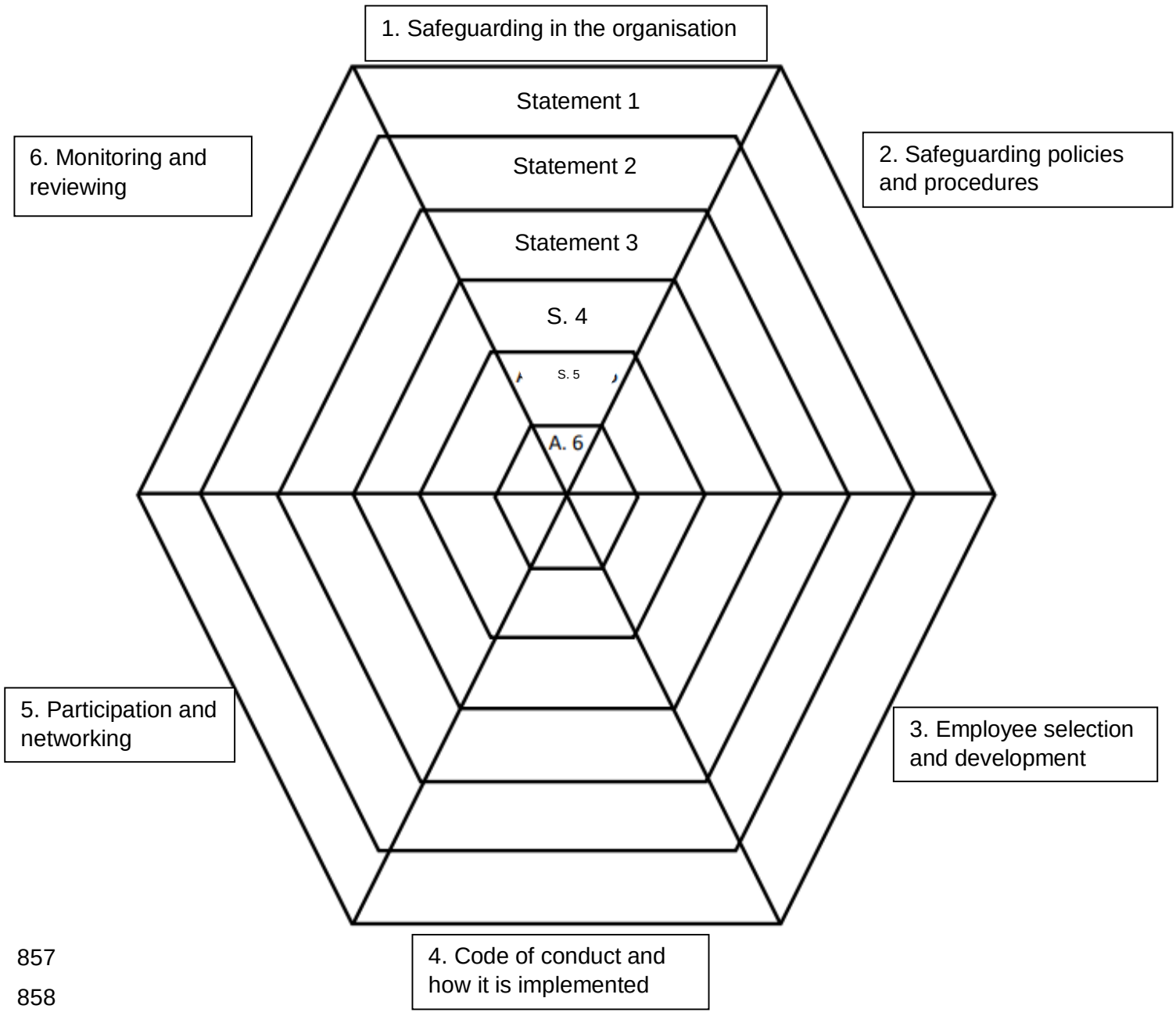
Staff members, development workers, short-term advisors, partners as well as other individuals and persons in need of protection working with our organisation are aware of their rights and are supported in their efforts to protect themselves.			
Policies to protect against violence and the Code of Conduct are developed in an inclusive manner, taking into account the needs of vulnerable people.			
There are ways to file complaints and obtain feedback that meet the needs of the different groups working with AGIAMONDO.			
Contact information for counselling centres, safe shelters, government agencies and emergency medical assistance is readily available and presented in a way that can be accessed by everyone.			
Our organisation is in contact with the relevant safeguarding bodies, both nationally and internationally.			
Employees, short-term advisors and development workers have access to specialised counselling, support and information.			

6. Monitoring and reviewing

Internal mechanisms are in place within the organisation to monitor compliance with the safeguarding policy.			
Efforts are made to regularly inform partner organisations and clients working alongside the organisation about the safeguarding policy and to obtain their feedback.			
Our safeguarding policy is adapted to the specific requirements and structures within the organisation.			
All incidents, suspected cases and complaints are documented and reviewed.			
Policies and procedures are reviewed on a regular basis. This is done every 5 years at the latest, or whenever there is an incident involving violence.			
Various stakeholders are involved when reviewing the safeguarding policy and procedures.			

Once you have completed the questionnaire and assessed the organisation, please plot your answers on the chart below. Please use green, yellow and red pens, or mark your answers using different patterns. The result will be a graph illustrating the strengths of your organisation when it comes to safeguarding and where there is a need for action or improvement. Please note that this exercise is not to be understood as though there is a progression between statement 1 and statement 6. The purpose of this exercise is simply to identify any perceived gaps. Start with statement 1 at the outer edge of the grid, and work your way towards the middle so that statement 6 is in the centre.

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Annex 2: Guidelines for the preliminary interview

Anyone can be or become a confidant of a victim. The following guidelines are designed to help you gather information from the victim and engage in conversation with them.

General tips:

- Remain calm and take your time.
- Find a quiet room.
- Take the person seriously and make it clear that you believe them and will take the necessary steps to help them.
- Ask questions in a sensitive manner and do not question what they say.
- Ask as few questions as possible and as many as necessary so as not to unnecessarily burden and embarrass the person concerned.
- Ask questions like "what happened?" and "who was it?"
- Respect the person's boundaries if they don't want to share anything else and stop asking questions.
- Find out what expectations the victim has.
- Do not act against the will of the person concerned. If you decide to act against their will, inform them of this and provide reasons for your actions.

Possible questions and responses:

- Ask open questions - Who? What? Where? - but don’t ask closed questions that imply an act was committed or who the perpetrator was.
- Try to avoid asking "why" questions, as this could exacerbate feelings of guilt and make the person feel that they have done something wrong. Never disparage the perpetrator; you do not know what the person's relationship is with him/her and this could lead to a conflict of interest.
- Never promise you won't tell anyone what the person concerned is telling you, but rather be honest: " You know that I can keep this between us, but if you tell me something that I need to help you with, I need to be able to get you help."
- After the person tells you what happened, make sure to ask them how they are feeling.
- Lack of trust, fear and feelings of uncertainty are natural reactions after recounting experiences of violence. Take these feelings seriously.
- Thank them for trusting you and praise them for having the courage to confide in you.
- If possible, try to stand by the person when going through the next steps in the process.

At the end of the conversation: Violence may cause victims to feel powerless and helpless. Therefore, it is important that they do not feel powerless after having spoken out. Thus, at the end of the conversation it is important to let the person know which options they have**.**

Taking care of yourself: After talking to the person concerned, make sure you take the time to make sure you feel well and to seek professional advice regarding the next steps to take, be it from the ombudsperson of the safeguarding officer.

Annex 3: Incident reporting form

This form is to be used to report information that may be relevant. Please modify it to suit your needs/report.

Attn: AGIAMONDO Safeguarding Officer

E-mail:	Note: Please keep the email confidential.

The information contained in this form is confidential. This form is to be used to report concerns regarding possible violations of AGIAMONDO's safeguarding policy.

When filling out the form, please try and give as many details as possible. If there are any sections that you are not able to fill out, please leave them blank. Areas where you are unable to report anything can be left blank.

Personal details

Name:
Involvement with AGIAMONDO:
Address:
Telephone number/mobile:
Fax:
E-mail:
How do you know the person concerned?

Personal details regarding the person concerned

Name:	Sex:
Citizenship:	Age:
Organisation:	Project name:
How do they know the alleged perpetrator?	
Current whereabouts of the person concerned:	

Have measures been taken to ensure the person in question is currently safe? If yes, which measures have been taken?
What measures have been taken to prevent the violence from happening again?
Which additional measures are required to protect the person in question?
Specific cultural factors to be considered:
Other:
Which authorities have you contacted?
Please describe the date and time of the conversation, the name of the person you spoke with and the substance of the conversation.

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920 Information regarding the alleged perpetrator

Name:	Sex:
Citizenship:	Date of birth/Age:
Description of the alleged perpetrator:	
How does the alleged perpetrator know the person in question?	
What is the alleged perpetrator's involvement with AGIAMONDO?	

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922 Details regarding the incident

Nature of the concern/suspicion (please describe the type of violence, who reported it, circumstances of the incident and how it happened):

Scene of the incident:	
Date:	Time:
Witness(es):	

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Interview transcript (please describe exactly what the person in question said in their own words as well as what you said. Please do not steer the conversation into a certain direction by asking specific questions, but rather give an accurate account of what was said):
Observations (e.g., injuries, physical appearance of the person in question, anxiety, etc.)
How did the alleged perpetrator respond to the allegation?
Have you taken any additional steps? If so, which ones? What other actions have you taken?

Place:	Date:
Signature:	

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