



# Safeguarding Policy and Procedures

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# Safeguarding Policy

## Policy Statement, Purpose & Scope

**Musicians Without Borders uses music to bridge divides, connect communities, and heal the wounds of war.**

We create safe environments where participants can explore and develop their creativity. We believe that all people have the right to be protected from harm and we commit to act in their best interests at all times.

This policy and the associated guidelines raise awareness of safeguarding issues, define expectations when working with participants and detail our approach to promoting participants' wellbeing – protecting them from violence, abuse and exploitation.

It applies to all those working on behalf of Musicians Without Borders including salaried staff, freelancers, volunteers, work placements and our supervisory board. Partner organizations are required to sign this policy or provide an alternative that is based on the underlying principles and legal frameworks laid out in this document.

## Definitions and Legal Basis

Our policy has been drawn up on the basis of the United Nations Conventions on the Rights of the Child (1989) and takes the cultures, religions and laws of the communities in which we work into account.

Child: a person under the age of 18<sup>1</sup>

Vulnerable person: a child or adult who, by reason of disability, age, gender, illness, the context they are in or as a result of social and other inequalities, is or may be at risk of significant harm or exploitation.

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<sup>1</sup> In some areas where we work, a child under the age of 18 may not have a parent or guardian or may be considered in their country to be of age of consent to participate in the program. In these cases, consent of the child will be obtained according to local laws.

## Approach and Guiding Principles

Musicians Without Borders has been working in, for and with communities dealing with recent or ongoing conflicts for nearly 20 years. Our long-term commitment to peace-building in these communities – informed by *The Universal Declaration of Human Rights, Music's Power to Connect and Active Nonviolence*, has allowed us to develop ways of working that combine a European understanding of best practice around safeguarding with an awareness and respect for the particular needs and complexities of the countries in which we work.

The wellbeing of our participants is of paramount importance. Safeguarding is embedded in our practice and can be best understood through the organization's working principles (which inform our training methodology and our approach to workshop facilitation):

- **SAFETY:** Everyone will experience a safe environment in our programs.
- **INCLUSION:** Our programs offer a neutral space where people from different backgrounds can meet, have a voice and not be defined by their differences.
- **EQUALITY:** Everyone is welcome, everyone is honored, everyone can make music, and everyone is treated equally.
- **CREATIVITY:** Everyone is able to explore their own creativity and experience the power of shared ownership in music.
- **QUALITY:** High quality learning experiences and music-making leads to a deeper sense of connection and empathy.

These principles apply to all, regardless of age, gender, identity, ethnicity, disability, language, sexuality, family make up or beliefs. We are committed to anti-discriminatory practice and recognize that individuals' cultural identity or disability may result in a need for different and / or additional support.

**We are committed to reviewing our policy and good practice guidelines annually.**

This policy was last reviewed on: 4 December 2019

Signed: 

**Laura Hassler, Director**

# Safeguarding Procedures and Guidelines

Our safeguarding strategy provides protection to all people with whom we work and advises staff on safeguarding issues and protocol. These procedures are organized into 5 safeguarding areas: Prevent, Recognize, Respond, Refer and Record.

## 1. PREVENT

### Recruitment and support of staff and volunteers:

Musicians Without Borders will:

- ensure that new staff and volunteers **provide a CV** or alternative record of their employment history.
- request a **criminal background check**<sup>2</sup> for all staff and international volunteers working with vulnerable people, unless it is not possible or safe to do so because of ongoing conflict or police corruption.
- gain **two references** with regards to the candidate's suitability for work with children and vulnerable adults.
- ensure all staff, partners and volunteers read and agree to our **code of conduct**.
- provide **safeguarding training** for all relevant personnel.

### Risk Assessments

Our commitment to work with those in most need results in our programs taking place in potentially risky environments. Key program staff working in these locales:

- create written risk assessments before the start of projects.
- will actively remain updated and well informed about current situational risks so that they can brief visitors to their program.
- take all reasonable steps to mitigate against these risks and review them on an ongoing basis in consultation with colleagues and partners.

### Participant Voice and Consent

Our trainers honor all participants and are sensitive to the various factors that may influence their ability to participate. We value open communication, engage participants in an ongoing process of invitation and consent, provide space for formal and informal feedback and listen to what participants tell us both verbally and non-verbally.

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<sup>2</sup> MWB works in settings of conflict, political instability, violence and police corruption. In these settings, we recognize that the staff of partner organizations may be targeted because of their work and may have a record of offenses stemming from that targeting. Any such offenses will be reviewed together with the staff or volunteer candidate. Suitable staff, trainers, and volunteers will not be refused engagement with MWB because of offenses that do not pose a risk when working with children or vulnerable adults.

We ensure that:

- participants know they have a right to feel safe and are aware that they can discuss any concerns with our trainers and other personnel with whom they feel comfortable.
- we seek participants' consent if we intend to capture their image in any way. Consent is sought in a number of ways: in writing and through information forms, conversation, participatory activities or in closed groups on social media.

### **Parental Consent**

- Where it is possible to contact parents, we will obtain consent from the child's parent or guardian through appropriate channels (e.g., through school authorities)<sup>3</sup>
- Where it is not possible to contact parents/guardians, or permission for photographs or videos is denied, we will ensure that individual participants are not identifiable in any images we capture.

### **Supervision of participants**

- All staff and volunteers will avoid spending time alone with vulnerable people. If it is necessary for any reason for staff to be alone with a vulnerable person, however, efforts will be taken to ensure they can be seen by others.
- Staff will have emergency contact details for all participants, unless they are working in partnership with a school/community group where the teacher/group leader will hold these details.

### **Monitoring Practice**

Safeguarding activities and records are monitored by the Designated Safeguarding Lead in conversation with program managers. A log of incident reports is maintained in a secure database and will be summarized on an as-needed basis for the Supervisory Board. The Safeguarding Policy and Procedures will be reviewed on an annual basis and revised, as necessary.

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<sup>3</sup> We work in countries where signing documents arouses suspicion. In these cases, we will get and document verbal consent.

## 2. RECOGNIZE

### What is Abuse?

Abuse and neglect are forms of maltreatment that can involve inflicting harm, or failing to act to prevent harm. The categories of abuse are listed as follows and are to be used as a guide for monitoring and reporting suspected abuse, alongside an understanding of the complex contexts in which Musicians Without Borders operates.

- **Neglect:** persistently failing to meet a vulnerable person's basic physical and/or psychological needs, resulting in impairment of their health or development. Failure to take all reasonable measures to provide adequate food, clothing and shelter; protect individuals from harm; supervise them properly; make sure they receive appropriate medical care.
- **Sexual harassment or abuse:** forcing a vulnerable person to take part in sexual activity, or to be subjected to sexual advances or remarks. This does not have to involve violence and the individual may not be aware of what is happening. It includes, for example, penetrative and non-penetrative sex; sexually exploiting a vulnerable person in exchange for gifts, money or affection, making, looking at and/or distributing indecent images.
- **Physical abuse:** threatening or inflicting actual physical injury on a person, or a failure to prevent physical injury or suffering of a person.
- **Emotional abuse:** persistent emotional ill-treatment or rejection – deliberately scaring, humiliating or verbally abusing a vulnerable person or denying love, care and encouragement; or controlling and limiting individuals' opportunities to realize their rights to social and cultural life.
- **Exploitation:** requiring a child (or adult) to perform any work that is likely to be hazardous or to interfere with the child's education, or to be harmful to the child's health or physical, mental, spiritual, moral or social development.
- **Substance abuse:** the use, manufacturing or distribution of illicit substances.

## Signs and Symptoms

Children and adults who have suffered abuse or exploitation may be afraid to tell anybody about what they have experienced. They may struggle with feelings of guilt, shame or confusion, particularly if the abuser is a parent, carer or friend.

Here are some common signs that someone may be being abused. **Please note that this is not a checklist.** It is very hard, even for experts, to determine whether abuse is taking place and many of these signs may be exhibited by people dealing with other conditions or traumatic experiences.

- Sudden changes in personality and/or eating habits
- Outbursts of anger and/or violent behavior
- Lack of confidence
- Fear, anxiety
- Repeated negative statements about themselves
- Lack of basic needs, e.g., poor hygiene, persistent hunger
- Reluctance to go home after activities/school
- Showing an inexplicable fear (or making excuses to avoid) particular places/people
- Reluctance to change clothes (e.g., undressing) for certain activities and/or spending long periods of time in the bathroom
- Self-harming (includes head banging, scratching, cutting)
- Not receiving adequate medical attention after injuries/illnesses
- Flinching in response to sudden but harmless actions, e.g. someone raising their hand
- Inappropriate behavior for age, including knowledge of adult issues (sex, drugs, alcohol), regularly engaging in sexual play, or older children regressing to the behavior of younger children.

## Local Perspective

It is important to note that abuse is not universally understood. Behavior that is viewed as abusive in some parts of Europe may be viewed differently in the regions where we work.

Musicians Without Borders will not tolerate any form of abuse within our projects. Additionally, we will:

- model our nonviolent approach to local organizations through our work and provide training where necessary to ensure safeguarding standards are met in our programs.
- always act when a vulnerable person asks for help or discloses abuse that is happening within or outside of our projects, or when we notice abuse taking place that would be recognized as such by local law, e.g. sexual abuse, female genital mutilation.

## 3. RESPOND

### Responding to disclosures

If a child or vulnerable adult tells you they are being harmed, it is important to respond appropriately:

#### DO:

- Be accessible and receptive
- Listen carefully
- Stay calm
- Take it seriously
- Reassure the vulnerable person that they are right to tell someone
- Let them know what will happen next, including your responsibility to share the information with relevant authorities (e.g. I need to tell someone what you told me)
- Seek advice from an appropriate person
- Make a careful record of what was said
- As far as possible, protect the person from further harm (e.g., refer children to relevant child protection authorities to ensure their safety)

#### DON'T

- React strongly (e.g. saying "how disgusting")
- Jump to conclusions, especially about the abuser
- Speculate or accuse anybody
- Say that you will keep their secret
- Ask leading questions
- Make promises
- Stop someone who is speaking freely
- Tell others their story who do not need to know in order to keep the person safe, or reveal to the abuser what they have said
- Act alone in responding to the disclosure of abuse, but rather contact relevant authorities

To avoid leading questions, remember TED:

- **T**ell me what happened
- **E**xplain to me as best as you can
- **D**escribe it to me

These guidelines apply to all disclosures of abuse, whether an accusation is directed towards a parent, teacher or Musicians Without Borders staff.

## **Responding to observations**

If you have noticed something that concerns you...

- Volunteers: refer your concern to the designated staff members as soon as possible
- Staff: talk to the vulnerable person **if you feel equipped to do so.**
- Program Managers: talk to the vulnerable person's parent or caregiver **if you feel equipped to do so and this would not put the vulnerable person at further risk.**

Everyone should follow the same do/don't guidelines above, then proceed to our referral procedures.

## 4. REFER

All concerns or allegations of abuse must be handled quickly, sensitively and confidentially. Refer the issue as soon as possible to the relevant person, as detailed below, and do not discuss the details with anyone who does not need to know.

**Trainers, volunteers, local staff and guests: If you are concerned about a vulnerable person you are working with, contact your program manager as soon as possible:**

<b>Palestine</b>	Fabienne van Eck	+972 547 220 926 /+972 598 593 507 / fabienne@mwb.ngo
<b>Rwanda</b>	Director, We-Actx for Hope: Chantal Benekigeri  Director of Finance for WE- ACTx for Hope: Ndayambaje Jean Bosco (Bosco)  Regional Program Manager: Chris Nicholson	Chantal: +250 788 302797 chantal.benekigeri@gmail.com  Bosco: +250 788 304613  Chris: +44 (0) 7931 316317 / chris@mwb.ngo
<b>Kosovo</b>	Project Managers: Emir Hasani Milizza Kosova  Regional Program Manager: Wendy Hassler-Forest	Emir: +381 655 310 771 / +386 494 499 66 / emir@mitrovicarockschool.org  Milizza: +386 497 253 35 / milizza@mitrovicarockschool.org  Wendy: +381 (0)65 6596477 / wendy@mwb.ngo
<b>El Salvador</b>	Miguel Ortega	+31 618 471 750 / miguel@mwb.ngo
<b>Welcome Notes</b>	Meagan Hughes	+31 623 295 400 / meagan@mwb.ngo

**Any incidents that the program manager believes require further inquiry will be reported to the Designated Safeguarding Lead or Director at MWB's head office, as well as to the safeguarding lead within any relevant partner organization/s:**

MWB Designated Safeguarding Lead – Meagan Hughes: +31(0)20-330-5012 /  
meagan@mwb.ngo

MWB Executive Board and Director – Laura Hassler: +31(0)20-330-5012 /  
laura@mwb.ngo

**Out of hours contact - Laura Hassler: +31 (0)65-126-9439**

**If your concern involves the Program Manager, you can contact the Designated Safeguarding Lead or Director at the MWB head office directly.**

**If the vulnerable person is in immediate danger, call the local emergency services (e.g., police).**

Musicians Without Borders will take all safeguarding referrals and concerns seriously. We will listen to and support the victim and/or the person reporting abuse.

Once a concern is shared with Musicians Without Borders' head office, the DSL or Director will decide whether a referral to social services or other relevant authority is necessary. The person who reported the incident to head office may be asked for further information or to continue monitoring the situation.

Any decisions made must consider the culture we are working in when deciding what safeguarding actions to take, as there may be no legal mechanism in place to handle certain referrals and inappropriate actions could potentially further endanger the child, vulnerable adult, and/or the sustainability of our work and the safety of our staff. We will act appropriately, with the fullest consideration of the best interests of the person and on the basis of expert advice in all cases, regardless who an allegation involves.

## 5. RECORD

**Staff and volunteers** working with vulnerable people should make clear, written records of any concerns or allegations of abuse **as soon as possible** after the event/concern is raised.

Records should contain as much detail of the concern/allegation as possible, including:

- the date, time and place
- physical appearance/behavior of the vulnerable person
- anything that was said (verbatim if possible)
- names of others present
- any actions taken

When writing, keep in mind that your account may be viewed by the vulnerable person's family members, social services and/or the police. It is important to try to write objectively; distinguishing between opinion and fact and avoiding judgmental language.

Make sure you sign and date the record before submitting to your program manager or MWB head office (refer to procedure above under 4. REFER).

### **Musicians Without Borders will:**

- Keep clear, written records of all concerns or allegations of abuse
- Ensure records are updated with all actions taken at each stage of inquiry
- Ensure records are stored safely and securely

## **SAFEGUARDING CODE OF CONDUCT**

For Staff, Trainers, Volunteers and Guests who work with Musicians Without Borders (MWB) projects and programs

*Please read this entire document carefully, sign and return to Meagan Hughes, Designated Safeguarding Lead, Musicians Without Borders ([meagan@mwb.ngo](mailto:meagan@mwb.ngo)).*

All program partner staff, Musicians Without Borders staff, volunteers and third parties involved with Musicians Without Borders programs must follow these rules to prevent, stop and report any and all abuse to participants in Musicians Without Borders' programs.

### Do's:

1. Treat participants with respect regardless of age, race, color, sex, language, religion, political or other opinion, national, ethnic or social origin, disability or other status.
2. Be aware of particular risks or vulnerabilities of participants and be aware of your position as someone with power or authority.
3. Be aware of situations which may present risks (for example, being alone with participants, taking film/photo or interviewing for work purposes/reporting). You may only proceed if the situation is within the boundaries of this policy and after obtaining clearance from management and the participants.
4. Plan and organize the work, workplace or visit to manage risks.
5. As much as possible, be visible in working with or visiting participants.
6. Foster and ensure a culture of openness to enable any issues or concerns to be raised and discussed.
7. Ensure accountability amongst staff, trainers and volunteers to document and address poor practices or potentially abusive behavior.
8. Talk to participants about their contact with staff and other participants, inform them about what is acceptable and unacceptable behavior according to MWB policies and procedures and encourage them to raise any concerns.
9. Report concerns or incidents of participant abuse to the designated persons and authorities. Please refer to the designated MWB program manager to clarify the reporting procedure.

### Dont's:

1. Do not develop physical or sexual relationships with participants. Do not behave physically in a manner that is inappropriate (for example fondle, hold, hug, kiss or touch participants in a culturally insensitive way) or behave sexually. Do not sleep in the same room or bed as the participants.
2. Do not act in ways that may be abusive, exploitative, physically or emotionally harmful or act in ways which places a participant at risk of this.
3. Do not spend time alone with participants away from others including taking a participant away from the project alone or having meetings alone. If privacy is needed, other staff member(s) must be aware and a door must be left open.

4. Do not condone, or participate in, behavior of participants which is illegal, unsafe or abusive.
5. Do not use corporal punishment or otherwise physically assault participants.
6. Do not act in ways intended to shame, humiliate, belittle or degrade participants, or otherwise perpetrate any form of emotional abuse.
7. Do not discriminate against, show unfounded differential treatment to, or favor particular participants.
8. Do not let participants do domestic or other labor which is inappropriate given their age or developmental stage, which interferes with their education, or which places them at risk of injury.
9. Do not allow a participant to be systematically neglected and do not fail to protect them from any harm that you are aware of.
10. Do not abandon your professional distance by taking on a personal caring role such as by becoming a personal donor or a godparent.

### **Photographs, video/film, and other representation**

1. Please refer to the MWB program manager before taking any photographs or film. Photographs and videos may only be taken and shared with the consent of the participant, her/his parents or caretakers and Musicians Without Borders.
2. Do not make promises (e.g. payment) to the participant in return for photos/videos.
3. Take images of participants that are dignified and respectful and that do not present them as victims, vulnerable or submissive.
4. Ensure that images could not be interpreted as sexual or condone any other situation of abuse.
5. Protect the safety and privacy of participants and their families by not using identifiable images in the media or internet, or using them in any way which reveals their location.

*Any breach of this Code of Conduct can result in one or more of the following actions taken by the relevant project manager, regional representative or the director: a warning; an immediate termination of your stay at the project location; the withholding of part or all of any agreed-upon payments for your services; the decision by MWB not to employ or include you in its project work in the future; criminal prosecution. Any extra costs involved (e.g. earlier return flights, lodgings, etc.) will be your own responsibility and not covered by MWB.*

### **Statement of Agreement:**

I have read the Safeguarding Code of Conduct carefully, and agree to abide by its content and conditions while working for, or visiting, Musicians Without Borders projects and programs.

Name:

Date:

Signature:

Place:

# PRINCIPLES FOR ETHICAL REPORTING (for journalists, reporters and researchers)

## Guidelines for interviewing program participants:

1. Do no harm to any participant; avoid questions, attitudes or comments that are judgmental, insensitive to cultural values, that place a participant in danger or expose a participant to humiliation, or that reactivate a participant's pain and grief from traumatic events.
2. Do not discriminate in choosing participants to interview because of sex, race, age, religion, status, educational background or physical abilities.
3. No staging: Do not ask participants to tell a story or take an action that is not part of their own history.
4. Ensure that the participant or parent/guardian knows they are talking with a reporter. Explain the purpose of the interview and its intended use.
5. Obtain permission from the participant and his or her parent/guardian for all interviews, videotaping and, when possible, for photographs. When possible and appropriate, this permission should be in writing. This always applies to individual photos and videos of participants. Permission must be obtained in circumstances that ensure that the participant and parent/guardian are not coerced in any way and that they understand that they are part of a story that might be disseminated locally and globally. This is usually only ensured if the permission is obtained in the participant's language and if the decision is made in consultation with an adult the participant trusts.
6. Pay attention to where and how the participant is interviewed. Limit the number of interviewers and photographers. Try to make certain that participants are comfortable and able to tell their story without outside pressure, including from the interviewer. In film, video and radio interviews, consider what the choice of visual or audio background might imply about the participant and her or his life and story. Ensure that the participant would not be endangered or adversely affected by showing their home, community or general whereabouts.

## Guidelines for reporting on participants

1. Do not further stigmatize any participant; avoid categorizations or descriptions that expose a participant to negative reprisals - including additional physical or psychological harm, or to lifelong abuse, discrimination or rejection by their local communities.
2. Always provide an accurate context for the participant's story or image. Please avoid unnecessary references to a participant's ethnic, political or religious identity.
3. Always change the name and obscure the visual identity of any participant who is identified as:
  - A victim of sexual abuse or exploitation,
  - A perpetrator of physical or sexual abuse,
  - HIV positive, or living with AIDS, unless the participant and a parent/guardian gives fully informed consent,

- Charged or convicted of a crime,
  - Current or former child combatant,
  - Political activist,
  - Refugee.
4. In certain circumstances of risk or potential risk of harm or retribution, change the name and obscure the visual identity of any participant who is identified as an asylum seeker, a refugee or an internally displaced person.
  5. In some cases, using a participant's identity - their name and/or recognizable image - is in the participant's best interests (see examples below). In these cases, use of their identity must be clearly explained and approved by the participant and his or her parent/guardian. However, when the participant's identity is used, they must still be protected against harm and supported through any potential acts of stigmatization or reprisals. Some examples of these special cases are:
    - When a participant initiates contact with the reporter, wanting to exercise their right to freedom of expression and their right to have their opinion heard.
    - When a participant is part of a sustained program of activism or social mobilization and wants to be so identified.
    - When a participant is engaged in a psychosocial program and claiming their name and identity is part of their healthy development.
  6. Confirm the accuracy of what the participant has to say, either with other participants or an adult, preferably with both.
  7. When in doubt about whether a participant is at risk, report on the general situation for participants rather than on an individual participant, no matter how newsworthy the story.

I hereby declare to have received and taken note of the Safeguarding Code of Conduct and Principles for Ethical Reporting and will respect the policies of Musicians Without Borders.

Name:

Date:

Signature:

Place:

## INCIDENT REPORT TEMPLATE

*To be completed whenever there is any incident (reported or witnessed), of injury, violence, or harassment within Musicians Without Borders' projects and programs.*

*The report should be completed by the program manager and submitted to the Designated Safeguarding Lead (Meagan Hughes: meagan@mwb.ngo) and Director for Musicians without Borders.*

*Complete all sections as relevant.*

Date of report:

Date of incident:

How did you come to know about the incident (e.g., directly witnessed the event, informed by the survivor, informed by a third party)?

Please describe the incident:

Describe any immediate action taken to ensure safety or treatment of those affected by the incident:

Next steps requested or suggested:

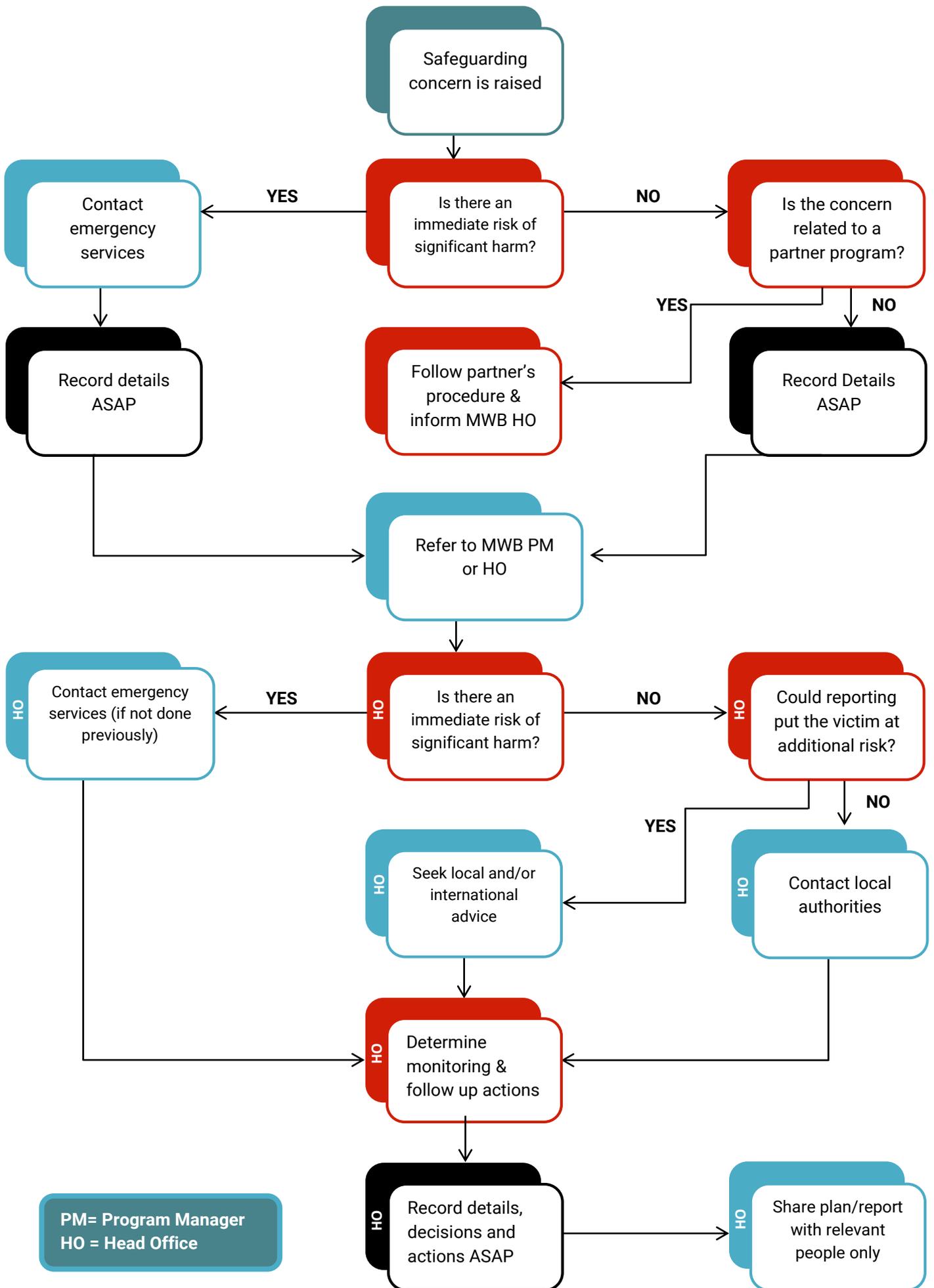
Incident report completed by:

Name:

Job title:

Signature:

Date:



## What is Abuse?

There are 6 main types of abuse:

- [Physical](#)
- [Sexual](#)
- [Exploitation](#)
- [Emotional](#)
- [Neglect](#)
- [Substance](#)

We will not accept any form of abuse in our projects. We will also act when a participant discloses abuse that is happening outside of our projects, or when we notice external abuse that would be recognized by local law.

### All staff and volunteers will:

- treat all participants with respect, dignity and care
- encourage and maintain open communication between staff, volunteers and participants
- ensure that any form of physical contact is open and with participants' consent
- avoid spending time alone with participants. If it is necessary, ensure they can be seen by others.
- report all accidents, injuries, allegations and suspicions of abuse to the designated people ASAP

Musicians Without Borders uses music to bridge divides, connect communities and heal the wounds of war.

We create safe environments where participants can explore and develop their creativity.

We believe that all people have the right to be protected from harm and act in their best interests at all times.

## Prevent

- \* Have you seen a risk assessment?
- \* Do you know whom to contact in an emergency?
- \* Have you informed participants with whom they can talk if they have a problem?

## Recognize

Not all forms of abuse are recognized in all countries.

If you see signs of abuse in our projects, follow these steps.

If you have other concerns talk to the Program Manager.

## Respond

### Disclosures of Abuse:

- \* Listen carefully
- \* Take it seriously
- \* Stay calm & open
- \* Don't judge
- \* Don't promise to keep secrets
- \* Encourage & reassure

## Record

### As soon as possible:

- \* Where, when, what, how and who?
- \* Be objective
- \* Sign and date all records
- \* Only show those who need to know

## Refer

### Contact PM ASAP or call:

Meagan Hughes /  
Laura Hassler:  
+31(0)20-330-5012

**Out of Hours:** Laura Hassler / +31 (0)65-126-9439