



GOAL Child and Adult Safeguarding Policy

September 2022

GOAL Child and Adult Safeguarding Policy

<p>Members:</p>	<ul style="list-style-type: none"> • all board members/trustees, board committee/advisory board members and company members of each of GOAL, GOAL (International) and GOAL USA, Inc, together with GOAL’s branches/liaison offices in programme countries. • all GOAL employees (Head Office and Field), secondees, interns and volunteers. • all consultants* (including internal consultants with a GOAL email address). • all contractors/suppliers** • all GOAL partners* (those entering into partnership agreements with GOAL, GOAL (International) and GOAL USA, Inc); and • all GOAL visitors (defined as all visitors to any of GOAL’s programming operations, namely those acting as representatives of donors and funding partner organisations (e.g., universities, INGOs, corporates), guest visitors, and/or all people associated with GOAL programming). <p>*adhere to the GOAL’s Code of Conduct OR have in place their own internal Code of Conduct which provides equivalent or greater protection, and they certify compliance periodically.</p> <p>** adhere to GOAL Supplier Code of Conduct, which is applicable from September 2020.</p>
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1. Introduction

As GOAL works towards its mission of ensuring that the poorest and the most vulnerable people in the world have access to the fundamental rights of life, we, as GOAL Members (as set out in page two), must always uphold and be seen to practice the highest standards of behaviour, accountability, and integrity with everyone we encounter¹.

GOAL is committed to safeguarding the wellbeing of men, women, boys and girls and prevent harm, abuse or exploitation, regardless of gender, age, disability, race, colour, sex, language, religion, political or other opinion, national, ethnic, or social origin or other status. GOAL is aware of the vulnerability of many of our programme participants, particularly women, girls and boys and we accept the responsibility to take reasonable and appropriate steps to ensure their welfare.

GOAL recognises that abuse of power has led, and continues to lead, to many forms of exploitation and abuse. This policy emphasises the protection requirements to reduce the risk of harm and abuse, physical or sexual exploitation, abuse and harassment (SEAH) and break down the inherent power dynamics evident within humanitarian and development partnerships.

GOAL's commitment to Safeguarding is inclusive of its staff and all those with whom it comes into contact through its work. Central to everything we do is our commitment to first do no harm to children or adult programme participants which is reflected throughout our policies and practices, some of which have a more significant impact for Safeguarding.

Safeguarding is a key element of GOAL's Code of Conduct and its associated policies² which highlight the importance of the behaviour of GOAL Members. This policy must be read and understood in conjunction with these documents and seen within our existing organisational policy framework.

The Child and Adult Safeguarding Policy provides clear definitions, sets standards across the organisation, and gives clear guidance on how to apply and implement the policy throughout the organisation and in relation to partner organisations.

2. Purpose

The purpose of this policy is to protect people, particularly children and vulnerable adults, preventing them from risks of harm and abuse and to ensure that the activities of GOAL are implemented in a safe and protective environment as far as reasonably possible, and incidents of abuse and harm are responded to effectively.

The Child and Adult Safeguarding Policy does not replace existing associated policies (referenced above) but rather provides an umbrella, under which sit more specific policies, that cover the protection of all vulnerable populations, especially women and children, in one integrated policy.

¹ GOAL Code of Conduct

² GOAL Code of Conduct, Child Protection Policy, Prevention from Sexual Exploitation, Abuse and Harassment Policy (PSEAH), Whistleblowing Policy

The policy lays out the commitments made by GOAL and informs GOAL Members of their responsibilities in relation to safeguarding.

a. What is Safeguarding?

Safeguarding means taking all reasonable steps to assess and prevent harm, particularly sexual exploitation, abuse and harassment from occurring; to protect people, especially children and vulnerable adults, from risk and harm; and to respond appropriately when harm does occur.

This includes harm arising from:

- The conduct of GOAL Members.
- The design, implementation and evaluation of GOAL's programmes and activities.
- Sexual harassment in the workplace.

This definition draws from our values and principles and shapes our culture. It pays specific attention to preventing and responding to harm from any potential, actual or attempted abuse of power, trust, or vulnerability, especially for sexual purposes.

Safeguarding applies consistently and without exception across our programmes, partners and staff. It requires proactively identifying, preventing and guarding against all risks of harm, exploitation and abuse and having mature, accountable and transparent systems for response, reporting and learning when risks materialise. Those systems must be survivor-centred and protect those accused until proven guilty. Safeguarding puts programme participants and affected persons at the centre of all we do.

Guiding Principles

As local laws and customs differ widely across the world, the GOAL Child and Adult Safeguarding Policy is informed by International Human Rights Law, United Nations' standards, and best practice guidelines from the humanitarian sector (including GOAL's own policies and experience). It applies regardless of location and local law.

The GOAL Child and Adult Safeguarding Policy has been developed in accordance with:

- The six core principles, revised in 2019, by the Inter-Agency Standing Committee Task Force on Prevention and Response to Sexual Exploitation and Abuse (2019)³,
- The principles of the United Nations Secretary General's Bulletin on Special measures for protection from sexual exploitation and sexual abuse (ST/SGB/2003/13)⁴,
- The Statement of Commitment on Eliminating Sexual Exploitation and Abuse by UN and Non-UN Personnel, August 2008⁵;
- The Core Humanitarian Standard (CHS) on Quality and Accountability⁶,

³ <https://interagencystandingcommittee.org/inter-agency-standing-committee/iasc-six-core-principles-relating-sexual-exploitation-and-abuse>

⁴ <http://www.un.org/Docs/journal/asp/ws.asp?m=ST/SGB/2003/13>

⁵ https://interagencystandingcommittee.org/system/files/legacy_files/LATEST%20Statement%20of%20Commitment%20Final%20Corrected%20Text%20%20updated%20with%20signatories%202011.pdf

⁶ GOAL is a full member of the CHS alliance;
<https://corehumanitarianstandard.org/files/files/Core%20Humanitarian%20Standard%20-%20English.pdf>

- The Inter-Agency Standing Committee (IASC) Task Force on Accountability to Affected Populations (AAP)'s Commitments on Accountability to Affected People/Populations (CAAPs)⁷.

3. Scope

The Child and Adult Safeguarding Policy is applicable to every GOAL Member. All are obliged to create and maintain an environment that promotes the implementation of the Policy.

Those in positions of authority with GOAL have a duty to act as positive role models in upholding the organisation's standards, and to support and develop appropriate systems to maintain such an environment. The Child and Adult Safeguarding Policy is integral to every contract, terms of reference or agreement that our organisation enters or is party to. Failure to adhere to the Policy may result in disciplinary action being taken, up to and including dismissal, and may lead to criminal prosecution.

Agreement with Partners

When engaging with a partner for a GOAL programme or activity, the agreement (whether referred to as an 'agreement', 'subgrant', 'Memorandum of Understanding', or any other term) specifies that before the Partner begins any work on the project, partners must adhere to either: GOAL's Child and Adult Safeguarding Policy, or their own internal, corresponding policy with standards equivalent to GOAL's Child and Adult Safeguarding Policy. In either case, they shall establish a training, monitoring and reporting system and certify compliance to GOAL periodically.

Agreement with Suppliers/Contractors

All Suppliers/Contractors will be required to sign GOAL's Supplier Code of Conduct. These requirements apply whether the Contractor is being paid for the services or is providing them for free (pro bono) and is irrespective of the duration of the contract. Suppliers/Contractors may engage in situations where they or their employees or subcontractors may have access to children or vulnerable adults in GOAL's programmes or may have access to personal data about such children or vulnerable adults, therefore, they shall certify compliance to GOAL's Supplier Code of Conduct.

4. Definitions and Acronyms

- **Abuse** is defined as any action that intentionally harms or injures another person. In many cases, it is characterised by unbalanced power relationships between stakeholders (the abuser and the victim/survivor).
- **Harm** - Psychological, physical and any other infringement of an individual's rights.
- **Programme Participant** is defined as someone who directly receives goods or services from GOAL's programmes. Note that misuse of power can also apply to the wider community that GOAL serves and can include exploitation by giving the perception of being in a position of power.
- **A Child:** In line with the UN Convention of the Rights of a Child (UNCRC), for the purposes of this policy, **a Child** is defined as any person under the age of 18 years (UNCRC Article 1), regardless of local custom, or the age of majority or consent locally.

⁷ Namely: 1) leadership, 2) transparency, 3) feedback and complaints, 4) participation, and 5) design, monitoring and evaluation

- **Vulnerable adult** - A person who is or may be in need of care by reason of intellectual or psychosocial disability or other disability, age or illness; and who is or may be unable to take care of themselves, or unable to protect themselves against significant harm or exploitation.
- A **disclosure** is defined as a specific allegation of abuse made against a named individual.
- **Suspicion** is when a concern is expressed about abuse that may have taken place or concern that abuse may take place.
- **Protection from Sexual Exploitation, Abuse and Harassment (PSEAH)** is the term used by the humanitarian and development community to refer to the prevention of sexual exploitation and abuse and harassment of affected populations by staff or associated personnel. The term derives from the United Nations Secretary General's Bulletin on Special Measures for Protection from Sexual Exploitation and Abuse (ST/SGB/2003/13).
- **Sexual abuse** is the actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions.
- **Sexual exploitation** means any actual or attempted abuse of a position of vulnerability, differential power, or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another. This definition includes human trafficking and modern slavery.
- **Sexual harassment** is any form of unwanted verbal, non-verbal or physical conduct of a sexual nature which has the purpose or effect of violating a person's dignity and creating an intimidating, hostile, degrading, humiliating or offensive environment for the person. The unwanted conduct may include acts, requests, spoken words, gestures or the production, display or circulation of written words, pictures or other material.
- **SEA** is sexual exploitation and abuse.
- **Survivor** is the person who has been abused or exploited. The term 'survivor' is often used in preference to 'victim' as it implies strength, resilience and the capacity to survive, however it is the individual's choice how they wish to identify themselves.
- **Trafficking in Persons** is the recruitment, transportation, transfer, harbouring or receipt of persons, by means of the threat or use of force or other forms of coercion, of abduction, of fraud, of deception, of the abuse of power or of a position of vulnerability or of the giving or receiving of payments or benefits to achieve the consent of a person having control over another person, for the purpose of exploitation.
- **Sensitive cases** are cases where individuals or groups are harmed, discriminated against, exploited, or neglected by individuals. GOAL uses two levels of Safeguarding Incidents to determine its response, which is based on the seriousness of the incident and GOAL's role. These categorisations of incidents align to GOAL's Community Feedback Mechanism (CFM).
 - **Category 5 – Safeguarding:** An issue, complaint, or disclosure relating to any incident of verbal abuse or one-off/first time harassment (including online abuse) of a sexual nature relating to GOAL staff, programme, or its partners. Any form of abuse or exploitation within GOAL's area of operation but unrelated to GOAL, GOAL staff, or GOAL partners, that GOAL becomes aware of.
 - **Category 6 – Safeguarding:** An issue, complaint, or disclosure relating to any incident of physical abuse, sexual abuse, child abuse, sexual exploitation, child exploitation, or repeated harassment concerning GOAL, GOAL staff, or GOAL partners.

5. Policy Statement

GOAL believes that everyone we come into contact with through our work, regardless of gender, age, disability, race, colour, sex, language, religion, political or other opinion, national, ethnic, or social origin or other status has the right to be protected from all forms of harm, abuse, neglect and exploitation. GOAL will not tolerate abuse and exploitation by GOAL Members.

This policy will address the following areas of safeguarding, child safeguarding, adult safeguarding, and protection from sexual exploitation, abuse and harassment. These key areas of safeguarding may have different policies and procedures associated with them (see Related Policies).

a. GOAL's Code of Conduct

GOAL's Code of Conduct expresses the expectations of GOAL Members regarding the conduct and way activities are carried out. The Code sets out behaviour deemed to be acceptable, and that which is unacceptable. It is an integral component of Safeguarding and forms part of the contractual terms and conditions of all GOAL's Members.

GOAL commits to addressing safeguarding throughout its work, through the three pillars of prevention, reporting and response.

6. Measures to Implement Policy

a. Staffing and Training

All GOAL country programmes will have a designated Safeguarding Manager or focal point, who will provide leadership in implementing the Policy. The Safeguarding Manager or focal point will have safeguarding roles and responsibilities reflected in their job description which allocates a minimum of 50% of their time towards Safeguarding. Every year, the Safeguarding Manager or focal point, together with Heads of Departments, will develop a country level Safeguarding Action Plan, which is resourced with an allocated budget and aligns to GOAL's Safeguarding Minimum Operating Standards⁸. Progress will be reported to their Senior Management Team on a regular basis. The Child and Adult Safeguarding Policy will be translated in the main languages used in GOAL.

This Policy is also applicable to GOAL's work (directly or indirectly) with children in Ireland (e.g., development education work with school pupils, fundraising events directly organised by GOAL, etc).

Emergency responses which are declared a global response will appoint their own Safeguarding Focal Point.

ALL GOAL Members must sign and acknowledgement that they are aware of, understand and will implement this Child and Adult Safeguarding Policy and the Code of Conduct. Signed agreements should be kept on file by the relevant office. It is the responsibility of the Safeguarding Manager or focal point where staff are

⁸ [GOAL's Safeguarding Minimum Operating Standards](#)

stationed to ensure that all staff Members complete training. Trainings should be tracked on the Training Management System. Training requirements include:

- An induction within thirty (30) days of employment.
- Completion of the Safeguarding e-learning training within the first three (3) months of employment.
- Periodic refresher training every two (2) years or specific trainings to meet the needs of staff roles within the local context and its accompanying risks.

Safeguarding Managers or focal points will be trained in handling sensitive issues arising from an actual or perceived breach of the GOAL Child and Adult Safeguarding Policy and associated protection policies.

Furthermore, Safeguarding Managers or Focal Points will update the Protection stakeholder mapping on an annual basis and train field level staff on how to support children and/or adults who disclose any form of abuse, specifically sexual exploitation and/or abuse⁹ or protection issue in the community (unrelated to a GOAL Member) and how to deal with suspected or actual cases of abuse (even if not disclosed directly by a child or adult) through linking or referring cases to relevant protection services and/or appropriate local authority.

Human Resources will incorporate appropriate job responsibilities (such as staff training, receiving complaints, and handling and managing response mechanisms, coordinating high-level oversight and progress reports) in specific staff positions to support and ensure effective implementation of organisational strategies to prevent and respond to abuse and harm.

Human Resources will also ensure recruitment processes use thorough background checks¹⁰ and vet potential employees' attitudes towards safeguarding in line with applicable laws.

b. Preventative Measures

GOAL Board and Senior Management

The GOAL Board is ultimately responsible for the application and implementation of the GOAL Child and Adult Safeguarding Policy through Senior Management Teams in Head Office and in country programmes. The Senior Management Team shall hold Regional Directors to account for ensuring implementation of the GOAL Child and Adult Safeguarding Policy including risk management processes.

The GOAL Board will ensure that adequate technical support is provided to country programmes to adapt and implement the GOAL Child and Adult Safeguarding Policy. One member of the board is identified as the PSEAH focal point. A regular report will be made by the executive to the Board's PSEAH focal point outlining developments and any areas of concern.

The CEO will be informed of all Category 6 Safeguarding cases. A yearly report, based on an internal audit is also sent by each GOAL country programme to the Head Office Senior Management Team.

⁹ Using GOAL's [Guide for Supporting a Survivor of Sexual Exploitation and Abuse](#).

¹⁰ GOAL's Pre-employment background check SoP.

GOAL Management at HQ and Country Level

GOAL management will:

- Ensure all staff have access to, are familiar with, and know their responsibilities within this policy.
- Design and undertake all its programmes and activities in a way that protects people from any risk of harm that may arise from their coming into contact with GOAL. This includes completing risk assessments¹¹ for projects, activities and programmes that carry risk to children and vulnerable adults.
- Work collaboratively with Safeguarding Managers or focal points to update and review Safeguarding risks in the quarterly country risk registers.
- Adhere to ethical communications on safeguarding, therefore all GOAL Members should adhere to the commitments set out in this code as well as GOAL's Social Media and Online Messaging Policy. This includes adhering to GOAL's Ethical Guidelines for Data Collection¹² when gathering consent forms from parents/guardians and children prior to all activities which include data collection.
- Implement stringent safeguarding procedures when recruiting, managing and deploying staff and members, including in an emergency response.
- Train staff on safeguarding, which includes how to report concerns at a level commensurate with their role in the organisation.
- Follow up on reports of safeguarding concerns promptly and according to due process.
- Ensure that all agreements for GOAL's Partners and Suppliers/Contractors include the necessary Safeguarding requirements as outlined in section 3.

ALL GOAL Members

Child Safeguarding

GOAL has a moral and legal responsibility and a duty to protect children within our care from both intentional and unintentional harm. We recognise the need to ensure that our Members, operations and programmes "do no harm" to children; that is, that we do not expose children to the risk of harm and abuse, and that any concerns the organisation has about children's safety within the communities in which they work are reported to the appropriate authorities.

Child safeguarding is broader than PSEAH in that it includes protecting children from all types of harm. Harm includes physical abuse, sexual abuse, child sexual exploitation, neglect and negligent treatment, emotional abuse and commercial exploitation. In addition, safeguarding measures that are appropriate for adults, may not be appropriate for the needs of children. GOAL's Child Protection Policy outlines our Safeguarding commitments to children.

¹¹ Safeguarding risk assessments can be integrated as part of the broader Safe, Accountable and Inclusive Programming project level risk assessment approach.

¹² GOAL's Ethical Guidelines for Data Collection and Template Assent/Consent Forms

The Child and Adult Safeguarding Policy seeks to safeguard children from harm through misconduct by GOAL Members. Therefore, GOAL Members must not:

- Engage in sexual activity with anyone under the age of 18. This is prohibited regardless of the age of majority or age of consent locally. Ignorance or mistaken belief regarding the age of a child is not a defence)¹³.
- Sexually abuse or exploit children.
- Subject a child to physical, emotional or psychological abuse, or neglect.
- Engage in any commercially exploitative activities with children including child labour¹⁴ or trafficking.

Adult Safeguarding

In accordance with the acceptable behaviours outlined in GOAL's Code of Conduct, GOAL Members must not:

- Subject an adult to physical, emotional or psychological abuse, or neglect.

In accordance with GOAL's Protection from Sexual Exploitation, Abuse and Harassment Policy, which outlines GOAL's zero tolerance approach to sexual exploitation and abuse of any person, child or adult, involved with its programmes, GOAL Members must not engage in:

- Sexual exploitation, abuse and harassment of programme participants or others in the communities we serve.
- Exchange of money, employment, goods, or services for sex, including sexual favours or other forms of humiliating, degrading or exploitative behaviour. This includes the exchange of assistance that is due to programme participants.
- Sexual relationships between GOAL Members and participants of GOAL programmes are prohibited since they are based on inherently unequal power dynamics.
- Harassment, discrimination, exploitation, and abuse based on gender (including pregnancy) and sexual orientation in the workplace or towards partners and service providers.

Additionally, GOAL Members are obliged to:

- Contribute to creating and maintaining an environment that prevents safeguarding violations and promotes the implementation of the Child and Adult Safeguarding Policy.
- Report any concerns or suspicions regarding safeguarding violations by a GOAL Member, whether in the same agency or not, they must report such concerns via GOAL's established reporting mechanisms.

¹³ The sole exception to this may be where a staff member is legally married to a person under the age of 18 prior to being employed by GOAL.

¹⁴ Hire children in any form of child labour (including as house help) unless it is within the best interest of the child and in alignment with local law and international standards. ('Child Labour' is work that is mentally, physically, socially or morally dangerous and harmful to children, or that interferes with their schooling. 'Child work' in contrast may be beneficial if permitted by International Labour Organisation (ILO) Conventions and puts the child's best interests ahead of any benefits gained by adults.)

c. Reporting

GOAL will ensure that safe, appropriate, accessible means of reporting safeguarding concerns are made available to staff and the communities we work with. Any staff reporting concerns or complaints through formal whistleblowing channels (or if they request it) will be protected by GOAL's Whistleblowing Policy. GOAL will also accept complaints from external sources such as members of the public, partners and official bodies.

How to report a Safeguarding concern

GOAL Members who have a complaint or concern relating to safeguarding should report it **immediately** to:

- Safeguarding Focal Point¹⁵ or line manager¹⁶.
- Country Director
- GOAL's internal mechanism Speakup@goal.ie and/or external mechanism goal@safecall.co.uk as laid out in the Whistleblowing Policy and to the **Global Safeguarding Advisor**.

While we strongly encourage GOAL Members to use the mechanisms above, they are entitled to use the Community Feedback Mechanism, see section g, below.

d. Response

When made aware of an alleged breach of the GOAL Child and Adult Safeguarding Policy, GOAL will:

- Take appropriate action to the best of its capacity to protect persons from retaliation when allegations of safeguarding are made in good faith.
- Investigate allegations of safeguarding breaches involving GOAL in a timely and professional manner, and to the best of its capacity encourage all designated stakeholders to do the same.
- Use appropriate interviewing practices with complainants and witnesses, particularly with children. This may include engaging professional investigators or securing investigative expertise as appropriate.
- Report to authorities: Any action taken will be in accordance with GOAL's policies and procedures and informed by national legislation. Depending on the nature and circumstances of the case, as well as the interest of the survivor(s), GOAL will involve the appropriate authorities, including Law Enforcement, Donors, and the Charity Commissioners, to ensure the protection of all programme participants and the transparency of our safeguarding processes.
- Take swift and appropriate action, including legal action when required, against employees and related personnel who commit all forms of safeguarding related exploitation and abuse.
- Take swift and appropriate action against those who were aware of such abuse/exploitation but did not report it.
- Respond with a 'survivor centred approach'¹⁷, offering support to complainants/survivors of harm

¹⁵ All GOAL country programmes will also have a safeguarding focal point trained in handling sensitive issues arising from an actual or perceived breach of the GOAL Child and Adult Safeguarding Policy.

¹⁶ If the staff member does not feel comfortable reporting to their Safeguarding Focal Point or line manager (for example if they feel that the report will not be taken seriously, or if that person is implicated in the concern) they may report to any other appropriate staff member. For example, this could be a senior manager or a member of the HR Team.

¹⁷ **Survivor-centred approach:** As part of this approach, the organisation gives the complainant/survivor control over the decision-making processes after the incident, provides internal support and arranges for support from relevant professional bodies. Under certain circumstances, however, the organisation may reclaim decision-making authority from the complainant/survivor.

caused by GOAL members, regardless of whether a formal internal response is carried out (such as an internal investigation). Decisions regarding support will be led by the complainant/survivor.

- Apply appropriate disciplinary measures to GOAL Members found in breach of the policy.

All GOAL Members should be made aware of the reporting mechanisms for Safeguarding by ensuring that reporting lines on how to raise concerns are displayed in an accessible location in all GOAL offices. These posters must contain the contacts of all focal points, the internal SpeakUp@goal.ie and external goal@safecall.co.uk whistleblowing contacts and the complaints response mechanism.

e. Confidentiality

It is essential that confidentiality is maintained at all stages of the process when dealing with safeguarding concerns. Information relating to the concern and subsequent case management should be shared on a need-to-know basis only and should always be kept secure.

f. Risk Management

GOAL will audit its operations annually to ensure that GOAL Child and Adult Safeguarding Policy is being addressed correctly in four components:

- Policy:** the GOAL Child and Adult Safeguarding Policy is applied in all GOAL country programmes and it is easily accessible to all staff and fully understood by all GOAL Members.
- Procedures:** systems are in place to reduce risks of abuse, rumours and the possibility of harm.
- People:** GOAL Members are recruited, managed and work in an environment that addresses safeguarding through support, training, information and response.
- Accountability:** systems are in place to receive and respond to concerns, and to recognise and limit risks.

g. Community Feedback and Response Mechanisms

Children, parents and other adults are aware of established complaint mechanisms in GOAL projects and their right to be safe from abuse and exploitation in GOAL's programmes. GOAL will:

- Work with both children and adults in the community to help them recognise inappropriate conduct by GOAL Members, and to develop safe and context-based community response mechanisms by which children and adults can report general suggestions and any serious incidents of misconduct by GOAL Members.
- Provide information on how to report child abuse, sexual exploitation and abuse, or other breaches of our Code of Conduct by GOAL Members. This will be done through the dissemination of information education and communication materials (IEC) and by conducting community consultations and briefings.

Community members and stakeholders who have a Safeguarding complaint or concern relating to GOAL, or its partners are encouraged to report it to one or more of the following channels:

- They may utilise GOAL's SpeakUp mechanism SpeakUp@goal.ie.
- They may report it to a GOAL or partner staff member, should they feel comfortable doing so. GOAL staff members are required to refer the issue (as outlined in Section C-Reporting).
- They may contact GOAL's Community Feedback Mechanism (CFM) locally through any of the various channels available. The CFM Teams will also refer the issue through the appropriate channels within GOAL.

7. Non-compliance

Any concern or suspicion regarding Safeguarding breaches or a breach of the GOAL Child and Adult Safeguarding Policy, at any level is treated with the utmost seriousness by GOAL. GOAL will apply appropriate disciplinary measures to staff found in breach of the policy, which may include up to and including termination of employment or other affiliation with GOAL.

In the event of an allegation that involves a criminal offence, the subject of complaint should be informed that, in addition to disciplinary action, the investigation may be reported to the appropriate legal authorities for further investigation.

With regards to a breach by a Partner organisation, appropriate action will be taken up to and including immediate termination of a partnership or service agreement. In this case, the short or long- term impact on programme participants of the termination of a partnership will be considered.

GOAL also recognises the significant damage that can be caused by malicious or unfounded accusations and will endeavour to provide protection for GOAL Members who may be wrongly accused.

8. Related policies and procedures

The GOAL Child and Adult Safeguarding Policy is linked to and must be read in conjunction with:

- GOAL Code of Conduct
- GOAL Child Protection Policy
- GOAL Protection from Sexual Exploitation, Abuse and Harassment Policy (PSEAH)
- GOAL Risk Management Policy
- GOAL Employee Handbook¹⁸
- GOAL Whistleblowing Policy
- GOAL Gender Equality Policy
- GOAL Social Media and Online Policy

A list of all GOAL's active policies can be found on the [Policies](#) page on GOAL's intranet.

Support Toolkit Associated with implementation of this policy:

Annex 1: Flow Chart of Reporting Sensitive Cases

Annex 2: Safeguarding Incident and Response Protocols

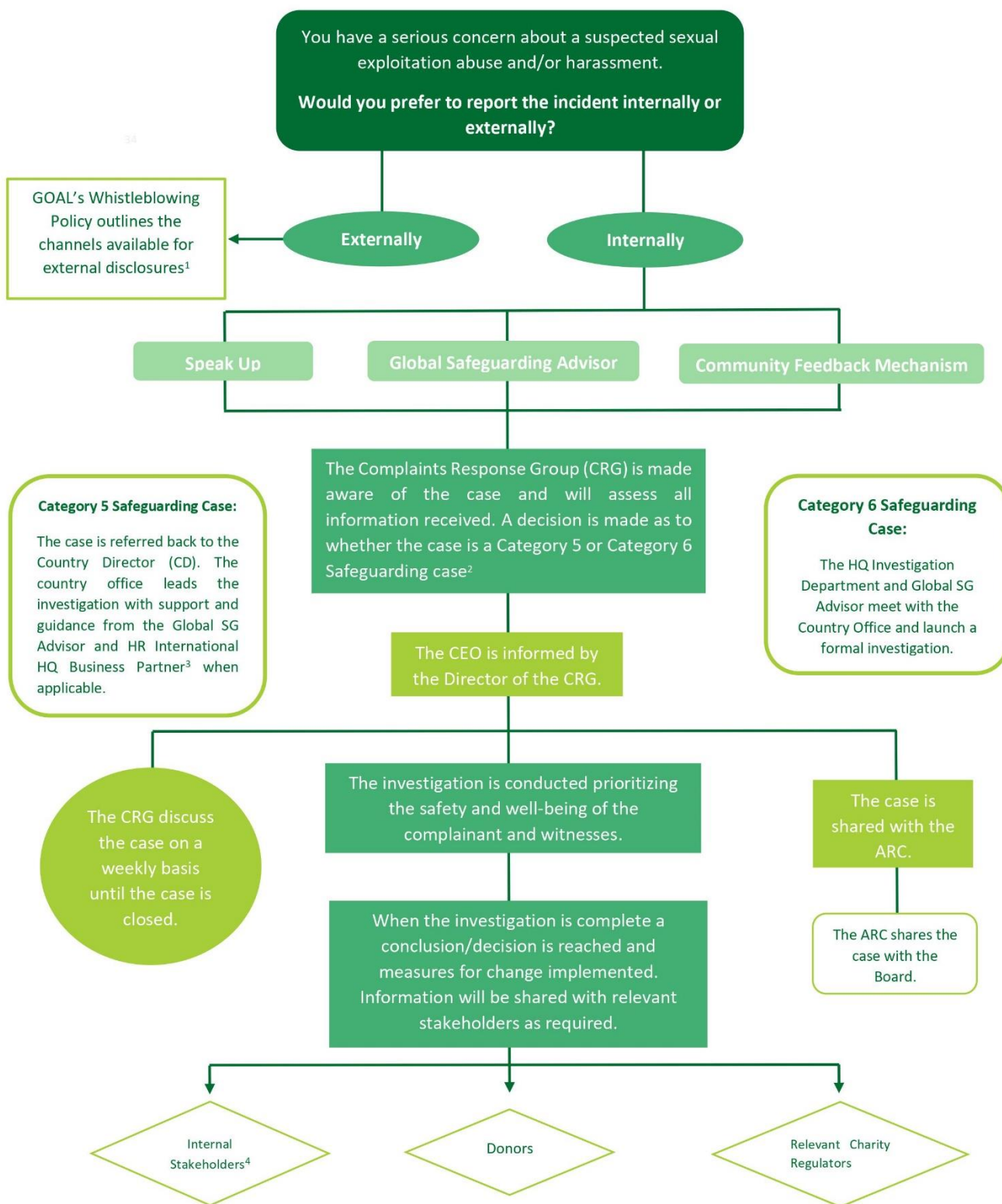
Annex 3: Names and Contact Details for Reporting and Responding to Safeguarding concerns

Annex 4: Initial Safeguarding Wrongdoing Report Form (SG1)

Annex 5: Sign Form

¹⁸ As applicable under staff's contract of employment.

Annex 1: Flow Chart of Reporting Sensitive Cases



¹ GOAL's Whistleblowing Policy, Annex 1: Progressing concerns about a suspected wrongdoing

² In accordance with our Safeguarding Incidents and Response Protocols outlined in the SoP Head Office Complaints Procedure.

³ Refer to the Dignity at Work Policy, which outlines the required investigation process

⁴ Information shared as outlined in our Safeguarding Incident and Response Protocols.

Annex 2: Safeguarding Incident and Response Protocols

Effective Date:	April 2022
Review Date:	April 2025

GOAL Safeguarding Incident and Response Protocols

1: Responding to Safeguarding Incidents

GOAL Members are required to investigate and respond to reports of child or adult abuse of participants of GOAL programmes in ways which are consistent with local law. GOAL uses two levels of Safeguarding Incidents to determine GOAL's response, which is based on the seriousness of the incident and GOAL's role. The categorisation of incidents aligns to GOAL's Community Feedback Mechanism.

Safeguarding Category Definitions

Category 5 - Safeguarding	An issue, complaint, or disclosure relating to any incident of verbal abuse or one-off/first time harassment (including online abuse) of a sexual nature relating to GOAL staff, programme, or its partners. Any form of abuse or exploitation within GOAL's area of operation but unrelated to GOAL, GOAL staff, or GOAL partners, that GOAL becomes aware of.
Category 6 - Safeguarding	An issue, complaint, or disclosure relating to any incident of physical abuse, sexual abuse, child abuse, sexual exploitation, child exploitation, or repeated harassment concerning GOAL, GOAL staff, or GOAL partners.

2: Response Protocols

All safeguarding reports must be sent to Director of Investigations at SpeakUp@goal.ie and the Global Safeguarding Advisor within 24 hours. Upon receipt they are categorized as either Category 5 Safeguarding or Category 6 Safeguarding cases.

Depending on the seriousness of an allegation, urgent action may be required before an investigation is launched, such as:

- Providing urgent medical attention
- removing a health and safety hazard.
- suspending a person from duty.
- reducing a person's access to programmes to prevent a serious incident.

All such incidents are tracked in the Safeguarding Case Management System.

Category 5 - Safeguarding case

All suspected Category 5 safeguarding reports must be sent to the Global Safeguarding Advisor as a member of the CRG within 24 hours. Category 5 Safeguarding cases will be managed by the Country Director (CD) for local investigation. The country office will lead this investigation with support and guidance from the Global

Safeguarding Advisor. When required the HR International or HQ Business Partner will be informed of the case and may refer to the Dignity at Work Policy, section 3.2 “Steps in resolving complaints under the Dignity at Work Policy,’ if applicable.

Category 5 Safeguarding cases are not shared with the donor.

Category 6 - Safeguarding case

For Category 6 safeguarding cases, the Global Safeguarding Advisor will work with the Director of Investigations in supporting the country offices in the course of the investigation, including review of the Investigation plan.

On occasion it may be necessary for HQ Investigation Department to investigate the case directly. All other Category 6 Safeguarding cases will be immediately referred back to the Country Director, who should commence an investigation with oversight, and assistance, from the HQ Investigation Department and the Global Safeguarding Advisor.

The Director of Investigations and the Global Safeguarding Advisor will oversee the reporting of issues to the appropriate authorities such as law enforcement, relevant donors and charity regulators.

Category 6 Safeguarding cases will be shared with the relevant donor.

The Investigation Department/CRG may share a case with the Legal Counsel, Director of People and Organisational Development, Director of Programmes, Regional Director, or any other senior staff member, at their discretion, as required and on a case-by-case basis.

3: Reporting and Responding

Table 1: Responsibilities of Reporting and Responding

	WHO	WHEN	TO WHOM	INFORMATION REQUIRED	WHO INFORMS THEM	HOW ARE THEY INFORMED
WHO IS RESPONSIBLE FOR REPORTING?	Any GOAL Member	Within 24 hours	Safeguarding Focal Point or Line Manager Country Director SpeakUp/Safecall Global Safeguarding Advisor Or Community Feedback Mechanism (CFM)	All details	Complainant / Whistleblower	Email Phone Call
WHO IS RESPONSIBLE FOR RESPONDING?	Director of Investigations Or County Director	Within 36 hours	Complainant / Whistleblower	Acknowledgement of receipt of report		Email Phone call
WHO NEEDS TO BE CONSULTED?	Global Safeguarding Advisor	Within 24 hours		All details	Investigation Department or local Investigation team	Email Phone call
	Global Security Advisor (If needed following a risk assessment)	As needed		Relevant details	Investigation Department or local Investigation team	Email Phone call
	Legal Counsel	As needed		Relevant details	Investigation Department or Country Director	Email Phone call

<p>WHO NEEDS TO BE INFORMED?</p> <p><i>*Applies to Category 6 Safeguarding cases only</i></p>	Regional Director (RD)	Within 24 hours		<p>High level information only, this includes:</p> <ul style="list-style-type: none"> - Country office -Brief description of allegation. -Anonymised information 	Country Director	Email Phone Call
	HR Director	As needed		<p>High level information only, this includes:</p> <ul style="list-style-type: none"> - Country office -Brief description of allegation. -Anonymised information <p><i>*however, if the allegation includes an International staff member or SMT in country then all details to be shared with HR Director.</i></p>	Investigations Director	Email Phone Call
	Director of International Programmes (DoIP)	As needed		<p>High level information only, this includes:</p> <ul style="list-style-type: none"> - Country office -Brief description of allegation. -Anonymised information 	Investigations Director	Email Phone Call
	CEO	Within 24 hours		<p>High level information only, this includes:</p> <ul style="list-style-type: none"> - Country office -Brief description of allegation. -Anonymised information 	Director of CRG	Email Phone Call

Annex 3: Names and Contact Details for Reporting and Responding to Child Abuse and Neglect

GOAL Ireland Contacts		
Person	Contact	Area & Programme
<p>Name: Mandy Yamanis</p> <p>Designation: Global Safeguarding Advisor</p>	<p>+357-99-465246</p> <p>Carnegie House, Library Road, Dun Laoghaire, Co. Dublin, Ireland</p> <p>myamanis@goal.ie</p>	Global
<p>Name: Mary Van Lieshout</p> <p>Designation: Head of Complaint Response Group</p>	<p>+353 1 280 9779</p> <p>Carnegie House, Library Road, Dun Laoghaire, Co. Dublin, Ireland</p> <p>mvanlieshout@goal.ie</p>	Global
<p>Name: Alphonsus Martyn</p> <p>Designation: Director of Investigations</p>	<p>+353 1 280 9779</p> <p>Carnegie House, Library Road, Dun Laoghaire, Co. Dublin, Ireland</p> <p>amartyn@goal.ie</p>	Global

Annex 4: Initial Safeguarding Serious Wrongdoing Report Form (SG1)

When dealing with any complaint of a Category 6 -Safeguarding* nature; always treat the case with the utmost confidentiality. To be submitted to the Complaints Response Group (SpeakUp@goal.ie), and the Global Safeguarding Advisor (myamanis@goal.ie) within 24 hours of becoming aware of an incident or suspicion of safeguarding wrongdoing. Acknowledgement will come from the Complaints Response Director, after which the Director of Investigations and the Global Safeguarding Advisor will consult and communicate regarding further actions.

a. Name, title and job location of person submitting this report:

b. Date this report was submitted:

* **Category 6 - Safeguarding** – An issue, complaint, or disclosure relating to any incident of physical abuse, sexual abuse, child abuse, sexual exploitation, child exploitation, or repeated harassment concerning GOAL, GOAL staff, or GOAL partners.



DETAILS OF THE SAFEGUARDING WRONGDOING

1. Name of person who first received the safeguarding wrongdoing report.

2. Is this being reported within 24 hours of being informed? If not, explain why.

3. On what date has the alleged wrongdoing occurred?

4. Where has this alleged wrongdoing occurred?

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5. Preliminary details of the safeguarding wrongdoing/s:

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6. Please provide the following details

Complainant/Survivor Details

Name(s):	
Gender(s):	
Age(s):	
GOAL Employee('s) (Yes/No):	
Role(s) and/or Occupation(s):	
Current Location(s):	
Has emergency medical intervention been provided? (Please give details – Who, What, When)	
Relationship to the Alleged Subject of Complaint?	

Alleged Subject of Complaint(s) (SOC) Details

Name(s):	
Gender(s):	
Age(s):	
GOAL Employee('s) (Yes/No):	
Role(s) and/or Occupation(s):	
Current Location(s):	

7. Details of all parties who are aware of the safeguarding wrongdoing/s, suspected or otherwise to date.

8. Copies of supporting documentation available at initial reporting stage.

9. Confirm whether any actions have been taken.

10. Detail any security implications.

11. Proposed actions to be taken, for approval by the Director of Investigations and the Global Safeguarding Advisor.

12. In cases involving laptops, mobile phones or other data storage devices please consider any data protection implications?

13. Do circumstances exist where this complaint should be reported to Law Enforcement?

14. What is the name of the relevant Donor?

15. Has this incident been reported to the relevant Donor?

16. What GOAL programme does this alleged wrongdoing relate? (e.g., WASH, CVA, Food Security etc.)

17. Please include any other information you deem relevant to the case.

Note: If you do not receive direction from the Director of Investigations and /or the Global Safeguarding Advisor within 36 hours you should proceed with the measures you deem necessary to prevent further harm.

Timeline for anticipated acknowledgment / response:

After you have submitted this report to SpeakUp@goal.ie you may anticipate an acknowledgement e-mail from the Complaints Response Group within 24 hours. This is to recognise receipt of your submission and will inform you that discussions will take place at Head Office regarding this case. Within 36 hours of your submitting this report, the Director of Investigations will make contact with you with more considerable and instructive feedback. If the Director of Investigations feels that an investigation is necessary by your country team; they will indicate so and ask you to complete an Investigation Plan. The Director of Investigations and the Global Safeguarding Advisor will also be available to offer advice on all aspects of the investigation.

Annex 5: Sign Form

GOAL

I acknowledge the receipt of the Child and Adult Safeguarding Policy 2022.

I have read the policy, I understand it and I accept the contents therein as part of my conditions of employment with GOAL.

Name: _____

Signature: _____

Date: _____