



# Safeguarding Policy



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Approved by:  
Executive Committee of SERAA



**SOCIO-ECONOMIC AND RURAL ADVANCEMENT ASSOCIATION (SERAA)**



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### Reviewer and Approval

This safe guarding policy has been reviewed and approved by the undersigned.

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**S.M. Mazibur Rahman**  
Executive Director

## Preface

The Children and Vulnerable Adults Safeguarding Policy sets out the approach to preventing and reducing harm to children and vulnerable adults when they are in contact with staff, volunteers and other related stakeholders. The procedure for managing suspicions and allegations aims to strike a balance between the need to protect children and vulnerable adults from abuse and the need to protect staff, volunteers and other related stakeholders from false or unfounded accusations. The Children and Vulnerable Adult Safeguarding Policy should be used as the basis of each department/institution's approach to preventing and reducing harm to children and vulnerable adults.

This policy will help to keep safeguarding friendly environment in the organization. The policy will assist the organization in integrating safeguarding in its programs and interventions. The policy will be revised from time to time based on the organization's progress and way of addressing the emerging issues.

I express my heartfelt thanks and gratitude to the employees who involved themselves in preparing this policy.



**S.M. Mazibur Rahman**  
Executive Director

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## 1. Introduction

SERAA is a non-government, non-profit, non-political national development organization. SERAA has been providing socio-economical and cultural activities among 1.5 million poor and deprived people of 10 upazila under 6 Districts of Bangladesh.

SERAA is committed to the wellbeing of all children, youth, and adults. We oppose all forms of sexual violence and any abuse of power regardless of age, gender, sexuality, sexual orientation, disability, religion, or ethnic origin. We recognize unequal power dynamics across SERAA, our partners and stakeholders with whom we work and serve. There is a risk that those who are in a position of power may exploit their power for personal gain. SERAA does not tolerate its employees, volunteers, consultants, partners or any other representatives associated with the delivery of our programs for carrying out any form of sexual harassment, exploitation or abuse. It is crucial that we understand and aware about the problem of sexual exploitation and abuse as well as our own roles and responsibilities in preventing it. SERAA commits to supporting survivors, improving safeguarding capacity, reporting, investigation, responding and preventing of sexual harassment, exploitation and abuse. SERAA complies with the fundamental principles of human rights and we are committed and acknowledge our responsibilities to keep children, youth and adults safe while engaged in our programs and activities. For that it has been developed which accompanies SERAA's PSEA policy, Child Protection Policy and Whistle Blowing Policy and as well as safeguard policy.

It is important that everyone who works for SERAA maintains the highest standards of conduct, integrity and ethics and complies with national legislation. If an employee, volunteer, partner, consultant or contractor has any genuine concerns about malpractice in the workplace, SERAA encourage them to communicate these without fear of reprisals and in the knowledge that they will be protected from victimization and dismissal.

## 2. Purpose and Scope

Purpose of this policy to set out a approaches and procedures to prevent from sexual exploitation and abuse and promoting the welfare of children and vulnerable adults by the SERAA. It applies to all aspects of SERAA's works and to everyone working for it, including permanent and temporary employees, consultants, members of the general committee and executive committee, beneficiaries, contractors and vendors.

### *This policy sets out:*

- The behavior expected of all individuals who represent SERAA
- The principles upon which we respond when sexual misconduct is suspected or has occurred.
- Our commitment to preventing such misconduct whenever possible.

## 3. Objectives of the Policy

We will achieve the outcome by having these things in place:

- Safe organizational ethos
- Safe environment
- Safe processes for working with service users
- Safe collection and use of information, and ways of communicating
- Safe staff

### **Principles**

In support of these objectives, we are committed to the following principles.

### *To achieve a safe ethos, we will:*

- work to support the organizational purpose which is to reach out to, and seek to protect, children and young people who are at risk of or are being sexually exploited
- promote the safety of children, young people and adults at risk in all our work, both directly and indirectly through our partnership and campaigning work
- support the spirit and practice of SERAA's safeguarding ethos in all that we personally do
- have in place quality assurance processes that help us to ensure we are all safeguarding in practice
- treat all children, young people and adults fairly in being able to access services which meet their needs, regardless of gender, ethnicity, disability, sexuality or beliefs

*To achieve a safe environment, we will:*

- ensure the welfare and safety of children, young people and vulnerable adults is paramount in all our activities
- listen to service users and take account of what they tell us in making decisions about them
- take all reasonable steps to protect service users from harm, discrimination, and degrading treatment
- practice with respect for children's rights, wishes and feelings
- regularly assess and review safety risks which arise from premises, activities, equipment and travel arrangements

*To achieve safe processes, we will:*

- take all suspicions and allegations of abuse, from inside or outside the organization, seriously, and respond to them promptly and appropriately
- be clear about everyone's roles and responsibilities
- have in place clear arrangements for how we would respond to concerns about how we implement safeguarding in practice within the organization

*To achieve safe information, we will:*

- be clear with service users how the things they tell us will be used
- Communicate promptly and clearly within SERAA and with external agencies.
- keep good records of our work with service users and also of our management of staff's work
- hold service users information with care, and use it for agreed purposes only

*To achieve safe staff, we will:*

- recruit staff and volunteers with regard to their suitability for work with children
- provide staff and volunteers with guidance and training in their safeguarding role, and ensure they have access to our policies and procedures
- make sure everyone has access to advice on safeguarding at all times in the course of their work
- be clear with everyone what their individual role and responsibility is in safeguarding
- support staff and volunteers to carry out their job with appropriate supervision

#### **4. Process of updating**

This is not a permanent document. According to executive order, management committee will update by considering the time and wellbeing of the employee and other stakeholders as well as interest of organization.

#### **5. Reserved Rights**

According to executive order, management committee will be able to change, addition, deduction and correction of any clauses and sections of the policy as per special needs.

#### **6. Effectiveness**

The policy will be functional from 01 July 2020.

#### **7. Strategic Context**

SERAA is committed to provide a discrimination and harassment free environment where all individuals, partner organizations and other stakeholders are treated with respect and dignity and have equal opportunities at all level. SERAA complies with the principles of Universal Declaration of Human Rights (UDHR) and Constitution of Bangladesh. No one can be discriminated on the ground of class, gender, caste, religion, profession, ethnicity and sexual orientation.

Safeguarding does safe SERAA's approach, practice and culture to a comprehensively safe environment for all people that organization engages with. It has comprehensive set of policies and guidelines i.e. Staff management Policy, Financial Management Policy, Gender Policy, Disability Policy, Information Disclosure Policy, Emergency Response Policy, Child Protection Policy, Anti-

corruption and Bribery Policy etc. Although SERAA does not have a separate Safeguarding policy, some of the issues are covered by the aforesaid policies.

So, this Safeguarding Policy is adopted in the line with SERAA's commitment with the donors for providing a discrimination and harassment free environment for all individuals, partner organizations and other stakeholders.

## **8. Definitions**

**Bullying:** Bullying may be defined as when an individual or a group with more power, repeatedly and intentionally cause hurt or harm to another person or group of people where it is difficult for those bullied to defend themselves or who feel helpless to respond. Bullying can continue over time, is often hidden from others and continues if no action is taken. It can take many forms, but the three main types are physical (e.g. hitting, kicking, theft), verbal (e.g. racist or homophobic remarks, threats, name calling) and emotional (e.g. isolating an individual from the activities and social acceptance of their peer group).

**Child:** Every human being below the age of 18 years is child.

**Persons with disabilities:** Any person who is physically, psychologically, and/or mentally not functioning properly due to social/environmental barriers. Any person who can't take part actively in the society is considered to be persons with disabilities. Persons with disabilities have rights equal to all citizens, including fundamental basic human rights that are mentioned in Persons with Disabilities' Rights and the Protection Act 2013 and other related laws of Bangladesh.

**Safeguarding:** Taking all reasonable steps to prevent harm, particularly sexual exploitation, abuse and harassment from occurring; to protect people, especially vulnerable adults and children from that harm and to respond appropriately when harm does occur.

### **Safeguarding Children:**

- Protect children from maltreatment;
- Prevent impairment of children's health or development;
- Ensure that children are growing up in circumstances consistent with the provision of safe and effective, care;
- Take actions to enable all children to have the best outcomes.

### **Safeguarding Vulnerable Adults:**

- Protect rights of adults to live in safety, free from abuse and neglect;
- Work together to prevent and stop both the risks and experience of abuse or neglect;
- Make sure that the adult's wellbeing is promoted including where appropriate, taking fully into account their views, wishes, feelings and beliefs in deciding on any action;
- Recognize that adults sometimes have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal circumstances and therefore potential risks to their safety or well-being.

**Sexual Exploitation:** 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. It defines the term "Sexual abuse" as the actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions.

**Sexual Harassment:** Any action or comment known to be offensive, embarrassing, humiliating, demeaning or unwelcome to the recipient with sexual overtones either direct or indirect notions.

*Sexual Harassment includes*

- a) Unwelcome sexually determined behavior (Whether directly or by implication) as physical contact and advances;
- b) Attempts or efforts to establish physical relation having sexual implication by abuse of administrative, authoritative or professional powers;
- c) Sexually colored verbal representation;
- d) Demand or request for sexual favors;
- e) Showing pornography;
- f) Sexually colored remark or gesture;
- g) Indecent gesture, teasing through abusive language, stalking, joking having sexual implication;
- h) Insult through letter, telephone calls, cell phone calls, SMS, pottering, notice, cartoon, writing on bench, chair, table, notice board, walls of office, factory, classroom, washroom having sexual implication;
- i) Taking still or video photographs for the purpose of blackmailing and character assassination;
- j) Preventing participation in sports, cultural, organizational and academic activities on the ground of sex and/or for the purpose of sexual harassment;
- k) Making love proposal and exerting pressure or posing threats in case of refusal to love proposal;
- l) Attempt to establish sexual relation by intimidation, deception or false assurance.

**Abuse:** Abuse and neglect are forms of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Abuse means a child's rights and needs are not being met as defined in The Children's Act 2004 and the United Nations Convention on the Rights of the Child (1989). Children may be abused in a family or in an institutional or community setting; by those known to them or, more rarely, by a stranger. Abuse may occur through the actions of an adult or adults, or another child or children. Where a child is disabled, injuries or behavioral symptoms may mistakenly be attributed to his/her disability rather than the abuse. Similarly, where a child is black or from a minority ethnic group, aggressive behavior, emotional and behavioral problems and educational difficulties may be wrongly attributed to racial stereotypes, rather than abuse. Cultural and religious beliefs should not be used to justify hurting a child. Safeguards for all children and young people are the same regardless of disability or ethnicity.

**Neglect:** Neglect is the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur as a result of maternal substance abuse during pregnancy. Once a child is born, neglect may involve a parent or caregiver failing to provide adequate food, shelter and clothing, failing to protect a child from physical harm or danger, failure to ensure adequate supervision including the use of inadequate care-givers, or the failure to ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

**Staff:** Anyone who works for SERAA. This is to include directly or indirectly employed staff, trustees, contractors, consultants, volunteers and interns as well as to cover downstream implementing partners whom SERAA provides fund. These downstream partners are expected to agree to work under the policy as a condition of their involvement with SERAA.

**Survivor:** The person who has been abused or expected 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.

**Vulnerable Adults:** Women, persons with disabilities, dalits, people from ethnic communities, senior citizens, sick, refugees and whoever else may be recognized as vulnerable in any local, national or international context.



## **9. Recruitment**

SERAA undertakes specific background check for employment of candidates. As per the Staff Management Policy, reference checks are obtained from previous employers and reference indicated in the personal history are kept in the respective staff's personal file. However, SERAA is not authorized to carry out criminal background check of the candidates for any recruitment.

From now, anyone interviewed for a post with SERAA either internally or from outside the organization will need to show an understanding of safeguarding that is relevant to the role that they are applying for.

## **10. Expectations from Employees**

Everyone working for SERAA has a responsibility to familiarize themselves with this safeguarding policy and the procedures thereof. They are expected to maintain a proper focus on the safety and welfare of children and vulnerable adults in all aspects of their work.

Anyone who works for the organization must inform their respective Supervisor/Manager if they or any adult living in their household becomes subject of an allegation involving a safeguarding concern or abuse against a child or vulnerable adult. In case of any confusion, they should seek advice from the respective Supervisor or Manager. Any allegations of misconduct towards children and/or vulnerable adults by those working for SERAA will be managed using the procedure thereof.

## **11. Safeguarding Training**

SERAA is committed to ensuring that everyone who works for the organization does understand their safeguarding responsibilities and do keep their knowledge up to date. All employees shall be provided safeguarding training within three months of joining. There will also be regular and refresher training for designated staff members on safeguarding children and vulnerable adults including on specific areas of risk and safeguarding practice.

## **12. Safeguarding Officer**

Senior staff members of SERAA will designate one or more Safeguarding Officers. The safeguarding officer will be responsible for implementation of this policy and related operational plan and maintenance of register of safeguarding. The partner organization is required to designate a Safeguarding Officer as well with similar objective.

## **13. Prevention of Abuse**

SERAA's responsibilities. SERAA will:

- Ensure all staff members have access to, are familiar with, and know their responsibilities within the framework of this policy;
- Design and undertake all its programs and activities in a way that protects people from any risk of harm that may arise from their coming into contact with SERAA. This includes the way in which information about individuals in our programs is gathered and communicated;
- Implement stringent safeguarding procedures when recruiting, managing and deploying staff and associated personnel;
- Ensure staff members receive training on safeguarding at a level commensurate with their role in the organization;
- Follow-up on reports of safeguarding concerns promptly and according to due process.

### **Staff responsibilities**

*Safeguarding of children*

SERAA staff and associated personnel shall not:

- Engage in sexual activity with anyone under the age of 18;
- Sexually abuse or exploit any child;
- Subject a child to physical, emotional or psychological abuse, or neglect;
- Engage in any commercially exploitative activities with children including child labor or trafficking.

### *Safeguarding of Adult*

SERAA staff and associated personnel shall not:

- Sexually abuse or exploit the adults who is at risk;
- Subject an adult who is at risk to physical, emotional or psychological abuse, or neglect.

### **14. Protection from Sexual Exploitation and Abuse**

SERAA staff and associated personnel shall not:

- Exchange money, employment, goods or services for sexual activity. This includes any exchange of assistance that is due to beneficiaries to assistance;
- Engage in any sexual relationships with beneficiaries of assistance, since they are based on inherently unequal power dynamics.

Additionally, SERAA staff and associated personnel are obliged to:

- Contribute to creating and maintaining an environment that prevents safeguarding violations and promotes the implementation of the Safeguarding Policy;
- Report any concerns or suspicious regarding safeguarding violations by an SERAA staff member or associated personnel to the appropriate staff member.

### **15. Commitment**

As part of the safeguarding policy, SERAA and all partner organization will:

- Designate a Safeguarding Officer/Safeguarding Focal Person from senior staff members;
- Promote and prioritize the safety and wellbeing of children, women and persons with disabilities;
- Ensure that all of the staff members are properly oriented on SERAA's Safeguarding Policy. Orientation on this policy will also be a part of capacity building of partner organizations so that they can endorse and implement the policy and compliance accordingly. This policy will be a part of the policy framework within the Staff Management Manual which is required to be explained to every new staff member as part of their induction and they must confirm receipt and compliance with the policy with their signature (Please refer to Annex A for the acknowledgement form);
- Ensure everyone understands their roles and responsibilities in respect of safeguarding and is provided with appropriate learning opportunities to recognize, identify and respond to signs of abuse, neglect and other safeguarding concerns relating to children, women and persons with disabilities;
- Ensure appropriate action is taken in the event of incidents/concerns of abuse and support provided to the individual/s who raise or disclose the concern;
- Ensure that confidential, detailed and accurate records of all safeguarding concerns are maintained and securely stored;
- Prevent the employment/deployment of unsuitable individuals;
- Ensure robust safeguarding arrangements and procedures are in operation;
- Keep a detailed register of safeguarding issues raised and process of dealing with them;
- Not tolerate possession or access to any material that is abusive towards children, women and persons with disabilities;
- Not engage children, women and persons with disabilities in any form of sexual activity or acts, including paying for sexual services or acts, where under the law(s) applicable to the child, the child is below the age of consent or the act(s) are an offence under relevant laws;
- Wherever possible, ensure that another adult is present with concerned staff member when working in the proximity of children;
- Not allow any of the staff members to invite unaccompanied children into their home, unless they are at immediate risk of injury or in physical danger;
- Refrain staff members from physical punishment or discipline of children and from hiring children for domestic or other labor which is inappropriate given their age or developmental stage, which interferes with their time available for education and recreational activities, or which places them at significant risk of injury.

The policy and procedures will be widely disseminated and are mandatory for everyone involved with SERAA and its partner organizations. Failure to comply with this policy and procedures will be addressed without delay and may ultimately result in dismissal/exclusion from the organization. In appropriate case, funding may be suspended and/or partnership may be cancelled with concerned organization.

## **16. Reporting and Responding Procedures**

### **Reporting**

Report may reach SERAA through various means and routes. This may be in a structured format such as a letter, e-mail, text or message via social media. It may also be in the form of informal discussion or rumor. If a staff member hears something in an informal discussion or chat that they think is a safeguarding concern, they should report this to SERAA's Safeguarding Officer.

### **Concerns**

If a safeguarding concern is disclosed directly to a staff member, the person receiving the report should bear the following in mind:

- Listen
- Emphasize with the person
- Ask who, when, where, what but not why
- Repeat/check the understanding of the situation
- Report to the appropriate staff member

### **Documentation**

The person receiving the report should then document the following information, using an Incident Report Format if there is one:

- Name of person making report
- Name(s) of alleged survivor(s) of safeguarding incident(s) if different from above
- Name(s) of Alleged perpetrator(s)
- Description of incident(s)
- Date(s), time(s) and location(s) of incident

### **Forwarding**

Any staff member receiving or coming across any information or alleged incident of abuse shall report to the Safeguarding Officer immediately or within 24 hours at the latest.

### **Confidentiality**

Due to the sensitive nature of safeguarding concerns, confidentiality must be maintained during all stages of the reporting process and information shared on a limited 'need to know' basis only. This includes senior management who might otherwise be apprised of a serious incident.

## **17. Roles and Responsibilities of Case Management**

The Safeguarding Officer will be the key person in managing the case.

If the report alleges a serious safeguarding violation, the Safeguarding Officer may wish to hold a case conference. This should include:

- Senior Management Team
- HR Head/Chief

The case conference should decide the next steps to take, including any protection concerns and support needs for the survivor and other stakeholders.

### **18. Provide Support to Survivor where needed/requested**

The Safeguarding Officer, in consultation with the senior management, will provide appropriate support to survivor(s) of safeguarding incident, if requested. This will be in line with the operational plan.

### **Assessing protection or security risks to stakeholders**

For reports relating to serious incidents: Safeguarding Officer will undertake an immediate risk assessment to determine whether there are any current or potential risks to any stakeholders involved in the case and develop a mitigation plan, if required.

Safeguarding Officer will continue to update the risk assessment and plan on a regular basis throughout and after the case as required.

### **19. Decision on the Next Steps**

Safeguarding Officer decides the next steps. These could be (but not limited to)-

- No further action (for example if there is insufficient information to follow up, or the report refers to incidents outside the organization's remit)
- Investigation is required to gather further information
- Immediate disciplinary action if no further information needed
- Referral to Senior Management Team (SMT)

If the report concerns associated personnel (for example contractors, consultants or suppliers), the decision making process will be different. Although associated personnel are not staff members, however, the SERAA has a duty of care to protect anyone who comes into contact with any aspect of our program from harm. SERAA cannot follow disciplinary processes with individuals outside the organization, however, decisions may be made for example to terminate a contract with a supplier based on the actions of their staff. If an investigation is required and the organization does not have internal capacity, SERAA will identify resources to conduct the investigation.

### **20. Decision on Outcome of Investigation Report**

Senior Management Team will make a decision base on the information provided in the investigation report. Decisions related to the Subject of Concern should be made in accordance with existing policies and procedures for staff misconduct.

If at this or in any stage in the process criminal activity is suspected, the case should be referred to the relevant authorities *unless this may pose a risk to anyone involved in the case*. In this case, SMT together with other senior staff will need to decide on how to proceed. This decision should be made bearing in mind a risk assessment of potential protection risks to all concerned, including the survivor and the Subject of Concern.

In case of failure to act upon suspected or reported the victim will directly contact with the Ombudsperson. The Safeguarding Officer will document all decisions made resulting from the case clearly and confidentially.

### **21. Learning and Improving**

SERAA, through implementation of this policy, is determined to keep improving knowledge and understanding of how best to protect children and vulnerable adults. It is to review related practices bi-annually to check whether it was effectively preventing and managing safeguarding in the work. The purpose of the reviews is to reflect on lessons about when the systems need to improve to protect children and adult in risk better in future.

The policy will be reviewed a year after development and then every two years, or in the following circumstances:

- Changes in legislation and/or government guidance.
- As a result of any other significant change or event.

## SERAA Staff management Policy Acknowledgement Form

Name of the Employee or Intern: \_\_\_\_\_

Position: \_\_\_\_\_

Department/Unit: \_\_\_\_\_

I have received, read and I fully understand all policies, guidelines and procedures included the SERAA Staff Management Manual.

In particular:

I have read the SERAA Safeguarding Policy and I fully understand its contents. I do hereby confirm that I am in complete compliance with all provisions of the policy and that I will continue to observe the spirit of the commitment in all my activities on behalf of SERAA. I will comply with the guidance's set out in these policies and understand that failure to do so might result in disciplinary or legal action.

Date: \_\_\_\_\_ Signature: \_\_\_\_\_

Please sign and return to the HR Team. This document will be filed in the employee's or intern's personal file.

## **Terms of Reference for SERAA Safeguarding Officer/Safeguard Focal Person**

### **Background**

The **SOCIO-ECONOMIC AND RURAL ADVANCEMENT ASSOCIATION (SERAA)** has developed the Safeguarding Policy for the employees of SERAA and its partner organizations. SERAA believes that all individuals have right to live without fear, live free from sexual harassment and abuse, sexual violence, exploitation and any abuse of power regardless of age, gender, sexuality, disability, religion and ethnicity. SERAA is determined on Zero tolerance policy for sexual abuse, exploitation and harassment by any of its employees, volunteers, consultants, partners or any other representatives associated with the delivery of its work carrying out any form of. This type of behavior is against SERAA's belief, values and mission and safeguarding is a priority of the SERAA.

SERAA has decided to designate a Safeguard Focal Person to ensure implementation of the Safeguarding Policy.

### **Roles and Responsibilities**

Roles and Responsibilities of SERAA Safeguard Focal Person is to support SERAA in day-to-day implementation of SERAA Safeguarding Policy with technical support from the Senior Management Team.

### **Specific duties include-**

- To act as the main point of contact within SERAA for safeguarding;
- To ensure that staff members and partners are aware of the SERAA Safeguarding Policy and their responsibilities under it (for example by providing training and guidance);
- To advise and support the staff members and partners with the implementation of the safeguarding policy including risk assessment;
- To ensure that all the staff members of SERAA and partner organizations are properly orient on the Safeguarding Policy;
- To ensure that all the staff members understand their roles and responsibilities in respect of the Safeguarding Policy and is provided with appropriate learning opportunities to recognize, identify and respond to signs of abuse, neglect and other safeguarding concerns relating to children, women and vulnerable people;
- To ensure that the name and contact details of the Safeguard Focal Person(s) are made available so that people know how to raise a concern/where to seek advice;
- To act as first point of contact for concerns regarding protection incidents of children, women and vulnerable people and to raise those concerns to the Senior Management Team as appropriate;
- To ensure that confidential, detailed and accurate records of all safeguarding concerns are maintained and securely stored;
- To undertake an immediate risk assessment for reports relating to serious incidents to determine whether there are any current or potential risks to any stakeholders involved in the case and develop a mitigation plan if required;
- To update the risk assessment and plan on a regular basis throughout and after the case as required;
- To document all decisions made resulting from the case clearly and confidentially;
- To support the implementation and monitoring of the Safeguarding Policy by providing an annual progress report to the Senior Management Team together with a plan for further action required to implement the Safeguarding Policy at all levels.

### **Skills and Characteristics**

- Have knowledge and experience about safeguarding and protection of children, women and vulnerable people;
- Have respect and authority within the office so that his/her options are valued;
- Be approachable with good communication skills with adults and children;
- Be able to keep calm when a concern is raised, especially if anyone needs assistance;
- Be able to work with others to ensure that the policy is implemented and respond where an incident related to protection of children, women and vulnerable people occurs;
- Commitment to safeguarding children, women and vulnerable people and upholding their rights- together with the ability to advocate for and defend safeguarding;
- Training and presentation skills;
- Be able to keep information confidential.



**S.M. Mazibur Rahman**

Executive Director