

Global Safeguarding Policy

Introduction

This policy applies to all TWAM employees, volunteers and partners working overseas. A separate safeguarding policy applies to UK employees, volunteers and partners.

Safeguarding is the responsibility of Tools with a Mission to ensure that our employees and volunteers in the UK and in supported countries, along with our in-country partners work to support our operations and programmes in such a way that no harm comes to children, young people or vulnerable adults (together referred to as 'vulnerable people' under this policy).

This means that we do not expose them to the risk of discrimination, neglect, harm and abuse; and that any concerns TWAM may have about the safety of vulnerable people within the communities in which we work, are dealt with and reported to the appropriate authorities. It is also the responsibility of TWAM to protect its employees and volunteers when they are vulnerable, for example, when ill, due to age or are at risk of harm or abuse.

Through our work supporting community groups with livelihood creating tools our employees, volunteers and partners may come into direct contact with vulnerable people. TWAM recognises that it has an obligation to put in place all reasonable safeguarding measures to ensure, as far as possible, the safety and protection of these people.

Purpose

The purpose of this policy is to provide clarity to everyone on how they should engage with vulnerable people when working for, on behalf of TWAM. It is also to help us make sure that employees, volunteers and our partners are protected.

It is intended to help us to have a common understanding of safeguarding issues, develop good practice across the diverse and complex areas in which we operate and thereby increase accountability in this crucial aspect of our work.

This policy constitutes TWAM's global safeguarding policy. Whilst it is recognised that local legislation may vary from country to country, this policy identifies our minimum standards and may exceed the requirements of local legislation.

Any breach of this policy will be treated as a disciplinary matter, which may result in immediate termination of employment or contract, withdrawal of volunteer status, and reporting to the police, relevant regulatory authority or other body.

Definitions of abuse

Abuse is a violation of an individual's human and civil rights by any other person or persons. It can take the form of physical, psychological, financial or sexual abuse, neglect or negligent

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treatment or commercial or other exploitation, resulting in actual or potential harm to the health, survival, development or dignity of a child, young person or vulnerable adult. Abuse can be a single act or repeated acts and can be unintentional or deliberate. Abuse often involves criminal acts.

Discriminatory abuse is motivated by a vulnerable person's age, race, nationality, sex, sexual orientation, disability, or other personal characteristic. In relation to TWAM specifically this could be the refusal to support an application from an organisation you do not personally approve of, or which may be from a different tribal background.

Financial or material abuse includes theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits. In relation to TWAM specifically this can include charging people to support an application, approve an application or a handling charge when collecting their tools.

Neglect is the persistent failure to meet a vulnerable person's basic physical and/or psychological needs, likely to result in the serious impairment of his/her health or development. Examples include failure to provide adequate food, clothing and shelter, failure to protect them from physical or psychological harm or danger; failure to ensure adequate supervision (including the use of inadequate care-givers); or failure to ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to, a vulnerable person's basic emotional needs.

Physical abuse includes hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm, misuse of medication, restraint, or inappropriate sanctions.

Psychological abuse includes emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks. Examples include not giving a vulnerable person opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on a vulnerable person, which may include interactions that are beyond a vulnerable person's developmental capability. It may involve serious bullying (including cyber bullying), or the exploitation or corruption of a vulnerable person.

Sexual abuse involves forcing, enticing or coercing someone to take part in sexual activities, whether or not the vulnerable person is aware of what is happening. In relation to TWAM specifically this could be asking for sexual favours in order to support or approve an application for tools.

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Definitions of vulnerable people

Children - it is widely recognised that children (under the age of 18) are generally more vulnerable to abuse and exploitation due to factors such as age, gender, social and economic status, developmental stage, and dependence on others.

Vulnerable adult - a person, 18 years and above, who by reason of disability, age, gender, social and economic status, or illness, the context they are in, may be unable to take care of or to protect him or herself against abuse, harm or exploitation.

Scope

This policy is mandatory for all TWAM employees, volunteers and in-country partners worldwide. For the purposes of this policy, 'employee' is defined as anyone who works for or on behalf of TWAM, either in a paid or unpaid capacity. This therefore includes directly employed staff, volunteers, trustees including in the countries where we operate:

1. Country Leader
2. Regional Development Manager
3. District Development Team
4. In-country implementing partners and their employees and volunteers involved in the work of TWAM
5. Charities working in-country in partnership with TWAM

This policy demonstrates how TWAM will meet its legal obligations and reassure volunteers, employees, partners and members of the public:

1. On what they can expect TWAM to do to protect and safeguard vulnerable people overseas.
2. That they are able to safely voice any concerns through an established procedure.
3. That all reports of abuse or potential abuse are dealt with in a serious and effective manner.
4. That there is an efficient recording and monitoring system in place.
5. That employees, volunteers and in-country partners receive appropriate induction on safeguarding.

Policy Statement

TWAM has zero tolerance against abuse and exploitation of vulnerable people. TWAM also recognises that safeguarding is everyone's responsibility and that it has an obligation to put in place reasonable measures to ensure, as far as possible, the safety and wellbeing of vulnerable people with whom we work and those in the communities in which we live.

TWAM works to the following key principles to protect vulnerable people:

Everyone has an equal right to protection from abuse and exploitation regardless of age, race, sex, sexual orientation, marriage and civil partnership, pregnancy or having a child, gender reassignment, language, religion, political or other opinion, national, ethnic or social origin, property, disability, birth or other status.

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1. TWAM will take responsibility to meet our obligations regarding our duty of care towards vulnerable people, and take action where we believe that a vulnerable person is at risk or is
2. actually harmed.
3. TWAM will ensure that employees and volunteers are inducted in our Safeguarding Standards
4. TWAM will ensure that all in-country partners are informed and in compliance with our Safeguarding Standards.
5. TWAM recognises that an element of risk exists, and while we may never be able to totally remove this, we need to do all we can to reduce it or limit its impact.
6. TWAM respects confidentiality and has a responsibility to protect sensitive personal data. Information should only be shared and handled on a need to know basis, that is, access to the information must be necessary for the conduct of one's official duties. Only individuals who have legitimate reasons to access the information are allowed to receive it.
7. TWAM commits to monitoring the implementation of the safeguarding policy. This policy will be reviewed every three years and earlier if necessary.

Cultural sensitivity

TWAM will always seek to work in ways which are culturally sensitive and that respect the diverse nature of the people we work with. We recognise that there are many different ways of thinking and taking care of vulnerable people and making sure they are protected. It is acknowledged that protecting these groups of individuals and being culturally sensitive can be a difficult balancing act, especially given the situation in many of the countries where we work.

Who this policy will apply to

All employees, volunteers and in-country partners are obliged to follow this policy and maintain an environment that prevents exploitation and abuse and which encourages reporting of breaches of this policy using the appropriate procedures.

All people working with TWAM will:

1. Read, understand and adhere to the TWAM Global Safeguarding Policy and the TWAM Global Code of Conduct Policy
2. Strive to promote a zero tolerance approach to discrimination, sexual harassment and abuse in all working environments
3. Strive to develop relationships with all stakeholders which are based on equality, trust, respect and honesty
4. Place the safety and welfare of vulnerable people above all other considerations
5. Report any concerns they may have about the welfare of a vulnerable person
6. Report any concerns they may have about the behaviour of a TWAM representative in relation to safeguarding

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All people working with TWAM will not:

1. Sexually harass, assault or abuse another person
2. Physically harass, assault or abuse another person
3. Emotionally abuse another person, such as engaging in behaviour intended to shame, humiliate, belittle or degrade
4. Condone, or participate in behaviour which is abusive, discriminatory, illegal, or unsafe
5. Develop, encourage or fail to take action of relationships with vulnerable people which could in any way be deemed sexual, exploitative or abusive
6. Act in ways that may be violent, inappropriate or sexually provocative
7. Agree with a child to keep a secret which has implications for their safety or the safety of other young people.

Managers, Country Coordinators and Country Leaders

Are responsible for ensuring employees, volunteers and partner organisations are aware of the policy and are supported to implement and work in accordance with it, as well as creating an in-country team culture that encourages a focus on safeguarding. They must ensure that they are responsive, acting immediately in reporting concerns to the TWAM safeguarding officer if they become aware of any safeguarding concerns, and supportive towards employees or volunteers who complain about breaches in this policy.

Advice

1. Support and training on safeguarding will be provided to all employees and volunteers on: What they should do in the event of a disclosure
2. What to do if they have concerns about the welfare of a vulnerable person
3. How to recognise signs of abuse
4. What to do if they have concerns about a TWAM employee, volunteer, or in-country partner.
5. Where to go for advice and support within the organisation

How TWAM will process complaints and concerns

The TWAM designated safeguarding officer is responsible for handling reports or concerns, about the protection of vulnerable people, appropriately and in accordance with the procedures that underpin this policy. The TWAM safeguarding officer is Trevor Maynard and he can be contacted on safeguarding@twam.uk. In his absence the Chief Executive will respond to complaints and concerns.

If the complaint is made by an applicant or recipient of TWAM tools or a member of a DDT or an RDM and their complaint refers to either a member of a District Development Team or Regional Development Manager it should in the first instance be reported to the Country Leader (CL). The CL will report the incident to the UK Safeguarding Officer (UKSO) within 48 hours. The UKSO will coordinate the investigation with the support of the CL and UK

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Country Coordinator (CC). The investigation will ideally be concluded within 14 days and the complainant and parties involved informed of the outcome within a further 72 hours.

If the complainant is an applicant or recipient of TWAM tools, or a member of the DDT or an RDM and their complaint refers to the Country Coordinator (CC) or Country Leader (CL) then their complaint is made directly to the UKSO who contact details have been provided to them (safeguarding@twam.uk). The UKSO will work with the CEO to investigate the complaint.

In the case of all complaints a formal investigation will be carried out. Depending on the severity of the complaint TWAM will not hesitate to involve the police or relevant authorities.

The CEO will be kept informed on a daily basis of developments and progress. It is expected that all investigations will be concluded within two weeks, although communication difficulties and the complexity of some complaints may extend this timeframe.

The CEO will inform the Chairperson of the Board of Trustees of TWAM of all complaints within 72 hours of them being raised and regularly update until the matter is resolved.

The lead safeguarding officer is responsible for:

1. monitoring and recording safeguarding concerns
2. ensuring referrals to the relevant authorities happen without delay
3. updating safeguarding training for all staff
4. ensuring this policy is reviewed every 3 years or earlier if necessary
5. ensuring it is implemented throughout the organisation and safeguarding training given ensuring monitoring and recording procedures are implemented

Outcomes

Where allegations are made about an employee or volunteer, careful consideration must take place about the appropriateness of the person continuing to work with TWAM. Where allegations are proven the employee will enter the disciplinary process and the volunteer's role will be terminated. Allegations will also be reported to the relevant authorities.

We recognise that TWAM is not an investigative authority and it will therefore be essential that referrals are made to the relevant law enforcement agency to ensure that appropriate protection and support is given to the vulnerable individual, and that any evidence is collected in accordance with the law.

Confidentiality

The safeguarding officer will ensure that personal information is kept confidential unless they have the agreement of the individual and/or their parent/guardian, except where it is

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necessary to pass this to authorities or law enforcement agencies in relation to a safeguarding incident.

Policy Implementation

Where an employee, volunteer is engaged in 'regulated activity' (direct work with vulnerable individuals), a criminal background check will be undertaken as part of the recruitment process. This will be done only in accordance with the Exceptions Order 1975 to the Rehabilitation of Offenders Act 1974 (ROA), and Part V, section 123 of the Police Act.

All TWAM employees, overseas volunteers (Country Leader, Regional Development Managers, Chair of every District Development Team and a representative of the in-country partner must sign and abide by this safeguarding policy and the Global Code of Conduct. The code sets out the standards of practice we expect of employees and volunteers - in terms professional competence, integrity, acting as a representative and in safeguarding - which support our vision, mission and values.

TWAM Board of Trustees

The Board of Trustees is responsible for ensuring the effective implementation of this policy and associated procedures and ensuring that everyone linked with TWAM is equipped and supported to meet their responsibilities.

Implementation of policy: September 2021

Review date: September 2024

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