

BRF SAFEGUARDING HANDBOOK

Available in:	English Greek
MT approved on ¹ : Last revised on: Up for revision on:	15-12-2023 15-12-2023 15-12-2024
Inquiries about this document	Safeguarding Officer (safeguarding@boatrefugee.com)

¹ This handbook applies to the Boat Refugee Foundation in the Netherlands, its Greek foreign branch and any subsidiary organs of the organisation. BRF may unilaterally introduce, vary, remove or replace this handbook at any time, providing due notice.



TABLE OF CONTENT:

1. INTRODUCTION	2
2. WHAT TO DO IF SOMEONE TALKS TO YOU ABOUT A SAFEGUARDING INCIDENT	4
3. HOW TO REPORT A SAFEGUARDING INCIDENT	4
4. RESPONSIBILITIES FOR SAFEGUARDING	6
5. STEPS AFTER A SAFEGUARDING INCIDENT REPORT	8
6. MANAGING A SAFEGUARDING INCIDENT	9
7. SAFEGUARDING COMMITMENTS	13



1. INTRODUCTION

Safeguarding is the responsibility of organisations to make sure their staff, operations, and programmes do no harm to people, nor expose them to abuse or exploitation. BRF has developed a set of organisational policies, procedures and practices designed to ensure that no harm comes to people as a result of contact with an organisation's programmes, operations or staff members. When referring to staff members in this document, the groups referred to are:

- Paid staff: Anyone who is working under a written employment contract and receives a monthly salary for the work they perform, including staff in the Netherlands, at the projects and local staff.
- Volunteer professionals: anyone working with the organisation on a volunteer contract.
- Community staff: people who stay at a reception facility, reception accommodation or shelter or who are still in an asylum procedure (including appeals), working or volunteering with the organisation.
- Other representatives: Members of the Supervisory Board of Boat Refugee Foundation.
- External relations: all contractors e.g. consultants, journalists, photographers, videographers, external media, ambassadors, donors, guests, visitors and supporters (visiting the field).

Boat Refugee Foundation's (BRF) safeguarding handbook covers the responsibility of ensuring that our operations, staff and programmes do not harm or fail to protect anyone, especially as we work with people in vulnerable positions.² This handbook describes the responsibility of BRF's staff on preventing, reporting on and responding to harm. Failure to follow or respect safeguarding measures could result in disciplinary action in addition to any appropriate external measures.

Everyone has the right to be protected against any form of harm, through abuse³ or exploitation⁴, regardless of gender, ethnicity, political association, religion, sexual orientation and whether or not they have a disability. Forms of harm are, but are not limited to, physical abuse⁵, emotional (mental) abuse⁶, discrimination⁷, exclusion⁸, sexual

² People in vulnerable positions are any persons below the age of 18, regardless of national laws or cultural practices which may stipulate a younger age, or persons over 18 years old who, because of their disability, age, gender, sexual orientation, socioeconomic status, geographical location, ethnic origin, religion or political opinion may find themselves unable to satisfy their fundamental needs, are particularly exposed to risks.

³ Abuse consists of anything that individuals, institutions or processes do (or fail to do) that directly or indirectly harm children or adults, or damages their prospect of a safe and healthy development.

⁴ Exploitation is any actual or attempted abuse of a position of vulnerability, differential power or trust for (sexual) purposes, This could be in exchange for attention, affection, food, drugs, shelter, protection, other basic necessities and/or money.

⁵ Physical abuse is any intentional act causing injury, trauma, bodily harm or other physical suffering to another person or animal by way of bodily contact.

⁶ Emotional abuse is a form of abuse characterised by a person subjecting or exposing another person to a behaviour that may result in psychological trauma, including anxiety, chronic depression, or post-traumatic stress disorder.

⁷ Discrimination relates to any distinction, exclusion or restriction on the grounds of disability or other criteria (sex, age, ethnic origin, etc.) which has the purpose or effect of compromising or preventing the recognition, enjoyment or exercise of all human rights on an equal basis with others

⁸ Exclusion is any discrimination and/or denial of opportunities that prevents any group of people from fully exercising and enjoying, on purpose with the intent to cause emotional harm. Exclusion goes beyond the issue of material poverty as it is also seen as encompassing other forms of social disadvantages such as lack of regular and equal access to education, health care, social care, proper housing.



abuse⁹, sexual exploitation¹⁰, economic exploitation¹¹, neglect¹², traditional harmful practices¹³, spiritual abuse¹⁴, online abuse¹⁵, and sexual harassment¹⁶.

BRF commits to a zero tolerance stance on sexual exploitation, abuse, harassment, and bullying. This means that these behaviours are prohibited at BRF and such acts are considered as serious misconduct, which constitutes grounds for disciplinary sanctions, including dismissal/termination of employment and/or criminal proceedings. BRF acknowledges that the risk of such harm can never be completely eradicated. For this reason, zero tolerance means encouraging reporting, undertaking investigating, and sanctioning even minor infringements on the safeguarding measures outlined in this handbook and BRF's Code of Conduct.

2. SAFEGUARDING COMMITMENTS

BRF is committed to the safeguarding of those we work for and with. Many of the people we work with experience increased vulnerability as a result of experienced trauma, current insecure circumstances and worries about their future. It is therefore vital that BRF staff work with people respectfully and in a way which maintains their safety, dignity and security and are committed to the following principles:

Organisational culture, leadership and accountability

1. BRF makes every effort to abide by the sector's minimum standards¹⁷ and promote, create and maintain a safe organisational culture for all people who work for and with BRF, including our partners and the communities where BRF works. BRF will create an environment where it is safe to address sexual harassment, exploitation and (child) abuse.
2. BRF develops organisation-specific safeguarding strategies, with appropriate levels of dedicated capacity and allocated resources at all levels of the organisation, to prevent and respond to sexual exploitation, abuse and harassment, exploitation and (child) abuse.
3. BRF ensures high-level oversight and accountability around its safeguarding efforts. We will do this through monitoring and reviewing our safeguarding performance and seeking feedback from BRF employees, partners, and service users on a regular basis. We are committed to continuous learning and

⁹ Sexual Abuse is any contact or non-contact sexual activity that happens without consent or understanding, or with forced consent.

¹⁰ Sexual exploitation is any actual or attempted abuse of a position of vulnerability, differential power or trust, for sexual purposes. This could be in exchange for attention, affection, food, drugs, shelter, protection, other basic necessities and/or money.

¹¹ Economic exploitation is an unjust social relationship based on an asymmetry of power or unequal exchange of value between workers and their employers, e.g. modern slavery.

¹² Neglect is a form of abuse where the perpetrator, who is responsible for caring for someone or offering a service fails to do so. It can be a result of carelessness, indifference, or unwillingness and abuse.

¹³ Harmful traditional practices are forms of violence which have been committed primarily against women and girls in certain communities and societies for so long that they are considered, or presented by perpetrators, as part of accepted cultural practice.

¹⁴ Spiritual abuse involves coercion, control, or exploitation by another person in a spiritual context. It can come from a faith leader or a partner who uses spiritual or religious beliefs or doctrine to exert power over someone.

¹⁵ Online abuse is any type of abuse that happens on the internet.

¹⁶ Sexual harassment is a type of harassment involving the use of explicit or implicit sexual overtones, including the unwelcome and inappropriate promises of rewards in exchange for sexual favors. Sexual harassment includes a range of actions from verbal transgressions to sexual abuse or assault.

¹⁷ As a growing organisation, BRF is committed to expanding its capacity in order to best meet internationally recognised standards and practices including the Protection from Sexual Exploitation and Abuse (PSEA) index of the Core Humanitarian Standard (CHS); Collaborating with others in our sector to advance global safeguarding practice; Ensuring policies and practices address the needs of people in vulnerable positions.



improvement to prevent and respond to abuse. We will be accountable and transparent in communicating our efforts and progress to various internal and external audiences. The information that is shared will be informed by a survivor-centred approach and risk assessment.

Human resources

4. BRF employs staff in compliance with applicable laws and will prevent known perpetrators of sexual harassment, exploitation and abuse from being (re)hired or (re)deployed. BRF will ensure robust recruitment screening processes for all personnel, particularly for personnel working directly with people in vulnerable positions.
5. BRF ensures all staff members sign our Code of Conduct and are aware of our Safeguarding Handbook and how to report wrongdoing by incorporating BRF's expectations on the prevention of abuse in relevant codes of conduct, new employee orientations, annual awareness-raising training and refresher courses, and through regular internal communications.

Partners

6. BRF promotes and requires safeguarding with partners. BRF will ensure adequate safeguarding assessments as part of due diligence processes when considering new and existing partnerships. The failure of partners to take preventive measures against abuse, or failure to investigate and report allegations in a timely manner, or to take corrective actions when abuse has occurred constitute grounds for BRF to terminate a partnership. Partner organisations will be made aware of these requirements and BRF's Safeguarding Handbook.
7. We respect our partners, sub-grantees and sub-recipients and where possible and necessary, support them in having the skills and capacity to fulfil their responsibilities consistent with this handbook.
8. For vendors, consultants, and independent contractors, BRF will incorporate this handbook as an attachment to any written agreement or otherwise develop a summary of the requirements contained in this handbook and the provisions noted in this section.
9. BRF collaborates on safeguarding within the sector, including with communities, other organisations, donors, governments, global civil society networks and local partners, to advance our practices and contribute to wider efforts to prevent and respond to abuse.

Embedding safeguarding in our work

10. BRF undertakes safeguarding risk assessments to identify areas of safeguarding risks and clearly document steps that are being taken to remove or reduce these risks.
11. BRF incorporates safeguarding measures into programmes and projects. We will do this through our collaborative programme design approach, including with our partners and programme participants, at all stages to produce better design, monitoring and evaluation of safeguarding in our programmes. We aim to identify and mitigate or minimise, risks arising from our programmes.

Response and follow-up to reports

12. BRF ensures the development, dissemination and implementation of a clear complaint and reporting mechanism by which complaints or suspected breaches



of the Safeguarding Handbook can be investigated efficiently and in a timely manner.

13. BRF provides support and assistance to complaints and to anyone who has experienced any form of abuse by a BRF staff member. This may include medical treatment, legal assistance and psychosocial support. Our support and assistance will be informed by a survivor-centred approach, feasibility, and an assessment of risk to all those involved.
14. BRF takes appropriate actions to the best of BRF's abilities to protect persons from retaliation where allegations of abuse involving BRF staff are reported in good faith.
15. BRF ensures that all allegations of abuse against BRF staff and its partners are thoroughly examined, risk-assessed, and where needed, investigated and/or referred to another agency for investigation or reported to law enforcement. BRF's investigations will be conducted in a timely, safe and professional manner by those with appropriate training and experience in sensitive investigations and informed by gender-sensitive and survivor-centred approaches.

Communication and media

16. At all times, the dignity of people in vulnerable positions must be respected. Therefore all personal information and details of people in vulnerable positions, which may identify them or may increase the potential risk of harm or injury to their name or reputation or their families, should not be used.

3. WHAT TO DO IF SOMEONE TALKS TO YOU ABOUT A SAFEGUARDING INCIDENT

As a staff member, anyone who you work with or work for could come forward about a safeguarding incident; a (suspicion of) abuse or exploitation. Please take note of the following requirements for handling such a situation:

- Ensure that the person reporting is not in immediate danger. If the person is in immediate danger, please follow the appropriate steps, e.g. call the authorities, ensure safe housing and provide or arrange medical assistance.
- Show empathy and listen carefully without judgement or feedback. Do not directly question the person that reports abuse or suspicion of abuse to you. Avoid any form of physical contact. If you are not the Safeguarding Focal Point or Safeguarding Officer, consider that repeating a story can be re-traumatising. Inform the person about the reporting mechanism, your duty to report and your role versus the role of the local Safeguarding Focal Point and Safeguarding Officer, noting the potential for someone having to reshare their story.
- If you are a Safeguarding Focal Point or Safeguarding Officer listen to the personal story of someone; let the person who reports to you speak freely, without interruptions.
- Acknowledge the concerns of the person reporting to you and show appreciation for the trust the person has placed in you.
- Do not offer false confidentiality as you are obligated to report any (suspicion of) abuse or exploitation by a member of the organisation or its partner organisations.



Your duty to report is always survivor-centred¹⁸, if the survivor wants to remain anonymous, please respect this choice. Please be aware that it might be difficult to properly investigate if certain details in the report are missing.

- Keep detailed notes of the information that has been provided to you. Make sure that these notes remain confidential and are passed onto the Safeguarding Officer as soon as possible (either directly or through the (online) report). These details are going to be necessary for a safeguarding incident report or might be used as evidence at a later stage. Be objective when recording the report and stay truthful to the words of the person making the report.
- Be clear about the next steps (reporting process) and never make promises that you can't keep.
- Make sure you make the required referrals and provide survivor assistance - this should be done in collaboration with the local Safeguarding Focal Point and/or Safeguarding Officer.
- To be able to respond timely to incidents, the report must be submitted as soon as possible after the incident - preferably within 48 hours after becoming aware of the incident - in order to respond in the best way possible and provide the necessary support to the survivor.
- Be mindful of the impact that a safeguarding incident could have on yourself. Seek support or aftercare from your supervisor if required.

4. HOW TO REPORT A SAFEGUARDING INCIDENT

All BRF staff members are obliged to report any (suspicion of) abuse or exploitation by a member of the organisation or its partner organisations.¹⁹ Failure to report or the covering up of a safeguarding incident is a breach of BRF's policy and could lead to disciplinary actions in addition to any appropriate external measures.

Survivors or witnesses are strongly encouraged to report abuse (or suspicion of abuse) by BRF staff members or any organisation that BRF works with. Our approach to safeguarding is survivor-centred and is dealt with in a confidential manner. Serious concerns may be reported anonymously through an [\(online\) reporting form](#)²⁰. If the online reporting form cannot be used, BRF will ensure that safe and accessible means to report are established and available to everyone who wants to make a report. In addition, BRF protects anyone who in good faith²¹ reports an abuse or suspicion of abuse. Any report made in good faith will not lead to consequences for the person reporting, even if after investigation no ill-doing is found or proven.

Please be aware that it might be difficult to properly investigate if a report is submitted anonymously, however you are not required to share your identity when making a disclosure.

BRF service users and people from the community

¹⁸ Taking a survivor-centred approach is designed to give power back to the survivor. Key elements of the approach include recognizing that the survivor (even if they are an NGO staff member) do not have to report the abuse they experience themselves. Keeping the survivor and their wellbeing at the centre of any decisions is also important, as well as confidentiality, and recognizing that survivors should have choices over how their concerns are addressed and taken forward.

¹⁹ An organisation which has a formal relationship agreement with BRF.

²⁰ Alternatively, a report could also be filed through an anonymous email service such as [CyberAtlantis](#) or [Anonymouse](#).

²¹ Seriously believing that what you are doing is right, honest, or legal, even though this may not be the case.



Report abuse, or suspicion of abuse to the Safeguarding Officer by filling an (online) Incident Reporting Form (<http://bit.ly/3YoBtHl>), who will take further steps. The online Incident Reporting Form can be filled in anonymously. The Safeguarding Officer is responsible for facilitating that a report can be made in the language of the person making the report. There is a local Safeguarding Focal Point present in each working location to inform BRF service users about the procedure to be followed when reporting abuse or a suspicion of abuse, arrange survivor assistance and where needed to support in making a report. Everyone is encouraged to make a report themselves. When someone discloses an abuse or suspicion of abuse but does not want to file a report, the Safeguarding Focal Point will take further steps in filling an (online) Incident Reporting Form (<http://bit.ly/3YoBtHl>) and which will raise the incident with the Safeguarding Officer. When a report is made on behalf of someone else and when this person is named in the report, the person making the report should have received written consent from this person for the report to be written. If no consent has been given, only an anonymous report can be made. When making a report on behalf of someone else, this should be stated clearly in the report. In this process the duty of filing a report according to the local framework whilst considering the safety of the survivor must be balanced.

BRF volunteer professionals and Community staff Report abuse, or suspicion of abuse to the Safeguarding Officer by filling an (online) Incident Reporting Form (<http://bit.ly/3YoBtHl>), who will take further steps. The online Incident Reporting Form can be filled in anonymously. There is a local Safeguarding Focal Point present in each working location to inform BRF staff members about the procedure to be followed when reporting abuse or a suspicion of abuse, arrange survivor assistance and where needed to support in making a report. Everyone is encouraged to make a report themselves. When someone does not feel comfortable filing a report, the local Safeguarding Focal Point will take further steps in filling an (online) Incident Reporting Form (<http://bit.ly/3YoBtHl>) and which will raise the incident with the Safeguarding Officer. When a report is made on behalf of someone else and when this person is named in the report, the person making the report should have received written consent from this person for the report to be written. If no consent has been given, only an anonymous report can be made. When making a report on behalf of someone else, this should be stated clearly in the report. In this process the duty of filing a report according to the local framework whilst considering the safety of the survivor must be balanced.

BRF paid staff members, Other representatives and External relations Report abuse, or suspicion of abuse to the Safeguarding Officer by filling an (online) Incident Reporting Form (<http://bit.ly/3YoBtHl>), who will take further steps. The online Incident Reporting Form can be filled in anonymously. The Safeguarding Officer is available for informing BRF staff members about the procedure to be followed when reporting abuse or a suspicion of abuse, arrange survivor assistance and where needed to support in making a report. Everyone is encouraged to make a report themselves. When someone does not feel comfortable filing a report themselves, the Safeguarding Officer will take further steps in filling an (online) Incident Reporting Form (<http://bit.ly/3YoBtHl>). When a report is made on behalf of someone else and when this person is named in the report, the person making the report should have received written consent from this person for the report to be written. If no consent has been given, only an anonymous report can be made. When making a report on behalf of someone else, this should be stated clearly in the report. In



this process the duty of filing a report according to the local framework whilst considering the safety of the survivor must be balanced.

5. RESPONSIBILITIES FOR SAFEGUARDING

BRF has a zero-tolerance policy against any form of abuse and is committed to safeguarding everyone we provide services to and who works in, or meets, the organisation. The safeguarding handbook applies to all BRF staff members. The responsibility for the implementation and enforcement of the safeguarding handbook lies with different people within the organisation:

Individual responsibility - All BRF staff members are obliged to create and maintain an environment which prevents any form of abuse or exploitation. You are obliged to report any abuse or suspicions of abuse (safeguarding incidents). BRF will ensure that safe and accessible means to report are established and available to everyone who wants to make a report. In addition, BRF protects anyone who in good faith²² reports an abuse or suspicion of abuse. Any report made in good faith will not lead to consequences for the person reporting, even if after investigation no ill-doing is found or proven. Failure to report or the covering up of a safeguarding incident is a serious breach of BRF's policy and could lead to disciplinary actions or appropriate external measures.

Coordinators and manager's responsibility - Coordinators/managers are often the first to hear about safeguarding-related incidents. They must ensure that reports or complaints are taken seriously and reported to the local Safeguarding focal point and Safeguarding Officer. Coordinators and managers are responsible for setting an example of transparency, facilitating a culture of feedback and facilitating a strong safeguarding culture within and between teams. As well as upholding standards themselves, coordinators and managers are expected to ensure that all staff understand the provisions clearly and challenge any unacceptable behaviour.

Safeguarding Officer (SO) - The Safeguarding Officer is the Programme Manager who is based in the Netherlands and is responsible for the effective management of safeguarding incidents, raising awareness on safeguarding, assuring safeguarding training and for the effective implementation of the Safeguarding Handbook. The Safeguarding Officer is the chair of the BRF Safeguarding Forum, together with the Safeguarding Focal Points, discussing implementation and development of safeguarding in practice. The Safeguarding Officer also coordinates the Safeguarding Committee (SCC), with whom they coordinate the investigation and response to safeguarding reports.

The Safeguarding Officer reports to the Director of the organisation as well as reports to the relevant regulatory body, depending on the incident, as there may also be a requirement to notify the police, local authority and the relevant regulator or statutory agency including donor(s).

Safeguarding Officer

safeguarding@boatrefugee.com

²² Seriously believing that what you are doing is right, honest, or legal, even though this may not be the case.



Safeguarding Committee Consist of a member of the Programmes Team, the Human Resources Officer and a member of the Management Team (MT) who coordinate the investigation and response to safeguarding reports and decide on disciplinary measures.

Safeguarding Officer	SC member	safeguarding@boatrefugee.com
HR Officer	SC member	hr@bootvluchteling.nl
Director	SC member	Esther Vonk

Safeguarding Focal Points - There is (at least) one Safeguarding Focal Point at each working location of BRF. They are responsible for supporting the Safeguarding Officer in the effective implementation of the Safeguarding Handbook, which includes rolling out safeguarding practices and informing and encouraging reporting abuse and suspicion of abuse, and the effective management of safeguarding incidents. They report to the Safeguarding Officer and are members of the Safeguarding Forum. The Safeguarding Forum meets every quarter to discuss the practical implementation and development of the safeguarding handbook.

Safeguarding Officer	safeguarding@boatrefugee.com
Focal point Lesvos, Greece	am-aegean@boatrefugee.com
Focal point Athens, Greece	am-attica@boatrefugee.com

Management Team (MT) - The members of the MT are together (and individually) responsible for ensuring a sense of accountability between staff so that potentially abusive behaviour can be challenged. The MT also needs to ensure that safeguarding measures are incorporated into programmes and projects. The MT is obliged to consider, in good faith, the recommendations from the Safeguarding Officer. The Safeguarding Officer is responsible for informing the MT on BRF's incident reporting; the MT is responsible for keeping oversight and management of any safeguarding incidents where staff members were involved. The director is accountable to the Supervisory Board.

Esther Vonk	Director	esther@bootvluchteling.nl
Johanna van der Meer	Head of Operations	johanna@bootvluchteling.nl

Supervisory Board - Members of the Supervisory Board are collectively (and individually) responsible for monitoring appropriate safeguarding policies and procedures. They must monitor whether the organisation has appropriately addressed any safeguarding concerns.

Miguette Jadoul	Chairman	miguette@bootvluchteling.nl
-----------------	----------	--



Ilse Westerbeek	Board member	ilse@bootvluchteling.nl
Pieter van Essen	Board member	pieter@bootvluchteling.nl

6. STEPS AFTER A SAFEGUARDING INCIDENT REPORT

When reporting (a suspicion of) abuse or exploitation you are not responsible for (further) investigating the serious concerns raised. Within 24 hours of receiving an safeguarding incident report, a complaint or information about an alleged safeguarding incident, the Safeguarding Officer shall convene a Safeguarding Incident Meeting (SIM) to obtain further information and consider next steps. Only after receiving informed consent of the (alleged) survivor, an investigation will be started. When no consent is given to continue with an investigation, the Safeguarding Officer is responsible for making sure the (alleged) survivor receives the necessary care and an anonymous internal report will be written. As no investigation can be done, no formal steps against the alleged perpetrator can be taken. During the SIM it will be discussed if any other measures against the perpetrator can be taken, always from a survivor centred approach.

All investigations will be conducted in a fair, independent and timely manner by, or commissioned by and investigation team, led by the Safeguarding Committee²³ and all reasonable efforts will be made to preserve confidentiality during the investigation. In all of these steps, the best interest of the (alleged) survivor will be the paramount consideration when making decisions with regards to this policy.

Where possible, the (alleged) survivor will be provided with feedback on the progress and expected timeframes of the investigation.

The person against whom any allegations have been made will also be informed of the concerns and will be provided with an opportunity to respond unless there are any restrictions or other reasonable grounds for not doing so. In addition, they are informed of the investigation procedure and expected timeframes.

There are three types of Reports that could be received by the Safeguarding Officer:

- Category 1 - This concern relates directly to a BRF staff member.
- Category 2 - This concern relates to a BRF Partner staff member.
- Category 3 - This concern does not involve a BRF staff member or staff of an organisation BRF is working with

²³ A safeguarding incident investigation by the Safeguarding Committee must be carried out in a timely way (if possible within 3 weeks), in the country of the alleged abuse, if necessary.



Category 1:	Category 2:	Category 3:
BRF has a duty of care and will respond by initiating an investigation.	BRF has a partial duty of care and will request the partner organisation to initiate an investigation.	BRF has no formal responsibility to investigate, but may have an influence on the community.
Initiate internal safeguarding investigation.	Request the partner to initiate an investigation process, and to share the final report.	BRF will not investigate this concern, but after considering the best interest of the person in a vulnerable position, may pass on this information to the local authorities (social services or the police).
Internal report about disciplinary actions in addition to any appropriate external measures.	Review the partner's final report and the actions taken.	
If there is evidence of a criminal offence a report will be filed with the authorities.	If not satisfied, may consider ending the partner relationship.	Follow up on any actions taken by the authorities.

7. MANAGING A SAFEGUARDING INCIDENT

BRF will take swift and appropriate action against any BRF staff member who breaches this handbook by perpetrating any form of abuse or exploitation. This may include administrative or disciplinary action, legal action, and/or referral to the relevant authorities for appropriate action, including criminal prosecution, in the abuser's country of origin as well as the host country. All actions will be informed by a survivor-centred approach and an assessment of feasibility and risk to all those involved.

Within 24 hours of receiving a complaint or information about an alleged safeguarding incident, the Safeguarding Officer shall convene a Safeguarding Incident Meeting.

Survivor assistance

BRF will prioritise providing support and assistance to complaints and to anyone who has experienced any form of abuse by a BRF staff member. This may include medical treatment, legal assistance and psychosocial support. Our support and assistance will be informed by a survivor-centred approach, feasibility, and an assessment of risk to all those involved.

The Safeguarding Incident Meeting

The [Safeguarding Incident Meeting](#) will be convened by the Safeguarding Officer within 24 hours after receiving a report or information about an alleged safeguarding incident.

The purpose of the meeting is to:

1. Obtain further information
2. Assess the concern to see if an administrative investigation or criminal
3. investigation is required.
4. Consider next steps
5. Understand well-being of individual and if receiving appropriate care
6. Inform the authorities, if necessary



This meeting could include the local person who raised the report, Safeguarding Focal Point, the Area Manager, the line manager of the alleged perpetrator, the director and the HR officer.

The investigating officer(s)

At the Safeguarding Incident Meeting an Investigating Officer is appointed (this could be a member of the committee or any staff member who has received appropriate training) who will establish all the facts/details of the incident (see section information that needs to be gathered by the investigating officer below). The nature and extent of the investigation will depend on the initially perceived seriousness of the allegation. If additional information is required or the facts need to be confirmed, an independent investigation could be carried out by a third party investigator.



ANNEXES

More details about the Safeguarding Handbook can be found in its annexes:

[\(A1\) BRF Safeguarding | ToR Safeguarding Officer](#)

[\(A2\) BRF Safeguarding | ToR Safeguarding Focal Point](#)

[\(A3\) BRF Safeguarding | ToR Safeguarding Forum](#)

[\(B2\) BRF Safeguarding | Managing a Safeguarding Incident](#)

[\(B3\) BRF Safeguarding | Safeguarding Incident Meeting \(SIM\) format](#)

[\(C1\) DRAFT BRF | Investigation Procedure](#)

[\(C2\) DRAFT BRF | Investigation Report](#)

[\(C3\) BRF Safeguarding | Safeguarding Incidents Log Sheet](#)

[BRF's Minimum Standards & Good Practices on Child Protection](#)