

# Child Protection Policy





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# CHILD PROTECTION POLICY

## Section A: Overview of Arpan

Child Sexual Abuse is not only a violation of a child's body but of the trust, implicit in a caregiving relationship. This violation can have a significant impact on how the child as a victim and later on as an adult survivor sees and experiences the world. The effects of childhood sexual abuse can be damaging but need not be permanent.

Arpan is a globally recognised, award-winning non-profit working towards the elimination of Child Sexual Abuse (CSA) in India.

In Mumbai, with a team of over 140 dedicated professionals, Arpan is India's largest non-profit providing CSA prevention and intervention services for both children and adults. As a critical stakeholder for state and non-state actors, Arpan is a leading voice in the space of CSA prevention and intervention in India and uses advocacy and research to push for policy and systemic change at the local, state and national levels.

Arpan's key project focuses on Personal Safety Education (PSE) in schools, teaching children and adolescents (ages 4 to 18) about personal safety so they can identify and seek help in unsafe situations. Arpan also trains and empowers teachers and parents with the knowledge, attitude and skills needed to prevent and deal with CSA. Since 2007, Arpan has impacted over 18.3 million children and adults and has received eight national and two international awards for its exemplary work.

Arpan is guided by the following vision and mission:

**Vision:** A World Free of Child Sexual Abuse.

**Mission:** To prevent Child Sexual Abuse and heal those affected by it.

Arpan accomplishes the above-mentioned vision and mission statement through 3 critical strategies namely:

- Prevention and Healing Services are provided for children and adults to prevent Child Sexual Abuse and offer psychosocial support. It includes building appropriate pedagogy for new demographics and expanding our local and international reach through digital content and multi-language translation.

- Training and Capacity Building of Stakeholders is carried out to enable them to replicate and scale the delivery of Child Sexual Abuse prevention and healing services. It includes training stakeholders through digital content and e-learning platforms.
- Public and Policy Advocacy, through research and representation, is used to create mass awareness on Child Sexual Abuse and advocate for systemic change at the local, state and national level to integrate Personal Safety Education in school curriculum and establish prevention and support services across India.

These strategies are implemented through the following three programmes and two activities:

The three programmes are as follows:

- Personal Safety Education Programme
- Training and Policy Advocacy Programme
- Digital Learning Programme

The two activities are as follows:

- Mental Health Services
- Public Awareness

## **Section B: Working Definitions**

**For the purpose of the Policy, please refer to the working definitions provided hereby:**

### **1. Definition of child**

According to the UN Convention on the Rights of the Child (Article 1), a child is every human being below the age of 18 years.

### **2. Definition of child protection?**

Child protection is a broad term to describe philosophies, policies, systems, and procedures to protect children from both intentional and unintentional harm. In the current context, it applies particularly to the duty of Arpan and individuals and organizations associated with Arpan towards children.

### **3. Definition of Child Abuse**

According to the World Health Organization, child abuse constitutes, “all forms of physical and/

or emotional ill-treatment, sexual abuse, neglect or negligent treatment or commercial or other exploitation, resulting in actual or potential harm to the child's health, survival, development or dignity in the context of a relationship of responsibility, trust or power." Most child abuse is inflicted by someone the child knows, respects or trusts.

#### **4. Definition of Physical Abuse**

Physical abuse is deliberately hurting a child causing injuries by way of bodily contact. It may include injuries sustained from burning, beating, kicking, punching, and so on.

Physical abuse may result from extreme disciplinary actions or from the punishment that is inappropriate to the child's age or condition or from peer violence or bullying.

#### **5. Definition of Emotional Abuse**

Emotional abuse is the ongoing emotional maltreatment of a child. It is sometimes called psychological abuse and can seriously damage a child's emotional health and development. Emotional abuse can involve deliberately trying to scare or humiliate a child or isolating or ignoring them. It includes humiliating and degrading treatment such as the use of foul language, name-calling, constant criticism, belittling or insulting, persistent shaming, humiliating, ridiculing, ostracizing, and any verbal violence such as shouting and/or threatening.

#### **6. Definition of Sexual Abuse**

Sexual abuse is defined as inappropriate sexual behaviour with a child. It is an act, using a child for the sexual gratification of the more powerful person. The Protection of Children from Sexual Offences Act, 2012 (Amendment 2019) has defined sexual offences against children.

These offences include penetrative sexual assault and sexual assault (Section 4 and 7), aggravated penetrative sexual assault and aggravated sexual assault (Section 6 and 9), sexual harassment (Section 11) and pornography (Section 2). Sexual abuse may be committed by an adult or another child. This may be committed by another child when that person is either significantly older than the victim or when the perpetrator is in a position of power or control over the child.

#### **7. Definition of Neglect**

Neglect is the ongoing failure to meet a child's basic needs. A child may be left hungry or dirty, without adequate clothing, shelter, supervision, medical or health care. A child may be put in danger or not protected from physical or emotional harm. Children may not get the love, care and attention they need from their parents. Neglect often leaves no visible scars; it is more likely to go undetected. Neglect is the most common type of maltreatment that children

experience and has consequences that are just as serious as physical abuse. It is sometimes called the 'passive' form of abuse in that it relates to the failure to carry out actions that result in significant impairment of the child's health or development including a failure to thrive emotionally and socially. This also refers to inaction when a child is exposed to risky/threatening material or situations, and/or leaving them unsupervised.

## **8. Corporal Punishment**

As per the provisions of RTE Act 2009, the corporal punishment may be identified as physical punishment, mental harassment or discrimination.

## **9. Bullying, Intimidation and Isolation**

Bullying can either be direct, i.e. from the bully to the victim (for example, through physical intimidation or attacks, verbal abuse, unwanted attention and advances, damaging property), or it can be indirect (for example, through spreading malicious rumours). It can also include cyber-bullying (for example, sending unpleasant SMS messages, photographs or emails, to the victim or to others).

### **I. Recognizing Abuse and Harm**

#### **a. Signs of physical abuse:**

- Bruises, burns, sprains, dislocations, bites, cuts
- Improbable excuses are given to explain injuries
- Injuries which have not received medical attention
- Injuries that occur to the body in places that are not normally exposed to falls, rough games, etc.
- Repeated urinary infections or unexplained stomach pains
- Refusal to discuss injuries
- Withdrawal from physical contact
- Fear of returning home or of parents being contacted
- Showing wariness or distrust of adults
- Self-destructive tendencies
- Being aggressive towards others
- Being very passive and compliant
- Chronic running away

#### **b. Signs of emotional abuse:**

- Physical, mental and emotional development is delayed
- Highly anxious
- Showing delayed speech or sudden speech disorder



- Fear of new situations
- Low self-esteem
- Inappropriate emotional responses to painful situations
- Extremes of passivity or aggression
- Drug or alcohol abuse
- Chronic running away
- Compulsive stealing
- Obsessions or phobias
- Sudden under-achievement or lack of concentration
- Attention-seeking behaviour
- Persistent tiredness
- Lying

**c. Signs of Child Sexual Abuse**

- Social Withdrawal
- Increased hostility or aggression
- Over pleasing behaviour
- A drastic change in achievement patterns
- Sexualized behaviour
- Early sexual activity
- Use of abusive sexual language
- Psychosomatic illnesses
- Pain or swelling in the genital area
- Repeated urinary infections
- Sexually Transmitted Infections
- Eating/sleep disturbances
- Anxiety or Indifference
- Depression
- Suicidal ideation/attempts

In addition to knowing the signs of victimization, below are some early warning signs to look out for in adults who offend and children indulging in inappropriate behaviour:

**d. Warning Signs of offenders (adults)**

- Has a “favourite” student or child
- Attempts to find ways to be alone with children
- Inappropriate language, jokes and discussions about students/children
- Sexualized talk in the presence of students/children
- Gives private gifts or has private chats on Facebook/internet

**e. Warning Signs of Children indulging in sexual misbehaviour**

- Unusual interest in sex, sexualizing inanimate objects and activities
- Does not stop sexual misbehaviour when told to stop
- Uses force and coercion in social situations
- Shows unusual intensity when discussing sex and sexuality
- Socializes with children much younger
- Gives gifts, requires secrecy in relationships

**f. Neglect**

**Signs of neglect:**

- Medical needs unattended
- Lack of supervision
- Consistent hunger
- Inappropriate dress
- Poor hygiene
- Inadequate nutrition
- Fatigue or listlessness
- Self-destructive
- Extreme loneliness
- An extreme need for affection
- Failure to grow
- Poor personal hygiene
- Low self-esteem
- Poor social relationships
- Compulsive stealing
- Drug or alcohol abuse

**g. Signs of Corporal punishment:**

- Unexplained injuries
- Physical, mental and emotional development is delayed
- Highly anxious, fear of going to school
- Showing delayed speech or sudden speech disorder
- Fear of new situations
- Low self-esteem
- Inappropriate emotional responses to painful situations
- Extremes of passivity or aggression
- A sense of worthlessness, anger, resentment, and confusion
- Having trouble forming close relationships
- Drug or alcohol abuse
- Chronic running away
- Compulsive stealing

- Obsessions or phobias
- Sudden under-achievement or lack of concentration
- Attention-seeking behaviour
- Persistent tiredness
- Lying

#### **h. Bullying**

In every bullying situation, there are typically three key parties: the victim, the bully or bullies, and those who stand by (by-standers), who are aware of the bullying. Each of these three parties is affected negatively by bullying.

#### **Signs of Bullying**

- Unexplainable injuries
- Afraid to go to school or other activities
- Lost or destroyed clothing, books, electronics, or jewellery
- Frequent headaches or stomach aches, feeling sick or faking illness
- Changes in eating habits, like suddenly skipping meals or binge eating.
- Difficulty sleeping or frequent nightmares
- Declining grades, loss of interest in schoolwork,
- Sudden loss of friends, isolated from the peer group or avoidance of social situations
- Feelings of helplessness or decreased self-esteem
- Self-harm behaviours.

## **II. The long-term impact of child abuse and maltreatment**

The long-term impact of child abuse and maltreatment (Physical, emotional, sexual abuse and Neglect) can continue in adulthood if not supported and healed.

- Inability to manage the day to day functioning
- Inability to care for self
- Inability to coexist, cooperate or work with others
- Lack of self-confidence, low self-esteem
- Prone to addiction, substance abuse
- Inability to maintain healthy relationships
- Constant health problems
- Prone to mental health problems
- Depression and anxiety
- Post-traumatic stress disorder (PTSD)
- Attachment difficulties
- Eating disorders

- Self-harm behaviour (for example, suicide attempts)
- Sexual dysfunction
- Perpetrator or receiver of domestic violence
- Becoming abuser themselves

### **Section C: Enabling Legal Provisions, Acts and Schemes**

India has made some significant commitments towards granting children their basic rights. India has taken the first few steps by bringing in a number of policy formulations, legislative amendments and commitment to international ratifications. India has ratified the United Nations Convention for Child Rights in the year 1992 and has passed the Child Rights Acts 2005 as few of the necessary steps to protect the rights of the children in the country as well as brought other constitutional and legal provisions to safeguard children and ensure speedy trial of offences against children.

UN Convention on the Rights of the Child with special reference to the following articles upholds care and protection of children. The specific articles are:

**Article 2:** The Convention applies to everyone whatever their race, religion, abilities, whatever they think or say and whatever type of family they come from.

**Article 19:** Governments should ensure that children are properly cared for, and protect them from violence, abuse and neglect by their parents or anyone else who looks after them.

**Article 34:** The Government should protect children from sexual abuse.

**Article 36:** Children should be protected from any activities that could harm their development.

There are also existing enabling legal provisions in India which safeguard children's safety and criminalize unsafe behaviour. The first step to fulfil the rights of children can be found in the Constitution of India. There are a number of articles that address the various needs of children as outlined below. The articles are divided into two categories: Fundamental Rights and Directive Principles of State Policy. Constitutional provisions include:

- Article 21 of the constitution of India which protects the right to life and dignity includes the right to education for children up to 14 years of age. Corporal punishment and other threats to the life and safety of the child amount to abuse and militate against the freedom and dignity of a child. It also interferes with a child's right to education because the fear of corporal punishment and other threats makes children more likely to avoid school or to drop out altogether. Hence, corporal punishment and other threats to the life and safety of the child violate the right to life with dignity.
- Article 39(c) directs the State to work progressively to ensure that "the tender ages of children are not abused". Article 39(f) directs the State to work progressively to ensure

that “children are given opportunities and facilities to develop in a healthy manner and in conditions of freedom and dignity and that childhood and youth are protected against exploitation and against moral and material abandonment.”

### **Diverse acts also support and promote children’s wellbeing:**

- The Right of Children to Free and Compulsory Education (RTE) Act, 2009 which has come into force with effect from 1st April 2010, prohibits ‘physical punishment’ and ‘mental harassment’ under Section 17(1) and makes it a punishable offence under Section 17(2). These provisions read as follows:
  - Section 17, Prohibition of physical punishment and mental harassment to a child:  
No child shall be subjected to physical punishment or mental harassment. Whoever contravenes the provisions of sub-section (1) shall be liable to disciplinary action under the service rules applicable to such person.
  - Section 35(1) of the RTE Act provides detailed guidelines/advisory to eliminate corporal punishment in schools. The RTE Act does not preclude the application of other legislation that relates to the violations of the rights of the child, for example, booking the offences under the IPC and the SC and ST Prevention of Atrocities Act of 1989.

The Juvenile Justice (Care and Protection of Children) Act, 2000: This is an important statute that criminalizes acts that may cause a child mental or physical suffering.

- Section 23 of the JJ Act, 2000 states as follows: “Whoever, having the actual charge of, or control over, a juvenile or the child, assaults, abandons, exposes or wilfully neglects the juvenile or causes or procures him to be assaulted, abandoned, exposed or neglected in a manner likely to cause such juvenile or the child unnecessary mental or physical suffering shall be punishable with imprisonment for a term which may extend to six months, or fine, or with both.”
- Section 23 covers the actions of anyone who has “actual charge or control over” a child. While Section 23 is likely to be applied most often to personnel in childcare institutions regulated by the JJ Act, it arguably applies to cruelty by anyone in a position of authority over a child, which would include parents, guardians, teachers and employers.
- Scheduled Castes and Tribes (Prevention of Atrocities) Act, 1989 (some provisions) can be used to prosecute an adult in the general category who inflicts corporal punishment or commits other crimes against a scheduled caste or scheduled tribe child.
- The Protection of Children from Sexual Offences Act, 2012 (Amendment 2019) protects children from offences of sexual assault, sexual harassment and pornography and provides for the establishment of special courts for trial of such offences and for matters connected with or incidental thereof. With a view to ensure the healthy physical, emotional and social development of the child and to protect children from offences of sexual assaults and sexual harassment and for matters connected therewith, Government of India has notified the

Protection of Children from Sexual Offences Act, 2012 (32 of 2012) along with Rules framed thereunder which have come into force w.e.f. 14th November 2012.

- This act has defined sexual offences against children (Amendment 2019).
- These offences include penetrative sexual assault and sexual assault (Section 3 and 7), aggravated penetrative sexual assault and aggravated sexual assault (Section 5 and 9), sexual harassment (Section 11) and pornography (Section 13).
- The aforesaid may include:
  - a. making sexual comments about the child's appearance;
  - b. forcible physical touch, looking or staring at body;
  - c. objectionable letters, telephone calls, SMS, MMSS, e-mails, etc.;
  - d. sexual jokes or innuendo or taunts causing or likely to cause embarrassment to the child;
  - e. gender-based insults or sexist remarks;
  - f. actual or attempted penetrative sexual intercourse with a child;
  - g. non-penetrative sexual activity, for example rubbing the penis between the child's thighs or genitals;
  - h. touching, pinching, or fondling a child's sexual parts, i.e. genitals, breasts or buttocks;
  - i. brushing against any part of the body;
  - j. oral sex with a child, i.e. mouth or sexual parts;
  - k. masturbation between adult and child;
  - l. the abuser showing his or her private parts to the child;
  - m. the exploitative use of a child in prostitution or any other unlawful sexual practice;
  - n. the exploitative use of a child in pornography;
  - o. showing pictures of a sexual nature to the child that he or she does not want to see;
  - p. letting the child watch or hear an act of sexual intercourse;
  - q. forcing a child into marriage; and Unwelcome sexually determined behaviour in the form of verbal- non-verbal and physical;
  - r. Eve-teasing;
  - s. Displaying pornographic or other offensive or derogatory pictures, cartoons, pamphlets or saying;
  - t. Any other act which violates or is likely to violate the child's privacy or cause mental or physical disturbance to the child due to its sexual nature or content.
- Sexual offences committed by persons who are in the management or staff of educational institutions and persons in a position of trust and authority over children are liable for higher penalties as per provisions of this Act.
- The Information Technology Act, 2000 (also known as ITA-2000, or the IT Act) is an Act of the Indian Parliament (No 21 of 2000) notified on 17 October 2000. It is the primary law in India dealing with cybercrime and electronic commerce. It is based on the United Nations Model Law on Electronic Commerce 1996 (UNCITRAL Model) recommended by the General Assembly of United Nations by a resolution dated 30 January 1997. The Act provides a legal

framework for electronic governance and defines cybercrimes and prescribes penalties for them. A major amendment was made in 2008. It introduced the Section 66A which penalized sending of “offensive messages”. It also introduced Section 69, which gave authorities the power of “interception or monitoring or decryption of any information through any computer resource”. It also included child pornography, cyber terrorism and voyeurism.

#### **Section D: Arpan’s Commitment to Child Safeguarding and Child Protection**

According to Arpan, Protection of children is the duty of all adults and right of a child irrespective of their age, gender, caste, class, religion, disability, ethnicity, sexuality, affiliations or any other differentiating factors. Sexual abuse of children is unacceptable under any circumstances.

This understanding is in alignment with the social impact paradigm of Arpan wherein every individual (child or adult) and organization that comes in contact with Arpan is a valuable entity. Respecting and acknowledging their needs, perceptions and uniqueness is important for the organization. At any given point of time, a lot of views exist of what is best for the child. However, Arpan’s work is child-centric where the key is to understand and value what the child wants and hence the child is an integral part of the decision making the process. This philosophy extends to all the programmes at Arpan, where children are the primary stakeholders.

The Board of Management of Arpan is fully committed to the safeguarding of children. It recognizes that considerations on the safeguarding of children permeate all aspects of Arpan’s work and be reflected in all of Arpan’s policies, practices and activities. Arpan’s Board, CEO, Directors are ultimately accountable for ensuring that children are safeguarded across the span of Arpan’s work and for implementation of the Arpan Child Protection Policy throughout the organization. Arpan expects that all board members, advisors, donors, partners, employees, volunteers, interns, consultants, partner counsellors and contractors agree to fully comply with Arpan’s Child Protection Policy.

#### **Arpan will:**

- strive to understand children within the local context in which they live.
- work with children in a spirit of co-operation and partnership based on mutual trust and respect. Work with children in ways which enhance their capacities and capabilities and develop their potential.
- treat children with respect and recognise them as individuals in their own right.
- regard children positively and value them as individuals with specific needs and rights and opinions.

- strive to ensure a safe environment with minimised risk to any harm for the children who come in contact with Arpan.
- empower children to identify unsafe touches and situations and report it.

### **Section E: Rationale for Child Protection Policy**

Arpan has developed the Child Protection Policy to ensure:

- The organisation is Safe for children: All children have a right to freedom from all forms of violence, abuse and exploitation, based on the UNCRC. It is, therefore, the responsibility of Arpan to ensure that all its activities, policies, projects and programmes are 'child safe'. This means that staff do not represent a risk to children and that programmes, policies and practices can be designed and developed in ways that promote the protection of children.
- Children are protected: Some children are in particular vulnerable to abuse, exploitation, and ill-treatment at the hands of carers, staff, and those with access to children and their personal information. Many children growing up in vulnerable circumstances have already experienced ruptured relationships of trust or abuse of an adult-child relationship in the form of physical, psychological or sexual abuse. This is to ensure that children are not further re-traumatized or abused.

### **Section F: Scope of Arpan's Child Protection Policy**

This Policy shall apply in Arpan premises, at offsite locations where our projects are being implemented, at Arpan's social and advocacy events, or at any other place where the person(s) listed below are a representative of Arpan or are present in relation with Arpan:

Arpan's Child Protection Policy applies to:

- All children in Arpan premises, children we engage through partner institutions and organization and children present in offsite locations because of Arpan's events.
- All staff; Management, Board members; interns and volunteers.
- All those acting on behalf of Arpan such as consultants or partner counsellors.
- All those adults accompanying children to events and activities organised by Arpan.
- All those who participate in Arpan's events and meetings involving children, including journalists, sponsors, donors, policymakers, etc.
- All donors and visitors who visit Arpan premise, project location and events.
- All contractors working in Arpan premise and during events and social activities.



## **Section G: Code of Conduct**

This Policy is developed to ensure the highest standards of professional behaviour and personal practice to ensure no harm occurs in any situation to children during their involvement in any activities or projects. As a condition for working with Arpan all staff, Management, Board members, Advisors, interns, consultants, partner counsellors, volunteers, donors, visitors and all those acting on behalf of Arpan are required to undergo the Code of Conduct listed below. Both acceptance and commitment to our Child Protection Policy and Code of Conduct for working with children by signing a commitment to adhere to the Child Protection Policy principles and procedures is a prerequisite to engage with Arpan beneficiaries, primarily children. The following elucidates the code to be followed by each Person.

### **G.1. Code of Conduct for Employees**

All the existing and potential employees:

- i. Will be communicated with clear job role descriptions during vacancy announcements that include a statement on the position or role and responsibilities to meet the requirements of Arpan's child protection policy so that potential employees are well aware of the organization's expectation at the outset. All job posting will have the link to Arpan CPP.
- ii. Will need to give consent to Arpan gaining information on the person's past behaviour through cold checks in relation to their conduct with children as specified in the job application format to be filled before appearing for an interview.
- iii. Will provide the name and contact information of two character references, preferably an employer/ supervisor from recent work places, college professors or field supervisors in college placement excluding family members, who have knowledge of the candidate's experience and suitability to work with children. The identity of the referees will be verified. The potential employees will undergo a reference check to find out any child abuse-related record (irrespective of whether it has been reported to the Police/ law enforcement agencies).
- iv. Will undergo an in-depth interview/interaction to assess their aptitude, interest and sensitivity towards working with children and their previous work with children. All recruitment interviews would include a discussion on child safeguarding and protection, the candidate's understanding of this and Arpan's commitment. For example the job interview would include specific questions on child protection issues to probe the applicant's attitude, experience and approach to working with children relevant to the post applied for.
- v. Will sign a personal declaration stating any criminal convictions, including spent convictions. Staff in employment will also give declaration in case they are convicted during their tenure.
- vi. Will read and sign the Child Protection Policy with complete commitment at the beginning of their engagement with Arpan. Adherence to Arpan's Child Protection Policy is part of Arpan employment contracts and service agreements.

- vii. Will be observed during the induction or engagement process for their attitude and behaviour towards children and feedback will be accordingly provided to the respective supervisor and Director/ CEO before the final appointment on the respective post.
- viii. Will undergo internal and external training programmes and counselling services (if required) in order to enhance their capacities and demonstrate the best behaviour in relation to children.
- ix. Will exercise behaviour protocols consistent with the Core Values of Arpan in their relationship with children, in the context of their language, actions, dress, and behaviour.
- x. Will establish an atmosphere conducive for the development of children through their word, deed and demeanour. This includes listening to children and showing respect to them and their opinions.
- xi. Will respect the local cultural and religious context and behave in appropriate manner with children in communities.
- xii. Will not promise and/or give children and their families/ caretakers verbally/ non verbally any monetary or non-monetary favours without the knowledge and permission of Arpan management.
- xiii. Will not allow children (beneficiaries of Arpan) to visit or stay in their homes under any pretext.
- xiv. Will not employ children as domestic workers in their homes/ business. Will abide by the ‘Child Labour Law’ of India and ensure that all conditions in terms of age limit (over 14 years), working conditions, basic minimum facilities provided to the children are followed.
- xv. Will not engage in any behaviour with children that can be classified as sexual abuse, physical abuse, emotional abuse or neglect. Will not act in ways that may be abusive or may place a child at risk of abuse that includes intentionally humiliating, belittling, degrading, holding, kissing, cuddling, touching a child in an inappropriate, unnecessary or culturally insensitive way. Use language, make suggestions or offer advice which is inappropriate, offensive or abusive.
- xvi. Will not spend time alone with a child or children except where they are employed as counsellors and/or facilitators of Personal Safety Education lesson plans and individual sessions or for conducting research and evaluation or for photography, and video recording of children based on organizational need and sanctions.
- xvii. Will be responsible for the interaction between an adult and a child even when it is perceived that a child is acting in a challenging (not listening to the facilitator, creating disturbance in the class or session.) manner.
- xviii. Except the Communications team, employees will not take any photos and videos of children without the written permission of the Arpan management. Programme teams will take consent before Communication team takes any photos and videos involving any stakeholders.
- xix. Will not touch, look or talk about children’s Private Body Parts or discuss about any sexual content to children or make them feel uncomfortable in any other way or show them any

material of sexual nature except in cases of the health/ hygiene, Personal Safety Education Project and individual/counselling sessions and any other platform for involving children in the designing/ evaluation of Arpan services which is being done for protection purposes.

- xx. Will not develop relationships with children which could in any way be deemed exploitative or abusive.
- xxi. Will not condone, or participate in, behaviour towards children which is illegal, unsafe or abusive or exposes the child to danger.
- xxii. Will not discriminate against, show different treatment, or favour particular children to the exclusion of others.
- xxiii. Will take permission from children, their parents/ guardians and schools and/ from the participants of a workshop and training session before taking and using any photos and videos involving these beneficiaries.
- xxiv. Will always accompany children in the Arpan premises to the extent possible and will not leave them alone.
- xxv. Will accompany any adolescents volunteering in Arpan premises to the extent possible.
- xxvi. Will make children aware that they can report any violation by the staff if they have behaved inappropriately by calling the Arpan Helpline number.
- xxvii. Will not accept any gift from children or other beneficiaries of Arpan. In case the unacceptance has the potential to be disrespectful to beneficiaries including children, employees can accept token of appreciation. However, this needs to be communicated to supervisors and all gifts need to be handed over. In case of cards in the staff's name, soft copies of all cards given by Arpan stakeholders including children need to be submitted. The staff can keep hard copies. However, if the cards are in the name of Arpan then they need to handover both the hard copies and soft copies.
- xxviii. Will not take their relatives/friend/people unrelated to Arpan to any project site.
- xxix. Will be empowered and aware to cull out any situation or behaviour which may present risks for children and report it to the supervisor and take appropriate step.
- xxx. Will apply high standards of behaviour towards children within both their professional and their private live; unlawful or other conduct by employees which jeopardizes reputation or position of Arpan whether during or after business hours will not be permitted. Such conduct includes, but is not limited to: any unlawful activity related to sexual abuse; sexual harassment; physically/verbally abusive behaviour; and public disorderly conduct.

## **G.2. Code of conduct for Consultants, Partner Counsellors, Volunteers working directly with children**

### **The consultants, partner counsellors, volunteers working directly with children:**

- i. Will undergo a reference check to find out any child abuse-related record (irrespective of whether it has been reported to the Police/ law enforcement agencies).

- ii. Will sign a personal declaration stating any criminal convictions, including spent convictions. Stakeholder will also give declaration in case they are convicted during their engagement with Arpan.
- iii. Will undergo an in-depth interview/interaction to assess their aptitude, interest and sensitivity towards working with children and their previous work with children.
- iv. Will have to exercise behaviour protocols consistent with the Core Values of Arpan in any platform that they participating on behalf of Arpan.
- v. Will read and abide by the Child Protection Policy with complete commitment at the beginning of their engagement with Arpan.
- vi. Will undergo internal and external training programmes and counselling services (if required) in order to enhance their capacities and demonstrate the best behaviour in relation to children.
- vii. Will be observed during their engagement process for their attitude and behaviour
- viii. Will be open to Arpan taking feedback from children on their behaviours, attitudes towards children and other beneficiaries.
- ix. Will respect the local cultural and religious context and behave in appropriate manner with children in Arpan premise or any other space organized and participated by Arpan.
- x. Will exercise behaviour protocols consistent with the Core Values of Arpan in their relationship with children, in the context of their language, actions, dress, and behaviour.
- xi. Will establish an atmosphere conducive for the development of children through their word, deed and demeanour. This includes listening to children and showing respect to them and their opinions.
- xii. Will not take any of their family or friends to sites of Arpan's fieldwork.
- xiii. Will not allow children (beneficiaries of Arpan) to visit or stay in their homes under any pretext.
- xiv. Will not engage in any behaviour with children that can be classified as sexual abuse, physical abuse, emotional abuse or neglect. Will not act in ways that may be abusive or may place a child at risk of abuse that includes intentionally humiliating, belittling, degrading, holding, kissing, cuddling, touching a child in an inappropriate, unnecessary or culturally insensitive way. Use language, make suggestions or offer advice which is inappropriate, offensive or abusive.
- xv. Will not touch, look or talk about children's Private Body Parts or discuss about r sexual content to children or make them feel uncomfortable in any other way or show them any material of sexual nature except in cases of the health/ hygiene, Personal Safety Education Project and individual/counselling sessions and any other platform for involving children in the designing/ evaluation of Arpan services which is being done for protection purposes.
- xvi. Will not spend time alone with a child or children without any professional reason to do so - Such as (i) where they are professionally recognized trained counsellors, (ii) in case of lesson plans and individual sessions for Personal Safety Education Programme. (iii) for conducting research and evaluation (iv) for photography, and video recording of children based on organizational need and sanctions

- xvii. Will be responsible for the interaction between an adult and a child even when it is perceived that a child is acting in a challenging (not listening to the facilitator, creating disturbance in the class or session.) manner.
- xviii. Will not develop relationships with children which could in any way be deemed exploitative or abusive.
- xix. Will not condone, or participate in, behaviour towards children which is illegal, unsafe or abusive or exposes the child to danger.
- xx. Will not discriminate against, show different treatment, or favour particular children to the exclusion of others.
- xxi. Unless belonging to the communication team, no consultants or volunteers will take any photos and videos of children without the written permission of the Arpan management. Consultants and volunteers from Communications team will only take photos or videos of children in the presence of an Arpan employee. Programme teams will take consent before Communication team takes any photos and videos involving any stakeholders.
- xxii. Will make children aware that they can report any violation by the staff if they have behaved inappropriately by calling the Arpan Helpline number.
- xxiii. Will be empowered and aware to cull out any situation or behaviour which may present risks for children and appropriately bring it to the attention of the supervisor.

### **G.3. Code of conduct for consultants, partner counsellors, volunteers not working with children**

Consultants, partner counsellors, volunteers not working with children:

- i. Will read and sign the Child Protection Policy with complete commitment at the beginning of their engagement with Arpan.
- ii. Will respect the local cultural and religious context.
- iii. Will have to exercise behaviour protocols consistent with the Core Values of Arpan in any platform that they are participating on behalf of Arpan.
- iv. Will not spend time alone with a child or children in the absence of an Arpan employee even if interacting for any professional reason.
- v. Will not engage in any behaviour with children that can be classified as sexual abuse, physical abuse, emotional abuse or neglect. Will not act in ways that may be abusive or may place a child at risk of abuse that includes intentionally humiliating, belittling, degrading, holding, kissing, cuddling, touching a child in an inappropriate, unnecessary or culturally insensitive way. Use language, make suggestions or offer advice which is inappropriate, offensive or abusive.
- vi. Will not develop relationships with children which could in any way be deemed exploitative or abusive.
- vii. Will not condone, or participate in, behaviour towards children which is illegal, unsafe or abusive or exposes the child to danger.

- viii. Will not discriminate against, show different treatment, or favour particular children to the exclusion of others.
- ix. Will not have any access to data without the written permission of the Director/CEO
- x. Unless belonging to the communication team, no consultants or volunteers will take any photos and videos of children without the written permission of the Arpan management. Consultants and volunteers from Communications team will only take photos or videos of children in the presence of an Arpan employee. Programme teams will take consent before Communication team takes any photos and videos involving any stakeholders.
- xi. Will not take their relatives/friend/people unrelated to Arpan to any project site without the permission and knowledge of Arpan management.

#### **G.4. Code of conduct for Donors and visitors:**

All existing and new donors and visitors:

- i. Will inform in advance about their visits and any organizational/ partner visits will be conducted only once consent from appropriate authorities of the beneficiaries has been taken. Arpan staff member(s) will accompany the donors/ visitors for the visit.
- ii. Will have to exercise respectful behaviour protocols with children, with regards to language used, actions, dress, and behaviour.
- iii. Will have to establish an atmosphere conducive for the development of children through their word, deed and demeanour while observing the Personal Safety Lesson plans.
- iv. Will respect the local cultural and/ religious context and behave in appropriate manner with children in communities.
- v. Will not interact with children in groups or individually even for professional reasons such as funder evaluation. Funder interaction for evaluation purpose will be restricted to adult beneficiaries. Any third-party evaluator will have access to children for evaluation purposes only when it is commissioned by Arpan and under strict supervision of Arpan management.
- vi. Will not promise and/ give children and their families/ caretakers verbally/ non verbally for any monetary or non-monetary favours without the knowledge and permission of Arpan management.
- vii. Will not engage in any behaviour with children that can be classified as sexual abuse, physical abuse, emotional abuse or neglect. Will not act in ways that may be abusive or may place a child at risk of abuse that includes intentionally humiliating, belittling, degrading, holding, kissing, cuddling, touching a child in an inappropriate, unnecessary or culturally insensitive way. Use language, make suggestions or offer advice which is inappropriate, offensive or abusive.
- viii. Will not take any photos and videos of children and other beneficiaries without the permission of the Arpan management and in the absence of an Arpan employee.
- ix. Will not have any access to data, take and/ use any data/ photographs/ videos, testimonials

of children, family members, caretakers, institutional staff other than those shared with them through donor proposals, donor reports and other related documents.

- x. Will not use any images and/ content available on the Arpan website without informing the Arpan management and taking adequate permissions for the utility of the same in their internal and external communication. In case of any element being used from the Arpan website without written consent from Arpan management, Arpan will be in no way responsible for the content used here after.

#### **G.5. Code of Conduct for Partner Organization**

Partner organizations:

- i. Will be made aware of Arpan’s Child Protection Policy through a written agreement with partner organizations and schools.
- ii. Will be encouraged to have its own policy for protecting their own beneficiaries. Arpan will extend support to the partner organization in developing the Child Protection Policy.

#### **G.6. Code of Conduct for Full Time Contractors**

Full-Time Contractors:

- i. Will need to sign the Child Protection Policy and ensure their staff abide by it.
- ii. Will participate in training sessions on Child Protection Policy.
- iii. Will not be alone with Arpan beneficiaries especially children or interact with them.
- iv. Will not engage in any behaviour with children that can be classified as sexual abuse, physical abuse, emotional abuse or neglect. Will not act in ways that may be abusive or may place a child at risk of abuse that includes intentionally humiliating, belittling, degrading, holding, kissing, cuddling, touching a child in an inappropriate, unnecessary or culturally insensitive way. Use language, make suggestions or offer advice which is inappropriate, offensive or abusive.
- v. Will not take any photos and videos of children.

#### **Section H: General Confidentiality and use of children’s data and photographs for Communication for all Stakeholders**

In addition to the above Code of Conduct, the Stakeholders(s) are mandated to maintain confidentiality in relation to the use of children’s data and photographs for external communication as per the following rules:



- Arpan will ensure that all communication and publication material (both print and electronic) about children in the form of pictures/captions are required to be decent, dignified and respectful and bear no identification details (face, name, case number, location etc.). Only group pictures of stakeholders will be used. Group refers to having 8 and more children. Photographs will be taken by the Communication team at regular intervals based on prior consent from children, their parents/ guardians and schools. Programme teams will take consent before Communication team takes any photos and videos involving any stakeholders. Under any circumstance's pictures of children with whom counselling has been done whether individually or in a group cannot be taken or posted.
- Photographs of art and resource material created by children in counseling sessions can be clicked.
- The Communications Team based on the management decision and organizational needs might be allowed to take photographs of children in a smaller group or individually based on the authorization of the Director Communications and the CEO. In all other cases, if individual pictures are necessary, they will be taken from stock images and will be accordingly acknowledged.
- Children will not be presented as victims, nor will any communication exaggerate the vulnerability or abuse of the child.
- All stakeholders can share content and images that has been already shared through Arpan social media handles. In case Arpan employees and any other stakeholder wants to share any images that has not been previously shared through Arpan social media handles, they need written permission from Assistant Manager/ Manger, Communications.
- Partners organizations having ownership rights can take and use photographs of their stakeholders including children in their settings based on their own organizational/ institutional policies.
- Arpan will ensure that no images (printed or scanned), testimonials or videos of the children shall be taken without adequate permission of the child (if above 12 years) and of parents/ school authorities/ institutional caretakers/ institutional authorities (in case of children below 12 years) before using the same on their website, electronic and print material meant for internal and external stakeholders.
- Photos and content available on the Arpan website can be used only after acquiring written permission from Arpan management. In case the stakeholder(s) requires the photos/ videos for internal/ external communication material, it may be permitted subject to approval by the senior management at Arpan. In case of any element being used from the Arpan website without written consent from Arpan management, Arpan will be in no way responsible for the content used hereafter.
- The staff members, consultants, interns, volunteers of Arpan shall be required to safeguard all records and documents pertaining to children within their projects and maintain their confidentiality.
- All stakeholders will be required to refrain from using names or other identification details



of children they work with until and unless necessary in case of a supervision relationship.

- The identification details of beneficiaries will be kept completely confidential unless the beneficiary has consented otherwise.

### **Section I: In case of Reporting or breach of the policy**

- The Child Protection Policy of Arpan is a guideline to direct the board of trustees, senior management and staff members to take appropriate action whenever there is a breach of any code of conduct at Arpan, thereby ensuring the protection of all children who directly or indirectly come in touch with the organization and its services.

The primary aspects of reporting and redressal of any breach of policy are as follows:

#### **i. Reporting to the Response Team**

Whenever there is cause to suspect child abuse or neglect or any other instance which could compromise the protection of children at Arpan, it is the responsibility of all Board Members, staff members, consultants, volunteers and/ members of the partner organization to report their suspicions to the Response Team. To report, send an email to [cpp@arpan.org.in](mailto:cpp@arpan.org.in)

#### **ii. The Composition of the Response Team**

The Response Team will comprise of

- A Chairperson / Presiding Officer, from amongst employees, who shall be a senior level woman, committed to the wellbeing of children and gender-sensitive.
- One member from amongst employees who have expertise in mental health and wellbeing of children and invested in protection of children.
- One member from among employees who is invested in child protection.
- Further, to prevent the possibility of any undue pressure or influence from senior levels the Response Team will involve an independent third party either a non-governmental organization representative, a lawyer or any individual who is familiar with the issue of child protection.

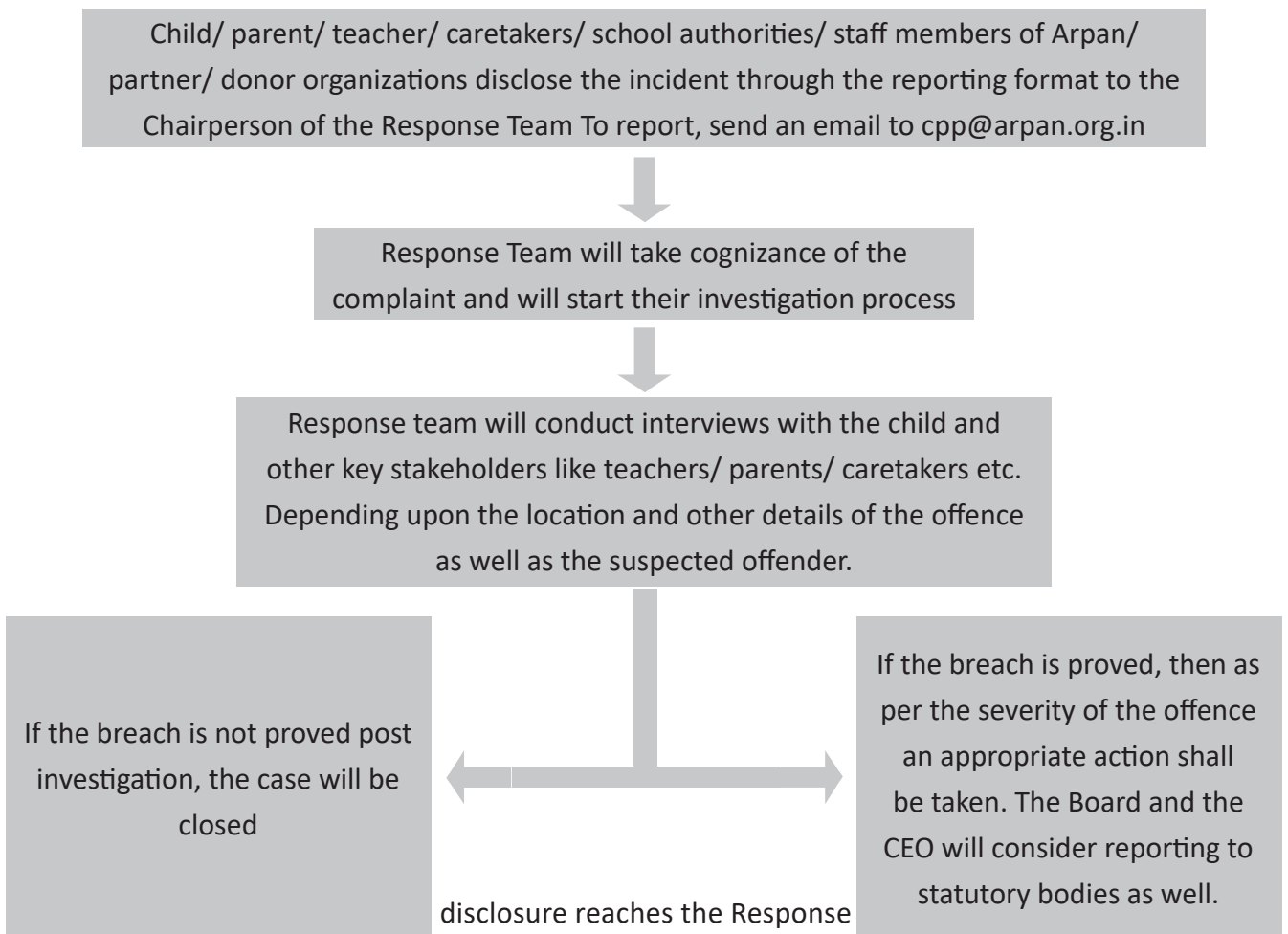
#### **iii. The process**

- The complainant in case is an Arpan employee, Board Member, Consultant, Volunteer, Intern who have culled out a child protection violation will report it to the Chairperson of the Response team via the Reporting format of 'Breach of Child Protection Policy'.
- The complainant in case of a child or their caregiver, representative of partner organization or any external observer can report it to any Arpan representative. In case, the report has been made to the Arpan representative then they need to report the violation to the Chairperson of

the Response team via the Reporting format of 'Breach of Child Protection Policy'.

- The reporting of any such case should be done within 48 hours for immediate response.
- The Committee will organize verbal hearings with the complainant, the child, the accused and other relevant parties, such as witnesses. The quorum for the Response team shall be 3 including the chairperson/ Presiding officer.
- The Committee will review any pertinent pieces of evidence, documents or records.
- Statement of Complainant will be recorded first. At no point in time the accused will be allowed to interact with the child or cross-question.
- The Committee will take testimonies of other relevant persons and review the evidence whenever necessary. Necessary protection would be given to the witnesses and the child to avoid any type of retaliation against them.
- Any action for the breach of code/ instance of abuse will be taken only post a detailed investigation by the Response team, wherein both the child and the suspected offender will be given equal space and time to present their positions. Both the child and the person who breaches the code of conduct will be treated with respect right from the beginning of the investigation and no impulsive or ad hoc decisions will be taken in such cases. The HR Team will play a supportive role in the investigation process as directed by the Response team.

**The steps followed post-disclosure are as follows:**



reporting format, the person providing information would be requested to provide as much detailed information as possible. The information should be kept confidential by the person reporting and all other members of the committee. All kinds of grapevines should be avoided with regard to the reporting. If the offender is the Chairperson then the report can be made directly to the CEO. In case the Chairperson or any other member is an alleged offender then they will be replaced immediately from the committee. If the staff who is the alleged offender belongs to the team of whose supervisor is part of the response team; then the said person will be replaced by another person who has no conflict of interest.

**Step II: Investigation post disclosure:** Once the breach has been reported, the Response Team has to initiate a rigorous investigation process. The Response Team is free to involve any Arpan staff member and the Human Resource team to conduct this investigation. The mental health expert in the Response Team will be directly responsible for talking to the child to get the information required for the investigation. They will appoint a counsellor to provide adequate psychotherapeutic support to the child. The Response Team can also appoint another therapist/ choose one from the Arpan team to interact with the offender based on the need. The investigation could involve questioning of various stakeholders like parents, teachers, peers, siblings, institutional caretakers, school authorities depending upon the location and nature of the abuse. The Response team will respect the privacy of the child and the suspected offender throughout the investigation procedure and will refrain from giving any statements internally or externally. The investigation will be completed within 4 weeks.

**Step III- Action Post Investigation:** Post investigation, if the complaint cannot be adequately proved, then the case will be closed. If the complaint and breach are proved, then depending upon the severity of the breach, appropriate action shall be taken. Based on the recommendation of the Response Team, the Board and CEO will consider reporting to Statutory Authorities.

#### **Step IV – Communications**

- Committee will prepare a written report regarding the findings and conclusions reached/and recommendations for the action to be taken up.
- This report shall be furnished to the Management of the organization – Board Members, CEO and Directors, the child and their caregivers, the complainant and the alleged offender.
- The contents of the complaint made, the identity and addresses of the Complainant/ child, alleged offender and witnesses, any information relating to conciliation and inquiry proceedings, recommendations and action taken shall not be published, communicated or made known to the public, press and media in any manner. If the same is violated, the organization shall take the necessary disciplinary action against the person/s. However,

information may also be shared with the statutory authorities if required.

- The case information/action taken will not be informed to the organization at large.
- In case, the breach/ instance of abuse has been severe and is in media attention, the Response team will designate Director – Communications as the spokesperson to handle all public and internal communication related to the case.

## **Section J: Education and Training on Child Protection Policy**

For effective implementation of the Child Protection Policy, it needs to be understood accurately by all those that the policy applies to. Arpan will ensure that Board members, all its staff, interns, volunteers, consultants, partner counsellors are informed about this policy and act in accordance with all its provisions, and do no harm to children who may come into their contact within or outside their work. The Director- Operations will be responsible for the training on CPP. The training and Capacity Building will include:

- At the beginning of the induction/engagement period all stakeholders will receive an introduction to Arpan's Child Protection Policy and procedures either through email or inperson training based on the nature of the association.
- This will include training on behaviour guidelines for those in direct contact with children and guidance on the acceptable and unacceptable sharing of information about children.
- It will empower them to cull out any behaviour or situation which has the potential to violate the policy and report it.
- Training will also allow staff to be able to identify sources of support for children and their families.
- This Training will be repeated for all staff and others interacting with children appropriate to their roles and responsibilities once a year. For staff, partner counsellors, volunteers and interns who have direct interaction with children session on Dos and Don'ts during their interaction with children will be conducted at regular intervals.
- A log frame of training/briefing sessions held with names, dates, content of the training will be maintained.

The training will aim that all people considered within the scope of policy:

- Recognize abuse and respond to concerns expressed by a child;
- Recognize their responsibilities and how to report any concerns about suspected poor practice and/or abuse;
- Analyse their own practice against what is deemed good practise and ensure their practice is likely to protect them from false allegations;

## **Section K: Review of policy**

The policy will be reviewed every three years by Arpan. Upon review, the necessary changes in the policy will be incorporated. The updated policy will be intimated to all members of the organization and other stakeholders who come within the scope of the policy and compliance.

## **Section L: Monitoring of policy implementation**

- Monitoring the effectiveness of child safeguarding measures are built into existing monitoring and evaluation mechanisms both at organisational and project levels.
- Periodic monitoring and review of the Child Protection standards, behaviour protocols, response and reporting mechanisms.
- All staff will be monitored on their adherence to CPP by their supervisors through specified monitoring processes and formats.
- A log of queries that are received in relation to child protection issues, including information on who made the query, date, nature of the query, how the query was dealt with, who else was informed (if relevant) and any follow-up actions needed will be maintained.
- Will assess and actively manages the risks of all child-related activities, and evidence of such risk management activity will be made available.
- A logbook will be maintained with a list of individuals signing the CPP including board members, advisors, employees, consultants, partner counsellors, volunteers and interns.
- A logbook will be maintained with the list of donors and visitors signing the CPP either online or offline before they visit the project site and interact with children will be maintained.

## **Section M: Dissemination of the policy**

Arpan is committed to ensuring that all relevant parties are informed about the CPP policy and understand the importance of safeguarding children. Arpan's Child Safeguarding Policy is:

- Displayed on Arpan's website and a signed hard copy stored in its registered offices and displayed in the notice board.
- Shared and discussed with all current and future board members, advisors, employees, consultants, partner counsellors, volunteers and interns working with children.
- Shared with volunteers and interns not working with children.
- Shared with partner organization with whom Arpan collaborates.
- Shared with visitors and donors visiting Arpan's project site and observing Personal Safety Lesson plans.

# Annex

## Annex 1 - Inclusion of Code of Conduct in Letter of Appointment for Employees

### Purpose

Protection of children is the duty of all adults and right of a child irrespective of their age, gender, caste, class, religion, disability, ethnicity, affiliations or any other differentiating factors. Sexual abuse of children is unacceptable under any circumstances. Arpan's work is child-centric where the key is to understand and value what the child wants and hence the child is an integral part of the decision making the process. This philosophy extends to all the programmes at Arpan, where children are the primary stakeholders. The Board of Management of Arpan is fully committed to the safeguarding of children. It recognizes that considerations on the safeguarding of children permeate all aspects of Arpan's work and be reflected in all of Arpan's policies, practices and activities. This Code of Conduct forms an integral part of The Child Protection Policy of Arpan. It also acts as a guiding document to the Board of Trustees,

Senior management and staff members in the event of a breach of any code of conduct at Arpan. The policy thereby ensures the protection of all children who directly or indirectly come in touch with the organization and its services across the span of Arpan's work.

### Code of Conduct for Employees

All the existing and potential employees:

- i. Will be communicated with clear job role descriptions during vacancy announcements that include a statement on the position or role and responsibilities to meet the requirements of Arpan's child protection policy so that potential employees are well aware of the organization's expectation at the outset. All job posting will have the link to Arpan CPP.
- ii. Will need to give consent to Arpan gaining information on the person's past behaviour through cold checks in relation to their conduct with children as specified in the job application format to be filled before appearing for an interview.
- iii. Will provide the name and contact information of two character references, preferably an employer/ supervisor from recent work places, college professors or field supervisors in college placement excluding family members, who have knowledge of the candidate's experience and suitability to work with children. The identity of the referees will be verified. The potential employees will undergo a reference check to find out any child abuse-related record (irrespective of whether it has been reported to the Police/ law enforcement agencies).
- iv. Will undergo an in-depth interview/interaction to assess their aptitude, interest and

sensitivity towards working with children and their previous work with children. All recruitment interviews would include a discussion on child safeguarding and protection, the candidate's understanding of this and Arpan's commitment. For example the job interview would include specific questions on child protection issues to probe the applicant's attitude, experience and approach to working with children relevant to the post applied for.

- v. Will sign a personal declaration stating any criminal convictions, including spent convictions. Staff in employment will also give declaration in case they are convicted during their tenure.
- vi. Will read and sign the Child Protection Policy with complete commitment at the beginning of their engagement with Arpan. Adherence to Arpan's Child Protection Policy is part of Arpan employment contracts and service agreements.
- vii. Will be observed during the induction or engagement process for their attitude and behaviour towards children and feedback will be accordingly provided to the respective supervisor and Director/ CEO before the final appointment on the respective post.
- viii. Will undergo internal and external training programmes and counselling services (if required) in order to enhance their capacities and demonstrate the best behaviour in relation to children.
- ix. Will exercise behaviour protocols consistent with the Core Values of Arpan in their relationship with children, in the context of their language, actions, dress, and behaviour.
- x. Will establish an atmosphere conducive for the development of children through their word, deed and demeanour. This includes listening to children and showing respect to them and their opinions.
- xi. Will respect the local cultural and religious context and behave in appropriate manner with children in communities.
- xii. Will not promise and/or give children and their families/ caretakers verbally/ non verbally any monetary or non-monetary favours without the knowledge and permission of Arpan management.
- xiii. Will not allow children (beneficiaries of Arpan) to visit or stay in their homes under any pretext.
- xiv. Will not employ children as domestic workers in their homes/ business. Will abide by the 'Child Labour Law' of India and ensure that all conditions in terms of age limit (over 14 years), working conditions, basic minimum facilities provided to the children are followed.
- xv. Will not engage in any behaviour with children that can be classified as sexual abuse, physical abuse, emotional abuse or neglect. Will not act in ways that may be abusive or may place a child at risk of abuse that includes intentionally humiliating, belittling, degrading, holding, kissing, cuddling, touching a child in an inappropriate, unnecessary or culturally insensitive way. Use language, make suggestions or offer advice which is inappropriate, offensive or abusive.
- xvi. Will not spend time alone with a child or children except where they are employed as counsellors and/or facilitators of Personal Safety Education lesson plans and individual sessions or for conducting research and evaluation or for photography, and video recording of children based on organizational need and sanctions.
- xvii. Will be responsible for the interaction between an adult and a child even when it is



- perceived that a child is acting in a challenging (not listening to the facilitator, creating disturbance in the class or session.) manner.
- xviii. Except the Communications team, employees will not take any photos and videos of children without the written permission of the Arpan management. Programme teams will take consent before Communication team takes any photos and videos involving any stakeholders.
  - xix. Will not touch, look or talk about children's Private Body Parts or discuss about any sexual content to children or make them feel uncomfortable in any other way or show them any material of sexual nature except in cases of the health/ hygiene, Personal Safety Education Project and individual/counselling sessions and any other platform for involving children in the designing/ evaluation of Arpan services which is being done for protection purposes.
  - xx. Will not develop relationships with children which could in any way be deemed exploitative or abusive.
  - xxi. Will not condone, or participate in, behaviour towards children which is illegal, unsafe or abusive or exposes the child to danger.
  - xxii. Will not discriminate against, show different treatment, or favour particular children to the exclusion of others.
  - xxiii. Will take permission from children, their parents/ guardians and schools and/ from the participants of a workshop and training session before taking and using any photos and videos involving these beneficiaries.
  - xxiv. Will always accompany children in the Arpan premises to the extent possible and will not leave them alone.
  - xxv. Will accompany any adolescents volunteering in Arpan premises to the extent possible.
  - xxvi. Will make children aware that they can report any violation by the staff if they have behaved inappropriately by calling the Arpan Helpline number.
  - xxvii. Will not accept any gift from children or other beneficiaries of Arpan. In case the unacceptance has the potential to be disrespectful to beneficiaries including children, employees can accept token of appreciation. However, this needs to be communicated to supervisors and all gifts need to be handed over. In case of cards in the staff's name, soft copies of all cards given by Arpan stakeholders including children need to be submitted. The staff can keep hard copies. However, if the cards are in the name of Arpan then they need to handover both the hard copies and soft copies.
  - xxviii. Will not take their relatives/friend/people unrelated to Arpan to any project site.
  - xxix. Will be empowered and aware to cull out any situation or behaviour which may present risks for children and report it to the supervisor and take appropriate step.
  - xxx. Will apply high standards of behaviour towards children within both their professional and their private live; unlawful or other conduct by employees which jeopardizes reputation or position of Arpan whether during or after business hours will not be permitted. Such conduct includes, but is not limited to: any unlawful activity related to sexual abuse; sexual harassment; physically/verbally abusive behaviour; and public disorderly conduct.



## Confidentiality

In addition to the above Code of Conduct, the Stakeholders(s) are mandated to maintain confidentiality in relation to the use of children's data and photographs for external communication as per the following rules:

- Arpan will ensure that all communication and publication material (both print and electronic) about children in the form of pictures/captions are required to be decent, dignified and respectful and bear no identification details (face, name, case number, location etc.). Only group pictures of stakeholders will be used. Group refers to having 8 and more children. Photographs will be taken by the Communication team at regular intervals based on prior consent from children, their parents/ guardians and schools. Programme teams will take consent before Communication team takes any photos and videos involving any stakeholders. Under any circumstance's pictures of children with whom counselling has been done whether individually or in a group cannot be taken or posted.
- Photographs of art and resource material created by children in counseling sessions can be clicked.
- The Communications Team based on the management decision and organizational needs might be allowed to take photographs of children in a smaller group or individually based on the authorization of the Director Communications and the CEO. In all other cases, if individual pictures are necessary, they will be taken from stock images and will be accordingly acknowledged.
- Children will not be presented as victims, nor will any communication exaggerate the vulnerability or abuse of the child.
- All stakeholders can share content and images that has been already shared through Arpan social media handles. In case Arpan employees and any other stakeholder wants to share any images that has not been previously shared through Arpan social media handles, they need written permission from Assistant Manager/ Manger, Communications.
- Partners organizations having ownership rights can take and use photographs of their stakeholders including children in their settings based on their own organizational/ institutional policies.
- Arpan will ensure that no images (printed or scanned), testimonials or videos of the children shall be taken without adequate permission of the child (if above 12 years) and of parents/ school authorities/ institutional caretakers/ institutional authorities (in case of children below 12 years) before using the same on their website, electronic and print material meant for internal and external stakeholders.
- Photos and content available on the Arpan website can be used only after acquiring written permission from Arpan management. In case the stakeholder(s) requires the photos/ videos for internal/ external communication material, it may be permitted subject to

approval by the senior management at Arpan. In case of any element being used from the Arpan website without written consent from Arpan management, Arpan will be in no way responsible for the content used hereafter.

- The staff members, consultants, interns, volunteers of Arpan shall be required to safeguard all records and documents pertaining to children within their projects and maintain their confidentiality.
- All stakeholders will be required to refrain from using names or other identification details of children they work with until and unless necessary in case of a supervision relationship.
- The identification details of beneficiaries will be kept completely confidential unless the beneficiary has consented otherwise.

### **Non-Compliance/Breach**

In case of breach of the above mentioned clauses, the same will be addressed as per Arpan's Child Protection Policy. The Child Protection Policy is available in hard copy at Arpan office and a soft copy is available on our website [www.arpan.org.in](http://www.arpan.org.in)

I have read and understood the Code of Conduct and I will abide by it.

Name:

Contact no.:

Email id: Address:

Signature:

Date:

### **Annex 2 - Inclusion of Code of Conduct in Contract/MOU/TOR for Consultants, Partner Counsellors, Volunteers working directly with children**

#### **Purpose**

Protection of children is the duty of all adults and right of a child irrespective of their age, gender, caste, class, religion, disability, ethnicity, affiliations or any other differentiating factors. Sexual abuse of children is unacceptable under any circumstances. Arpan's work is child-centric where the key is to understand and value what the child wants and hence the child is an integral part of the decision making the process. This philosophy extends to all the programmes at Arpan, where children are the primary stakeholders. The Board of Management of Arpan is fully committed to the safeguarding of children. It recognizes that considerations on the safeguarding of children permeate all aspects of Arpan's work and be reflected in all of Arpan's policies, practices and activities. This Code of Conduct forms an integral part of The Child

Protection Policy of Arpan. It also acts as a guiding document to the Board of Trustees, Senior management and staff members in the event of a breach of any code of conduct at Arpan. The policy thereby ensures the protection of all children who directly or indirectly come in touch with the organization and its services across the span of Arpan's work.

### **Code of Conduct for Consultants, Partner Counsellors, Volunteers working directly with Children**

- i. Will undergo a reference check to find out any child abuse-related record (irrespective of whether it has been reported to the Police/ law enforcement agencies).
- ii. Will sign a personal declaration stating any criminal convictions, including spent convictions. Stakeholder will also give declaration in case they are convicted during their engagement with Arpan.
- iii. Will undergo an in-depth interview/interaction to assess their aptitude, interest and sensitivity towards working with children and their previous work with children.
- iv. Will have to exercise behaviour protocols consistent with the Core Values of Arpan in any platform that they participating on behalf of Arpan.
- v. Will read and abide by the Child Protection Policy with complete commitment at the beginning of their engagement with Arpan.
- vi. Will undergo internal and external training programmes and counselling services (if required) in order to enhance their capacities and demonstrate the best behaviour in relation to children.
- vii. Will be observed during their engagement process for their attitude and behaviour
- viii. Will be open to Arpan taking feedback from children on their behaviours, attitudes towards children and other beneficiaries.
- ix. Will respect the local cultural and religious context and behave in appropriate manner with children in Arpan premise or any other space organized and participated by Arpan.
- x. Will exercise behaviour protocols consistent with the Core Values of Arpan in their relationship with children, in the context of their language, actions, dress, and behaviour.
- xi. Will establish an atmosphere conducive for the development of children through their word, deed and demeanour. This includes listening to children and showing respect to them and their opinions.
- xii. Will not take any of their family or friends to sites of Arpan's fieldwork.
- xiii. Will not allow children (beneficiaries of Arpan) to visit or stay in their homes under any pretext.
- xiv. Will not engage in any behaviour with children that can be classified as sexual abuse, physical abuse, emotional abuse or neglect. Will not act in ways that may be abusive or may place a child at risk of abuse that includes intentionally humiliating, belittling, degrading, holding, kissing, cuddling, touching a child in an inappropriate, unnecessary or culturally insensitive way. Use language, make suggestions or offer advice which is inappropriate, offensive or abusive.

- xv. Will not touch, look or talk about children's Private Body Parts or discuss about r sexual content to children or make them feel uncomfortable in any other way or show them any material of sexual nature except in cases of the health/ hygiene, Personal Safety Education Project and individual/counselling sessions and any other platform for involving children in the designing/ evaluation of Arpan services which is being done for protection purposes.
- xvi. Will not spend time alone with a child or children without any professional reason to do so - Such as (i) where they are professionally recognized trained counsellors, (ii) in case of lesson plans and individual sessions for Personal Safety Education Programme. (iii) for conducting research and evaluation (iv) for photography, and video recording of children based on organizational need and sanctions
- xvii. Will be responsible for the interaction between an adult and a child even when it is perceived that a child is acting in a challenging (not listening to the facilitator, creating disturbance in the class or session.) manner.
- xviii. Will not develop relationships with children which could in any way be deemed exploitative or abusive.
- xix. Will not condone, or participate in, behaviour towards children which is illegal, unsafe or abusive or exposes the child to danger.
- xx. Will not discriminate against, show different treatment, or favour particular children to the exclusion of others.
- xxi. Unless belonging to the communication team, no consultants or volunteers will take any photos and videos of children without the written permission of the Arpan management. Consultants and volunteers from Communications team will only take photos or videos of children in the presence of an Arpan employee. Programme teams will take consent before Communication team takes any photos and videos involving any stakeholders.
- xxii. Will make children aware that they can report any violation by the staff if they have behaved inappropriately by calling the Arpan Helpline number.
- xxiii. Will be empowered and aware to cull out any situation or behaviour which may present risks for children and appropriately bring it to the attention of the supervisor.

## **Confidentiality**

In addition to the above Code of Conduct, the Stakeholders(s) are mandated to maintain confidentiality in relation to the use of children's data and photographs for external communication as per the following rules:

- Arpan will ensure that all communication and publication material (both print and electronic) about children in the form of pictures/captions are required to be decent, dignified and respectful and bear no identification details (face, name, case number, location etc.). Only group pictures of stakeholders will be used. Group refers to having 8 and more children. Photographs will be taken by the Communication team at regular intervals based

on prior consent from children, their parents/ guardians and schools. Programme teams will take consent before Communication team takes any photos and videos involving any stakeholders. Under any circumstance's pictures of children with whom counselling has been done whether individually or in a group cannot be taken or posted.

- Photographs of art and resource material created by children in counseling sessions can be clicked.
- The Communications Team based on the management decision and organizational needs might be allowed to take photographs of children in a smaller group or individually based on the authorization of the Director Communications and the CEO. In all other cases, if individual pictures are necessary, they will be taken from stock images and will be accordingly acknowledged.
- Children will not be presented as victims, nor will any communication exaggerate the vulnerability or abuse of the child.
- All stakeholders can share content and images that has been already shared through Arpan social media handles. In case Arpan employees and any other stakeholder wants to share any images that has not been previously shared through Arpan social media handles, they need written permission from Assistant Manager/ Manger, Communications.
- Partners organizations having ownership rights can take and use photographs of their stakeholders including children in their settings based on their own organizational/ institutional policies.
- Arpan will ensure that no images (printed or scanned), testimonials or videos of the children shall be taken without adequate permission of the child (if above 12 years) and of parents/ school authorities/ institutional caretakers/ institutional authorities (in case of children below 12 years) before using the same on their website, electronic and print material meant for internal and external stakeholders.
- Photos and content available on the Arpan website can be used only after acquiring written permission from Arpan management. In case the stakeholder(s) requires the photos/ videos for internal/ external communication material, it may be permitted subject to approval by the senior management at Arpan. In case of any element being used from the Arpan website without written consent from Arpan management, Arpan will be in no way responsible for the content used hereafter.
- The staff members, consultants, interns, volunteers of Arpan shall be required to safeguard all records and documents pertaining to children within their projects and maintain their confidentiality.
- All stakeholders will be required to refrain from using names or other identification details of children they work with until and unless necessary in case of a supervision relationship.
- The identification details of beneficiaries will be kept completely confidential unless the beneficiary has consented otherwise.

## **Non-Compliance/Breach**

In case of breach of the above mentioned clauses, the same will be addressed as per Arpan's Child Protection Policy. The Child Protection Policy is available in hard copy at Arpan office and a soft copy is available on our website [www.arpan.org.in](http://www.arpan.org.in)

I have read and understood the Code of Conduct and I will abide by it.

Name:

Contact no.:

Email id:

Address:

Signature:

Date:

## **Annex 3 - Inclusion of Code of Conduct in Contracts/MOU/TOR for consultants, partner counsellors, volunteers not working with children**

### **Purpose**

Protection of children is the duty of all adults and right of a child irrespective of their age, gender, caste, class, religion, disability, ethnicity, affiliations or any other differentiating factors. Sexual abuse of children is unacceptable under any circumstances. Arpan's work is child-centric where the key is to understand and value what the child wants and hence the child is an integral part of the decision making the process. This philosophy extends to all the programmes at Arpan, where children are the primary stakeholders. The Board of Management of Arpan is fully committed to the safeguarding of children. It recognizes that considerations on the safeguarding of children permeate all aspects of Arpan's work and be reflected in all of Arpan's policies, practices and activities. This Code of Conduct forms an integral part of the Child Protection Policy of Arpan. It also acts as a guiding document to the Board of Trustees, Senior management and staff members in the event of a breach of any code of conduct at Arpan. The policy thereby ensures the protection of all children who directly or indirectly come in touch with the organization and its services across the span of Arpan's work.

### **Code of Conduct for Consultants, Partner Counsellors, Volunteers not working directly with children**

#### **Consultants, partner counsellors, volunteers not working with children:**

- i. Will read and sign the Child Protection Policy with complete commitment at the beginning of their engagement with Arpan.

- ii. Will respect the local cultural and religious context.
- iii. Will have to exercise behaviour protocols consistent with the Core Values of Arpan in any platform that they are participating on behalf of Arpan.
- iv. Will not spend time alone with a child or children in the absence of an Arpan employee even if interacting for any professional reason.
- v. Will not engage in any behaviour with children that can be classified as sexual abuse, physical abuse, emotional abuse or neglect. Will not act in ways that may be abusive or may place a child at risk of abuse that includes intentionally humiliating, belittling, degrading, holding, kissing, cuddling, touching a child in an inappropriate, unnecessary or culturally insensitive way. Use language, make suggestions or offer advice which is inappropriate, offensive or abusive.
- vi. Will not develop relationships with children which could in any way be deemed exploitative or abusive.
- vii. Will not condone, or participate in, behaviour towards children which is illegal, unsafe or abusive or exposes the child to danger.
- viii. Will not discriminate against, show different treatment, or favour particular children to the exclusion of others.
- ix. Will not have any access to data without the written permission of the Director/CEO
- x. Unless belonging to the communication team, no consultants or volunteers will take any photos and videos of children without the written permission of the Arpan management. Consultants and volunteers from Communications team will only take photos or videos of children in the presence of an Arpan employee. Programme teams will take consent before Communication team takes any photos and videos involving any stakeholders.
- xi. Will not take their relatives/friend/people unrelated to Arpan to any project site without the permission and knowledge of Arpan management.

## **Confidentiality**

In addition to the above Code of Conduct, the Stakeholders(s) are mandated to maintain confidentiality in relation to the use of children's data and photographs for external communication as per the following rules:

- Arpan will ensure that all communication and publication material (both print and electronic) about children in the form of pictures/captions are required to be decent, dignified and respectful and bear no identification details (face, name, case number, location etc.). Only group pictures of stakeholders will be used. Group refers to having 8 and more children. Photographs will be taken by the Communication team at regular intervals based on prior consent from children, their parents/ guardians and schools. Programme teams will take consent before Communication team takes any photos and videos involving any

stakeholders. Under any circumstance's pictures of children with whom counselling has been done whether individually or in a group cannot be taken or posted.

- Photographs of art and resource material created by children in counseling sessions can be clicked.
- The Communications Team based on the management decision and organizational needs might be allowed to take photographs of children in a smaller group or individually based on the authorization of the Director Communications and the CEO. In all other cases, if individual pictures are necessary, they will be taken from stock images and will be accordingly acknowledged.
- Children will not be presented as victims, nor will any communication exaggerate the vulnerability or abuse of the child.
- All stakeholders can share content and images that has been already shared through Arpan social media handles. In case Arpan employees and any other stakeholder wants to share any images that has not been previously shared through Arpan social media handles, they need written permission from Assistant Manager/ Manger, Communications.
- Partners organizations having ownership rights can take and use photographs of their stakeholders including children in their settings based on their own organizational/ institutional policies.
- Arpan will ensure that no images (printed or scanned), testimonials or videos of the children shall be taken without adequate permission of the child (if above 12 years) and of parents/ school authorities/ institutional caretakers/ institutional authorities (in case of children below 12 years) before using the same on their website, electronic and print material meant for internal and external stakeholders.
- Photos and content available on the Arpan website can be used only after acquiring written permission from Arpan management. In case the stakeholder(s) requires the photos/ videos for internal/ external communication material, it may be permitted subject to approval by the senior management at Arpan. In case of any element being used from the Arpan website without written consent from Arpan management, Arpan will be in no way responsible for the content used hereafter.
- The staff members, consultants, interns, volunteers of Arpan shall be required to safeguard all records and documents pertaining to children within their projects and maintain their confidentiality.
- All stakeholders will be required to refrain from using names or other identification details of children they work with until and unless necessary in case of a supervision relationship.
- The identification details of beneficiaries will be kept completely confidential unless the beneficiary has consented otherwise.



## **Non-Compliance/Breach**

In case of breach of the above mentioned clauses, the same will be addressed as per Arpan's Child Protection Policy. The Child Protection Policy is available in hard copy at Arpan office and a soft copy is available on our website [www.arpan.org.in](http://www.arpan.org.in)

I have read and understood the Code of Conduct and I will abide by it.

Name:

Contact no.:

Email id:

Address:

Signature:

Date:

## **Annex 4 - Code of conduct for Donors and visitors to be signed before field visit Purpose**

Protection of children is the duty of all adults and right of a child irrespective of their age, gender, caste, class, religion, disability, ethnicity, affiliations or any other differentiating factors. Sexual abuse of children is unacceptable under any circumstances. Arpan's work is child-centric where the key is to understand and value what the child wants and hence the child is an integral part of the decision making the process. This philosophy extends to all the programmes at Arpan, where children are the primary stakeholders. The Board of Management of Arpan is fully committed to the safeguarding of children. It recognizes that considerations on the safeguarding of children permeate all aspects of Arpan's work and be reflected in all of Arpan's policies, practices and activities. This Code of Conduct forms an integral part of The Child Protection Policy of Arpan. It also acts as a guiding document to the Board of Trustees, senior management and staff members in the event of a breach of any code of conduct at Arpan. The policy thereby ensures the protection of all children who directly or indirectly come in touch with the organization and its services across the span of Arpan's work.

### **Code of Conduct for Donors and Visitors**

All existing and new donors and visitors:

- i. Will inform in advance about their visits and any organizational/ partner visits will be conducted only once consent from appropriate authorities of the beneficiaries has been taken. Arpan staff member(s) will accompany the donors/ visitors for the visit.
- ii. Will have to exercise respectful behaviour protocols with children, with regards to language used, actions, dress, and behaviour.
- iii. Will have to establish an atmosphere conducive for the development of children through

- their word, deed and demeanour while observing the Personal Safety Lesson plans.
- iv. Will respect the local cultural and/ religious context and behave in appropriate manner with children in communities.
  - v. Will not interact with children in groups or individually even for professional reasons such as funder evaluation. Funder interaction for evaluation purpose will be restricted to adult beneficiaries. Any third-party evaluator will have access to children for evaluation purposes only when it is commissioned by Arpan and under strict supervision of Arpan management.
  - vi. Will not promise and/ give children and their families/ caretakers verbally/ non verbally for any monetary or non-monetary favours without the knowledge and permission of Arpan management.
  - vii. Will not engage in any behaviour with children that can be classified as sexual abuse, physical abuse, emotional abuse or neglect. Will not act in ways that may be abusive or may place a child at risk of abuse that includes intentionally humiliating, belittling, degrading, holding, kissing, cuddling, touching a child in an inappropriate, unnecessary or culturally insensitive way. Use language, make suggestions or offer advice which is inappropriate, offensive or abusive.
  - viii. Will not take any photos and videos of children and other beneficiaries without the permission of the Arpan management and in the absence of an Arpan employee.
  - ix. Will not have any access to data, take and/ use any data/ photographs/ videos, testimonials of children, family members, caretakers, institutional staff other than those shared with them through donor proposals, donor reports and other related documents.
  - x. Will not use any images and/ content available on the Arpan website without informing the Arpan management and taking adequate permissions for the utility of the same in their internal and external communication. In case of any element being used from the Arpan website without written consent from Arpan management, Arpan will be in no way responsible for the content used here after.

## **Confidentiality**

In addition to the above Code of Conduct, the Stakeholders(s) are mandated to maintain confidentiality in relation to the use of children's data and photographs for external communication as per the following rules:

- Arpan will ensure that all communication and publication material (both print and electronic) about children in the form of pictures/captions are required to be decent, dignified and respectful and bear no identification details (face, name, case number, location etc.). Only group pictures of stakeholders will be used. Group refers to having 8 and more children. Photographs will be taken by the Communication team at regular intervals based on prior consent from children, their parents/ guardians and schools. Programme teams

will take consent before Communication team takes any photos and videos involving any stakeholders. Under any circumstance's pictures of children with whom counselling has been done whether individually or in a group cannot be taken or posted.

- Photographs of art and resource material created by children in counseling sessions can be clicked.
- The Communications Team based on the management decision and organizational needs might be allowed to take photographs of children in a smaller group or individually based on the authorization of the Director Communications and the CEO. In all other cases, if individual pictures are necessary, they will be taken from stock images and will be accordingly acknowledged.
- Children will not be presented as victims, nor will any communication exaggerate the vulnerability or abuse of the child.
- All stakeholders can share content and images that has been already shared through Arpan social media handles. In case Arpan employees and any other stakeholder wants to share any images that has not been previously shared through Arpan social media handles, they need written permission from Assistant Manager/ Manger, Communications.
- Partners organizations having ownership rights can take and use photographs of their stakeholders including children in their settings based on their own organizational/ institutional policies.
- Arpan will ensure that no images (printed or scanned), testimonials or videos of the children shall be taken without adequate permission of the child (if above 12 years) and of parents/ school authorities/ institutional caretakers/ institutional authorities (in case of children below 12 years) before using the same on their website, electronic and print material meant for internal and external stakeholders.
- Photos and content available on the Arpan website can be used only after acquiring written permission from Arpan management. In case the stakeholder(s) requires the photos/ videos for internal/ external communication material, it may be permitted subject to approval by the senior management at Arpan. In case of any element being used from the Arpan website without written consent from Arpan management, Arpan will be in no way responsible for the content used hereafter.
- The staff members, consultants, interns, volunteers of Arpan shall be required to safeguard all records and documents pertaining to children within their projects and maintain their confidentiality.
- All stakeholders will be required to refrain from using names or other identification details of children they work with until and unless necessary in case of a supervision relationship.
- The identification details of beneficiaries will be kept completely confidential unless the beneficiary has consented otherwise.

## **Non-Compliance/Breach**

In case of breach of the above mentioned clauses, the same will be addressed as per Arpan's Child Protection Policy. The Child Protection Policy is available in hard copy at Arpan office and a soft copy is available on our website [www.arpan.org.in](http://www.arpan.org.in)

I have read and understood the Code of Conduct and I will abide by it.

Name:

Contact no.:

Email id:

Address:

Signature:

Date:

## **Annex 5 - Inclusion of Code of Conduct in Agreement letter/MOU/TOR for Full Time Contractors**

### **Purpose**

Protection of children is the duty of all adults and right of a child irrespective of their age, gender, caste, class, religion, disability, ethnicity, affiliations or any other differentiating factors. Sexual abuse of children is unacceptable under any circumstances. Arpan's work is child-centric where the key is to understand and value what the child wants and hence the child is an integral part of the decision making the process. This philosophy extends to all the programmes at Arpan, where children are the primary stakeholders. The Board of Management of Arpan is fully committed to the safeguarding of children. It recognizes that considerations on the safeguarding of children permeate all aspects of Arpan's work and be reflected in all of Arpan's policies, practices and activities. This Code of Conduct forms an integral part of The Child Protection Policy of Arpan. It also acts as a guiding document to the Board of Trustees, senior management and staff members in the event of a breach of any code of conduct at Arpan. The policy thereby ensures the protection of all children who directly or indirectly come in touch with the organization and its services across the span of Arpan's work.

### **Code of Conduct for Full-Time Contractors**

Full-Time Contractors:

- i. Will need to sign the Child Protection Policy and ensure their staff abide by it.
- ii. Will participate in training sessions on Child Protection Policy.
- iii. Will not be alone with Arpan beneficiaries especially children or interact with them.

- iv. Will not engage in any behaviour with children that can be classified as sexual abuse, physical abuse, emotional abuse or neglect. Will not act in ways that may be abusive or may place a child at risk of abuse that includes intentionally humiliating, belittling, degrading, holding, kissing, cuddling, touching a child in an inappropriate, unnecessary or culturally insensitive way. Use language, make suggestions or offer advice which is inappropriate, offensive or abusive.
- v. Will not take any photos and videos of children.

## **Confidentiality**

In addition to the above Code of Conduct, the Stakeholders(s) are mandated to maintain confidentiality in relation to the use of children's data and photographs for external communication as per the following rules:

- Arpan will ensure that all communication and publication material (both print and electronic) about children in the form of pictures/captions are required to be decent, dignified and respectful and bear no identification details (face, name, case number, location etc.). Only group pictures of stakeholders will be used. Group refers to having 8 and more children. Photographs will be taken by the Communication team at regular intervals based on prior consent from children, their parents/ guardians and schools. Programme teams will take consent before Communication team takes any photos and videos involving any stakeholders. Under any circumstance's pictures of children with whom counselling has been done whether individually or in a group cannot be taken or posted.
- Photographs of art and resource material created by children in counseling sessions can be clicked.
- The Communications Team based on the management decision and organizational needs might be allowed to take photographs of children in a smaller group or individually based on the authorization of the Director Communications and the CEO. In all other cases, if individual pictures are necessary, they will be taken from stock images and will be accordingly acknowledged.
- Children will not be presented as victims, nor will any communication exaggerate the vulnerability or abuse of the child.
- All stakeholders can share content and images that has been already shared through Arpan social media handles. In case Arpan employees and any other stakeholder wants to share any images that has not been previously shared through Arpan social media handles, they need written permission from Assistant Manager/ Manger, Communications.
- Partners organizations having ownership rights can take and use photographs of their stakeholders including children in their settings based on their own organizational/ institutional policies.

- Arpan will ensure that no images (printed or scanned), testimonials or videos of the children shall be taken without adequate permission of the child (if above 12 years) and of parents/ school authorities/ institutional caretakers/ institutional authorities (in case of children below 12 years) before using the same on their website, electronic and print material meant for internal and external stakeholders.
- Photos and content available on the Arpan website can be used only after acquiring written permission from Arpan management. In case the stakeholder(s) requires the photos/ videos for internal/ external communication material, it may be permitted subject to approval by the senior management at Arpan. In case of any element being used from the Arpan website without written consent from Arpan management, Arpan will be in no way responsible for the content used hereafter.
- The staff members, consultants, interns, volunteers of Arpan shall be required to safeguard all records and documents pertaining to children within their projects and maintain their confidentiality.
- All stakeholders will be required to refrain from using names or other identification details of children they work with until and unless necessary in case of a supervision relationship.
- The identification details of beneficiaries will be kept completely confidential unless the beneficiary has consented otherwise.

### **Non-Compliance/Breach**

In case of breach of the above mentioned clauses, the same will be addressed as per Arpan's Child Protection Policy. The Child Protection Policy is available in hard copy at Arpan office and a soft copy is available on our website [www.arpan.org.in](http://www.arpan.org.in)

I have read and understood the Code of Conduct and I will abide by it.

Name:

Contact no.:

Email id:

Address:

Signature:

Date:

## Annex 6 - Reporting format for Breach of Child Protection Policy

To report, send an email to [cpp@arpan.org.in](mailto:cpp@arpan.org.in)

Name of person Reporting	
Name of the person who has breached	
How has the person breached the Child Protection Policy of Arpan? Please provide complete details.	
Signature:	
Date:	

## APPENDIX 7 REFERENCE CHECK FORMAT

### Reference Form

Candidate's Name : \_\_\_\_\_

Reference Check provided by : \_\_\_\_\_

Name of the School : \_\_\_\_\_

Job Title : \_\_\_\_\_

Phone Number : \_\_\_\_\_

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

1. How long have you known the candidate? Please describe your reporting relationship with the candidate. If none, in what capacity did you know the candidate? (Head Teacher, Admin Head, colleague, service provider, subordinate?)

2. How would you rate him/her on performance in the role?  
Exceeded expectations Met expectations Failed to meet expectations If he/she failed to meet expectations, request you to please elaborate on the same.

3. What are the candidate's key accomplishments?

4. Why did the candidate leave the position?



5. How independently does the candidate work as opposed to needing constant supervision?

--

6. How does s/he handle difficult people? What is his/her conflict resolution protocol?

--

7. How would you rate the candidate on the following parameters? (Exceeded expectations, Met expectations, Failed to meet expectations)

<b>Accountability</b> (Commitment to deliverables & deadlines, is proactive, takes ownership for own work/performance)	
<b>Discipline</b> (Punctuality, Attendance, Personal grooming, Deals with clients/colleagues with respect)	
<b>Conscientiousness</b> (Stands for what is right, Pays attention to detail, maintains confidentiality when necessary)	
<b>Adherence to policies/processes</b> (Follows procedures to ensure sound compliance, Served due notice period)	
<b>Inter-personal skills</b> (Conduct his/her dealings with others in a tactful manner)	

8. What did you identify as the candidate's key strengths and areas of development?

Strengths	Areas of development

9. If you were putting together a team, would you rehire the candidate?

- Yes     
  No     
  Yes, with reservations

If you would have reservations in rehiring him/her or would not consider hiring him/her, request you to please elaborate why?

10. In your professional association with the candidate, were there any personal or professional complaints or concerns that you are aware of?

- Yes     
  No

Criminal offence	
Sexual harassment case	
Gender-related issues	
Intolerance towards any religious community	
Disruptive behaviour	
Sense of victimization	
Rigidity of ideas	
Anger management issues	

11. Did the candidate have any preference for age/sex of child he/she wanted to work with? How would he/she feel about working with a different age/sex?

12. Would you suggest any characteristic (skill set/attitude) which make him/her not adequate/appropriate for working with children?

13. Did you ever had the opportunity to suspect that the candidate had a drug or alcohol problem? Was there any specific safety-related feedback you needed to give him/her during his/her tenure?

14. Was there a need for the candidate to handle any emergency/crisis situation in his/her tenure? What happened and how did he/she respond to it?

15. Has the candidate ever let the institution down?

16. Are there any other thoughts you would like to share that might ease the candidate's transition into the new organization?

17. Is candidate:

Suitable for the Post	Not suitable for the Post
-----------------------	---------------------------



Address : 1001/1002, Atlanta Centre, Sonawala Road, Goregaon (E), Mumbai - 400063

Tel : 022.26862444 / 022.26868444

Mobile : 91.98190.51444

Counselling Support : 91.98190.86444

Email : [info@arpan.org.in](mailto:info@arpan.org.in) / [support@arpan.org.in](mailto:support@arpan.org.in)

Website : [www.arpan.org.in](http://www.arpan.org.in)

Online Courses : [www.arpanelearn.com](http://www.arpanelearn.com)



**Arpan E-learn**