



Udruženje Kuma internacionalni centar za vizuelne umjetnosti iz post-konfliktnih društava
Skenderpašina 1, 71 000 Sarajevo, BiH

SAFEGUARDING POLICY



Adopted in 2022

Review Date: to be reviewed on a biennial basis

www.kumainternational.org

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WHO WE ARE

Kuma International is a non-profit organization established in Sarajevo in 2018 with the aim to educate and empower the next generations on how the arts can deal with difficult pasts and pursue transformation, while foster a constructive dialogue on human rights and justice.

Kuma International operates through different educational activities while supporting art and culture focusing mainly on Bosnia and Herzegovina and former Yugoslavia.

Its main goals are: to empower youth and the local community; to promote human rights while fostering a dialogue between visual art, architecture, justice and reconciliation; to promote the understanding of the complexities of armed conflicts and their aftermath through visual arts, architecture and culture, and the importance of dealing with trauma, memory and identity to pursue transformation and reconciliation; to promote a culture of remembrance; to create a network of local and international/diaspora experts working with art, justice and human rights to foster dialogue and collaboration among people coming from with different backgrounds.

Kuma International is based on the idea of creating a safe environment where people can connect and reflect upon the role of the arts produced in the context of conflict and trauma. It also works with members of the Bosnian diaspora scattered around the world, allowing them to gather in Sarajevo and be supported in their projects, while simultaneously connecting them with the existing local creative community.

Its original approach deals with the intersection between academic research and a concrete platform for exhibition projects and community engagement, which creates a unique synergy between researchers, academics and visual artists on the one hand and the local community on the other. Its educational programs aim to educate and empower youth and the local community, improving the quality of education across the country by advocating for policies that promote reconciliation and secure sustainable peace.

OUR SAFEGUARDING POLICY

Ratified by Kuma International and its Designated Safeguarding Lead (DSL) Claudia Zini:
claudia.zini@kumainternational.org

To be reviewed (biennially).

The safeguarding policy will be translated into local language (Bosnian-Serbian-Croatian) and web version will be uploaded on Kuma International's website: www.kumainternational.org

2.1. Scope and objectives of the Policy

Kuma International believes that a young person or vulnerable adult should never experience abuse or exploitation of any kind. All members of our group have a responsibility to promote the welfare of the young people and vulnerable adults that we are sponsoring and to keep them safe. We are committed to work in a way that protects them.

Kuma International believes that:

- All young people/vulnerable adults have the right to be protected from harm;
- All young people/vulnerable adults need to be safe and to feel safe;
- All young people/vulnerable adults need support which matches their individual needs, including those who may have experienced abuse, torture and trauma;
- All young people/vulnerable adults have the right to speak freely and voice their values and beliefs;
- All young people/vulnerable adults have the right to be supported to meet their emotional and social needs;
 - Community Sponsorship Groups and the organizations they work with can and do contribute to the prevention of abuse, victimization, bullying, exploitation, extremism, discriminatory views and risk-taking behaviors;
 - All volunteers in a Community Sponsorship Group have an important role to play in safeguarding young people and vulnerable adults.

This policy applies to all the employees, Board members, volunteers, part-time staff, partner organizations and participants of Kuma International's activities and anyone working with or on behalf of the group.

Objectives of the Policy are to:

- provide employees, volunteers, external associates, partners and visitors with guidelines for more efficient and safer work with young people/vulnerable adults
- express a commitment to respecting the Universal Declaration of Human Rights and zero tolerance towards any form of violence, abuse and discrimination
- to raise awareness and promote the welfare of the young people and vulnerable adults
- to protect image, integrity and credibility of the organization and staff members

Compliance with the Policy

- All staff members, volunteers and associates by signing an engagement contract (labor contract, service contract or volunteer contract) assume the obligation to comply with the Policy, and they will sign a Statement on Compliance with the Safeguarding Policy and Code of Conduct (Appendix 1) which is an integrative part of the contractual procedure.
- Employment and volunteering procedure of Kuma International include information for the candidates on the obligation to adhere to the Safeguarding Policy and running checks on suitability for working with young people and vulnerable adults.
- All partners of Kuma International, by signing the partnership agreement, assume the obligation to comply with the Policy. If they do not have their own Policy, a separate Article/provision in the partnership agreement will be included defining the obligation to adhere to the Policy of Kuma International.
- If employees/ volunteers breach Safeguarding Policy procedures and Code of Conduct Kuma International will undertake proper discipline measures in line with the Labor Law procedures and volunteer's policy, with the possibility of termination of the contract.

2.2. Definitions

A vulnerable adult is a person over the age of 18 who, due to disability, age or illness, the context in which he is located or as a result of social and other inequalities, cannot or is unable to protect himself from significant harm or exploitation.

In broader sense **vulnerability** can be understood as follows:

- Young people with transient problems: young people with sudden, relatively temporary, personal or relational problems, facing challenges such as bullying, relationships, puberty, etc.
- Marginalized young people: These are young people whose everyday life has been or may be characterized by violence, sexual abuse, negligence, substance abuse, crime, psychiatric or mental disorders, lack of attachment to school and lack of positive adult relationships.

This definition encompasses children and youth who either do not have the capacities to achieve a “normal” level of functioning in one or more life domains, or to some extent have special needs in regard to support or helping aids to achieve a “normal” level of functioning and thriving.¹

Physical Abuse

Physical abuse may involve hitting, shaking, throwing, poisoning, burning, or scalding, drowning, suffocating, or otherwise causing physical harm. See Appendix 2 - List of indicators of physical abuse

¹ <https://hackinghate.eu/about/>

Sexual Abuse

Sexual abuse involves forcing or enticing a young person to take part in sexual activities, not necessarily involving a high level of violence, whether they are aware of what is happening. The activities may involve physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities, such as involving young person or vulnerable adult looking at, or in the production of, sexual images, watching sexual activities, encouraging to behave in sexually inappropriate ways, or grooming a child in preparation for abuse (including via the internet). Sexual abuse is not solely perpetrated by adult males. Women can also commit act of sexual abuse, as can young person. See Appendix 2 - List of indicators of sexual abuse

Sexual Exploitation

Sexual exploitation occurs when a young person, or another person, receives “something” (for example food, accommodation, drugs, alcohol, cigarettes, affection, gifts, money) as a result of them performing sexual activities, or another person performing sexual activities on them. The presence of any significant indicator for sexual exploitation should trigger a referral to children’s services. See Appendix 2 - List of indicators of sexual exploitation

Emotional Abuse

Emotional abuse is the persistent emotional maltreatment of a young person or a vulnerable adult such as to cause severe and persistent adverse effects on the emotional development or wellbeing. It may involve conveying to person that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may include not giving the vulnerable adult the opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on the person. It may also involve seeing or hearing the ill-treatment of another person. It may involve serious bullying (including cyber bullying), causing a young person or a vulnerable adult to frequently to feel frightened or in danger, or the exploitation or corruption of a vulnerable individual. Some level of emotional abuse is involved in all types of maltreatment. See Appendix 2 - List of indicators of emotional abuse

Neglect

Neglect is the persistent failure to meet vulnerable adult’s basic physical and/or psychological needs, such that it is likely to result in the serious impairment of the health or development. It may also include neglect of, or unresponsiveness to a vulnerable adult basic emotional need. See Appendix 1 - List of indicators of neglect

2.3. Legal Framework

The Kuma Safeguarding Policy is developed and in line with the following international and national legal framework.

International legal framework

- Universal Declaration of Human Rights, (1948)
- European Convention on Human Rights, (1953)
- UN Convention on the Elimination of All Forms of Discrimination against Women (CEDAW), (1981)
- Convention on the Rights of Persons with Disabilities (CRPD), (2006)
- Council of Europe Convention on the Protection of Children from Sexual Exploitation and Sexual Abuse (2007)
- European Charter for Regional or Minority Languages (2010)
- Council of Europe Convention on preventing and combating violence against women and domestic violence, (2011)
- Other conventions with Protocols and documents that treat directly or indirectly human rights, protection from violence

National legal framework

- The Law on Gender Equality in Bosnia and Herzegovina (2003, revised in 2010);
- BiH Law on the Prohibition of Discrimination, 2016;
- The state-level Law on the Protection of National Minorities in Bosnia and Herzegovina (2003), followed by the Law on the Protection of National Minorities of the Republika Srpska in 2005, and the Law on the Protection of National Minorities in Federation of BiH in 2008, The Law on the rights of National Minorities of Brčko District (2020)
- Bosnia and Herzegovina Law on Citizenship; FBiH Law on Citizenship, RS Law on Citizenship;
- Criminal Code of the FBiH, Criminal Code of the RS;
- The Law on Protection from Domestic Violence FBiH (2013) and RS (2020);
- FBiH and RS Law on Social Protection;
- Family Law of FBiH; Family Law of the RS; Family Law of the BD;
- Law on Protection of users of financial services of the FBiH, Law on Protection of users of financial services of the RS;
- Labor Law of the FBiH, Labor Law of the RS, Labor Law of the BD;

PREVENTION AND AWARENESS RAISING

3.1. Principles in working with beneficiaries and implementing the Policy

Kuma International is committed to an environment free of harassment, discrimination, and threatening or disrespectful behavior. This policy will contribute to safeguarding the volunteers, beneficiaries, staff in the care of Kuma International and promoting their welfare by:

- Contributing to the establishment of a safe, resilient and robust ethos in the sponsorship group, built on mutual respect, and shared values;
- Implementing robust and deliverable safeguarding and protection policies and procedures;
- Working in partnership with other agencies in our area who have expertise in working with vulnerable people and young adults, including the local authority and the police;
- Encouraging all members of the group to participate by:
- Alerting the DSL to any signs and indicators that all might not be well;
- Developing awareness among the group of the causes of abuse;
- Developing awareness of the risks and vulnerabilities participants may face;
- Addressing concerns at the earliest possible stage;
- Reducing the potential risks that the beneficiaries, volunteers, and staff might face of being exposed to prejudice, victimization, hate, nationalism, or exploitation;
- Identifying the individual needs of young people and vulnerable adults;
- Designing plans to meet those needs;

3.2. Code of Conduct

It is important to us that all our employees, volunteers and participants are able to work and participate in a space that is physically and psychologically safe. We will not tolerate harassment in any form at our events. We reserve the right to remove any person who violates our Code of Conduct from attending current or future events.

At Kuma International People Agree To:

- Look out for one another as part of this community-oriented environment.
- Respect the boundaries of other employees, volunteers and participants.
- Seek consent before initiating physical contact.

We Will Not Tolerate the Following Behavior:

- Sexual harassment of any kind, including unwelcome sexual attention or physical contact.
- Disruptive behavior, drinking excessively, stalking, or following anyone.
- Abuse of power (including abuses related to position, wealth, race, or gender).
- Homophobia, racism, or behavior that discriminates against a group or class of people.
- Violent or threatening behavior.

Code of Conduct is mandatory for compliance for all staff members, volunteers, Board members and participants of the Kuma International activities.

3.3. Employment procedures and volunteers' engagement

Kuma International takes seriously the recruitment process and is willing to ensure that its staff members and volunteers working with young people and vulnerable adults (in particular the DSL) are selected safely. Employment and volunteering procedure of Kuma International include information for the candidates on the obligation to adhere to the Safeguarding Policy and running background checks on suitability for working with young people and vulnerable adults.

Measures to ensure this include:

- Scrutinizing individuals who volunteer for these roles, by verifying identify and qualifications, checking employment or volunteering history and obtaining references. (This includes people acting as interpreters for the group)
- Where necessary, and applicable, individuals (in particular the DSL) will be required to undertake appropriate checks through the Ministry of Security - Department for Foreigners Affairs.

3.4. Training and awareness raising on the Policy

All staff members, volunteers and associates will be introduced and given copies of the Policy, when signing their contracts along with the Statement on Compliance with the Safeguarding Policy and Code of Conduct (Appendix 1).

The safeguarding policy will be translated into local language (Bosnian-Serbian-Croatian) and uploaded on Kuma International's website: www.kumainternational.org

Kuma International Designated Safeguarding Leads will provide periodic training (semi-annually) in line with available resources and discuss safeguarding procedures during regular staff meetings and volunteer meetings.

3.5. Risk Assessment and risk management

Kuma International is committed to conduct risk assessments for all activities - from proposal through design and implementation up until exit - to ensure standards of young adult safeguarding are embedded. This includes activities carried out by Kuma International, contractors and partners.

Risk assessments must be performed for all activities delivered by Kuma International representatives. Mitigating actions must be assigned to all risks identified, and such actions routinely monitored for the duration of implementation.

Risk assessments must be performed for all activities involving young adult participation, monitoring & evaluation, research, marketing (MCF), humanitarian responses, new business development, program development & implementation, information technology, policy, and other operational & campaigning activities otherwise not specified.

Through the risk assessment of each activity or program, risks will be identified and risk reduction mitigation measures will be added in different risk areas (Appendix 3). When implementing program activities, all staff members and volunteers must:

- be aware of situations that can lead to risk and be guided by it
- plan, organize work and workplace so that risks are reduced as much as possible
- promote transparent methods in working with youth and vulnerable adults
- ensure an open and pleasant atmosphere so that debatable issues or concerns can be

- raised and discussed
- ensure a sense of openness between staff, volunteers and external associates so that potentially abusive behavior or practices do not go unnoticed
- talk to youth and vulnerable adults about their contacts with staff, volunteers and external associates and encourage them to raise their concerns
- empower youth and vulnerable adults - talk to them about their rights and obligations, acceptable and unacceptable behavior, and what they could do to solve a certain problem
- comply with the Statement on data confidentiality (Appendix 4) and the Safeguarding Policy and Code of Conduct (Appendix 1).

Mitigation measures:

- All activities must promote the safety, inclusion and equitable participation of all young adults across all of their intersecting identities, including but not limited to disability, racial & ethnic heritage, national status, tribal affiliations, religious beliefs, languages, gender or gender association, LGBTI+ identity and/or medical/physical conditions. All programs and activities shall be assessed to ensure consideration of such factors from its inception through delivery. This is not an exhaustive list. These aspects must be included in the Monitoring and Evaluation (MEL) frameworks for such activities.
- Kuma International respects and upholds the right of young adults of all abilities to participate in program activities. Where young adults with disabilities participate in programs, all necessary accommodations will be made to ensure their inclusion and safety.
- The design of activities includes participation from cross-cutting functions and thematic areas within the organization to ensure a holistic assessment of young adult safeguarding risk from inception through exit. Any learning identified will be used to improve the safety of all programs and emergency responses.
- Engagement with young adults for the purposes of marketing, media/communications and advocacy must be done with assent and informed consent and must not exploit the young adults nor increase their vulnerability or place them at risk.
- Consulting and reporting to competent agencies when risk factors of abuse and violence are noticed (Appendix 5).
- Where risk factors are present but there is no evidence of a particular risk then our DSL will advise Kuma International on preventative work that can be done within the group to help the young person or vulnerable adult. If the risk seems greater, the DSL on behalf of Kuma International will take steps to refer the individual concerned to the appropriate agency (Appendix 5). This includes concerns about a young person or vulnerable adult who is affected by the behavior of another adult in their household or in the community.

Kuma International is committed to implement reporting procedures, evaluating and reviewing them on a yearly base.

REPORTING

4.1. Designated Safeguarding Lead (DSL)

The Designated Safeguarding Leads (DSL) of Kuma International is Claudia Zini, claudia.zini@kumainternational.org.

Suspicion of violence, knowledge of committed violence can also be reported directly to the Management Board of Kuma International, nermina.trbonja@kumainternational.org if the report is directed against DSL or there is a justified suspicion that the appointed officer has a conflict of interest in the given case and therefore will not be able to carry out procedures in an objective manner

She has lead responsibility and accountability for safeguarding within the group.

- The DSL will be responsible for liaising on safeguarding matters with the local authority, the local police safer neighborhood team and contacting local protection/faith groups (where appropriate);
- The DSL will undertake regular (bimonthly) reviews of vulnerability issues within the beneficiaries. Written records of these reviews will be kept in secure files;
- If and when there are safeguarding concerns about any beneficiary, the DSL will decide what steps should be taken and advise the group on escalation steps, such as informing relevant authorities or bringing in expert, outside agencies; (Appendix 5)
- Safeguarding information will be dealt with in a confidential manner. The DSL may have to act through an interpreter but in that case the interpreter should be aware of the need for confidentiality; (Appendix 4)
- Other members of the group will be informed of relevant details only when the DSL feels they are having knowledge of a situation will improve their ability to deal with an individual. A written record will be made of what information has been shared with whom, and when;
- All written records will be stored on secure files in a central place separate from project material. Where files are necessary, individual files will be kept for individual. The DSL will not keep family files. Files will be kept for at least 2 years period and beyond that in line with current data legislation and guidance;
- Access to these records by volunteers other than the DSL will be restricted, and a written record will be kept of who has had access to the records and when;
- The DSL will have overall responsibility for liaising with outside agencies, including the police, in the unlikely event that the beneficiaries are in regarded as open to radicalization;

If or when the DSL steps down from their role within Kuma International, there should be a full face to face handover/exchange of information with the new DSL – or suitable alternative arrangements will be made.

4.2. Roles of Kuma International staff, volunteers and partner organizations in relation to the Safeguarding Policy

The officers of Kuma International have overall responsibility for ensuring that the safeguarding policy is implemented, along with the Lead Sponsor organization if this is external to the sponsorship group.

- All staff members, volunteers and associates by signing an engagement contract (labor contract, service contract or volunteer contract) assume the obligation to comply with the Policy, and they will sign a Statement on Compliance with the Safeguarding Policy and Code of Conduct (Appendix 1) which is an integrative part of the contractual procedure.
- All partners of Kuma International, by signing the partnership agreement, assume the obligation to comply with the Policy. If they do not have their own Policy, a separate Article/provision in the partnership agreement will be included defining the obligation to adhere to the Policy of Kuma International.

The officers will ensure that the Sponsorship group:

- The group operates appropriate checks on volunteers with safeguarding responsibilities
- At least one senior member of the group acts as a DSL;
- The DSL attends the appropriate training session as advised by the government;
- Arrangements are put in place in the event of a complaint against the DSL by the beneficiary or vice versa;
- All other volunteers are made aware of the organization's arrangements for safeguarding of vulnerable adults;
- All staff members and volunteers are obliged, if notice signs of violence or any type of trauma in a young person/vulnerable adult, to react immediately and with care. This entails informing the DSL, Claudia Zini, within 24 hours at the latest, in writing on the Incident Reporting form (Appendix 6).

4.3. Reporting procedure - interventions

Intervention in case of procedure violations and violations of vulnerable adults' rights

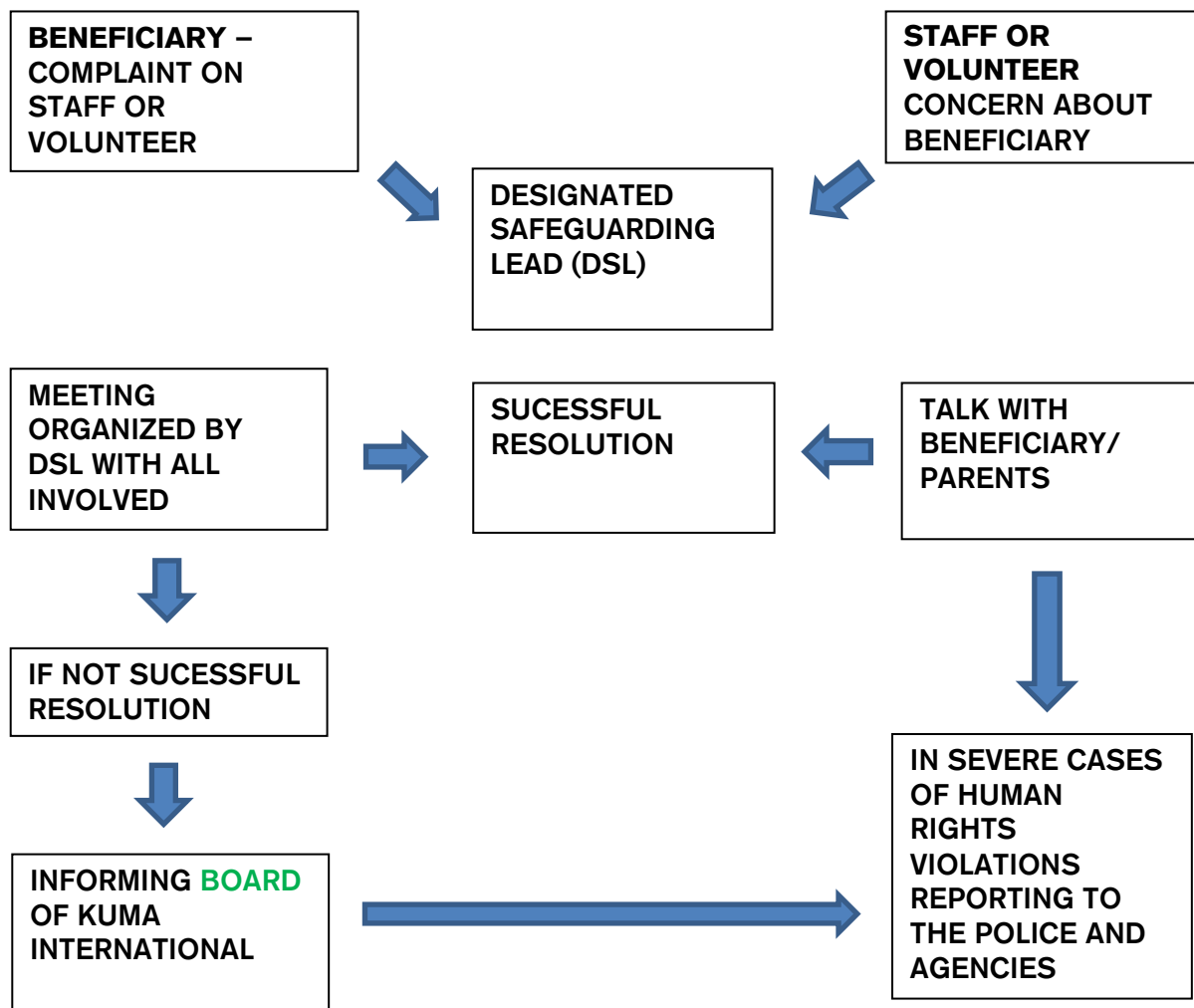
4.3.1. Any person/beneficiary who believes that the Kuma International's staff or volunteers violated the Safeguarding Policy should follow the procedure outlined below:

- report violations of the Safeguarding Policy to the DSL, Claudia Zini, where they can fill out the Incident Reporting Form (Appendix 6). There is no deadline for filing a report, but we recommend being done immediately after the incident;
- the DSL is required to call for a meeting of all parties involved as soon as possible after the incident (activity coordinator, person reported for violating the Safeguarding Policy and project coordinator);
- If the situation cannot be resolved, records with statements from all parties involved are forwarded to the Board of Kuma International and if necessary, when there are severe violations of human rights to the relevant authorities (Sensitive Case Referral - Appendix 8) or bringing in expert, outside agencies; (Appendix 5)

4.3.2. If the staff member or a volunteer at the Kuma International notice signs of violence or any type of trauma in a young person/vulnerable adult, they must react immediately and with care. This entails:

- Informing the DSL, Claudia Zini, within 24 hours at the latest, in writing on the Incident Reporting form (Appendix 6)
- DSL will talk with the young person / vulnerable adult about the problem/situation/behavior; During the interview DSL will act in accordance with the Guidelines for Dealing with A Disclosure of Trauma or Abuse (Appendix 7)
- with obtained oral consent by a young person, notify the parents about the young person's state and talking to them, except if the parent is suspected of causing harm to the young person/vulnerable adult, in which case the social work center or the police is notified;
- if the beneficiary has severe physical injuries, provide them with medical care by calling an ambulance, or taking the child to the nearest emergency room;
- if met with denials and refusal to talk about the problem, inform them about available local social work centers, NGOs providing help and support;
- in severe cases of violations of rights such as violence, contact the local police department;

4.3.3. All participants involved in activities organized by the Kuma International must be informed of their rights during their participation. The activity leader is required to explain to participants who they can turn to for help in case they feel their rights have been violated (reporting process depicted below).



4.4. Failure to report and false reporting

Staff member or a volunteer who fails to report a suspicion or knowledge or makes a report with an unjustified delay will receive a warning before the termination of the Volunteer Engagement Agreement, and in the case of a repeated violation, the termination of the engagement.

Treatment of the person who reported the suspicion does not entail any sanctions if the suspicion turns out to be false but was filed for justified and understandable reasons. If a person has reported suspicion based on bad intentions, false information and accusations, then they will be subject to disciplinary proceedings that will include a warning or termination of the work/cooperation/volunteering contract, depending on the severity of the accusations, the intention of the complainant and the resulting damage from the procedure itself.

4.5. Documentation and Data Confidentiality

- The DSL will undertake regular (bimonthly) reviews of vulnerability issues within the beneficiaries. Written records of these reviews will be kept in secure files;
- Safeguarding information will be dealt with in a confidential manner. The DSL may have to act through an interpreter but in that case the interpreter should be aware of the need for confidentiality; (Appendix 4)
- Other members of the group will be informed of relevant details only when the DSL feels they are having knowledge of a situation will improve their ability to deal with an individual. A written record will be made of what information has been shared with whom, and when;
- All written records will be stored on secure files in a central place separate from project material. Where files are necessary, individual files will be kept for individual. The DSL will not keep family files. Files will be kept for at least 2 years period and beyond that in line with current data legislation and guidance;
- Access to these records by volunteers other than the DSL will be restricted, and a written record will be kept of who has had access to the records and when;

COMMUNICATION WITH MEDIA (TRADITIONAL AND SOCIAL MEDIA) AND VISITORS

- Communication with the media and visitors takes place in the best interest of our beneficiaries and their protection. Especially in communication with the media, Kuma International will always take care of:
 - The best interest of beneficiaries;
 - Protect the identity of beneficiaries and their "stories" from misuse and exploitation for media and sensationalist purposes;
 - Protect beneficiaries from potential risks and violence via the Internet and social networks.
- Engagement with young adults for the purposes of marketing, media/communications and advocacy must be done with assent and informed consent and must not exploit the young adults nor increase their vulnerability or place them at risk. Consent Form (Appendix 9)
- Kuma International will use only its official communication channels and social platforms for posting, publishing audio-visual materials.

MONITORING AND EVALUATION

- The DSL will undertake regular (bimonthly) reviews of vulnerability issues within the beneficiaries. Written records of these reviews will be kept in secure files;
- Kuma International reviews its procedures regularly and remedies any deficiencies or weaknesses brought to its attention without delay;
- Kuma International is committed to implement reporting procedures, evaluating and reviewing them on a yearly base.
- Kuma International will review Safeguarding Policy biennially.

APPENDIX 1: STATEMENT ON COMPLIANCE WITH THE SAFEGUARDING POLICY AND CODE OF CONDUCT



**STATEMENT ON COMPLIANCE
WITH THE SAFEGUARDING POLICY AND CODE OF CONDUCT**

I, the undersigned _____,
Name and surname, in printed letters

identification number: _____,

confirm:

1. that I have read and understood the content of the Safeguarding Policy and the Code of Conduct
2. that I will adhere to the Safeguarding Policy and the Code of Conduct during my engagement in the Kuma International.
3. that I am informed and aware of the consequences of any non-compliance of my behavior with this Policy and Code of Conduct.

Date and place: _____

Signature: _____

APPENDIX 2: INDICATORS OF ABUSE AND TRAUMA

1. Issues Arising from Bosnian Experience

People in Bosnia may have undergone many stressful experiences, including discrimination, imprisonment, loss of property, torture, malnutrition, physical assault, extreme fear, rape, and loss of livelihood, as well as the stress of living in camps or precarious situations, and the stress of being resettled. It is also common for people in Bosnia to suffer from many physical and psychological symptoms and disorders, partly because of the stressful experiences they endure.

Assessing the variety of experiences, symptoms, and disorders forms a challenge. Some studies show that people who survived war are at 10 times the risk of post-traumatic stress disorder (PTSD), depression, chronic pain, and other physical complaints. Exposure to torture is the strongest instigator of PTSD among refugees. Disillusionment, demoralization and depression often occur due to war and migration-associated losses, or later, when initial hopes and expectations of relocating are not realized. Events that evoke memories of past trauma and loss can contribute to the emergence of anxiety, depression, or PTSD.

Though mental health disorders like anxiety, depression, and PTSD are not uncommon, the way in which they sprout and manifest in war survivors can be complicated and atypical. Symptoms and signs include (this is not designed to be used as a checklist):

- Inability to sleep and nightmare
- Social withdrawal/unwillingness to interact
- Angry or violent outburst
- Drug or alcohol abuse

2. Neglect

The following may be indicators of neglect (this is not designed to be used as a checklist):

- Constant hunger
- Stealing, scavenging and/or hoarding food
- Frequent tiredness or listlessness
- Frequently dirty or unkempt
- Often poorly or inappropriately clad for the weather
- Poor attendance or often late for organizational activities
- Poor concentration
- Affection or attention seeking behavior
- Illnesses or injuries that are left untreated

3. Physical Abuse

The following may be indicators of physical abuse (this is not designed to be used as a checklist):

- Multiple bruises in clusters, or of uniform shape
- Bruises that carry an imprint, such as a hand or a belt
- Bite marks
- Round burn marks
- Multiple burn marks and burns on unusual areas of the body such as the back, shoulders or buttocks.
- An injury that is not consistent with the account given
- Changing or different accounts of how an injury occurred

- Bald patches
- Symptoms of drug or alcohol intoxication or poisoning
- Unaccountable covering of limbs, even in hot weather
- Fear of going home
- Fear of medical help
- Inexplicable fear
- Violence or aggression towards others including bullying or isolation

4. Sexual Abuse

The following may be indicators of sexual abuse (this is not designed to be used as a checklist):

- Sexually explicit play
- Anal or vaginal discharge, soreness, or scratching
- Reluctance to go home
- Inability to concentrate, tiredness
- Refusal to communicate
- Thrush, persistent complaints of stomach disorders or pains
- Eating disorders, for example anorexia nervosa and bulimia
- Attention seeking behavior, self-mutilation, substance abuse
- Aggressive behavior including sexual harassment or molestation
- Unusual compliance
- Regressive behavior, enuresis, soiling
- Frequent or open masturbation, touching others inappropriately
- Depression, withdrawal, isolation from peer group
- Bruises or scratches in the genital area

5. Sexual Exploitation

The significant indicators are:

- Having a relationship of concern with a controlling adult or young person (this may involve physical and/or emotional abuse and/or gang activity)
- Entering and/or leaving vehicles driven by unknown adults
- Possessing unexplained amounts of money, expensive clothes or other items
- Frequenting areas known for risky activities
- Being groomed or abused via the Internet and mobile technology
- Having unexplained contact with hotels, taxi companies or fast-food outlets

6. Emotional Abuse

The following may be indicators of emotional abuse (this is not designed to be used as a checklist):

- The young person or a vulnerable adult consistently describes him/herself in very negative ways –as stupid, naughty, hopeless, ugly;
- Over-reaction to mistakes;
- Delayed physical, mental or emotional development;

- Sudden speech or sensory disorders;
- Inappropriate emotional responses, fantasies;
- Neurotic behavior: rocking, banging head, regression, tics and twitches;
- Self-harming, drug or solvent abuse;
- Running away;
- Compulsive stealing;
- Appetite disorders - anorexia nervosa, bulimia;
- Soiling, smearing feces, enuresis.

7. Individuals with Disabilities

When working with persons with disabilities, practitioners need to be aware that additional possible indicators of abuse and/or neglect may also include:

- A bruise in a site that might not be of concern on an ambulant person such as the shin, might be of concern on a non-mobile person;
- Not getting enough help with feeding leading to malnourishment;
- Poor toileting arrangements;
- Lack of stimulation;
- Unjustified and/or excessive use of restraint;
- Rough handling, extreme behavior modification such as deprivation of medication, food or clothing, disabling wheelchair batteries;
- Inappropriate invasive procedures

APPENDIX 3: RISK ASSESSMENT MATRIX

| Activity | Risk | Mitigation methods and measures | Assessment of the level of risk and necessary subsequent activities |
|----------|------|---------------------------------|---|
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |

| Assessment of the significance (level) of risk | |
|--|--|
| High | It is very likely to happen and has a significant impact on young and vulnerable adults |
| Medium | It is very likely to happen but has no significant impact on young and vulnerable adults or Low probability of happening but has a significant impact on young and vulnerable adults |
| Low | Less likely to happen and lower impact on young and vulnerable adults |

APPENDIX 4: STATEMENT ON DATA CONFIDENTIALITY



STATEMENT ON DATA CONFIDENTIALITY

I, _____ engaged with Kuma International as (*enter job position/role*), give this statement on keeping data confidential.

I understand that the information in the documents that I will review, read, use are confidential and secret.

With this statement, I responsibly declare that I will use the confidential data, that become available to me during the implementation of the contracted tasks, exclusively for the purpose of performing the work and that I will not present them, nor make them available in any way to third parties, except for persons authorized by the Kuma International, and that I will take all security measures to protect data confidentiality.

If, due to my fault (intentional or careless), in any way the information from the documents entrusted to me is disclosed, I undertake to compensate for the resulting damage.

I make this statement under full moral, material and criminal responsibility and sign it as a sign of agreement.

Name and surname in printed letters: _____

Handwritten signature: _____

Date and place: _____

APPENDIX 5: LIST OF APPROPRIATE GOVERNMENT AGENCIES AND EXTERNAL EXPERTS

POLICE STATIONS ADDRESS BOOK

POLICIJSKA UPRAVA STARI GRAD

Policijska stanica Stari Grad
Policijska stanica Stari Grad
Adresa: Logavina 10
Tel: 033 283 105, 033 283 107
Fax: 033 407 118
E-mail: ps.sgrad@mup.ks.gov.ba

POLICIJSKA UPRAVA CENTAR

Policijska stanica Centar
Adresa: Augusta Brauna 5
Tel: 033 283 205, 033 283 206, 033 283 200
Fax: 033 407 237
E-mail: ps.centar@mup.ks.gov.ba

POLICIJSKA UPRAVA NOVO SARAJEVO

Policijska stanica Novo Sarajevo
Adresa: Zmaja od Bosne 15
Tel: 033 283 300 033 283 301
Tel: 033 283 305, 033 616 723
Fax: 033 617 394
E-mail: ps.nsarajevo@mup.ks.gov.ba

POLICIJSKA UPRAVA NOVI GRAD

Policijska stanica Dobrinja
Adresa: Dobrinjske bolnice do br.14
Tel: 033 451 020, 033 407 954, 033 407 955
Fax: 033 256 546
E-mail: ps.dobrinja@mup.ks.gov.ba
Policijska stanica Novi Grad
Adresa: Prvomajska 22
Tel: 033 292 400, 033 292 406, 033 450 050
Fax: 033 472 467
E-mail: ps.ngrad@mup.ks.gov.ba

POLICIJSKA UPRAVA ILIDŽA

Policijska stanica Ilidža
Adresa: Samira Čatovića Kobre br. 1
Tel: 033 291 500
Tel: 033 291 505
Fax: 033 407 290
E-mail: ps.ilidza@mup.ks.gov.ba

POLICIJSKA UPRAVA HADŽIĆI I TRNOVO

Policijska stanica Trnovo
Policijsko odjeljenje Trnovo Adresa: Pendičići bb
Tel: 033 439 000, 033 439 096, 033 256 360
Fax: 033 439 173
E-mail: ps.trnovo@mup.ks.gov.ba
Policijska stanica Hadžići
Adresa: 6. marta broj 10
Tel: 033 290 565, 033 290 567, 033 290 561
Tel: 033 422 000
Fax: 033 407 291
E-mail: ps.hadzici@mup.ks.gov.ba

POLICIJSKA UPRAVA ILIJAŠ

Policijska stanica Ilijaš
Adresa: Hašima Spahića 17-1
Tel: 033 292 362, 033 292 364
Tel: 033 292 360
Fax: 033 475 547
E-mail: ps.ilijas@mup.ks.gov.ba

POLICIJSKA UPRAVA VOGOŠĆA

Policijska stanica Vogošća
Adresa: Samira Gradišića 3-a
Tel: 033 580 800, 033 580 802, 033 580 803,
Fax: 033 436 128
E-mail: ps.vogosca@mup.ks.gov.ba

CENTERS FOR SOCIAL WELFARE IN FBiH ADDRESS BOOK

| KANTON | ORGAN KOJI VRŠI POSLOVE SOC. I DJEČIJE ZAŠTITE | ADRESA | KONTAKT TELEFON | E-MAIL |
|-------------------|--|---|--------------------------------|--|
| KANTON SARAJEVSKI | Ministarstvo za rad, socijalnu politiku, raseljena lica i izbjeglice | 71000 SARAJEVO Reisa Džemaludina Čauševića 1 | 033/562-089 033/562-090 fax | mrsri@mrsri.ks.gov.ba |
| SARAJEVO | Kantonalni centar za socijalni rad | Gatačka 80 | 033/723-640, 033/723-641 | info@kcsr.ba |
| STARI GRAD | Služba za socijalnu zaštitu | Fra Grge Martića 4 | 033/551-110 033/ 200-348 | sszosg@bih.net.ba |
| CENTAR | Služba za socijalnu zaštitu | Zaima Šarca 13 | 033/565-500 033/206-384 fax | sszoc@bih.net.ba |
| NOVO SARAJEVO | Služba za socijalnu zaštitu | Azize Šaćirbegović 96 | 033/525-939 033/525-876 | sszons@bih.net.ba |
| NOVI GRAD | Služba za socijalnu zaštitu | Gadačačka 78 | 033/768-710 033/541-101 | sszong@bih.net.ba |
| ILIDŽA | Služba za socijalnu zaštitu | 12.Martbr.5 | 033/761-510 033/625-715 | sszoi@bih.net.ba |
| HADŽIĆI | Služba za socijalnu zaštitu | Hadžali do broja185 | 033/475-848 033/475-841 fax | centarhadzici@hotmail.com |
| VOGOŠĆA | Služba za socijalnu zaštitu | Omladinska bb | 033/424-440 033/432-651 | sszovo@bih.net.ba |
| ILIJAS | Služba za socijalnu zaštitu | Ivana Franje Šukića 6 | 033/428-910 033/428-911 | kcsrijijas@bih.net.ba |
| TRNOVO | Služba za soc. zaštitu-Odjeljenje | Opština Trnovo | 033/438-138 | |

NONGOVERNMENTAL ORGANIZATIONS ADDRESS BOOK

Fondacija lokalne demokratije Sarajevo

Bravadžiluk bb, 71000 Sarajevo, BiH

Tel: +387 33 237 240

Fax: +387 33 236 899

info@fld.ba

selma.begic@fld.ba

amra.hadzic@fld.ba

jasmina.mujezinovic@fld.ba

Udruženje „Medica“ Zenica

Krivače 40, 72000 Zenica

Tel: +387 32 463 920

Email:medica1@bih.net.ba

www.medicazenica.org

Udruženje za prevenciju ovisnosti NARKO-NE

Ured: Josipa Vancaša 21, Sarajevo

Tel: 00387 (0)33 215 088

Tel/fax: 00387 (0)33 223 285

web: www.prevencija.ba

narkone@prevencija.ba

SOS telefon (besplatan - dostupan 24/7) – FBiH

1265

APPENDIX 6: INCIDENT REPORTING FORM



INCIDENT REPORTING FORM

Fill out this application and send/submit it to Claudia Zini, claudia.zini@kumainternational.org immediately, no later than 24 hours after learning about the incident.

| | | | |
|--|-----------|-----------------|--|
| 1. Date of report: | | 2. Place: | |
| Person who is reporting | | | |
| 3. Name and surname: | | 4. Position: | |
| 5. Telephone): | | 6. E-mail: | |
| Person whose rights have been violated (victim) | | | |
| 7. Name: | | 8. Surname: | |
| 9. Date of Birth: | 10. Sex: | | |
| 12. Address and contact details: | | | |
| 13. Other members of the household? | | | |
| Perpetrator | | | |
| 15. Name: | | 16. Surname: | |
| 17. Age: | 18. Sex: | 19. Occupation: | |
| 20. Address and contact details:: | | | |
| 21. Is the persons engaged in Kuma International? | | | |
| 22. What kind of relationship does this person have with the victim? | | | |
| 23. Are there any other perpetrators ? <input type="checkbox"/> No <input type="checkbox"/> Yes (if yes, list their names and contacts) | | | |
| _____ | | | |
| Facts and Incident details | | | |
| 24. Date: | 25. Time: | 26. Place: | |
| 27. How did you find out about the incident? | | | |
| <input type="checkbox"/> I was present. <input type="checkbox"/> Staff members told me. <input type="checkbox"/> Victim told me. <input type="checkbox"/> Other: _____ | | | |
| 28. Are there any witnesses to the incident? <input type="checkbox"/> No <input type="checkbox"/> Yes (if yes, list their names and contacts) | | | |
| _____ | | | |
| 29. Please describe the incident: | | | |
| Protection (filled out by DSL) | | | |
| 30. What was immediately done to protect the victim after the report? | | | |

APPENDIX 7: DEALING WITH A DISCLOSURE OF TRAUMA OR ABUSE

When a person tells you about the stress or trauma s/he is feeling or abuse s/he has suffered, you must remember (particularly if you are the DSL):

- ❖ Stay calm
- ❖ Do not communicate shock, anger, or embarrassment
- ❖ Offer reassurance. Tell her/him you are pleased that s/he is speaking to you.
- ❖ Tell her/him that you believe them. S/he may have tried to tell others and not been heard or believed
- ❖ Tell s/he it is not her/his fault.
- ❖ Encourage her/him to talk but do not ask "leading questions" or press for information
- ❖ Listen and remember
- ❖ Check that you have understood correctly what s/he is trying to tell you. (You may need to get advice from the interpreter you are using where interpretation is necessary)
- ❖ Communicate that s/he was right to tell you and right to be safe and protected
- ❖ It is inappropriate to make any comments about the alleged offender.
- ❖ Be aware that the individual, particularly a child, may retract what s/he has told you. It is essential to record all you have heard
- ❖ At the end of the conversation, tell the individual again who you are going to tell and why that person or those people need to know.
- ❖ As soon as you can afterwards, make a detailed record of the conversation using the phrases s/he used as far as possible. Include any questions you may have asked. Do not add any opinions or interpretations.
- ❖ Decide whether you need to find out more by asking the child / young person, or their parent to clarify your concerns, being careful to use open questions:
- ❖ *...beginning with words like: 'how', 'why', 'where', 'when', 'who'?*
- ❖ Let the young person / adult know what you plan to do next if you have heard a disclosure of abuse or you are talking with them about your concerns. Do not promise to keep what s/he tells you secret. *...for example, 'I am worried about your bruise, and I need to tell person x so that s/he can help us think about how to keep you safe'*
- ❖ Make a written record as soon as possible after the event, noting:
 - ✚ Name of person
 - ✚ Date, time, and place
 - ✚ Who else was present?
 - ✚ What was said / What happened / What you noticed i.e., speech, behavior, mood, drawings, games, or appearance
 - ✚ If a vulnerable person spoke, record their words rather than your interpretation - Analysis of what you observed & why it is a cause for concern

APPENDIX 8: SENSITIVE CASES REFERRAL FORM

Date of Referral:

Referring Officer and contact details:

ID Number:

Name and Surname:

Address:

Local Authority:

Details of concerns and or incident (including date):

Police Contact Details and incident reference number (if applicable):

Any other information:

APPENDIX 9: CONSENT FORM



PARTICIPANT CONSENT FORM

I, _____, date of birth _____, address _____
(Name and surname of participant)

hereby approve that the Kuma International uses photos and video materials of me in the media, on social networks or for the purposes of promoting the program.

Place and date: _____

Signature: _____