

**Safeguarding Policy  
for  
Orient helper e.V.**

(01.07.2024)

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Please refer to the table "[Definitions](#) of Groups and Persons referred to in this Document" in section 8 that describes all persons and groups who are mentioned in this Policy and who are affected by its provisions.

## **1. Introduction**

This Policy sets out common values, principles, and beliefs and describes the steps that we take in meeting our commitment to protect people being associated with Orienthelfer e.V. in various contexts. For us, safeguarding means protecting peoples' health, wellbeing and human rights, and enabling them to live free from harm, abuse, and neglect.

This Policy applies to all OH Members, the OH Team, Donors, Contract Partner Teams, and Third Parties.

### **1.1. Orienthelfer e.V.'s Values, Principles and Beliefs**

Besides the values of the UN Universal Declaration of Human Rights and the treaties and covenants associated with it, at Orienthelfer e.V. we are guided in our actions by the following values: Humanity, Tolerance, Transparency, Responsibility, Integrity, Partnership, and Equal Opportunity.

### **1.2. What we do**

We meet our commitment to protect all people associated with Orienthelfer e.V. from any kind of harassment, exploitation, or abuse through the following means.

#### **1.2.1. Awareness and Prevention**

We ensure that OH Members, the OH Team, Contract Partners, and Third Parties are aware of the problem of (sexual) harassment, exploitation, and abuse and the risks associated. Furthermore, we ensure, through awareness and good practice, that OH Members, the OH Team, Contract Partners, and Third Parties minimize the risks to vulnerable groups, especially children.

#### **1.2.2. Reporting**

We ensure that OH Members, the OH Team, Contract Partners and Third Parties know what steps to take whenever concerns arise regarding the safety of our Beneficiaries, OH Members, the OH Team, Contract Partner Teams, and Third Parties. Orienthelfer e.V. investigates all safeguarding reports and concerns according to this Policy and its procedure.

#### **1.2.3. Responding**

We ensure to take action to support and protect people whenever concerns arise regarding possible abuse.

## **2. Policy Statement**

Orienthelfer e.V. places respect at the heart of its relief and development work. Orienthelfer e.V.'s aims at reducing poverty and promoting social justice through engagement with marginalized communities. At Orienthelfer e.V., we also recognize our responsibility to similarly promote respect within our own organization and maintain a safe and respectful workplace for OH Members, the OH Team, Contract Partners and Third Parties, and the communities we work with.

We believe all people have a right to live their lives free from (sexual) harassment, exploitation, and abuse, and that no adult or child should be subject to abuse of any form. We believe that sexual harassment, exploitation, abuse, and child abuse are more likely to be exerted over groups of people due to inequalities and vulnerabilities, particularly those experienced by women, vulnerable adults, and children. Compliant with Orienthelper e.V.'s mission statement and areas of work, this Safeguarding Policy incorporates important principles of child protection.

We recognize that there is unequal power between OH Members, the OH Team, Contract Partners, and Third Parties and Beneficiaries of our programs, as well as among people within Orienthelper e.V. We ensure that our power will not be used to advantage ourselves or cause harm to others. We recognize the importance of organizational culture and accountability in creating a safe and supportive organization for OH Members, the OH Team, Contract Partners, and Third Parties, and the communities we work with.

Orienthelper e.V. has a zero-tolerance approach toward (sexual) harassment, exploitation, abuse, and child abuse in any form. We have a responsibility to protect the people we work with, and who work for us, and we will continuously strive to prevent sexual harassment, exploitation and abuse, and child abuse from happening. We ensure that OH Members, the OH Team, Contract Partners, and Third Parties understand their protective role, take responsibility for it, and are held accountable.

We take seriously all reports of (sexual) harassment, exploitation and abuse, and child abuse. Our actions are informed by a survivor-centered approach which means that the needs and wishes of survivors guide our response, that survivors are treated with dignity and respect, and that the rights of survivors to privacy and support are prioritized.

### **3. Scope of Application**

This Policy applies to OH Members, the OH Team, Donors, Contract Partners, and Third Parties.

The Policy applies both during and outside regular working hours. Actions and behavior by OH Members, the OH Team, Donors, Contract Partners, and Third Parties outside of working hours that may seem to contradict this Policy, are a violation of this Policy.

The Managing Director of Orienthelper e.V. is responsible for the ownership and administration of this document.

Further definitions related to Safeguarding and Child Protection are included in this [Glossary](#) in section 10.

### **4. Orienthelper e.V.'s Safeguarding Commitments**

#### **4.1. Prevention**

OH incorporates safeguarding and child protection principles into all projects throughout the entire project cycle. This is done through a collaborative project design approach with Contract Partners and Project Participants. This careful planning supports monitoring and evaluation of safeguarding in our projects and leads to identify and mitigate or minimize

risks associated with abuse and exploitation. Preventive measures focus around but are not limited to the following.

- Raising awareness of the rights and responsibilities defined in this Safeguarding Policy is a key component of prevention. Orienthelfer e.V. ensures to alert the attention of all OH Members, the OH Team, Contract Partners, and Third Parties to safeguarding by
  - making this Safeguarding Policy and amended versions available in German, English, Arabic, and French,
  - making the content of this Safeguarding Policy available to all people of all ages as well as vulnerable groups using age-appropriate and user-friendly versions,
  - publishing the Safeguarding Policy on Orienthelfer e.V.'s website and Facebook page,
  - making this Safeguarding Policy an integral part of all contractual agreements between Orienthelfer e.V. and its Contract Partners,
  - requesting all persons or entities involved to sign a statement acknowledging that they have read, understood, and agreed to adhere to this Safeguarding Policy,<sup>1</sup>
  - conducting regular risk analyses of Orienthelfer e.V. and its Contract Partners based on a predefined checklist,
  - actively engaging Contract Partners to ensure that tracking and reporting mechanisms are tailored to the needs of vulnerable groups.
- When directly engaging with (potential) Beneficiaries, all OH Members, the OH Team, Contract Partners, and Third Parties should always be conscious of their “positionality”<sup>2</sup> when interacting with a Beneficiary of a project, in particular if s/he is part of a vulnerable group.
- To the maximum extent possible and in the interest of constructive cultural understanding and sensitivity, ensure that language, behavior, and deeds during interactions with Beneficiaries can never be construed as harassing, abusive, sexually provocative, demeaning or culturally inappropriate.
- Create, foster, and maintain a safe, supportive, collaborative, and positive environment free from all forms of violence or threats thereof, physical, or verbal menace, perceived preferential treatment, and neglect.
- Place the privacy, interests, and wellbeing of vulnerable persons before any other consideration in interactions related to media posts or other public communication

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<sup>1</sup> Orienthelfer e.V. reserves the right to ask any signatory to periodically re-sign their commitment statement.

<sup>2</sup> “Positionality” refers to an individual’s inherent privilege endowed by some cultural or societal distinction, one’s proximity to power and the economic, societal, and/or culturally defined privilege or advantage, thus, the power dynamic that might come into play during interactions between OH Members, the OH Team, Contract Partners, and Third Parties and individual program participants or groups thereof.

by getting informed consent before conducting an interview, taking photos, or making a film or any other form of content gathering intended for publication or public use.

- Special attention must be paid to the most vulnerable groups to ensure appropriate means of communication by considering their age, intellectual capacity, cultural and societal context, and literacy.
- Children and adolescents have the right to be protected from any kind of information that they are unable to understand or cope with, in particular if the information deals with sexual matters. All adults in projects supported by Orienthelfer e.V. have a duty to ensure that no child is harmed by inappropriate information from presentations and discussions whether in spoken, written or visual form or from any other kind of communication.
- Orienthelfer e.V. will conduct information sessions for the entire OH Team and select Contract Partners.
- Before being hired, all members of the OH Team must present an official certificate of good standing that confirms they do not have any criminal record. Contract Partners and Third Parties will be asked to present a similar proof of good standing to Orienthelfer e.V., if available.

#### 4.2. Reporting

- Ideally, a report on any suspected breach of this Safeguarding Policy should be submitted in writing by the complainant via email, messaging service (i.e., WhatsApp, SMS etc.), online form or by telephone to the Safeguarding Focal Point of Orienthelfer e.V., Ms. Dunja Springer, Managing Director ([feedback@orienthelfer.de](mailto:feedback@orienthelfer.de); +49-178-7285751). This can also be done anonymously online via our website.
- Should the complaint involve the Safeguarding Focal Point herself or one of her relatives, or should the complainant not feel comfortable to approach the Safeguarding Focal point directly, he/she may instead contact OH Board member Mr. Michael Nagy via [feedback-safeguarding@orienthelfer.de](mailto:feedback-safeguarding@orienthelfer.de) or any other member of the OH Team of his/her trust.
- Should the complainant not be able to report the complaint on his/her own, the complainant may approach any member of the OH Team, Contract Partner Team or Third Party who will assist the complainant and submit the complaint on his/her behalf by completing the formal [Report](#) Form in section 111.
- Whoever receives the report of the complaint is obliged to bring this to the attention of the Safeguarding Focal Point or a member of the OH Team.
- For guidance regarding specific aspects of child abuse, please refer to section 10 "[Reporting](#) Child Abuse: Do's & Don'ts."

#### 4.3. Responding

- Upon receipt of a complaint, the Safeguarding Focal Point is required to take the appropriate steps to investigate the complaint to the furthest extent possible while making confidentiality and the safety of the complainant a top priority.

- The recipient of the complaint must keep written records of the entire process, i.e., actions taken, and procedures followed. The recipient of the complaint can form a reference group with a minimum of two others to ensure an unbiased investigation.
- As mentioned above, the behavior and actions of the OH Team are based on a survivor-centered approach, meaning that the needs and wishes of survivors guide the response, that survivors are treated with dignity and respect, and that the rights of survivors to privacy, safety and support are paramount. Wherever possible, this includes referral to local support structures, such as a child helpline, counselling, psychological support, etc.
- The final outcome of the investigation and any recommended remedial action will be shared with the OH Board and a joint decision will be taken concerning potential disciplinary actions or operational changes that might be required.
- If the infraction could be construed as a criminal act, Orienthelfer e.V. will report the incident to the appropriate local civil authorities and, if appropriate, file legal charges in Germany or in the country where the infraction occurred.

## **5. Responsibilities**

### **5.1. OH Members, OH Team, Contract Partners, Third Parties**

All OH Members, the OH Team, Contract Partners, and Third Parties share an obligation to prevent, report and respond to (sexual) harassment, exploitation and abuse, and child abuse. It is the responsibility of all OH Members, the OH Team, Contract Partners, and Third Parties to honor Orienthelfer e.V.'s Safeguarding Policy.

Contract Partners and Third Parties must read and sign this Safeguarding Policy together with the employment or cooperation contract and participate in the initial information session provided by the Orienthelfer e.V. Safeguarding Focal point. Members of the OH Team are obliged to re-sign this Safeguarding Policy and participate in re-fresher information sessions upon invitation from the Managing Director of Orienthelfer e.V.

### **5.2. Orienthelfer e.V. Managing Director and Safeguarding Focal Point**

Safeguarding Focal Point of Orienthelfer e.V. is the Managing Director of Orienthelfer e.V., Ms. Dunja Springer ([feedback@orienthelfer.de](mailto:feedback@orienthelfer.de), +49-178-7285751). She makes sure that all OH Members, the OH Team, Contract Partners, and Third Parties understand and sign this Safeguarding Policy and ensures that it is an integral part of all written contracts and agreements.

### **5.3. Executive Management of the Contract Partner and Third Parties**

The Executive Management (e.g., Directors, Managers) of the Contract Partner and Third Parties

- are responsible for ensuring that their employees and other individuals acting on their behalf comply with this Safeguarding Policy,
- must promote an organizational culture which prevents and prohibits any kind of (sexual) harassment, exploitation and abuse, and child abuse,

- will ensure the signing of this Safeguarding Policy by an authorized signatory on behalf of the organization and by all Managers, Specialists and Experts who are financed through Orienthelfer e.V.

#### 5.4. Orienthelfer e.V. Board Members

The Orienthelfer e.V. Board Members are accountable for this Safeguarding Policy and require from the Orienthelfer e.V. Managing Director regular reports on policy implementation and potential risks for the organization.

The ownership of this document lies with the Managing Director of Orienthelfer e.V.

In case of questions or need for further information, please contact [kontakt@orienthelfer.de](mailto:kontakt@orienthelfer.de) or [feedback@orienthelfer.de](mailto:feedback@orienthelfer.de).

#### 6. Confidentiality

It is essential that confidentiality is maintained at all stages of the process when dealing with safeguarding transgressions. All related information and subsequent case management will be shared solely on a need-to-know basis (i.e., only with those who need to be informed to ensure maximum protection) and will be stored in a secure place.

#### 7. Compliance with this Policy

It is the personal responsibility of all OH Members, the OH Team, Contract Partner Teams, and Third Parties to understand and comply with this Policy.

In carrying out their daily work, all OH Members, the OH Team, Contract Partner Teams, and Third Parties in supervisory and management functions (i.e., Managers, Experts and Specialists) must ensure that all individuals and entities acting on their behalf understand and comply with the standards and requirements stated in this Policy.

|                                |  |
|--------------------------------|--|
| Name of Signatory              |  |
| Name of the Organization       |  |
| Project Number Funding Partner |  |
| Budget Line                    |  |

If I have a complaint or concern relating to a breach of this Policy, I understand that I should report it immediately to my superior line manager or to the Managing Director of Orienthelfer e.V., Ms. Dunja Springer, via [dunja.springer@orienthelfer.de](mailto:dunja.springer@orienthelfer.de) or [feedback@orienthelfer.de](mailto:feedback@orienthelfer.de). If I do not feel comfortable reporting to this person (for example if I feel that the report will not be taken seriously, or if that person is implicated in the concern), I understand that I may report my complaint or concern to any other appropriate member of the OH Team.

I hereby certify that I have read and understood this Policy and that I will adhere to its provisions.

---

Place, Date

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Signature

## 8. Definitions of Groups and Persons referred to in this Document

(sorted alphabetically)

| Term                                        | Definition   Explanation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|---------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Beneficiaries / Program Participants</b> | <b>Beneficiaries / Program Participants</b> are usually individuals – children, adults, elderly people with or without disabilities – who directly receive goods or services from Orienthelfer e.V. and/or its Contract Partners.                                                                                                                                                                                                                                                                                     |
| <b>Contract Partner</b>                     | <b>Contract Partners</b> are signatories of a contractual agreement with Orienthelfer e.V. – typically Implementing Partners, Suppliers or Service Providers who will be named as such. If specific individuals working with the Contract Partner are addressed, they will be named accordingly, such as “Contract Partner Staff” or “Contract Partner Management.” The entire team of the Contract Partner will be referred to as “Contract Partner Team.”                                                           |
| <b>Donors</b>                               | <b>Donors</b> are individuals or entities donating funds or goods.                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Funders</b>                              | A donor can also be referred to as “funder”: <b>Funders</b> are typically organizations / institutions granting funds based on a contractual agreement, stipulating specific conditions, such as intended use of funds, reporting guidelines and sanctions.                                                                                                                                                                                                                                                           |
| <b>IP</b>                                   | is the abbreviation for “Implementing Partner”                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>IP Project Staff</b>                     | <b>IP Project Staff</b> includes all individuals who are involved in the realization of project activities on behalf of the Implementing Partner and <u>who are listed in the project budget</u> .                                                                                                                                                                                                                                                                                                                    |
| <b>IP Team</b>                              | <p><b>IP Team</b> refers to the team of the Implementing Partner and includes all individuals of the Board, Management and Staff as well as Freelancers, Volunteers and Interns who are acting on behalf of and/or under the name of the Implementing Partner.</p> <p>When only <b>certain individuals of the IP Team</b> are concerned or addressed in parts of this document, they will be referred to accordingly, i.e., IP Board Members, IP Executive Management, IP Managers, Specialists and Experts, etc.</p> |
| <b>OH</b>                                   | is the abbreviation for “Orienthelfer e.V.”                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>OH Members</b>                           | <b>OH Members</b> (the abbreviation for “Members of Orienthelfer e.V.”) pay a modest annual membership fee after applying for membership. In most cases, OH Members are not actively involved in the implementation of projects and the daily work of the OH Team (Members who are actively involved in a project, are considered volunteers). Members have certain rights and duties, such as electing and discharging Orienthelfer e.V.’s President and his deputy.                                                 |

| Term                     | Definition   Explanation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|--------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>OH Team</b>           | <p><b>OH Team</b> refers to the team of Orienthelfer e.V. and includes all individuals of the Board, Management and Staff as well as Freelancers, Volunteers and Interns who are acting on behalf of and/or under the name of Orienthelfer e.V.</p> <p>When only <b>certain individuals of the OH Team</b> are concerned or addressed in parts of this document, they will be referred to accordingly, i.e., OH Board Members, OH Management, OH Staff, etc.</p>                                                                                                                                               |
| <b>Service Providers</b> | <p><b>Service Providers</b> can be Contract Partners <u>or</u> Third Parties of any contractual agreement.</p> <p><b>Service Providers</b> are individuals, organizations or other entities who provide services of any kind to Orienthelfer e.V., the Contract Partner and/or any organization affiliated with the implementation of a project in return for payment or free of charge.</p>                                                                                                                                                                                                                   |
| <b>Stakeholders</b>      | <p><b>Stakeholders</b> are individuals or groups, with or without a legal status who directly or indirectly, voluntarily, or involuntarily contribute to, participate in or benefit, in any way, from the actions, projects and activities of Orienthelfer e.V. and/or one of its Third Parties and/or one of the Contract Partners of the Orienthelfer e.V. network.</p>                                                                                                                                                                                                                                      |
| <b>Suppliers</b>         | <p><b>Suppliers</b> can be Contract Partners <u>or</u> Third Parties of any contractual agreement.</p> <p><b>Suppliers</b> are individuals, organizations or other entities who provide goods of any kind to Orienthelfer e.V., the Contract Partner and/or any organization affiliated with the implementation of a project in return for payment or free of charge.</p>                                                                                                                                                                                                                                      |
| <b>Third Party</b>       | <p>A <b>Third Party</b> is affected by and/or involved in the implementation of a project but is <u>not</u> a signatory of a contract (Contract Partner) or any other cooperation agreement.</p> <p>Depending on the type of document – such as a contract and/or related annexes – <b>Third Parties</b> include service providers, suppliers, consultants, subcontractors, and/or other individuals or professionals hired for the implementation of the project as well as any individual or professional employed by an entity that carries out missions for Orienthelfer e.V. or the Contract Partner.</p> |

## 9. Glossary of Terms related to Safeguarding and Child Protection

- **Child** is any individual under the age of 18 years, irrespective of local country definitions of when a child reaches adulthood.<sup>3</sup>
- **Child Abuse** is an act in which individuals, institutions, or social conditions directly or indirectly harm children or hinder their fundamental right to a safe and healthy development into adulthood (age of 18 years).
- **Vulnerable Children** are children with a higher risk of abuse if they
  - are unaccompanied, separated from their parents/primary caretakers,
  - are living in informal settlements and/or on the street,
  - have intellectual, physical, or psychosocial impairments,
  - are living under a persistent threat of or exposure to criminality, conflict, or war,
  - are married and/or are parents,
  - are heads-of-household,
  - are survivors of sexual violence,
  - have been recruited by or are associated with armed groups,
  - identify as homosexual, bisexual, transgender or intersexual.
- **Children, in particular, are vulnerable to:**
  - **Physical Abuse**, which occurs when a person (or group) purposefully injures or threatens to injure a child (or group of children). This can happen by slapping, hitting, punching, shaking, kicking, beating, burning, shoving, or grabbing. Physical abuse can be a single or repeated act. It doesn't have to leave visible marks or injuries.
  - **Emotional Abuse**, which is an inappropriate verbal or symbolic act toward a child or a pattern of failure over time to provide a child with adequate non-physical nurture and emotional availability. Such acts have a high probability of damaging a child's self-esteem or social competences.
  - **Neglect** is the ongoing failure to meet a child's basic needs and the most common form of child abuse, including poor personal hygiene, dirty clothes or in bad state, untreated medical problems, social isolation.
  - **Grooming** generally refers to behavior that makes it easier for an offender to induce a child or vulnerable adult to sexual activity. It often starts with gaining the trust of children and/or their caretakers or a vulnerable adult, to gain physical closeness in order to sexually abuse them. For example, grooming includes the provision of, or attention paid to a specific child or adult, providing gifts, money, drugs, or alcohol, encouraging romantic feelings, or exposing them to sexual concepts through conversation or exposure to pornography. Online grooming is the act of sending an electronic message, a series of messages or engaging over an online platform with content that may be of

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<sup>3</sup> Definition of child from the Inter-Agency Standing Committee (IASC) Guidelines to implement Minimum Operating Standards for Protection from Sexual Exploitation and Abuse by UN and non-UN Personnel, March 2013.

indecent nature, to coax the recipient to engage in or submit to sexual activity with another person, including but not necessarily the sender. Both children and vulnerable adults can be victims of grooming and online grooming, with children being particularly targeted by online groomers, who often disguise their age and gender pretending to be a peer.

- **Persons with Disabilities** have “long-term physical, mental, intellectual, or sensory impairments which, in interaction with various barriers, may hinder their full and effective participation in society on an equal basis with others.” A disability can be a result of societal barriers to equally access services and inclusion and not because of the impairment.
- **Safeguarding** includes the set of measures, policies, and practices we take to prevent, report, and respond to harm or abuse and to protect the physical and mental health, well-being, and human rights of anyone that comes into contact with Orienthelfer e.V., be they Beneficiaries, Contract Partners, Donors, OH Members, members of the OH Team, Third Parties, or stakeholders.
- **Sexual Exploitation and Abuse (SEA)** is defined as an actual or attempted abuse of someone's position of vulnerability (such as a person depending on you for survival, food rations, school, books, transport, or other services) or difference in hierarchy level, to obtain sexual favors, including but not limited to offering money or other social, economic, or political advantages. SEA includes trafficking and prostitution. Sexual Abuse is an actual or threatened physical intrusion of sexual nature, whether by force or under unequal or coercive conditions. It includes sexual slavery, pornography, child abuse and sexual assault.
- **Sexual Harassment** is any unsolicited and unwelcome sexual advance, request for sexual favors, verbal or physical conduct or gesture that may be perceived as sexual in nature, or any other behavior of sexual nature that might reasonably be expected or be perceived to cause offence or humiliation to another, when such conduct interferes with work, is made a condition of employment, or provision of services or goods, or creates an intimidating, hostile or offensive work environment. While typically involving a pattern of behavior, it can take also incur as a single incident.
- **Survivor**, in this context, is a person who has been abused or exploited. The term ‘survivor’ is often used instead of ‘victim’ as it implies strength, resilience, and the capacity to survive. However, each individual may choose how he or she wants to be called.
- **Vulnerable Groups:** A group is generally considered vulnerable when lacking access to basic services, financial resources resulting from marginalization, structural discrimination, legal or social status or degraded, precarious physical environments. Thus, vulnerable groups are at a higher risk of social exclusion and consequently exploitation, harassment, and other kinds of abuse.  
The living conditions of vulnerable groups are often characterized by the lack of fundamental human rights, limited resources to provide for one's living, unequal opportunities, the inability to avoid harm, seek remedy or to hold offenders fully accountable for their detrimental action or inaction. The vulnerability of groups varies within different contexts, particularly among extremely vulnerable or marginalized groups,

such as children, the elderly (individuals aged 65 years and older), people with disabilities, minorities defined by ethnic or religious belief, sexual orientation or identity, or involuntarily displaced persons.

## 10. Reporting Child Abuse: Do's & Don'ts<sup>4</sup>

What to do when a child or a group of children report an abuse:

- Listen to the child/ren and respond in a calm and supportive manner.
- Explain to the child/ren what you are going to do and what will happen next.
- Reassure the child/ren that they have done nothing wrong and have done the right thing to report the abuse.
- Ensure that the physical safety and psychological wellbeing of the child/ren is upheld, i.e.,
  - make sure that the child is in a safe place and is not left alone,
  - accompany or find someone to accompany the child/ren to medical and/or psychological treatment.
- Make sure you write down/report exactly what has been said without your own interpretation.
- Record the information on the [Report](#) Form in Section 11.
- Ensure that the child/ren are informed at every stage of the process of what is going to happen next and why.
- Ensure that all information remains confidential and will only be shared on a 'need to know' basis.

What not to do when a child or a group of children reports an abuse:

- Do not ask the child/ren probing questions or questions beyond the information they decided to share with you, as you are not the investigator. Instead, listen carefully to ensure you report the incident accurately, and only ask questions to verify what they are saying.
- Do not repeat the same questions as this may give the impression that you do not believe them.
- Do not make assumptions or offer alternative explanations.
- Do not promise to keep the information secret and explain that you will have to report the abuse to those with a 'need to know'.
- Do not allow personal doubts to prevent you from reporting an allegation and always report any allegation – even if you personally feel that the accusation is untrue.

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<sup>4</sup> Based in parts on the Child Protection Policy of War Child <https://www.warchild.de/transparenz/initiative-transparente-zivilgesellschaft/>

Please consider:

- Children with disabilities<sup>5</sup> may not have the confidence, communication skills or autonomy to describe what has happened to them when using standard reporting mechanisms. Everyone dealing with children with disabilities needs to be aware of and sensitive to this and must assist and encourage the children to communicate in their own way and language if they sense that something might have been wrong.
- Children need to be made aware of the available reporting mechanisms and the OH Team, Contract Partners and Third Parties must provide reporting mechanisms based on the children's cognitive, physical, and emotional levels.

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<sup>5</sup> Based on the Disability-inclusive Child Protection Policy of Save the Children [https://resourcecentre.savethechildren.net/pdf/disability\\_inclusive\\_child\\_safeguarding\\_guidelines\\_able\\_child\\_africa\\_save\\_the\\_children\\_2021\\_full.pdf](https://resourcecentre.savethechildren.net/pdf/disability_inclusive_child_safeguarding_guidelines_able_child_africa_save_the_children_2021_full.pdf)

## 11. Report Form

This form should be used by the person ("reporter") reporting an abuse on behalf of the affected person ("complainant").

This form must be **submitted ideally within 24 hours after learning of the incident** via email to [feedback@orientshelfer.de](mailto:feedback@orientshelfer.de) or telephone or WhatsApp (+49 178 7285751) to Orientshelfer e.V.

|                                                                      |  |
|----------------------------------------------------------------------|--|
| Full name of person completing the form ("reporter")                 |  |
| Role of reporter at or in relation to Orientshelfer e.V.             |  |
| Full name of the affected person ("complainant")                     |  |
| Role of complainant in relation to Orientshelfer e.V.                |  |
| Full name of the alleged perpetrator ("offender")                    |  |
| Role of offender in relation to complainant                          |  |
| Name of Contract Partner (if applicable)                             |  |
| How was the incident reported (circumstances, time, date, location)? |  |

Description of the incident (please describe it as it was reported and try to avoid your own interpretation):

Who was present when the incident took place (full names and positions in relation to the Complainant)?

How can the safety of the complainant be ensured (any specific actions taken, required)?

I hereby declare that the information is true to the best of my knowledge and that the information recorded is authentic to what was reported to me by the Complainant.

\_\_\_\_\_  
Place, Date

\_\_\_\_\_  
Signature