



CHILD SAFEGUARDING POLICY

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GSB CHILD SAFEGUARDING POLICY (OCT 2019 – V 1)

Vision

One person is of more value than the whole world

Mission

We are committed to reaching out with compassion and respect, empowering each person to wholeness and full potential

Core Values

Compassion

Gratitude

Respect

Integrity

Zeal

Contents

A. INTRODUCTION	1
B. SCOPE OF POLICY	2
C. PURPOSE	2
What is safeguarding?	2
D. COMMITMENT STATEMENT	3
E. GUIDING PRINCIPLES	4
F. CODE OF CONDUCT AND BEHAVIOUR	5
G. COMMUNICATION STANDARDS	6
H. HUMAN RESOURCES POLICY	6
a) Recruitment and selection	6
b) Induction and Training	6
I. CHILD SAFEGUARDING RISK MANAGEMENT	7
J. CONFIDENTIALITY	7
K. COMPLAINTS/DISCLOSURES	8
L. MANDATORY REPORTING	8
M. REPORTING PROCEDURES	9
Who can report?	9
Who to report to?	9
What happens next?	10
Follow-Up	10
N. RECORD KEEPING	10
O. EVALUATION AND MONITORING	10
APPENDIX 1 – DEFINITION OF TERMS	12
CHILD	12
CHILD ABUSE	12
CONTACT WITH CHILDREN	15
EXPLOITATION	15
ONLINE GROOMING	17
APPENDIX 2 - DECLARATION OF COMMITMENT TO CHILD SAFEGUARDING	18

APPENDIX 3 – CODE OF CONDUCT AND BEHAVIOUR	19
Board of Directors	19
Management team, All Employees (Full-time and Part-time), Volunteers, Service Providers and anyone providing services to children	19
Parents/Guardians/Visitors – For Residential Programmes	20
APPENDIX 4 - GUIDELINES FOR PHOTOGRAPHS AND MEDIA COVERAGE	21
APPENDIX 5 – GUIDELINES FOR COMMUNICATION TO PROTECT CHILDREN	22
Communication with Children	22
Guidelines on Responding to a Child’s Disclosure	22
APPENDIX 6 – RECRUITMENT AND SELECTION PROCEDURES	23
APPENDIX 7 - CHILD ABUSE INCIDENT REPORT FORM	25
APPENDIX 8 – REPORTING PROCESS FLOWCHART	29
APPENDIX 9 – STATUTORY DECLARATION ON CRIMINAL RECORD	30
APPENDIX 10 – RECOGNISING SIGNS OF POSSIBLE CHILD ABUSE	31
Child Friendly Infographic	33
REFERENCES	34
Amendments	36

Child Safeguarding Policy

A. INTRODUCTION

In 1956, the Good Shepherd Sisters arrived in Kuala Lumpur and founded a mission that was rooted in a history that reached out to women and girls in crisis and those in the margins. Over the years, the Mission grew and expanded to Perak and Sabah with works that ranged from sexual gender-based violence and trafficking in persons to community empowerment and youth engagement.

As the Mission expanded, many of the programmes were gradually managed by dedicated and qualified lay professionals. The lay mission partners worked with the Good Shepherd Sisters in various capacities and eventually took on leadership roles in the Mission. Subsequently, in January 2018, the Sisters made the decision to hand the Mission over to the Global Shepherds' board of directors to steward and continue the Mission.

Global Shepherds Berhad was incorporated in September 2017 as a non-profit organisation registered with the Companies Commission of Malaysia. In the spirit of co-responsibility for Mission, the board of directors of Global Shepherds comprise mission partners, both sisters and lay persons, who collectively contribute their expertise for the growth and continuation of Good Shepherd Mission.

The organisation's mission objective is to provide care, welfare and all forms of intervention to those in poverty, victims of gender-based violence and other forms of abuse, neglect and exploitation. Global Shepherds is mandated to provide services to all women and children regardless of nationality, ethnicity and faith.

The focus of Global Shepherds is to make visible the mercy and forgiving love of God, especially to those who are marginalised and broken, restoring in them their rights, worth and dignity. We reach out and welcome each person with respect and dignity, accompanying each one with care and compassion.

B. SCOPE OF POLICY

Global Shepherds Berhad (GSB) has a duty to safeguard the children with whom they come into contact, directly or indirectly. Hence, this Child Safeguarding Policy applies to:

1. GSB Board of Directors
2. Management Team
3. All employees (full-time and part-time)
4. Volunteers
5. Service providers, contractors or anyone providing services to children
6. Parents/Guardians and Visitors

This policy always applies, including in both the professional and personal lives of these people while they are engaged with work or visits related to the organisation.

C. PURPOSE

As an organisation, GSB is committed to adopt preventive and responsive policies, systems and practices to safeguard from harm and abuse all children they come into direct and indirect contact. This is extended to how we respond to any concerns related to the physical, emotional, sexual and psychological safety of a child within the organisation's daily operations and work.

What is safeguarding?

Safeguarding is the action that is taken to promote the welfare of children and protect them from harm. The organisation subscribes to the Keeping Children Safe's definition of safeguarding :

"Child Safeguarding is the responsibility that organisations have to make sure their employees, operations, and programmes **do no harm** to children, that is, that they do not expose children to the risk of harm and abuse, and that any concerns the organisations have about children's safety within the communities in which they work, **are reported** to the appropriate authorities."¹

¹ Keeping Children Safe, Child Safeguarding Guidance, 2014

“Do no harm” is a principle that has been used in the humanitarian sector but can equally be applied to the development field. It refers to an organisation’s responsibility to not harm children if they may be doing so inadvertently as a result of their organisational activities.

Child protection is part of the safeguarding process. It focuses on protecting individual children identified as suffering or likely to suffer significant harm. This includes child protection procedures that detail how to respond to concerns about a child in its programmes and structures.

Please refer to the Definition of Terms in appendix 1 for more information on the various forms of abuse and exploitation.

D. COMMITMENT STATEMENT

Global Shepherds Berhad is committed to ensuring the safety, development, protection and participation of the child. GSB will:

- Promote a child-safe and a child-friendly culture where every individual is committed to keeping children safe;
- Create an open and well-informed environment where the wellbeing and protection of a child is paramount and any concerns can be raised and managed efficiently and fairly; and
- Provide a framework to work respectfully and effectively with children to create a safe environment and on how to respond to concerns and allegations of child abuse and exploitation.

All children participating in GSB's programmes are to be given the opportunity and space to develop in a holistic manner.

E. GUIDING PRINCIPLES

1. This policy is based on the principles of:

- The United Nations Convention on the Rights of the Child (CRC)
- Malaysia Child Act 2001 (Act 611)
- Malaysia Care Centres Act, 1993 (Act 506)
- Malaysia Sexual Offences Against Children Act, 2017 (Act 792)
- Vision, Mission and Core Values of the organisation
- GSB Employee Handbook - Code of Conduct and Ethics (*see Appendix 3*)

2. GSB's commitment to this policy is guided by the following principles:

- That all forms of child abuse and exploitation by anyone who works for or is associated with GSB in any capacity are unacceptable and not tolerated.
- That every child has the right to be protected from harm, neglect, abuse, violence and exploitation.
- That every child is provided with safe and protective services and environments to safeguard the health, safety and well-being of the child.
- That every child has the right to be listened to, to have their views given careful consideration and to be supported in participating in decisions which affect them.
- That every child should always be treated with dignity and respect regardless of gender, disability, cultural, religious or ethnic origin.
- That all activities which involve children are well thought out and appropriate and that all decisions on the welfare and protection of children are made based on the principle of *Best Interests of the Child* which shall be a primary consideration.

Best Interests of the Child refers to decisions where the child receives the maximum benefit possible from services provided, and that the positive impact of any course of action outweighs any negative impact.

F. CODE OF CONDUCT AND BEHAVIOUR

All Board Members, Management Team and Employees (Full-time & Part-time), Volunteers, Service Providers of GSB, who are involved in the programmes conducted by GSB are provided with a copy of the Code of Ethics & Conduct and the Child Safeguarding Policy of GSB.

- 1) All Board Members, Management Team and Employees (Full-time & Part-time) of GSB are required to read, understand and abide by this Code of Conduct and Behaviour (Part 6 of the GSB Employee Handbook) that outlines the rules of appropriate and proper conduct and behaviour when working with children. They are also required to be familiar with the overall Child Safeguarding Policy and undertake to act in accordance with these provisions. A declaration of their commitment to the Child Safeguarding Policy is required and documented by signing the declaration (*see Appendix 2 - to be completed and signed*).
- 2) All Volunteers, Service Providers or anyone providing services to children, who are involved in the programmes conducted by GSB involving children, are provided with a copy of the Code of Ethics & Conduct for Volunteers and the Child Safeguarding Policy of GSB and these are explained to them before they get involved in the programmes conducted by GSB. A declaration of their commitment to the Child Safeguarding Policy is required and documented by signing the declaration (*see Appendix 2 - to be completed and signed*).
- 3) Parents/Guardians/Visitors are briefed and provided with information on the Code of Ethics & Conduct and the Child Safeguarding Policy of GSB in order for them to understand and be familiar with these.

Details of the Code of Conduct and Behaviour are provided in *Appendix 3*.

If any Board member, Management team, employees, volunteers, visitors, service providers or anyone providing services to children fail to comply with local and/or international laws, which include regulations on child protection, necessary actions will be taken against them. As child abuse and exploitation is a criminal offence, the transgression will be dealt with according to the law.

G. COMMUNICATION STANDARDS

Photographs, videos and audio recordings are prohibited; unless consent is given by the child and the Executive Director or the Centre Manager, subject to the guidelines (please refer to the guidelines for photographs and media coverage in *Appendix 4*).

Guidelines on how to communicate and respond appropriately to protect children are given in *Appendix 5*.

H. HUMAN RESOURCES POLICY

a) Recruitment and selection

GSB implements a robust recruitment procedures and checks to ensure that persons who are unsuitable to work with children or who may pose a risk to children or who are disqualified from working with children or who do not have suitable skills and experience for the intended role are not appointed to minimise the risks of child abuse being committed by an employee, volunteers or independent service providers.

Details of the recruitment and selection procedures are found in *Appendix 6*.

b) Induction and Training

All new board members, employees, volunteers, service providers or anyone providing services to children are given a copy of GSB Child Safeguarding Policy, including the Code of Ethics & Conduct, as part of their induction into GSB.

Induction and training on Child Safeguarding and Protection, which is mandatory, will be conducted to ensure all new employees, volunteers, service providers or anyone providing services to children are able to undertake their duties and responsibilities in accordance with GSB policy, guidelines and procedures on Child Safeguarding, specifically the following:

- That they are aware of and remain alert to the risk of child abuse;
- That they know how to identify and respond to child abuse;
- That they understand how they are expected to behave towards children;

- That they analyse their own practice so that they are protected from false allegations;
- That they recognise their responsibilities and report any concerns about suspected abuse;
- That they know how to respond to concerns expressed by a child; and
- That they know how to work safely and effectively with children.

Completion of the mandatory induction and training on Child Safeguarding will be certified and declared in *Appendix 2*.

Employees, volunteers, service providers or anyone providing services to children will receive on-going trainings by attending seminars, workshops and/or short courses related to child protection awareness and practice, skills in handling children in crisis and updates on relevant policies.

I. CHILD SAFEGUARDING RISK MANAGEMENT

All programmes conducted by GSB involving children will be managed carefully to reduce risks to children. All existing programmes are to be reviewed regularly to assess risks and mitigations. New programmes are subject to an assessment of the risks and mitigations prior to implementation. This will be documented and filed by the Programme/Centre Manager and copied to HQ.

GSB recognises that there may be potential risks to children in the delivery of its programmes and as such, will proactively assess, identify and manage these potential risks to reduce the risks of harm to children.

All employees, volunteers, service providers or anyone providing services to children are required to continually be aware of potential risks and strive to minimise opportunities and situations where children can be harmed.

J. CONFIDENTIALITY

All matters relating to Child Safeguarding and personal information on suspected cases of child abuse are kept confidential as possible. Particular care should be taken when disclosing sensitive information relating to the child and the child's family. Disclosure to another person or persons should only be done if it is necessary and only on a "need to know" basis. Generally, personal information should only be disclosed to third parties, including other agencies,

with prior consent of the child and/or the child's parents. However, obtaining prior consent may not be possible sometimes or be in the best interests of the child. For example, where safety and welfare of the child necessitate that the information should be shared.

GSB undertakes that in deciding whether there is a need to share information, the child's best interests are of paramount importance and legal advice will be sought when in doubt.

K. COMPLAINTS/DISCLOSURES

It is mandatory for all employees, volunteers, service providers or anyone providing services to children to immediately report concerns, allegations, suspicions or incidents relating to child abuse, child pornography or any other exploitation committed by anyone covered under the Child Safeguarding Policy.

All allegations of child abuse must be taken seriously at all times. Do not dismiss a child's accusation of abuse without a thorough and appropriate investigation, no matter who the alleged perpetrator is. Please refer to *Appendix 5* for the guidelines on how to respond to complaints/disclosures.

All complaints/disclosures must be referred to the Executive Director and Centre Manager.

L. MANDATORY REPORTING

If there are reasonable grounds to believe that a child is physically or emotionally injured as a result of being ill-treated, neglected, abandoned or exposed, or is sexually abused, GSB employees, service providers or anyone providing services to children must notify the Executive Director and Centre Manager who will then inform the appointed Child Protection Officer.

In Malaysia, this is required by law under section 29(1) of the Child Act 2001.

M. REPORTING PROCEDURES

This procedure applies to all GSB board members, employees, (full-time and part-time), volunteers, service providers or anyone providing services to children who receive disclosure of child abuse or suspected abuse or to whom an allegation of abuse has been made while in the course of their work for GSB.

Who can report?

Reporting of child abuse incidents can be done by the child who is the victim, board members, employees, volunteers, service providers, parents or visitors who have concerns or have witnessed incidents relating to child abuse committed by any individual or groups of people.

What to report?

Any suspicion or disclosure of child abuse must be reported immediately. The following are situations that would constitute reasonable grounds for concern and should be reported:

- a) Direct - A disclosure of an alleged incident from a child that he/she was abused.
- b) Indirect - An account by a person who saw the child being abused or who has reasonable cause to suspect that the child has been abused or evidence, such as injury or behaviour, which is consistent with abuse and unlikely to be caused another way.
- c) Indirect - Suspicion of maltreatment that shows consistent indication over a period of time that a child is suffering from emotional or physical neglect.

Details of the alleged incident are required to be documented in the Child Abuse Incident Report Form (see *Appendix 7*). When completing this Form, information should be provided as much as possible. Information documented in this Form is to be kept confidential. Only those who are directly involved are allowed to have or have access to the relevant information.

Who to report to?

The completed and signed Child Abuse Incident Report Form must be submitted to the Centre Manager with a copy given to the Executive Director of GSB.

GSB will respond with the appropriate action to any report that has been made towards/by any board member, employee, volunteer, service provider or

visitor within 24 hours on receipt of the complaint/disclosure. All reports will be properly considered and treated seriously with care, discretion and in a timely manner.

If the victim is a non-Malaysian citizen, the relevant Embassy/High Commission/Consular Office will be notified.

What happens next?

Depending on the specific circumstances of the alleged child abuse incident, the Centre Manager will report to external agencies such as the police, social welfare department, local authorities or other non-governmental organisations for action, including other actions that may need to be taken such as contacting the parents/guardian of the child.

If the child involved is in need of extra protection, GSB will confer with the relevant authorities, agencies or organisations to ensure the provision of the necessary assistance.

Any investigation on the child abuse case will be kept confidential. All facts and evidence related to the investigation and allegation will be recorded carefully, chronologically and confidentially filed by GSB.

Follow-Up

The Centre Manager will follow up with the child and parents/guardian if further support and counselling are required.

The reporting process flowchart is given in *Appendix 8*.

N. RECORD KEEPING

All records of allegations, suspicions or disclosure of child abuse cases are kept and maintained in a confidential file by GSB.

O. EVALUATION AND MONITORING

The Management of GSB will continuously evaluate and monitor the implementation of its Child Safeguarding Policy.

The effectiveness of GSB Child Safeguarding Policy shall be reviewed once every two years. This will be followed up by a briefing and retraining/training for Management, employees (full-time and part-time), volunteers, service providers or anyone providing services to children to ensure that the policy is implemented.

APPENDIX 1 – DEFINITION OF TERMS

CHILD

In accordance with the United Nations Convention on the Rights of the Child (CRC) and the Child Act 2001 (Act 611), a child means any person under the age of 18 years.

CHILD ABUSE

According to the World Health Organisation, 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”*.

Please refer to *Appendix 10* on to recognise signs/indicators of possible child abuse.

Child abuse can take one or more of the following:

a) **Physical Abuse**

According to the Child Act 2001 (Act 611), physical abuse is substantial and observable injury to any part of the child’s body as a result of the non-accidental application of force or an agent to the child’s body that is evidenced by, amongst other things, a laceration, a contusion, an abrasion, a scar, a fracture or other bone injury, a dislocation, a sprain, haemorrhaging, the rupture of a viscous membrane (the layer between solid or liquid or connective tissues), a burn, a scald, the loss or alteration of consciousness or physiological functioning or the loss of hair or teeth (*Section 17(2)(a) of Child Act 2001 (Act 611)*).

Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child.

b) **Emotional Abuse**

According to the Child Act 2001 (Act 611), emotional abuse is substantial and observable impairment of the child’s mental or emotional functioning that is evidenced by, amongst other things, a mental or behavioural disorder, including anxiety, depression,

withdrawal, aggression or delayed development (*Section 17(2)(b) of Child Act 2001 (Act 611)*).

Emotional abuse occurs when a child is repeatedly rejected or frightened by threats. This may involve name-calling, being put down or continual coldness from parent or caregiver to the extent that it affects the child's emotional development.

Other signs of emotional abuse include low self-esteem, showing delayed speech or sudden speech disorder, fear of new situations, obsessions or phobias, compulsive stealing, lack of concentration and lying.

c) Sexual Abuse

According to the Child Act 2001 (Act 611), sexual abuse is the participation of a child whether as a participant or as an observer in any activity which is sexual in nature for the purposes of:

- 1) any pornographic, obscene or indecent material, photographic, recording, film, videotape or performance; or
- 2) sexual exploitation by any person for that person's or another person's sexual gratification.

(Child Act 2001 (Act 611), Section 17(2)(c))

Sexual abuse involves threatening, forcing or enticing a child to take part in sexual activities, whether or not the child is aware of what is happening. It may involve physical contact, including rape or oral sex, kissing, rubbing, masturbation, or touching outside the clothing. Sexual abuse also involves non-contact activities such as involving children in looking at, or in the production of, sexual images, watching sexual activities or encouraging children to behave in sexually inappropriate ways.

d) Neglect

Neglect is the persistent failure to meet a child's physical and psychological needs (e.g. food, shelter, clothing, sanitation, clean water and medical care) or failure to protect a child from exposure to any kind of physical and emotional harm or danger, including cold and starvation, or extreme failure to carry out important aspects of

supervision and care (physical, emotional, and developmental), resulting in the significant impairment of the child's health, education, development, nutrition, safety and protection.

According to the Child Act 2001 (Act 611), neglect refers to a situation in which any person or organisation having the responsibility of care of a child:

- 1) abuses, neglects, abandons or exposes the child in a manner likely to cause him physical, emotional and psychological injury or causes or permits him to be so abused, neglected, abandoned or exposes; or
- 2) sexually abuses the child or causes or permits him to be so abused.

e) Bullying

Bullying is a hurtful behaviour that is intentionally aggravating and intimidating, repeated over a period of time by an individual or a group of persons, where it is difficult for those being bullied to defend themselves. Children can be bullied by adults, including adults who are not related to them, as well as their peers in the Home or school. Bullying can take the following forms:

- 1) Physical e.g. hitting, kicking, pushing, punching, extortion or any other actions that cause hurt or injury.
- 2) Verbal e.g. teasing, making racist remarks, spreading rumours, threatening or name-calling, jeering, sneering that ridicule or humiliate a child.
- 3) Emotional e.g. rejection, excluding or isolating a child from activities or segregation especially by peer group.
- 4) Harassment e.g. using abusive, insulting or manipulative behaviour in a manner intended to cause embarrassment, alarm or distress.

f) Corporal Punishment

Corporal punishment refers to the intentional application of physical pain or punishment as a method of changing behaviour or as a form of discipline in which physical force is used and intended to cause pain or discomfort e.g. hitting, spanking, whipping, punching, kicking, pinching, shaking, choking, slapping or forced to perform painful body postures or prevention of urine or stool elimination perpetrated by adults or older children against younger children.

CONTACT WITH CHILDREN

a) **Direct Contact with Children**

Being in the physical presence of a child or children in the context of GSB's ministries, whether the contact is occasional or regular, short or long term.

b) **Indirect Contact with Children**

Having access to information on children in the context of GSB's ministries, example children's names, location (addresses of individuals or projects), photographs, database and case studies.

EXPLOITATION

a) **Child Labour**

Child labour refers to work that deprives children under the age of 18 of their childhood, their potential and their dignity and that is harmful to their physical and mental development. It refers to work that is mentally, physically, socially and/or morally dangerous or harmful and that interferes with their schooling.

Under international standards, developing countries may allow children over 15 years of age to work under certain conditions. Forced labour and child labour are closely linked. Relevant provisions relating to the employment of children and young persons under the Children and Young Persons (Employment) Act 1966 (Act 350) will be applicable.

b) **Child Exploited for Sexual Purposes**

Sexual exploitation of a child is defined as the act of employing, using, persuading, inducing, enticing or coercing a child to engage in sexually explicit conduct for the purpose of producing visual depictions. Actual acts that are considered sexual exploitation of a child include indecent touching or exposure of or to a child, use of sexually explicit language towards a child, involvement of a child in pornography, showing a child pornographic material, early forced marriage, rape, incest or sexual slavery.

According to the Child Act 2001, child exploitation for sexual purposes occurs if a child is threatened or intimidated for purposes of prostitution or for purposes of having sexual intercourse with another or for any immoral purpose.

c) Child Trafficking

According to the “United Nations Protocol to Prevent, Suppress and Punish Trafficking in Persons, Especially Women and Children (2000)” (Palermo Protocol), child trafficking is defined as the recruitment, transportation, transfer, harbouring and/or receipt of children for the purpose of forced labour and/or exploitation. It is a violation of their rights, their well-being and denies them the opportunity to reach their full potential.

The definition for child trafficking given here applies only to cases of trafficking that are transnational and/or involves organized criminal groups. In spite of this, child trafficking is now typically recognized well outside of these parameters. The International Labour Organization expands upon this definition by asserting that movement and exploitation are key aspects of child trafficking.

d) Child Pornography

In accordance with the Optional Protocol to the convention on the Rights of the Child, ‘child pornography’ means ‘any representation, by whatever means, of a child engaged in real or simulated explicit sexual activities or any representation of the sexual parts of a child for primarily sexual purposes.’

According to a working paper on Child Sex Offences by United Nations Office on Drugs and Crime in 2015, child pornography refers to materials or matter that are understood as or depict sexual acts of a child or with a child who is not over the age of 18, through images, stories or in a manner that can be understood as pornographic, whether in the form of documents, drawings, illustrations, printed matter, pictures, advertised images, symbols, photographs, movies, audio tapes, video tapes or any other similar manner.

e) Forced Labour

According to ILO, forced labour refers to situations in which persons are coerced to work through the use of violence or intimidation or by more

subtle means such as accumulated debt, retention of identify papers or threats of denunciation to immigration authorities.

The ILO defines forced labour as “all work or service which is exacted from any person under the menace of any penalty and for which the said person has not offered himself voluntarily.”

ONLINE GROOMING

The act of sending an electronic message with indecent content to a recipient whom the sender believes to be under 16 years of age, with the intention of procuring the recipient to engage in or submit to sexual activity with another person, including but not necessarily the sender.

Section 12(1) of the Sexual Offences Against Children Act 2017 (Act 792) states that "Any person who communicates by **any means** with a child with the intention to commit or to facilitate the commission of any of the following offences or any offence specified in the Schedule against the child commits an offence and shall, on conviction, be punished with imprisonment ..."

- 1) Making, producing, directing the making or production of, etc. any child pornography (*Section 5*); or
- 2) Making preparation to make, produce or direct the making or production of any child pornography (*Section 6*); or
- 3) Using a child in making, producing, directing the making or production of, etc. any child pornography (*Section 7*); or
- 4) Exchanging, publishing, etc., any child pornography (*Section 8*) or
- 5) Physical sexual assault on a child (*Section 14*); or
- 6) Non-physical sexual assault on a child (*Section 15*).

APPENDIX 2 - DECLARATION OF COMMITMENT TO CHILD SAFEGUARDING

I hereby confirm that I understand my obligations and undertake to comply with the provisions outlined in the Child Safeguarding Policy and the Code of Ethics and Conduct of Global Shepherds Berhad.

I understand that a breach of the Child Safeguarding Policy and the Code of Ethics and Conduct may provide grounds for my employment with Global Shepherds Berhad to be terminated and may result in criminal prosecution.

I declare that:

1. I have read and understood the Child Safeguarding Policy of Global Shepherds Berhad.
2. I will work within the process laid out in the Child Safeguarding Policy.
3. I will report any suspected child abuse by others immediately.
4. I have not been accused or convicted of any offence involving physical or sexual abuse of children or young people.
5. I understand that if a complaint is brought against me regarding child abuse whilst I am engaged in programmes involving children, the allegation will be thoroughly investigated in cooperation with the appropriate authorities.
6. I understand that it is my responsibility to avoid actions or behaviours that are abusive or exploitative of children or actions that could be construed as such.
7. I authorise Global Shepherds Berhad to undertake any necessary enquiries, including criminal record checks and reference checks as part of my appointment and recruitment process.
8. I confirm I have attended the mandatory induction training and also confirm my willingness to participate in training sessions on child protection.

Signature : _____

Name : _____

NRIC No. : _____

Job Position : _____

Home Address: _____

Contact H/P No.: _____

Date : _____

APPENDIX 3 – CODE OF CONDUCT AND BEHAVIOUR

Board of Directors

Oversee the governance and ensure strict compliance with the overall implementation of the Child Safeguarding Policy in the organisation.

Management team, All Employees (Full-time and Part-time), Volunteers, Service Providers and anyone providing services to children

1. For Residential Programmes, only employees of GSB are allowed to accompany the residents out from the Centre. Volunteers, service providers and anyone providing services to children must ensure that they are being supervised by another employee of GSB when they are in the residents' dormitory/room.
2. Treat all children fairly and with respect and dignity at all times regardless of race, colour, gender, language, religion, ethnic or social origin.
3. Set and expect appropriate behaviours from children and apply disciplinary measures that are free of violence and humiliation. Never use physical punishment on children.
4. Be vigilant and aware of situations which may present risks to children, manage and minimise these risks prior to implementing any activity or programme. Do not conduct intrusive forms of play.
5. Respond to any concerns, allegations, suspicion or incidents of child abuse and exploitation. Report immediately to the Executive Director and Centre Manager in accordance with appropriate procedures.
6. Ensure physical contact, if necessary, with children is appropriate at all times (e.g. restraining or preventing imminent injury to the children or others or preventing serious damage to property) and not an invasion of the children's privacy.
7. Minimise the risks of being alone with a child and ensure that another person is present at all times when in contact with children or that you are visible to others when you are with the child.
8. Behave appropriately and use language in communicating with children that is appropriate to the age of the child. Do not use language that is insensitive, racist, derogatory, or discriminating or act in a way that is inappropriate, sarcastic, offensive or abusive that may cause shame, humiliation, belittling or degrading in nature towards children or in the presence of children.
9. Do not threaten, discriminate or intimidate the child.
10. Do not express physical emotions e.g. touching, holding hands, kissing or hugging.
11. Do not make use of the child to do your work or run errands for you which places them at risk or injury.
12. Do not engage in sexual activity or develop sexual/secretive relationships with the child, including paying for sexual services or acts.
13. Do not give gifts or show favours or lend money to a particular child to the exclusion of other children. Accepting gifts of any kind or money from the child or parents is strictly prohibited.

14. Do not provide lifts to the unaccompanied child in your car and/or invite the unaccompanied child to your home.
15. Never share your personal details, including contact numbers, with the child and/or their parents.

Parents/Guardians/Visitors – For Residential Programmes

1. Parents/guardians/visitors are not allowed to be in the residents' dormitory/room without the supervision of an employee of GSB.
2. Only a parent/guardian is allowed to accompany the residents out from the Centre.
3. In the event a child has been placed in the legal custody of a sole parent or authorised guardian, a copy of the Court Order is to be obtained to determine custodian rights. In such cases, only the said authorised parent/guardian will be allowed to accompany the residents out from the Centre.
4. Where a fostering agreement has been implemented, the Centre is to ensure that the guidelines have been adhered before foster parents are allowed to accompany the residents out from the Centre.

APPENDIX 4 - GUIDELINES FOR PHOTOGRAPHS AND MEDIA COVERAGE

Global Shepherds Berhad (GSB) as a rule, does not use the children for publicity or media coverage. Therefore, photographs, video and audio recordings are taken for work-related purposes only. This includes GSB reports and for the local welfare department information. The following are guidelines for photographs and recordings.

1. Only employees of GSB are allowed to take photographs of the children. Any photographs used for reporting and local authorities will not show full frontal view of the children's faces.
2. Photographs of children must never be used in a manner that places the children at risk or compromises their safety.
3. Consent of the children and parents/guardians must be obtained before taking the photographs and explanation must be provided as to how the photographs or images will be used.
4. In the instance where video and/or audio recording is required for counselling/counselling supervision purpose, consent is required from the parents/guardians and the children.
5. Images of children must not reveal any identifying information about them. The identity of the children should be protected and their names must not be used/tagged to the image to ensure privacy and minimise the risks of exposure to inappropriate contact by strangers.
6. Photographs, films and videos of children must be presented in a respectful and dignified manner and not in a vulnerable manner. Children must be dressed adequately and appropriately and not seen as sexually suggestive.
7. Rules on confidentiality and privacy in accordance with the Child Act 2001 states that publication and media reporting is strictly prohibited. The Centre shall not reveal the name, address or educational institution, or include any particulars that lead to the identification of any child so concerned either as being the person against or in respect of whom action is taken or as being a witness to the action.

All Board Members, Management Team, employees (full-time & part-time), Volunteers, Visitors, Service Providers or anyone providing service to children are required to adhere to the above guidelines.

APPENDIX 5 – GUIDELINES FOR COMMUNICATION TO PROTECT CHILDREN

Communication with Children

1. Ensure all children in our ministries are informed of GSB's Child Safeguarding Policy and know who they can talk to on any child abuse incident.
2. Explain the lines of communications to the children in GSB's programmes to reassure them of their rights to express their needs and opinions and that their views are taken into consideration by the organisation.
3. Use language that is positive and appropriate to the age of the child to build their self-confidence and encourage their development and learning.

Guidelines on Responding to a Child's Disclosure

1. Ensure the conversation takes place in a private place where the child feels comfortable.
2. Be sensitive and respond calmly throughout the disclosure to show support to the child.
3. Listen carefully, empathetically and attentively without displaying shock or disbelief; take the child seriously and consider the views of the child when making decisions.
4. Reassure the child that you take what they are saying seriously; it is not their fault and that they have taken the right action in talking to you.
5. Allow the child to take his/her time to speak and to use his/her own words to explain what has occurred. Do not make the child feel rushed or panicked.
6. Ask questions for clarification only. Do not ask leading questions that can be seen as putting words in the child's mouth.
7. Check back with the child that what you have heard is correct and understood.
8. Do not express any opinions about the alleged abuser/perpetrator
9. In the event of alleged abuse, encourage the child who is unable to articulate verbally, to write if he/she is comfortable to do so.
10. Make some brief notes and record the conversation, in as much detail as possible, using the actual words of the child. Complete the Child Abuse Incident Report Form, sign and date the record.
11. Ensure that the child understands the procedures to follow. Let the child know what you will do next to make the process less intimidating and make the child feel safe.
12. Report and pass the completed Child Abuse Incident Report Form to the Executive Director and Centre Manager; do not attempt to deal with the problem alone or discuss with anyone.
13. Treat the information confidentially; do not promise to keep anything secret; explain to the child when and with whom specific information may need to be shared in the best interest of the child to protect the child.
14. Do not confront the abuser/perpetrator or discuss the child's disclosure with him/her.

Note: The Executive Director and Centre Manager will compile evidence to lodge an official report to the Officer-in-Charge in the State Welfare Department or the Child Protection Officer or the District Welfare Officer.

APPENDIX 6 – RECRUITMENT AND SELECTION PROCEDURES

Safe recruitment procedures are adopted for the selection and appointment of all employees (full-time or part-time, temporary or long term), volunteers, service providers and anyone who are likely to have contact with children in performing their duties. Careful selection of candidates must be taken into consideration with regard to their interest in caring for the survival, development and protection of children.

The recruitment procedures will include the following:

- 1) Conducting a face-to-face interview with all potential employees, volunteers and service providers carried out to acceptable protocol and recommendations. If there are any inconsistent gaps in employment history, clarifications must be requested. Specific sample behavioural interview questions that can be asked on their attitudes and values towards children, child rights and Child Safeguarding are provided below.
 - a) Have you ever worked in any place where a child was abused? What happened and how was it handled? What did you think of the way it was handled? Would you have handled it differently?
 - b) What experience do you have with regard to Child Safeguarding?
 - c) What major challenges and problems did you face in handling Child Safeguarding issues in your previous job?
 - d) What are your attitudes to Child Safeguarding? How have these developed over time?
 - e) Child Safeguarding is an important part of our work. Can you give me some examples on how you would contribute to making the organisation a safer environment for children?
 - f) Tell us about a time when you have been working with children and your authority was seriously challenged. How did you react? What strategies did you employ to bring things back on track?
 - g) Describe the key aspects of Child Safeguarding in your workplace.
 - h) Have you ever had concerns about a colleague with regards to his or her behaviour or attitude towards the children in his or her care? How did you deal with this?
 - i) What do you feel are the main reasons that have led you to want to work with children?
- 2) Conducting referee checks as a condition of employment for roles involving working with children, directly or indirectly. Specific questions to ask the referees will relate to the candidates' conduct and attitude towards children, child rights, Child Safeguarding and any behavioural issues in their previous workplace, especially in connection with working or interacting with children.

Employees of GSB

At least two (2) confidential references, preferably with the most recent supervisors, including one (1) on their previous work with children

Volunteers & Service Providers

One (1) confidential reference

- 3) Conducting a background screening and verification check with the Police before hiring any potential candidates for roles involving direct or indirect contact with children to find out if there are charges, convictions or investigations related to violence against children, assault, child abuse of all forms and inappropriate social behaviour. Persons who are paedophiles and sex offenders and those with criminal records such as child abuse, child pornography, child trafficking, sexual assault, kidnapping, murder, rape and robbery will not be hired.

If background screening and verification check is not feasible, the potential candidates are required to sign a statutory declaration stating that they have never been convicted of, are not currently suspected of, or are not being prosecuted for any offence involving child abuse and declare that they are suitable to work with children (see *Appendix 9*).

- 4) Potential candidates shortlisted for employment must undergo a compulsory medical check-up with appointed medical practitioners appointed by GSB to ensure they are free of drug abuse and/or communicable/transmittable diseases.
- 5) All potential candidates should complete an application form which states information about their past, that there is no record of drug abuse, disclosure of transmittable diseases and a self-disclosure about any criminal record and submit copies of their Malaysian identity card, passport or driving licence. Potential candidates should be informed that employment is subject to references provided by referees and police background checks.
- 6) All potential candidates recruited must sign and agree to conform to the Child Safeguarding Policy and the Code of Ethics and Conduct of Global Shepherds Berhad.
- 7) All new hires will undergo a minimum probation period of three (3) months up to an extension of one year, if required.

APPENDIX 7 - CHILD ABUSE INCIDENT REPORT FORM

The information contained in this report is confidential. This report is prepared to disclose any alleged incident or suspected cases of child abuse or maltreatment.

Type of Incident

- | | |
|--|--|
| <input type="checkbox"/> Physical Abuse | <input type="checkbox"/> Serious Neglect |
| <input type="checkbox"/> Emotional Abuse | <input type="checkbox"/> Child Exploitation |
| <input type="checkbox"/> Sexual Abuse | <input type="checkbox"/> Others (Please specify) |
-

Disclosure of Incident reported by the child

Date of Disclosure reported	
Name of Child Involved	
When did the incident take place	
Time the incident occurred	
Place where incident occurred	
Name of Witnesses, if any	
Details of Incident <i>(Describe briefly what was disclosed by the child)</i>	
Nature & Extent of the	

Child's Injuries	
Does the child requires medical examination or attention?	
Your Observations <i>(State observations of the child in terms of behaviour or physical abnormalities)</i>	

Details of Child (Victim)

Name:			
Date of Birth/Age:		Gender:	
Language used by Child:			
Child's Home Address:			
Name & Telephone Contact of Parents/Guardian:	Father:	Tel No.	
	Mother:	Tel No.	
	Guardian:	Tel No.	
Address of Parents/Guardian:			
History of maltreatment of the child, if any			

Details of Alleged Abuser/Perpetrator

Name	
Relationship to the child	
Any other information that may be useful	

Details of Informant, if applicable)

(This section is to be completed if the disclosure of the alleged incident or suspected case is someone other than the child/victim).

Name	
Job Position	
Name of Employer	
Contact Telephone No.	
Relationship with Child/Victim	

This Report was submitted by:_____
Signature

Name:

Date submitted

FOR OFFICE USE ONLY

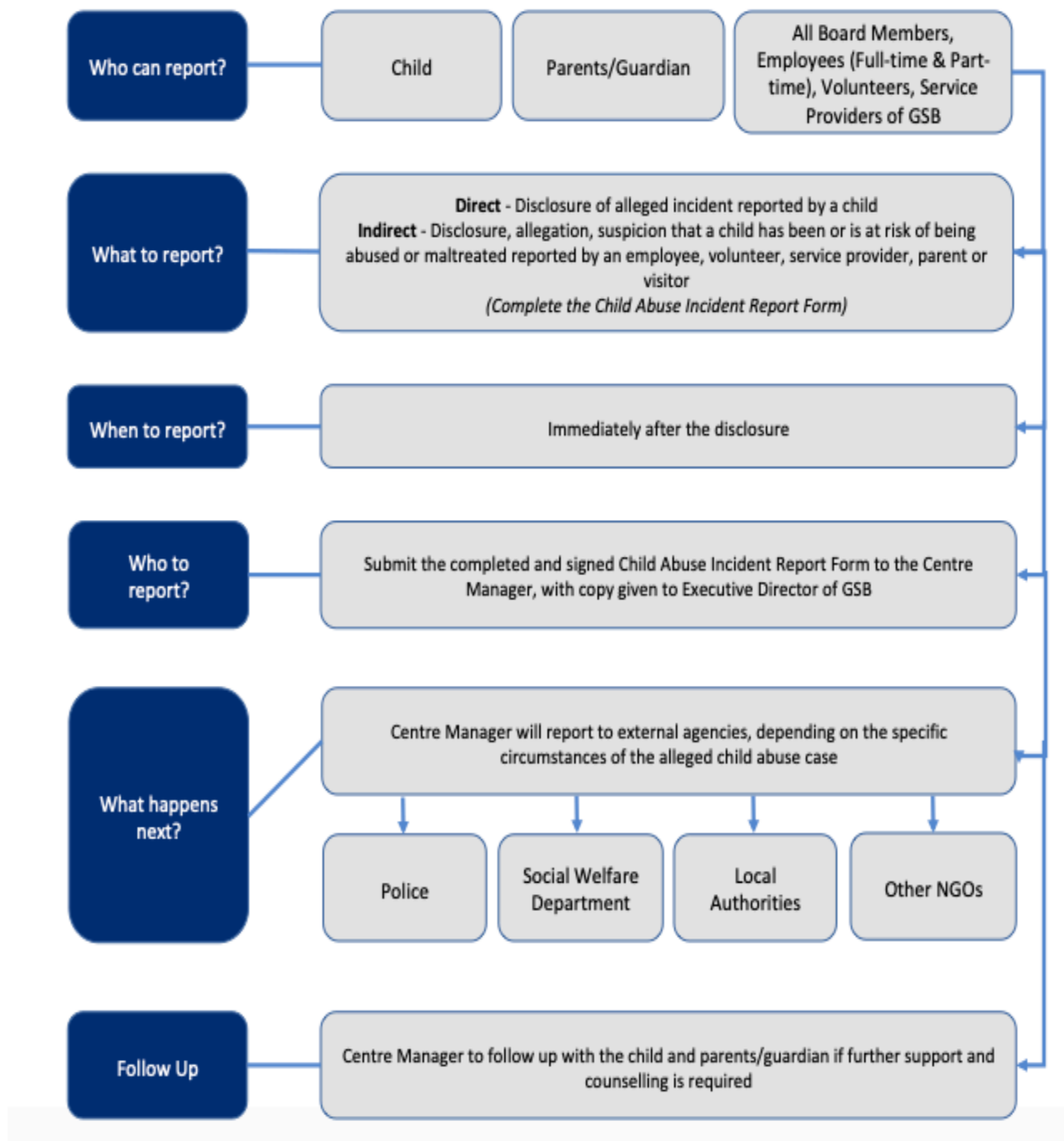
Details of External Agencies Contacted

<p>Has this incident been reported to the Police?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>If yes, which police station:</p> <p>Name of Police Officer:</p> <p>Contact Telephone No:</p>
<p>Has this incident been reported to Social Services?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>If yes, which one:</p> <p>Name of Officer-in-Charge:</p> <p>Contact Telephone No:</p>
<p>Has this incident been reported to Local Authority?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>If yes, which Local Authority:</p> <p>Name of Officer-in-Charge:</p> <p>Contact Telephone No:</p>
<p>Has this incident been reported to other NGO?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>If yes, which NGO:</p> <p>Name of Officer-in-Charge:</p> <p>Contact Telephone No:</p>

Signature
Name:

Date

APPENDIX 8 – REPORTING PROCESS FLOWCHART



APPENDIX 9 – STATUTORY DECLARATION ON CRIMINAL RECORD

(EMPLOYEES, VOLUNTEERS, SERVICE PROVIDERS OR ANYONE PROVIDING SERVICES TO CHILDREN)

I hereby confirm that, to the best of my knowledge, I have not been charged or convicted of, am not currently suspected of, or am not being prosecuted for any offence involving any type of harm towards a child or children.

I also confirm that I have never been dismissed from employment or had any disciplinary action taken against me which may be related to working with children.

I declare that there is no element which could affect my suitability to work with children and that I am aware of the seriousness of this declaration and that any erroneous declaration may be considered as gross misconduct.

Signature : _____
Name : _____
NRIC No. : _____
Job Position : _____
Home Address: _____

Contact H/P No.: _____
Date : _____

APPENDIX 10 – RECOGNISING SIGNS OF POSSIBLE CHILD ABUSE

The following are some signs that when found, either on their own or in various combination, can point to possible child abuse.

Physical Abuse

- Unexplained bruises, burns, fractures, sprains, dislocations, cuts, bites or abrasions
- 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.
- Showing wariness or distrust of adults or a particular individual
- Dressed inappropriately to hide bruises or other injuries
- Aggressive towards other children or animals

Emotional Abuse

- Mental and emotional development is delayed
- Symptoms of depression, anxiety, withdrawal or aggression
- Symptoms of self-destruction behaviours such as self-harming, suicide attempts, drug or alcohol abuse
- Low self esteem
- Frequent complaints of headaches, nausea or abdominal pains
- Display attention-seeking behaviours
- Obsessions or phobias about something or someone

Sexual Abuse

- Pain or irritation to the genital or anal area
- Bruises, lacerations, redness, swelling or bleeding in genital or anal area
- Difficulty or discomfort when passing urine
- Infection, bleeding or discharge in genital or anal area
- Sexually transmitted disease
- Fear of people or places
- Being unusually quiet and withdrawn or unusually aggressive
- Mention receiving special attention from an adult or a new “secret” friendship with an adult

Neglect

- Persistent skin disorders or rashes resulting from improper care
- Has no understanding of basic personal hygiene
- Inadequately supervised or left alone for unacceptable periods of time
- Medical needs unattended
- Malnourished or lack of proper food
- Inadequate or inappropriate clothing for the weather
- Extremely smelly, dirty or unwashed
- Extreme need for affection or attention
- Frequent lateness or non-attendance at school
- Poor social relationships
- Compulsive stealing

Child Friendly Infographic - sample below



– Good Shepherd goes GLOBAL

CHILD SAFE GUARDING POLICY OF GLOBAL SHEPHERDS

**EMPOWERING LIVES,
RESTORING RIGHTS,
UPHOLDING DIGNITY**



A CHILD IS ANYONE WHO IS UNDER 18 YEARS OF AGE

The organisation works with girls and boys, no matter what country they came from, no matter what ethnic group they belong to and no matter what their religion.

PEOPLE SHOULD NEVER HURT CHILDREN

Nobody should ever hurt children by sexually abusing them, hitting them, shouting at them or not caring for them.



THE ORGANISATION IS COMMITTED TO STOP PEOPLE HURTING CHILDREN

If someone hurts you during an activity, please tell a teacher, staff, volunteer. Or if you see a person hurting someone else during an activity, please tell a teacher, a staff, volunteer. They will listen to you and help you.

IT IS NOT YOUR FAULT IF SOMEONE HURTS YOU

If someone hurts you or if you see a person hurting another child, please tell a teacher, a staff, volunteer what has happened. It is their job to listen to you, to help you and decide what to do next.



WILLA
012-3033921



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<http://www.kpwkm.gov.my>

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The United Nations Convention on the Rights of the Child (CRC)

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