



HUMANRIGHTS360

Policy on the protection of minors and relevant procedures

Policies and Procedures	HR 360 CP 01/MAY 2019, ASSIGN. AUGUST 2020
Title of Policy	Policy on the Protection of Minors
Category	HR360 Internal Policy on the Protection of Minors
Departments	Legal Department, Departments of Human Resources, Finance, Program, Communication and Advocacy
Approved by	Efi Syrmou, Head of the Department of Legal Issues, Ethics and Governance. Epaminondas Farmakis, Executive Director
Description	Policy and relevant procedures determining the commitment of HR360 to protect minors from harm and abuse
Addressed to	The employees of HR360 The Associates Interns & Suppliers
Compliance with	Mandatory compliance The Policy on the Protection of Minors is complementary to the Code of Conduct and Ethics of HR360, which is mandatory for everybody.
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1. Introduction and purpose:

Human Rights360 (HR360) is committed to conducting its programs in such a way as to ensure and promote the well-being of all minors with whom it comes into contact, either directly or indirectly. Any activity that causes or may lead to any harm and / or abuse of minors is strictly prohibited. HR360 pursues a policy of zero tolerance for any form of ill-treatment of its program beneficiaries, especially minors, by those working on these programs, and reserves the right to take all necessary actions in the event of infringement. This document describes policies and procedures that govern the functioning of the organization so that it does not harm minors, regardless of gender, race, country of origin or religion.

With regards to "Protection of minors" organizations must ensure that their staff, operations and programs do not harm minors, i.e., that they do not expose minors to environments that may cause them harm and abuse and that any concerns of the organization concerning the safety of minors within the communities in which they work will be reported to the competent authorities.

This includes both precautionary measures to minimize the chances of harm and responsive actions to ensure that incidents that occur may be properly addressed and reported.

The "principle of no-harm" refers to the responsibility of organizations to minimize the damage they may accidentally cause as a result of their organizational activities.

2. Definitions:

Minor: Any person under 18 years of age

Abuse or ill-treatment: refers to all forms of physical and / or emotional abuse, sexual abuse, neglect or other exploitation, resulting in actual or potential harm to the minor's health, survival, development or dignity in a relationship of responsibility, trust or authority.

Physical abuse: The intentional use of physical violence against a minor that results in - or is likely to cause - harm to the minor's health, survival, development or dignity. It may involve hitting, shaking, throwing objects, poisoning, burning, drowning, suffocation or otherwise causing bodily injury to a minor. Injury can also occur when a parent or caregiver is responsible for the symptoms caused to a minor or even intentionally causes illness to a minor.

Emotional abuse: includes the failure of a caregiver to provide an appropriate and supportive environment for the minor, and includes actions that adversely affect the emotional health and development of a minor. Such acts include restricting a minor's movements, defamation, mockery, threats and intimidation, discrimination, rejection and other forms of non-physical violence.

Sexual abuse and exploitation: The sexual abuse of minors is the participation of a minor in a sexual activity that he or she does not fully understand, is unable to consent to, or for which the minor is not developmentally prepared and cannot consent to or violates laws or the societal taboos. Sexual abuse of minors consists in the commission of an act between a minor and an adult or another minor who, due to age or development, has a role of responsibility, trust or power, and which act is intended to meet the needs of the latter person (adult or minor). This may include but is not limited to: inciting or forcing a minor to engage in any sexual activity incompatible with his or her age and maturity, exploiting a minor in prostitution or other unlawful sexual practices, exploiting minors in pornography and pornography materials. Sexual abuse of minors also includes threats and exposure to pornography.

Neglect: refers to a parent's failure to care for the minor's development - where the parent is able to do so - in one or more of the following areas: health, education, emotional development, nutrition, housing and safe living conditions. Negligence is therefore distinguished from the conditions of poverty, as neglect can only occur in cases where there are adequate resources for the family or caregiver.

3. Sources of violence and / or abuse which minors may experience:

The following examples, which are illustrative and by no means exhaustive, are intended for guidance only:

Self-harm: intentional self-harm actions, suicidal thoughts, attempt and actual suicide.

Peer abuse: bullying (physical and / or psychological), physical and sexual abuse, gang violence

Adult abuse: physical, psychological, sexual, neglect. The abusers can be the parents or the primary caregivers, the staff members of the organization, volunteers, external collaborators.

Minors can also be subjected to other forms of abuse, such as social abuse or abuse of power. This policy focuses on intentional or unintentional harm that may occur within the operation of Human Rights360. Any other external breach provided for in the national legal framework will be reported accordingly.

4. How to protect minors:

The protection of minors must be integrated into all aspects of the organization 's activity, including recruitment, management, staff behavior and the natural environment of its activities.

While the supervision of minors at any time may not be possible, Human Rights360 is committed to doing its utmost to ensure that minors are protected and not harmed while carrying out individual actions or other activities. As long as Human Rights360 does not participate directly in activities involving unaccompanied minors, it bears no responsibility for them. Parents or other legal guardians remain responsible for the minors entrusted to their care. The public prosecutor for minors or the territorially competent prosecutor, if there is no prosecutor for minors, is considered as the temporary guardian of the unaccompanied minor. This responsibility includes, inter alia, the appointment of a guardian for the minor. The guardian is selected from a Register of Guardians created under the responsibility of the National Center for Social Solidarity (EKKA) and is kept by the relevant body, in accordance with the applicable legal framework. With regard to the Centers of HR360, operating as open centres (e.g., Social Centers), staff members must follow the procedures and inform the competent authorities in accordance with the national legal framework concerning persons who are in need of advice and guidance.

5. Protection of minors - Prevention:

1. Department of Human Resources

The Policy on the Protection of Minors applies to all those working for, with and / or on behalf of HR360. This includes associates, senior executives, staff members, external or other consultants, trainees and volunteers, regardless of their contractual relationship with the organization (full-time or part-time, remunerated or not). The Policy on the Protection of Minors complements the HR360 Code of Conduct and Ethics and together they determine what constitutes an acceptable behavior and what does not.

Safer recruitment, selection & appointment procedures:

i. A clear statement of HR360 's commitment to the protection of minors should be included in all vacancies published. The following is an indicative wording:

"The recruitment procedures reflect HR360's commitment to protecting and keeping minors safe from harm and abuse. "Employment in the organization is subject to the HR360 juvenile protection standards, including background checks and compliance with the HR360 Policy on the Protection of Minors."

ii. The level of interaction with minors must be clearly stated in the vacancies according to the following classification:

Level 1	The employee has no contact with minors
Level 2	The employee will have sporadic contact with minors
Level 3	The employee will have frequenr contact with minors

Level 1 corresponds to the staff working in the offices and not in the field, which does not interact with beneficiaries, so there is no contact with minors, such as staff members and any volunteers or trainees assigned to the following departments: Headquarters, Legal Department , Department of Finance, Department of Human Resources, Program Department, Department of Advocacy.

Level 2 applies to the staff of Headquarters who may have sporadic contact with minors as part of the exercise of their duties. Some examples entail: follow-up and assessment visits, mapping, needs / gap assessments and interviews. Staff members and any volunteers or trainees belong to the following departments as level 2 staff: Programs Department, Communications Department. Senior management members and associates also belong to Level 2, as they may make ad hoc on-site visits as part of their general oversight.

Level 3 corresponds to staff members with field presence and regular contact with beneficiaries. Social workers, psychologists and all staff members involved in the provision of services are classified as level 3 staff.

HR360 reserves the right to modify classification levels due to significant changes in its organization chart, strategic priorities and / or current project management cycle.

iii. Staff members of levels 2 and 3 will have to answer specific questions regarding the protection of minors during the recruitment process. These questions will aim to better understand the candidate's ability to identify and handle risks when working with minors.

iv. Staff members of levels 2 and 3 will be required to submit a criminal record certificate as well as a health certificate when they are offered a job position. Any criminal offense or health problem that raises child safety concerns constitutes a valid reason for the organization to withdraw the job offer. Any offense or health problem should be reported to the Senior Management (Head of Human Resources, Executive Director, Legal Representatives) for review and final decision. The issuance of criminal record certificates takes about 2-3 weeks. If, due to the urgency of the assignment, an employee has already started working and until the background check is completed, the employee should not work unattended or alone with children. This responsibility is borne by the immediate supervisor of the employee.

v. Files that contain personal data, such as criminal records, reports, etc. must be guarded by the human resources department. Such information must be stored and maintained in accordance with applicable data protection laws and regulations.

vi. All those working for, with and / or on behalf of HR360 must be properly informed of their obligation to comply with the HR360 Code of Conduct and Ethics, as well as with this Policy on the Protection of Minors, during their first week of assignment. All new employees must sign the relevant acceptance form, stating that they have read it, understood it and will comply with it. Any question or request for clarification from the employee not mentioned in this document, should be addressed to the Human Resources Department. The Human Resources Department is responsible for ensuring that all employees have signed and sent back the acceptance forms.

vii. All those working for, with and / or on behalf of HR360 will have the opportunity to be regularly informed of child protection policies and procedures, either formally through relevant training, mentoring and skills development activities, or informally through group meetings and discussions with supervisors.

viii. A copy of the Policy on the Protection of Minors juvenile should be available and easily accessible to all employees, with and / or on behalf of HR360.

2. Program Department

HR360 programs, together with their respective activities, must take into account any potential risks to minors at all stages, from the initial design of the program / project to the implementation and evaluation phase.

i. Once such risks have been identified, proper action should be taken to minimize the risk of harm. These actions should include risk mitigation strategies as well as an action plan. All of the above must be described in all proposals before submission.

ii. Policies on the protection of minors, whether they exist or not, must be taken into consideration when choosing partners. When communicating with partners, in particular on proposals' developments and possible future collaboration on projects where there is direct contact with minors, the project manager should assess whether this partner is in line with the HR360 Policy on the Protection of Minors and its general philosophy in the field of child protection policies.

- iii. The safest recruitment procedures must be in place for all staff members involved in the implementation of programs / projects and the provision of services.
- iv. The sites and / or facilities must be carefully assessed prior to the implementation of the activities, as they must not expose minors to danger. Locations should be free of obstructions that may cause bodily harm (e.g., wreckage, environmental hazards, direct access to highways), should be well lit and should not expose minors to the risk of abuse or exploitation (e.g., remote areas, areas not visible due to natural elements, such as trees, etc.). In cases where relevant risks have been identified, appropriate risk mitigation strategies should be put in place. If the identified risks are too many and there can be no reduction of the risks to an acceptable level, the corresponding actions should not proceed, while alternative solutions should be sought, whenever possible.
- v. All actions planned and implemented must be age-appropriate and safe for minors.
- vi. The Parental Consent Form (or that of the legally appointed guardian) must be in writing and in a language understood by the guardian, before carrying out actions that require the participation of minors.
- vii. HR360 staff must follow the rule of two adults (Presence of two adults per minor) working in pairs, unless the nature of the work requires that they do not do so. In the case of HR360, this is rare, as the provision of services implies the commitment of an interpreter, however there may be justified exceptions. For example, a psychologist may conduct a session with an English-speaking minor on his or her own if this is considered to be in the minor's best interest. In these cases, the sessions should be conducted in the designated work area and during office hours. Any exception requires the approval of the Chief Psychologist, if the case is referred to a psychologist or the project manager, if the case is referred to any other service. Any concerns on the breach of such rules should be reported to the Program Coordinator, who in turn should report to the Head of Human Resources, the Management and the Legal Representatives, if deemed necessary.
- viii. If a minor needs to be relocated for the provision of assistance, the minor must be accompanied by a legal guardian. If a legal guardian has not been appointed, staff members will always accompany the minor in couples in an HR360 vehicle or on public transport. Staff members are not allowed to transport underage beneficiaries by their own means of transport. The only exceptions are cases of emergency or life-threatening situations if there is no other alternative.
- ix. Any provision of services and / or action that provides Internet access should not expose minors to a potential risk of abuse, such as cyberbullying or exposure to pornography. Content that is not age-appropriate should not be accessed and protection filters should be installed in advance. The computer equipment (computers, tablets, etc.) to which minors have access must be placed in a public place, where they can be supervised by adults.
- X. Juvenile protection policies and procedures will be subject to regular monitoring and evaluation to ensure that appropriate decisions are made, that any issues are properly documented, that better future planning is done and that existing activities are improved.

3. Communications Department

The Policy on the Protection of Minors is included in all HR360 communication actions and communication material.

- i. All staff members, associates, permanent volunteers and trainees must ensure that the safety of minors is not compromised in any way through the dissemination or publication of images, videos and / or their content.
- ii. The right of minors to privacy must always be respected. No images, videos or any other kind of content should be disseminated or published unless the parent, legal guardian or the person responsible for the minor gives explicit permission to do so. The purpose and use of the content must be explained in advance to the guardian, in a language he/she can understand. Minors have the right to refuse their participation, even if the responsible adult gives his / her consent.
- iii. Anything in the media must respect the dignity of minors.
- iv. The Communications Department is responsible for taking all necessary steps to ensure that HR360 media professionals are aware of and comply with the HR360 Policy on the Protection of Minors. In case of violations that cannot be addressed by the department, the head of the Communications department should contact the Head of the Legal Department, as well as the Administration. In the event of a breach, HR360 has the right to take all necessary measures against such breaches, without excluding recourse to the competent courts. The protection of the rights of beneficiaries of minor age remains important, as well as the protection of the integrity and reputation of HR360.
- v. Any action involving minors being photographed, video-taped or interviewed must be authorized by the Communication Department. In the event of a surprise visit by media professionals, HR360 project managers / coordinators must notify the Communications department immediately.
- vi. When beneficiaries of minor age are exposed to the media by third parties (e.g., journalists, photographers, any media such as newspapers or new media such as blogs, etc.) other than their guardian, they should also be accompanied by an employee of HR360, which will ensure that the procedures are followed. The Communications Department has the responsibility to assign the work either internally or to any other HR360 employee the department deems appropriate.
- vii. The material published in the media should not contain information that could be used to identify the minors depicted or their location. This information contains the minors' full name, address or any easily identifiable mark that could be used to locate them.
- viii. Metadata and geolocation must always be disabled. It is forbidden to add geographical location tags. Care must be taken when using "smart" devices, as in many of them the geographical location is already enabled.

To manually turn off geolocation on your device, consult the following:

- Phone Iphone / Ipad: Settings> Privacy> Location Services. Turn off all or only for camera (Check your manual. Settings may vary by model)
- Android: Settings> Location> Off. Some models allow you to turn off the camera only (Check your manual. Settings may vary by model)
- Digital cameras: Check your manual. Settings may vary by model.

HR360 reserves the right to ask its staff, associates, volunteers and trainees to delete data and posts that violate its Policy on the Protection of Minors and expose minors to risk.

ix. Do not shoot or post pictures in which minors are naked, dressed inappropriately or posing in an inappropriate way, e.g., they create sexual connotations.

xii. To avoid such situations, staff, associates, volunteers and visitors are encouraged to share content posted on official HR360 websites or social media accounts (Facebook, Instagram, Twitter, LinkedIn, YouTube, Vimeo). In this way, officially approved content is widely distributed through personal social media accounts.

4. On-site visits to the accommodation structures

The Procedures of the Protection of Minors apply to all HR360 visitors. Visitors can be sponsors, partners, board members, policy makers, government representatives, suppliers, volunteers, etc. The list is indicative and by no means exhaustive.

Every visit to a facility and contact with minors must be approved. Guests must be informed in advance that they must comply with HR360 policies for the protection of minors. The person responsible for ensuring the above is the person requesting the visit.

Visits can be on an ad-hoc basis, in a short period of time and / or sudden. In this case and if contact with minors is considered part of the visit, guests should at least be informed that they must comply with the following rules:

Always respect the right of minors to privacy and dignity

Any behavior that exposes minors to danger or could harm the minor is strictly prohibited

Any conduct that violates national legislation for the protection of minors is strictly prohibited

Follow the rule of two adults at all times. Minors should never be alone with guests.

The full names or locations of minors should not be shared on social media. Always turn off geolocation services when uploading content.

Explicit parental permission (or permission from the legal guardian) is required to produce media content depicting minors (images, videos, etc.).

6. Staff behavior

The overall behavior of the staff, both inside and outside working hours, must be in line with the philosophy and values of HR360. Responsibilities for the protection of minors are universally accepted, regardless of position or jurisdiction. The HR360 gives clear instructions to its staff and supports them to understand them and act accordingly.

Staff members working with minors must take the necessary measures to avoid being accused of misconduct. The rule of the two adults must be observed, unless an exception can be justified due to the nature of the work or the best interests of the minor (see Section B / vii).

Staff members should work outdoors or in the designated workplace when with minors. They should also avoid being alone with minors in remote or out-of-sight areas.

Staff members should avoid inappropriate language with minors, as well as any inappropriate body contact. Professional boundaries must always be observed. Reasonable exceptions might apply. For example, if a staff member is hugged by a minor or wishes to praise / comfort a student with a hug, this should always be done in a public, open space where both parties understand the reason for the hug and have consented to it.

7. Procedures for the protection of minors

i. HR360 takes any allegations of violations of the Policy on the Protection of Minors seriously. All concerns and reports, regardless of source, will be given utmost consideration. Anyone who raises concerns or reports an incident will be treated with respect and discretion.

ii. All possible, real or suspected concerns should be reported within 24 hours. In case of imminent danger to the safety of the minor, the report must be submitted immediately.

iii. Confidentiality is extremely important when concerns or reports are made. However, no promises should be made, as confidentiality is not absolute. The information will be disclosed strictly as needed to ensure that the minor is safe and that appropriate assistance is provided.

iv. The reference source can be any of the following (non-exhaustive list): staff members, associates, volunteers, external collaborators, family / community members, minors themselves, third parties. Reports can be submitted orally, in writing or via email: grievances@humanrights360.org .

Concerns and incidents covered by this document, which constitute serious complaints, can also be reported through the Concern Response & Feedback Mechanism (CRFM In accordance with Article 2 (4) of the CRFM.

v. Concerns / Reports may be related to a possible, suspected or actual abuse of a minor by:

a) his family / extended family / community

b) an HR360 staff member, HR360 volunteer, visitor or third parties

c) the representative of an important person, such as sponsors or other INGOs / NGOs.

Reporting of concerns falling into category (a):

Any concerns of this type should be reported to the Head of Legal Department as well as to the Management (Head of Human Resources, Director-General, Legal Representatives), who have a responsibility to ensure the protection of HR360 beneficiaries. An incident report form must be completed. If the concern / incident is revealed to one of the social workers / psychologists in the context of providing services, then he / she should mention it to the above persons. If a minor immediately reports abuse, every effort will be made to ensure that the bond of trust with the person to whom he first revealed is not broken, however the coordination of the management of the case belongs to the Head of the Legal Department, as well as to the Senior Management (Head of Human Resources, Director-General, Legal Representatives).

If the concern is received through the CRFM and in accordance with Article 2 (1) of the CRFM, the Head of the Legal Department, together with the Management (Head of Human Resources, Director-General, Legal Representatives) will decide on the case and the steps to be taken. The reporting procedures will be followed as provided by the Greek legal framework. Any case of child abuse must be reported to the competent authorities. All case management decisions will be based on ensuring the safety of the minor and his or her best interests.

Reporting of concerns falling into categories [b] & [c]:

Concerns / reports of this kind can come directly from a minor. All staff members / recipients of this information have a responsibility to report it. Personnel directly involved in the provision of services will report in accordance with Article (vi), as described above. Headquarters staff and all other staff should report the incident to their immediate supervisor and the head of the legal department, and to the administration (Head of Human Resources, Director-General, Legal Representatives). If their immediate supervisor is in any way involved in the breach or if the staff member believes that for some reason he should not address his/her immediate supervisor, then the report should be addressed to the Head of the Legal Department and the Management (Head of Human Resources, Director-General, Legal Representatives) without delay.

All cases in which there is a possible, real or suspected violation of this Policy on the Protection of Minors and / or the Code of Conduct and Ethics of HR360 by a staff member or volunteer, this must be reported to the Head of the Legal Department and to the Management (Head of Human Resources, Director-General, Legal Representatives) immediately.

The directors and those in charge will discuss the case and decide on a proposed course of action. Serious violations of the Policy on the Protection of Minors and / or the Code of Conduct and Ethics meet the conditions for a justified dismissal.

In cases where concerns / reports have been raised against an employee or a third party, member or partner of the sponsor or other NGO, the relevant program coordinator and / or the program manager of the third party, as well as the Head of the Legal Department and the Management (Head of Human Resources, Director-General, Legal Representatives) should be informed. The Director-General is responsible for informing the involved third party of the allegation, so that the latter can follow up in accordance with its internal policy and investigation procedures. It will also ask for assurances that all appropriate measures have been taken for safer recruitment procedures by the third party.

vi. In cases where HR360 staff has concerns about other HR360 staff, provided there is no malicious intent, no criminal action will be taken against the complainant or petitioner. HR360, in accordance with its zero-tolerance policy on abuse and exploitation, has a grievance policy that allows all staff members to safely raise their concerns or report incidents of child protection in confidentiality. For this reason, staff members are provided with an alternative as described above, if for some reason they do not feel safe reporting to their immediate supervisor or if the supervisor may be somewhat involved in the reported violation. Staff members, on the other hand, are responsible for always expressing concerns / reporting incidents in good faith, without malicious intent and for no other purpose than to ensure that minors are protected from danger, harm and abuse.

vii. In cases where concerns are expressed against the Executive Director or the Management, they should contact the Head of the Legal Department.

viii. In cases where the allegations could potentially lead to serious damage to the reputation of HR360, the opinion of the Management (Head of Human Resources, Director-General, Legal Representatives) should be sought, once these risks have been identified at the level of senior management.

In all cases, HR360 employees will support and protect minors involved as victims of any form of violence in any way.

If medical or psychological evaluation and support is required, it should be provided immediately. Particular care is taken to assist and protect minors. The training also focuses on identifying risks. The recipient of a report should try to understand what has happened and to ascertain the facts as objectively and promptly as possible. After evaluating the report, he/she submits its conclusions to the Management (Head of Human Resources, Director-General, Legal Representatives), which has to decide on the action plan (this may include, where appropriate, further safeguards in a safe and appropriate manner, recourse to the authorities, disciplinary proceedings against officials, dismissal, etc.).

In case that a report-if substantiated- concerns the involvement of a minor and if there is a family environment / guardian, the family / parents / guardian of the minor should be informed of the incident.

In case of serious reports or allegations, the Management (Head of Human Resources, Director-General, Legal Representatives) will report to the authorities and seek their advice. The advice given must be followed. Depending on the case, litigation or other disciplinary proceedings may be initiated.

In case of violation of the current policy or abuse of power by the staff, the Management (Head of Human Resources, Director-General, Legal Representatives) may take appropriate disciplinary measures, which may include removal, termination, suspension of cooperation with the person involved, termination of the employment contract or cooperation relationship, removal of the volunteer, referral to the competent judicial authorities, etc.

8. Communication, training and support

HR360 develops effective means of communication, training and support mechanisms for all staff (permanent, associates, volunteers) in order to implement this Policy on the Protection of Minors.

9. Data storage

All staff members involved in the collection of data in connection with possible or actual breaches of the HR360 Policy on the Protection of Minors must ensure that appropriate data storage procedures are in place. All information must be kept strictly confidential and secure, and access to it must be provided only for information needs. The same principle applies to any electronic database HR360 may choose to use.

10. Responsibility and review of this policy

All HR360 staff members and anyone working with or on behalf of HR360 have a responsibility to ensure that minors are protected from any act of harm or abuse. All concerns should be reported in

accordance with the procedures outlined in this document and no individual should ever work thinking that someone else is responsible for reporting.

All HR360 staff and all those working with or on behalf of HR360 are always accountable, primarily to HR360 beneficiaries and in particular to the minors the organization is committed to protecting, the financiers and the Greek society in which HR360 operates. The philosophy and values of HR360 must be reflected in practice at all times.

HR360 monitors and reviews its safeguards and adapts them to current conditions.

This policy will be reviewed regularly every three years and when there are changes in legislation or its terms or when required as a result of any other significant change or event, in order to remain relevant to the framework and to reflect any significant changes that may occur in relation to HR360 strategic priorities or the program / project management cycle.

An evaluation will be performed prior to the review process. This may include, but is not limited to: Establishing target groups within the staff and / or the beneficiaries, self-assessment of the confidence in identifying and reporting concerns, feedback on the process, and lessons learned. In this way, the department will be able to identify areas of concern that may have remained unexplored, monitor the progress of HR360 on child protection, and document best practices.