



OVERVIEW OF STAFF POLICIES (Updated – July 2017)

This “package of policies” has been developed with the objective to guide CARE Somalia/Somaliland staff in maintaining appropriate behavior during their work, consistent with the values and principles of the organization. It includes the Code of Conduct, the Child Protection Policy and the Protection from Sexual Exploitation and Abuse (PSEA) Policy. As part of CARE, you are requested to sign the three documents in order to show your commitment to abide by the obligations, responsibilities and values therein enshrined.

CODE OF CONDUCT

CARE is committed to maintaining the highest degree of ethical conduct among its entire staff, and expects all staff to act in a manner consistent with the core values of respect, integrity, commitment, excellence and diversity while carrying out CARE’s responsibilities. CARE Somalia/Somaliland’s Code of Conduct is a straight forward guide of do’s and don’ts to assist staff and volunteers to conduct their work professionally and effectively. It was developed at country level to respond to the needs of the context of Somalia/Somaliland so as to let everyone know what behavior is acceptable and unacceptable within the organization.

CHILD PROTECTION POLICY

Child abuse in all forms is unacceptable to CARE Somalia/Somaliland, which recognizes its responsibility to protect children from harm in all areas of its work. CARE’s Child Protection Policy is a statement of the organization’s commitment to child safety and to zero tolerance towards any kind of child abuse and exploitation. It outlines the strategies the organization uses to guide decisions and actions on child protection matters, in order to build a child safe organization. It sets clear behavioral norms for staff when working with children and obligations when witnessing or suspecting cases of child abuse; it guides staff in reporting child abuse allegations and it indicates clear responsibilities within the organization for responding to reported incidences of child abuse.

PSEA POLICY

Sexual exploitation and abuse represents a catastrophic failure of protection. It brings harm to those whom we are mandated to protect and jeopardizes the reputation of our organization. It also violates universally recognized international legal norms and standards. In developing this document, CARE Somalia/Somaliland adapted the CARE International policy to the specific context of Somalia/Somaliland. As a staff member of CARE you must sustain ethical behaviour in your professional and, even, private life. The PSEA Policy guides you in your obligation on protection from sexual exploitation and abuse and gives you information on where and how to report alleged cases.

CODE OF CONDUCT

October 2007 – Updated July 2017

1 Introduction

CARE is committed to maintaining a productive and safe work environment that assures compliance with all public laws, and organizational policies, as well as protects the rights and well being of all employees. As an employee, you are expected to observe the rules governing CARE's work environment. Violations of these rules can be the basis for corrective action.

CARE has committed to maintaining the highest degree of ethical conduct among its entire staff, and expects all staff to act in a manner consistent with the core values of respect, integrity, commitment, excellence and diversity while carrying out CARE's responsibilities. The Code of Conduct details CARE's expectations of its staff in a number of important situations. All staff are subject to these policies and are expected to understand and abide by them.

Each employee will sign the Code of Conduct which is an addendum to the employment contract. The employee shall also be aware of the "Discrimination, Harassment and Exploitation" clause included in the CARE US Handbook¹. It will be expressly understood that their contract with CARE is not valid unless the "Agreement to Abide by CARE Somalia/Somaliland Code of Conduct, Child Protection Policy and Policy to Prevent and Respond to Sexual Exploitation and Abuse", herein enclosed are signed.

2 CARE Mission, Vision and Core Values

2.1 CARE International Vision

We seek a world of hope, tolerance and social justice, where poverty has been overcome and people live in dignity and security.

CARE International will be a global force and a partner of choice within a worldwide movement dedicated to ending poverty. We will be known everywhere for our unshakable commitment to the dignity of people.

2.2 CARE International Mission

CARE International's mission is to serve individuals and families in the poorest communities in the world. Drawing strength from our global diversity, resources and experience, we promote innovative solutions and are advocates for global responsibility. We facilitate lasting change by:

- Strengthening capacity for self-help;
- Providing economic opportunity;
- Delivering relief in emergencies;
- Influencing policy decisions at all levels;
- Addressing discrimination in all its forms.

Guided by the aspirations of local communities, we pursue our mission with both excellence and compassion because the people we serve deserve nothing less.

2.3 CARE Somalia/Somaliland Mission Statement

CARE and its partners will work with vulnerable communities to address the underlying causes of poverty, and promote peace and development, by strengthening civil society, responding to emergencies and advocating for policy change.

¹ <http://handbook.care.org/Pages/GeneralPolicies.aspx> - section 1.1.3

2.4 CARE Core Values

Transformation

We believe in urgent action, innovation, and the necessity of transformation—within the world and our own organization.

Integrity

We are accountable to the people and partners we humbly serve, transparently sharing our results, stories and lessons.

Diversity

We know that by embracing differences, actively including a variety of voices, and joining together we can solve the world's most complex problems.

Excellence

We challenge ourselves to the highest level of learning and performance, tapping the best of the human spirit to create impact.

Equality

We believe in the equal value of every human being and the importance of respecting and honoring each individual; we know that change happens through people.

3 CARE Name, Logo and Trademark

The CARE name, logo, and trademark may only be used in activities and circumstances sanctioned by CARE and in the appropriate form.

4 Complying with the Law

All employees shall abide and be governed by the laws of the country. Any infringement shall be the sole responsibility of the employee. CARE shall be absolved of any involvement in such an infringement and /or activity that may be considered unlawful.

5 Professional Conduct

- a) During working hours, each employee is expected to devote his / her official time to the job work assigned to him or her
- b) All employees are expected to abide by the directions of their supervisor and work diligently, faithfully and professionally.
- c) No employee will engage in any employment or assume another position outside CARE if their supervisor judges that it will interfere with their abilities to perform their duties at CARE or lead to possible conflicts of interest.
- d) All employees are expected to conduct themselves in a manner appropriate to CARE's best interests by being faire with respect to the rights, interests, and responsibilities of others.
- e) All employees are to protect CARE's reputation at all times through responsible conduct and appropriately addressing actual or potential conflicts of interest.

6 Work Produced by Employees

- a) In respect to copyrights, any article, report or book written by an employee in connection with his/her CARE Somalia/Somaliland employment shall remain the property of CARE Somalia/Somaliland. Any publications or reports prepared by the employee are for the use of CARE exclusively.
- b) No material may be released or published unless CARE has reviewed and specifically approved the copy, the material itself, and / or the media or types of media in which the material will be placed. CARE's review of such material shall be restricted to matters affecting CARE, its interests and reputation. It is expressly stipulated and understood that the total content and appearance of material using the CARE name and the accuracy of statements made by the employee may affect CARE and its reputation.
- c) No reports shall be released prior to the written consent and approval of the Country Director.

7 CARE Property

- a) CARE Somalia/Somaliland property is provided for CARE's work and may not be accessed or removed from CARE premises except in the regular course of CARE's business.
- b) Employees are responsible to manage CARE assets, funds and other property entrusted to them. Employees are expected to treat the property with care and respect and are required to return it in good condition prior to their separation from CARE.
- c) The use of the organization's property such as vehicles, spare parts, radios, telephones, official CARE letterhead stationery, use of photocopier and any other asset or equipment for any personal, unlawful or improper purpose is strictly prohibited
- d) Misuse of vehicles, computers, copy machines, telephones or any other CARE Somalia/Somaliland assets will be subject to disciplinary action.
- e) Any employee who is found transacting personal business using CARE's facility and / or property during working hours is subject to disciplinary action.

8 Exchange of Gifts

- a) Persons having managerial responsibility should not encourage group gifts to a supervisor or subordinate to commemorate an important event. Such efforts as they spontaneously and voluntarily arise from other employees are permitted but the amount contributed by each participant to the gift should be a token amount.
- b) CARE employees should not accept gifts, personal loans, entertainment or other special considerations from an individual or business organization doing business with CARE. Any employee who is offered or receives a gift of more than a nominal value shall refuse it or return it to the giver in a tactful and dignified manner, advising the giver of CARE's policy prohibiting its acceptance.
- c) Gifts from vendors and suppliers are acceptable when they are of nominal value, customary in local business relationships and full disclosure is made to your immediate supervisor.
- d) Gifts cannot be received during the procurement solicitation process and no applicable law, regulation, or CARE policy can be violated.
- e) Within the Kenyan set-up, contributions to "Harambee" can easily be used to influence. Staff should therefore not ask for "contributions" from individuals or organizations doing business with CARE. In special circumstances, like in contributions towards funeral expenses, an employee can request for permission from the Country Director or his designate to collect such contributions.
- f) Presentation of a gift to other CARE staff members while visiting a CARE office is discouraged, whether the giver is an employee or a group of employees, unless there is a powerful local custom or practice to the contrary, in which case the gift should be a token in nature.
- g) Any staff involved in procurement activity who has assumed, or is about to assume a financial or outside business relationship that might involve a conflict of interest, must immediately inform the Internal Auditor / Country Director of the circumstances involved.

9 Confidential Information

CARE has records and information that are confidential and you must treat such materials accordingly. This pertains to all verbal or written communication including, but not limited to, work created as part of your job,

financial data, computer file, contracts, procurement materials (vendor lists, purchase orders, etc.), marketing and donor information (donor names, mailing lists, contributions, etc.), program material (project reports, grant applications, correspondence with other country offices or CARE International members, etc), personnel or staff information (personnel files, salary information, etc), and general corporate documents (internal policies, procedures, minutes of meetings, documents, notes, files).

- a) Any employee who possesses or has access to confidential information shall not disseminate this information while he/she is still working with CARE Somalia/Somaliland after leaving the organization.
- b) Employees are prohibited from reproducing any confidential information for use inside or outside of CARE for any purpose other than the performance of your duties at CARE.
- c) Employees are expected to protect and keep applicable information in strict confidence and exercise a reasonable degree of care to prevent disclosure of any information regarding CARE in any manner adverse to the interest of, or detrimental to, CARE, or those with whom CARE works.
- d) Employees will be subject to appropriate disciplinary action, up to and including dismissal, for knowingly or unknowingly revealing information of a confidential nature. Any employee who is unsure about the confidential nature of specific information should seek clarification from their supervisor.

10 Financial and Procurement Dealings involving CARE

- a) No undisclosed or unrecorded asset is to be established or maintained for any purpose.
- b) No false entries are to be made in CARE's books for any reason, and no employee shall engage in any arrangement that results in such a prohibited act.
- c) Payments are not to be approved or made with the intent that any part of the payment will be used for any purpose other than that described in the supporting document.
- d) Commission payments are not authorized or made in excess of those required in the ordinary course of business.
- e) Arrangements are not to be made for any undisclosed rebates to CARE, employee or agent of the organization.
- f) Any employee who knows of any unrecorded asset or any prohibited act must promptly report it to the Sub-Office Coordinator, Assistant Country Director or to the Country Director.
- g) CARE is not obligated to become involved in the settlement of money borrowed by an employee from any colleague or other third-party source.

11 Procurement Dealings involving CARE

- a) The procurement process must be transparent and have no actual or perceived appearance of impropriety
- b) Employees may not select a supplier of goods or services for any reason other than its ability to fulfill CARE's needs.
- c) An employee may not personally accept any goods or services or other forms of compensation or favors from a supplier for less than market value, other than as a usual contribution to CARE.
- d) Unless a specific exception has been obtained from the Country Director, quote responses shall not be solicited from, nor any order placed with any company that:
 - Is owned, controlled or activity influenced by any CARE employee or immediate relative of said employee;
 - Employs in a management, consulting, or sales capacity any CARE employees;
 - Employs in any capacity a CARE employee who is in a position to influence the selection of such a vendor.
- e) It is unethical as well as damaging to CARE's reputation to allow proprietary information about one vendor's quotation response to pass to another. Confidential documents should not be kept on top of desks. Discussions of confidential nature should not be held in the hearing of vendors or potential consultants and/or hires.
- f) Fees, commissions, kickbacks, or any form of bribes intended to induce or reward favorable decisions and governmental actions, are unacceptable and prohibited. No staff person may in violation of any law, pay or offer to pay, or give anything of value to a donor, governmental entity, or political party.

- g) Before and during the procurement process of receiving quotations, issuing tenders, sealed bids, request for proposals and any other solicitation process no employee or procurement committee member shall accept gifts, money or services from such suppliers or vendors.
- h) Any employee who identifies or suspects irregularity, and suspects that such an irregularity involves not only employees, but also vendors or other outside parties, has an obligation to report this to his / her immediate supervisor. If the employee is not satisfied after discussions, or has reason to believe that the supervisor is involved, he / she should speak with the manager at the next level.

12 Human Resource Dealings involving CARE

- a) CARE staff involved in recruitment will not hire close relatives without disclosure. Where such hire is done, it must be through competitive recruitment. In addition, no staff may supervise a relative.
- b) Human Resources will conduct background checks for each qualified applicant considered for employment. Background checks includes but is not limited to verification of education, professional certification, criminal history, driving record, previous employment etc. Any background information that a candidate submits during the hiring process per interview discussions, resume, application etc. is expected to be correct.
- c) CARE will not employ individuals whose employment is aligned in such a way that the reporting relationship may accompany favoritism, or charges of favoritism might arise when an employee is responsible for employment decisions that affect a relative or household member.
- d) If while employed, two employees become related, and there continued employment conflicts, each must inform their supervisor immediately. The organization will make reasonable efforts to reassign one or both employees to positions that ensure an atmosphere of fair and impartial treatment.
- e) Any employee who knows of any unrecorded asset or any prohibited act being committed by another employee must promptly report it to the CARE Internal Audit department. Having such knowledge and failure to report such prohibited/fraudulent acts will be interpreted as complicity to such acts and will be dealt with seriously.
- f) In the scope of their work, an employee may have their image or words recorded by CARE through photograph, audio or videotape, or otherwise. By permitting such documentation, expressly or tacitly, the employee agrees to permit CARE to use the pictures or words in any manner that CARE may deem appropriate.
- g) In response to request for employee information or references, information produced will be limited and will only include dates of employment, last salary or wage rate and last position held. All other employment data will not be
- h) released without the appropriate written authorization from the individual who is the subject of the inquiry.
- i) Under no circumstance should anyone other than the designated HR staff members provide official CARE reference information. All official requests for information about a current or former CARE employee must be referred to the HR department.
- j) CARE does not encourage an employee to give personal references regarding their colleagues. If one decides to provide a reference, they must ensure that the person requesting the reference understands that it is not an official CARE reference. Under no circumstance should written personal references be on CARE letterhead or from a CARE email address. The employee is personally responsible for any personal reference they provide.

13 Conflict of Interest

- a) Employees must scrupulously avoid any conflict between their individual interests and the interests of CARE.
- b) Any employee or member of their family, who have a possible conflict or even the appearance of a conflict with CARE interests, must fully disclose the circumstances to their supervisor. For the purposes of this policy, member of family includes a spouse, brother or sister, parent, child or domestic partner.

14 Discrimination, Harassment and Exploitation

CARE USA expressly prohibits and will not tolerate any form of discrimination, harassment, or exploitation based upon race, ethnicity, religion, national origin, gender, age, sexual orientation, marital status, citizenship status, disability, or military status as indicated in section 1.1.3 of CARE US Handbook².

15 Smoking Policy

CARE strives to provide a healthy and comfortable working environment for all employees. Smoking by employees and visitors is therefore prohibited throughout all buildings. Employees and visitors who wish to smoke must therefore go to the garden

16 Substance abuse in the Workplace

- a) CARE is committed to protecting the safety, health and well being of our employees and recognizes that abuse of alcohol and other drugs compromises this dedication. Therefore possessing, using, consuming, purchasing, distributing, manufacturing, dispensing or selling alcohol or controlled substances or any other contraband item within CARE premises without medical authorization is strictly prohibited.
- b) Employees are prohibited from working while intoxicated. If one believes that another employee is intoxicated at work or during a social event, they should report this to the staff member in charge or their supervisor so that appropriate steps may be taken.
- c) Alcohol may be served at CARE-sponsored social events with the consent of the Country Director or his/her designate. Employees are expected to act responsibly at all such gatherings, and should not drive while under the influence of alcohol.
- d) Employees are prohibited from driving CARE vehicles or their own vehicles while on CARE business, or operating machinery or other equipment, while under the influence of a controlled substance or prescription drugs that may cause drowsiness, or otherwise impair their ability to drive safely. To do so may be grounds for dismissal.
- e) Violation of any of these prohibitions may result in disciplinary action up to and including termination of employment.

17 Fraudulent Acts and Losses

- a) Any employee who identifies or suspects an irregularity, and suspects that such irregularity involves not only employees, but also vendors and other outside parties; he/she has an obligation to report this to his/her immediate supervisor. If such employee is not satisfied after discussions, or has reason to believe that the supervisor is involved, he/she should speak to the Internal Auditor or Country Director.
- b) If an employee suspects dishonest or fraudulent activity, he/she should report such activity through the normal chain of supervision. If however, this is not possible, a confidential report should be sent to the Internal Auditor / Country Director. Such matters will be dealt with on a confidential basis.
- c) The following acts are prohibited:
 - Any dishonest or fraudulent act, forgery or alteration of any document or account belonging to CARE, including but not limited to payroll and associated leave records and accounts, travel and expense reports, advance records and accounts, procurement documents, agricultural commodity records, spare parts or project materials and equipment inventory records, food commodity management and monitoring reports, stock ledgers, stack cards, waybills, etc.
 - Forgery or alteration of a check, bank draft, or any other financial document and/or any accounting document such as food accounting, monitoring and distribution reports.
 - Misappropriation of funds, commodities (both food and non-food items), securities, supplies, spare parts, project materials and equipment or other assets.
 - Accepting or seeking anything of material value from vendors or persons providing services/materials to CARE, or from beneficiaries or from partner organizations or from persons implementing CARE programs or from counterpart officials
 - Destruction or misappropriation of records, furniture and/or equipment

² <http://handbook.care.org/Pages/GeneralPolicies.aspx> - section 1.1.3

- Diversion, alteration, or mismanagement of documents or information, and/or any similar or related irregularity
- d) It is clearly understood and agreed that, infringement of any of the above terms and conditions will result in the immediate termination of the services of the employee.

18 Electronic Communication and Telephone Use

- a) All of your equipment and communications systems are owned by CARE and provided for official business use. This includes, but not limited to, computers, fax machines, telephones, voice-mail, and copy machines.
- b) The network system is the property of CARE and has been provided use in conducting company business. Access to shared folders are logged and monitored. Use of the network and information resources for non-CARE purposes should be kept to a minimum.
- c) The information stored on a CARE computer is the property of CARE and any unauthorized access is prohibited.
- d) CARE may monitor and disclose the contents of your electronic and telephone communications when necessary or desirable. Personal communication must be limited.
- e) You may be required to reimburse the cost of personal communication to CARE.
- f) Use of e-mail and of the Internet/Intranet may be monitored by CARE and others. Therefore when sending e-mails, remember that you are using a corporate e-mail account and are representing CARE.
- g) Downloading software from the Internet that is not licensed, verified, approved or supported by CARE is prohibited.
- h) Non-CARE-related high-volume traffic over the network, which might substantially hinder colleagues in their use of the system, is prohibited. Examples of activities that drain limited network resources and slow down the system include:
 - Internet radio station access and listening.
 - Software downloads.
 - Audio and video downloads or real-time streaming media.
 - Excessive personal e-mail attachment access and downloads.
- i) Because privacy is not guaranteed, employees must be careful about sending communication that is highly personal or information that is confidential to CARE by email.

19 Communication regarding CARE

- a) All press and media inquiries must be forwarded to the Country Director - whether the media interest is local, national, or international. Under no circumstances should an employee field any questions or supply any information to the media, either verbal or written, unless explicitly designated to do so.
- b) An employee should refrain from communicating with a lawyer not representing CARE, when the communication involves CARE business.
- c) If an employee receives any unsolicited telephone call from a lawyer not representing CARE (whether a lawyer in private practice or even a government lawyer), they should immediately and politely refer the lawyer to the Country Director.

20 Violence at the workplace

CARE believes in creating a safe working environment for all employees; therefore, any acts of violence committed by or against employees are prohibited. CARE also strictly prohibits the possession or use of any form of weapon on CARE property. Any instances of violence must be reported to the employee's supervisor and/or the HR department and all complaints will be fully investigated. Violation of this policy will result in immediate discharge.

21 Visitors in the workplace

- a) From time to time, an employee may receive personal visitors at the office. If so, they are responsible for the conduct of their visitor while he or she is on CARE premises. The employee must ensure that their

visitor does not disturb the work of others. Under some circumstances, CARE may decide that certain persons are not permitted on CARE premises.

- b) CARE encourages their staff to meet with the personal visitors in the garden and avoid bringing them into the office premise.
- c) CARE also recognizes that an employee may sometimes need to bring their children to the office. Out of respect for your colleagues, please keep this to a minimum. Children should be in the presence of their guardian at all times.

22 Written Approvals

Whenever an employee wishes to undertake any commitment that may conflict or appear to conflict with their primary commitment to the organization, they must obtain written approval. A summary of the conditions for written approval is below:

- a) Review and written approval by an authorizing manager is required whenever another party uses the organization name.
- b) Additional activities requiring review and written approval by a supervisor include:
 - Activities requiring a written agreement e.g. a contract, letter of understanding etc.
 - A proposed agreement involving the use of facilities or resources belonging to or utilized by the company.
 - An outside commitment providing for intellectual or tangible property rights in the way of patent ownership or licensing to an organization other than the company.
 - An agreement which is being considered that restricts an employee's public reporting of the existence of the agreement.
 - An employee's relationship to an outside party appears to influence the conduct of the organizations business.

23 Reporting Violations of the Code of Conduct

- a) Employees have an obligation to report losses, illegal acts, and other violations of CARE Somalia/Somaliland Code of Conduct if they believe that these have occurred, if they observe such conduct, or if you receive any information about such conduct.
- b) Violations of the Code of Conduct should be reported to someone in management or to the Head of HR. The report may be verbal or in writing, and should provide details of what happened, including date, location and the names of any witnesses.
- c) CARE will not tolerate any form of coercion, intimidation, reprisal or retaliation against anyone who reports losses, illegal acts or violations of the Code, or provides any information or other assistance in an investigation.
- d) CARE will not tolerate making frivolous claims, and this may lead to corrective actions up to and including immediate termination of employment.

24 CARE's corrective action

CARE's corrective action process is intended to help an employee correct behavior and performance issues wherever reasonably possible, prevent a recurrence of problems, and prepare an employee for continued service with the organization. Serious violations may result in immediate termination. CARE reserves the right to immediately terminate an employee for any reason.

Corrective action is often taken in a progressive manner in an effort to provide an opportunity to correct the behavior in question and may be introduced in either or the following situations:

a) Misconduct

Misconduct refers to behavior that is not in line with the organization's policies or the law of the land and that might adversely affect CARE, CARE's employees, or CARE's mission. Examples include but are not limited to discrimination and sexual harassment, unauthorized absences from work, criminal behavior, fraud or

falsification of documents; alcohol or drug abuse, and other serious inappropriate behaviors. Examples of corrective action that may be introduced are:

- Verbal Warning
- Written Warning
- Suspension
- Termination

b) Performance

Poor performance may be grounds for corrective action. If a manager deems your performance as below expectations, she or he may create a Performance Improvement Plan to assist you in achieving expectations. If your performance is not improved upon within discussed time, your manager may take additional steps to address the poor performance. A Performance Improvement Plan is not required prior to termination nor is it intended as a promise to continue the affected your employment. Examples of corrective action that may be introduced are:

- Verbal Counseling
- Performance Improvement Plan
- Suspension
- Termination

When corrective action is needed, managers may omit one or any number of the steps mentioned as is deemed appropriate by the surrounding circumstances.

c) Grievance procedure

If you believe that you have been treated unfairly, you are encouraged to discuss the situation with your manager or with a member of the HR department. Your manager or HR staff member will investigate where appropriate, and mediate if necessary.

CHILD PROTECTION POLICY

Effective Date: August 2014 – **Updated:** July 2017

25 PURPOSE

Child abuse in all forms is unacceptable to CARE Somalia/Somaliland, which recognizes its responsibility to protect children from harm in all areas of its work

CARE Somalia/Somaliland has therefore developed this child protection policy in order to create a child safe environment and a child rights based approach in all programmes and to ensure that the organisation has procedures in place to prevent and respond to all forms of child abuse that involve CARE Personnel, including partners, consultants and contractors.

This policy sets out CARE Somalia/Somaliland's commitment to protect ALL children in line with the common values and principles for which CARE stands. CARE believes that all children have the right to grow up in a protective environment, free from any kind of violence (abuse, neglect, exploitation). The policy is embedded in the principles of the United Nations Convention on the Rights of the Child (UNCRC), as well as regional and local legal instruments that protect and promote the rights of the child.

The policy states good practice guidance in working with children including obligations which apply to all Personnel and any representative consulting, partnering or contracting with CARE Somalia/Somaliland. Further to this, the policy takes up procedures for reporting, and responding to cases of child abuse.

The CARE Somalia/Somaliland Child Protection Policy articulates the organization's zero tolerance approach to ALL forms of Child abuse and provides a framework for preventing, managing and reducing risks of child abuse by persons engaged in delivering CARE's programs and operations.

Child abuse is distressing for all concerned and it is often difficult to accept that it may have occurred, to the point that there is denial or that warning signs are dismissed. The danger is that under-reaction resulting from this lack of acceptance may mean children remain unprotected and exposed to further abuse. If this policy is to achieve its intentions of preventing abuse and protecting children, it is essential that Personnel understand their responsibility to raise any concerns they may have regarding the safety of children.

For the purposes of this Policy, a child is defined as any persons under 18 years as stipulated in the Convention of the Rights of the Child, the African Charter on the Rights and Welfare of the Child (ACRWC, 1999) and the Somalia constitution article 9, 2012.

26 SCOPE

This Policy Applies to:

CARE STAFF: Includes International, Regional, National, and Temporary Staff, as well as Interns and Volunteers.

CARE Contractors: Includes Consultant, Suppliers and Infrastructure Contractors

CARE Partners

CARE Visitors will also be advised on this Policy including the attached **Declaration** and oriented on the national and local sensitivities. Further to this they will also sign and acknowledge receipt and understanding of these processes as part of their orientation process before engaging with CARE.

27 POLICY STATEMENT

As embedded in the UNCRC, ACRWC and Somalia's constitution, all children have equal rights to protection from abuse and exploitation. For this reason ALL stakeholders have a responsibility to meet minimal standards

of protection for children in their programs and operations. Therefore they must work towards improving the situation of all children through promotion of their rights.

Our commitment within this policy works to:

- Ensure that all **Personnel are aware** of the problem of child abuse and the risks to children.
- Ensure, through **prevention** mechanisms (i.e. awareness raising, capacity building, etc.), that Personnel minimise the risks to children.
- Ensure that all Personnel are clear on what steps to take with regards to **reporting** when concerns arise regarding the safety of children.
- Ensure that action is taken to **respond**, support and protect children where concerns arise regarding possible abuse.
- Ensure that **children are aware** of and have access to a complaint mechanism in case they want to report on a violation suffered.

The values and beliefs outlined below establish basic minimum expectations of CARE Personnel in relation to their contact with children. A key element in working with children and to safeguard their welfare is the promotion and protection of their rights.

Every child has the right to:

- Have their health, safety and well-being, and their best interests considered paramount;
- Have their welfare and development promoted and safeguarded so that they can achieve their full potential;
- Be valued, respected and understood within the context of their own culture, religion and ethnicity, and to have their needs identified and met within this context; and
- Be listened to and to have their views given careful consideration, and to be encouraged and helped to participate in decisions which affect them.

28 DEFINITIONS

ACRWC	African Charter on the Rights and Welfare of the Child
Certificate of Good Conduct	A Document from the Police Department showing the results of a Criminal Record Check of an Individual
Child	Any persons below 18 years, as defined by the UN Convention on the Rights of the Child. It is important to point out from the onset that there is a possible area of conflict between Islamic Sharia, Somali Laws and the UNCRC and other international laws on the rights of the child emanating from the definition of a child, particularly when considering issues like marriage. According to the 1975 Somalia Family Code, the legal minimum age for marriage is 18 years for both men and women, but women can marry at the age of 16 years with parental authorization, whereas there is no such definition for Somaliland; however, Islamic law concerns itself more with the physiological maturity. For instance, in Islam a fifteen year old girl may have the capacity to get into a valid marriage contract whereas under many international legal systems, [UNCRC included] she has no capacity to do so. Cases of conflict of interest between the different legal systems will be evaluated on a case by case basis under this policy, with attention to the context in which the policy is implemented but without condoning any child abuse.
Child Abuse	All forms of physical, psychological, emotional, social and sexual abuse and exploitation

Child Protection	Any activity or initiative designed/undertaken to guard children from all forms of harm, abuse, exploitation and neglect
Consent	Agreeing to something after thinking about the issue and making an informed decision
CARE Personnel	All persons engaged by CARE in carrying out its programs and operations including Staff, Partners, Consultants, Suppliers and Infrastructure Contractors
Pedophile	An adult who is sexually attracted to children
Reference Checks	Confirmation of an applicant's background with the stipulated referees in the applicant's Letter and/or resume
Sexual Offence	Any offence/abuse of a sexual nature covered by international protocols such as but not limited to UNCRC, ACRWC and national legal frameworks
UNCRC	United Nations Convention on the Rights of the Child. Somalia ratified it on 21 st Jan 2015. This means that the Convention is legally binding on Somalia and must put in place all available resource to implement it.

29 POLICY DETAILS

Recruitment

In its recruitment process CARE Somalia/Somaliland must ensure that stringent screening measures are in place for all prospective employees, volunteers, interns, contractors and suppliers. This includes completing a reference check and, where feasible, collect recommendation letters from referees. During the interview process CARE will conduct personal interviews which include probing on past work experience with children. Further to this CARE will ensure the screened candidates are informed of the Child Protection Policy.

In the best interests of children, CARE Somalia/Somaliland will not hire or contract anyone with a prior conviction for child abuse, pedophilia or related offences. This includes prohibiting direct or indirect access to children, or information about children.

CARE Somalia/Somaliland reserves the right NOT to hire or contract any applicant if the background check reveals that the person is not suitable to work with children.

Staff Obligations Towards Children

The rules outlined in this policy are designed to protect child project participants, but are also intended to protect staff from false accusations of inappropriate behavior or abuse.

The rules are guided by the below core-values. All CARE Personnel must:

- Treat children with respect and recognise them as individuals in their own right;
- Regard children positively and value them as individuals who have specific needs and rights and a particular contribution to make;
- Work with them in a spirit of cooperation and partnership based on mutual trust and respect;
- Value their views and take them seriously;
- Work with them in ways that enhance their inherent capacities and capabilities and develop their potential; and
- Strive to understand them within the context in which they live. Know that the adult is always considered responsible even if a child behaves 'seductively,' as a child has no capability of consenting to any form of sexual act.

The following list is neither exhaustive nor exclusive.

CARE Somalia/Somaliland Personnel MUST NEVER:

- Hit or otherwise physically assault or physically abuse children.
- Develop physical/sexual relationships with children.
- Develop relationships with the children that could in any way be seen as exploitative or abusive.
- Act in ways that may be abusive or may place the children at risk of abuse.
- Use language, make suggestions or offer advice which is inappropriate, offensive or abusive.
- Fondle, hold, kiss or touch children inappropriately or in a culturally insensitive way.
- Do things of a personal nature for a child that he/she could do on his/her own.
- Permit, or participate in, behaviour of the children that is illegal, unsafe or abusive.
- Act in ways meant to shame, humiliate, belittle or degrade a child, or otherwise commit any form of emotional abuse.
- Discriminate against, show differential treatment, or favour a particular child to the exclusion of others.
- Behave physically in a manner which is inappropriate or sexually provocative.
- Stay alone overnight with one or more children whether in the staff members' house, project premises or elsewhere.
- Attend to a child while under the influence of alcohol or substance of abuse
- Spend excessive time alone with any child, away from other people.
- Attend duty whether in the offices or field under the influence of alcohol, khat or any drug/s or substance/s of abuse
- Use computers, mobile phones, and video and digital camera inappropriately and never to exploit or harass children or to access child pornography
- Hire children for domestic or other labour which is inappropriate given their age or developmental stage, Interferes with their time available for education and recreational activities, and/or places them at significant risk or injury

30 PROCEDURES

Reporting Concerns

Concern about "getting it wrong" is possibly the factor which most inhibits reporting of suspected abuse. However, it is essential where concerns or suspicions do exist, to focus on the welfare of the child or children involved and to ask "what if I am right?" In most incidents of child abuse, it is usually the case that someone other than "the abused" is aware of the situation or at least suspects there is abuse. However, those who know or suspect abuse often do not act, or delay taking action, because of the kind of factors described above. It is also often the case that children who are abused try at some point to tell someone about it.

If a child discloses abuse Personnel must respond in a calm, caring and supportive manner. The child is never to blame in situations of abuse and should be reassured they have done nothing wrong, either in relation to the abuse itself or in reporting it. Children need to know that they are listened to and taken seriously.

Immediately after disclosure has occurred or after suspicion has arisen, it is crucial to report it, either using the attached Rapid Reporting form or verbally to the **head of HR, CP/PSEA Focal Point, head of office and/or the Protection, Gender and Accountability Advisor (refer to contacts in Annex 2)** who must:

- Take all concerns raised seriously and handle the reporting in strictest confidence and institute the formal internal and/or legal procedure.
- Take positive steps to ensure the protection of children who are the subject of any concerns.
- Support children, delegates or other adults who raise concerns or who are the subject of concerns.
- Act appropriately and effectively by completing the Suspected Child Abuse Form for records and instigating or cooperating with any subsequent process of investigation.

Staff may report the incident verbally to ease the process in the case when an urgent intervention is needed, but they must submit a written report for record purposes.

See **Appendix 4** for a graphic representation of the reporting mechanism.

Confidentiality

It is essential to respect the principle of confidentiality. In certain circumstances, any lack of confidentiality may have devastating effects for the lives of children and may also result in serious consequences for adults involved in the process.

In responding to issues and concerns regarding possible abuse, staff and others must exercise extreme vigilance in protecting information and must pass on this information via the reporting process described in this policy, only to those people who need to be aware of it.

Investigation and Disciplinary Measures

After a complaint has been raised, assessment of the incident and investigation must be conducted by a **committee (comprised of program and HR representatives and the Protection, Gender and Accountability Advisor)** in order to determine facts. Immediate measures will be taken to protect the child, including but not limited to temporary suspension of the staff from his/her role, limitation of access to children, etc. The investigation will be conducted internally.

Any confirmation of inappropriate behaviour towards children including failure to adhere to CARE Somalia/Somaliland's Child Protection Policy will be ground for disciplinary measures, dismissal from employment and even legal action (through formal justice systems).

31 RESPONSIBILITIES

- **CARE Somalia/Somaliland Country Director** has the overall responsibility of this Child Protection Policy
- **CARE Somalia/Somaliland Protection, Gender and Accountability Advisor** supports the staff with technical guidance on the implementation of the Policy
- **CARE Somalia/Somaliland Managers/Senior level staff** (with management responsibilities) are responsible for the day to day implementation/respect of the Child Protection Procedures in accordance with the policy. Where concerns of child abuse arise, managers have the responsibility to ensure that timely and mandatory internal reporting is in place and effective.
- **All CARE Somalia/Somaliland staff/ partners** (Interns, Volunteers, Temporary Staff, Consultants, Suppliers, Infrastructure Contractors) must be aware of the responsibilities and duty of care to ensure child protection by all means. Furthermore they have to be aware of the responsibility of mandatory reporting in cases of child abuse.

32 REFERENCES AND ASSOCIATED POLICIES³

- Appendix 1 – Child Protection Declaration
- Appendix 2 – Rapid Reporting Form
- Appendix 3 – Suspected Child Abuse Assessment Form
- Appendix 4 – Graphic Representation of the Reporting Mechanism
- CARE International Policy on Prevention and Response to Sexual Exploitation and Abuse – CI Code Section 12⁴
- CARE USA Child Labor Policy⁵
- CARE USA Guidelines for Involving Children in Advocacy and PR⁶

³ <http://minerva.care.ca/livelink1/livelink.exe/properties/3887769>. In order to be able to access these documents, you will need to have a Minerva account (i.e. log in details). If you don't have one, send an e-mail with your Name and Title to John Oram John.Oram@care.ca and cc. KMOD kmod@care.ca to ask for Minerva access.

⁴ <http://minerva.care.ca/livelink1/livelink.exe/properties/3888037>

⁵ <http://minerva.care.ca/livelink1/livelink.exe/properties/3889149>

⁶ <http://minerva.care.ca/livelink1/livelink.exe/properties/3886734>

- CARE USA Guidelines for Interviewing Children⁷
- CARE USA Stories and Images Consent Policy⁸

Child Protection Declaration

CARE's capacity to ensure the protection of and assistance to the children that we work with, depends on the ability of its staff to uphold and promote the highest standards of ethical and professional conduct.

We, the staff members of CARE, are personally and collectively responsible for maintaining these standards. Managers have a particular responsibility to uphold these standards, to set a good example, and to create a working environment that supports and empowers staff.

It is recognised that CARE's work often puts its staff in positions of power in relation to the children and project participants that we work with. Staffs therefore have an obligation not to abuse this power.

This CPP is serves as an illustrative guide for staff to make ethical decisions in their professional lives, and at times in their private lives.

The CPP is based on international, regional and local legal standards.

The Policy applies to all CARE Somalia/Somaliland staff members. Any breach of the CPP is seen as a serious concern and may result in disciplinary action or dismissal, in accordance with CARE's disciplinary procedures. Consultants, volunteers, interns and partners will also receive copy of the Policy and be requested to confirm that they will uphold its standards.

All CARE Somalia/Somaliland staff are responsible for encouraging, advocating and promoting the dissemination of the CPP, as well as implementing, monitoring and enforcing its standards. Staff are also urged to encourage others to adhere to these standards.

As a staff member of CARE Somalia/Somaliland, I commit myself to:

- 1. Treat all children fairly, and with respect and dignity, regardless of race, colour, sex, language, religion, clan affiliation, political or other opinion, national, ethnic or social origin, property, disability, birth or other status.***

I will always seek to care for and protect the rights of children, and act in a manner that ensures that their best interests shall be the paramount consideration.

⁷ <http://minerva.care.ca/livelink1/livelink.exe/properties/3886630>

⁸ <http://minerva.care.ca/livelink1/livelink.exe/properties/3887234>

2. Uphold the integrity of CARE, by ensuring that my personal and professional conduct is, and is seen to be, of the highest standard.

I will demonstrate integrity, truthfulness, dedication and honesty in my actions. I will be patient, respectful and courteous to all persons with whom I deal in any capacity, especially children.

I recognise that my personal conduct will reflect on CARE's reputation and may impact on community perceptions; therefore I will refrain from inappropriate behaviour that may be compromising or detrimental to CARE.

3. Safeguard and make responsible use of the information and resources to which I have access by reason of my employment with CARE.

I will exercise due care in all matters of official business, and not divulge any confidential information about a child and other work-related matters in accordance with the staff regulations and rules and current guidelines.

I will protect, manage and utilise CARE human, financial and material resources appropriately. I will never use CARE resources to exploit or harass children or access child pornography. When photographing or filming a child for work-related purposes, I must:

- Before photographing or filming a child, assess and endeavour to comply with local traditions or restrictions for reproducing personal images
- Before photographing or filming a child, obtain consent from the child or parent or guardian of the child. As part of this, I must explain how the photograph or film will be used.
- Ensure photographs, films, videos and DVDs present children in a dignified and respectful manner and not in a vulnerable or submissive manner. Children should be adequately clothed and not in poses that could be seen as sexually suggestive.
- Ensure images are honest representations of the context and the facts, and not demeaning in any way.
- Ensure file labels do not reveal identifying information about a child.

4. Prevent, oppose and combat all exploitation and abuse of the child.

- I undertake not to abuse the power and influence that I have by virtue of my position over the life and well-being of a child.
- I will report any child abuse by a CARE staff member, consultant, volunteer, intern or partner.
- I will not use language or behaviour towards children that is inappropriate, harassing, abusive, sexually provocative, demeaning or culturally inappropriate.
- I will never request any service or favour from a child in return for protection or assistance. I will never engage in any exploitative relationships – sexual, emotional, financial or employment-related – with a child.
- I will refrain from hiring children for domestic or other labour which is inappropriate given their age or developmental stage, which interferes with their time available for education and recreational activities, or which places them at significant risk of injury. I will report in writing on the nature and conditions of this employment to my supervisor.
- Wherever possible, I will ensure that another adult is present when working in the proximity of children.
- I will not invite unaccompanied children into my home, unless they are at immediate risk of injury or in physical danger
- I will not sleep close to unsupervised children unless absolutely necessary, in which case I must obtain my supervisor's permission, and ensure that another adult is present if possible.
- I will refrain from physical punishment or discipline of children (excluding my own children).

5. Refrain from any involvement in criminal or unethical activities, activities that contravene human rights, or activities that compromise the image and interests of CARE.

I will neither support nor take part in any form of illegal, exploitative or abusive activities, including, for example, child labour, child pornography and trafficking of human beings and commodities.

I will not engage children under the age of 18 in any form of sexual activity or acts, including paying for sexual services or acts. The UN Convention on the Rights of the Child defines children as persons up to the age of 18. This is regardless of the local age of consent. Ignorance or mistaken belief of the child's age is not a defence. Failure to report such a relationship may lead to disciplinary action pursuant to CARE's policies and procedures.

Cases of conflict of interest between the different legal systems will be evaluated on a case by case basis under this policy, with attention to the context in which the policy is implemented but without condoning any child abuse. In fact, according to the 1975 Somalia Family Code, the legal minimum age for marriage is 18 years for both men and women, but women can marry at the age of 16 years with parental authorization, whereas there is no such definition for Somaliland; however, Islamic law concerns itself more with the physiological maturity. For instance, in Islam a fifteen year old girl may have the capacity to get into a valid marriage contract whereas under many international legal systems, [UNCRC included] she has no capacity to do so.

6. *Report any case of child abuse where the perpetrator is my colleague, supervisor or any CARE staff.*

I commit myself to report any case of child abuse I witness or I suspect where the perpetrator is or is suspected to be one of my colleagues, supervisors or any CARE staff. I acknowledge that refraining from doing so is a breach of this Policy and therefore will be subject to due evaluation and punishment.

Policy to Prevent and Respond to Sexual Exploitation and Abuse (PSEA)

Effective Date: August 2014 – Updated: July 2017

33 PURPOSE

CARE Somalia/Somaliland places human dignity at the centre of its relief and development work and takes seriously all concerns about sexual exploitation and abuse. The need for this Policy flows from a recognition that our work often puts CARE employees in positions of power in relation to the communities we work with, especially vulnerable women and children. We have an obligation to use our power respectfully and must not abuse the power and influence we have over the lives and well-being of the participants of our programs and others in the communities where CARE works.

34 SCOPE

This policy applies to all CARE Somalia/Somaliland permanent/temporary staff, field/HQ staff, volunteers, consultants and all others who are working as part of CARE Somalia/Somaliland programs.

35 POLICY STATEMENT

CARE Somalia/Somaliland's capacity to achieve its vision and mission depends upon each and every one of us in the CARE family, individually and collectively. To this end, all CARE Somalia/Somaliland staff and partners must uphold the highest standards of professional and personal conduct. At all times CARE Somalia/Somaliland staff and partners must treat all project partners and participants with dignity and respect. Each community member with whom CARE and our partners work with must have the utmost assurance that they will not be subject to any form of Sexual Harassment, Exploitation or Abuse. This PSEA Policy sets the minimum standards to be followed by all CARE employees.

This Policy is based on the following principles:

- Sexual exploitation and abuse by humanitarian workers are **acts of gross misconduct** and are therefore grounds for termination of employment.
- Sexual activity with children (persons under the age of 18, as defined by the UN Convention on the Rights of the Child) is prohibited regardless of the local age of consent.
- Exchange of money, employment, goods or services for sex, including sexual favours or other forms of humiliating, degrading or exploitative behaviour by CARE Employees and Related Personnel is prohibited. This includes the exchange of assistance that is due to participants.
- In our programs and offices **we oppose discrimination and the denial of rights based on sex**, race, nationality, ethnicity, class, religion, age, physical ability, caste, opinion or sexual orientation
- **We treat all persons with dignity and respect** according to international laws and local customs
- **We prevent and prohibit any form of harassment or exploitation** - physical, sexual and/or psychological – to individuals, especially women and children
- **We respond** to any observed and/or reported incidents of harassment or exploitation or any other human rights violations in a speedy and just manner
- We uphold the highest standards of efficiency, competency, integrity and transparency in our work as relief/development workers.
- **We hold ourselves accountable** to those we seek to assist as well as those from whom we accept resources.

We will ensure that all CARE staff and partners receive training on this PSEA policy.

36 POLICY DETAILS

The Policy strictly prohibits all CARE Somalia/Somaliland workers and partners from engaging in any of the following, which is neither exhaustive nor exclusive:

- Offering special benefits (including money, employment, goods or services) to program participants in exchange for expressed, implied or demanded sexual favors;
- Threats or insinuations that an individual's refusal or unwillingness to submit to sexual advances or demands will affect the person's entitlement to project assistance & support;
- Verbal conduct such as sexually derogatory remarks, graphic verbal commentaries about an individual's body or dress, sexually degrading words used to describe an individual, sexually suggestive or obscene letters, notes, emails or invitations, demeaning or inappropriate comments, name-calling, innuendos, slurs, jokes, sexual advances or propositions;
- Visual conduct such as leering, sexual gestures, displaying or distributing sexually suggestive objects or pictures, cartoons, graffiti posters or magazines; or
- Actual or threatened physical contact or conduct, such as patting, pinching, blocking movements, or any other offensive touching;
- Expressing sexual interest or engaging in any sexual activities with children (any person below the age of 18). Mistaken belief in the age if a person is not a defense;
- Use of children or adults to procure sexual services for others;
- Condone or be a party to trafficking of persons;

Any act that may constitute sexual harassment, sexual exploitation or sexual abuse or that does not adhere to the principles mentioned in this Policy.

At an individual level all CARE Somalia/Somaliland Workers and Partners are expected to take the following measures to prevent Sexual Harassment, Exploitation and Abuse.

- Build awareness about various aspects of Sexual Harassment, Exploitation and Abuse - forms, nature, causes and its impact and educate yourself on how to deal with it appropriately and adequately.
- Create and use opportunities to discuss the issue of Sexual Harassment, Exploitation and Abuse and dispel myths attached to it at an informal level.
- Exhibit professionalism in your manner of conduct and act in accordance to this Policy.

37 PROCEDURES

Reporting

At an individual level all CARE Somalia/Somaliland staff and Partners are expected to respond to observed or reported incidents of Sexual Harassment, Exploitation and Abuse according to the following procedures:

- Take the reporter into confidence and listen patiently in a non-judgmental manner.
- Report the behavior/incident immediately to the **head of HR, head of office and/or the Protection, Gender and Accountability Advisor (refer to contacts in Annex 2)** while explaining the procedure to the complainant.
- The focal point will support and assist the victim in receiving referral services such as psychosocial, legal and medical appropriate in a given situation.
- Always adhere to the principle of confidentiality and do not indulge in any loose talk, spread rumors or divulge any information related to the incident to anyone other than the concerned authority.
- The focal point will follow up to ensure the issue is being addressed and that the person reporting the behavior/incident is aware of actions being taken.

Investigation of Complaints

A confidential, thorough, impartial and prompt investigation of allegations of any form of harassment or exploitation will be conducted. The investigation may consist of interviews with witnesses and others as appropriate, collection of information about the alleged conduct, gathering of documentation, or other procedures as appropriate. The individual alleged to have violated this CARE policy would have the opportunity to present his or her view of the events in question. CARE will hold its determination until the investigation is completed. Within a reasonable period after the investigation is completed, both the complaining employee or program participant and the employee alleged to have violated this policy would be informed as to the results of the investigation. All records of the investigation will remain confidential.

Any violation of this Policy will be considered an act of gross misconduct, and anyone subject to this policy who is found to have harassed, coerced, intimidated or retaliated against another in violation of this Policy will be subject to prompt and appropriate disciplinary action, up to and including termination as defined in CARE SOMALIA/SOMALILAND's HR Policy and CARE USA Sub-Agreement Management Policy.

Reprisal

CARE will not tolerate any form of coercion, intimidation, reprisal or retaliation against any worker or partner who reports any form of harassment or exploitation, provides any information or other assistance in an investigation.

38 RESPONSIBILITIES

All CARE Somalia/Somaliland staff and partners will be individually held accountable for their knowledge and adherence to CARE's PSEA Policy regarding sexual exploitation, harassment and abuse.

39 DEFINITIONS

As per the UN Secretary General's bulletin (ST/SGB/2003/13), Sexual Exploitation is defined as the abuse of a position of vulnerability, differential power, or trust for sexual purposes; this includes profiting monetarily, socially or politically from the sexual exploitation of another. Sexual abuse is defined as the actual or threatened physical intrusion of a sexual nature, including inappropriate touching, by force or under unequal or coercive conditions.

40 REFERENCES AND ASSOCIATED POLICIES⁹

- Appendix 1 – Declaration
- Appendix 2 – Rapid Reporting Form
- CARE International Policy on Prevention and Response to Sexual Exploitation and Abuse – CI Code Section 12¹⁰
- CARE USA Stories and Images Consent Policy¹¹
- CARE Somalia/Somaliland HR Manual¹²
- CARE USA Sub-Agreement Management Policy¹³.

⁹ <http://minerva.care.ca/livelihood1/livelihood.exe/properties/3887769>. In order to be able to access these documents, you will need to have a Minerva account (i.e. log in details). If you don't have one, send an e-mail with your Name and Title to John Oram John.Oram@care.ca and cc. KMOD kmod@care.ca to ask for Minerva access.

¹⁰ <http://minerva.care.ca/livelihood1/livelihood.exe/properties/3888037>

¹¹ <http://minerva.care.ca/livelihood1/livelihood.exe/properties/3887234>

¹² <http://minerva.care.ca/livelihood1/livelihood.exe/properties/3888247>

¹³ <http://minerva.care.ca/livelihood1/livelihood.exe/properties/3887039>

ANNEXES

ANNEX 1:

Agreement to Abide by CARE Somalia/Somaliland Code of Conduct, Child protection Policy and Policy to Prevent and Respond to Sexual Exploitation and Abuse

I have read, understood and agree to abide by the contents of CARE Somalia/Somaliland's Code of Conduct, Child Protection Policy and Policy to Prevent and Respond to Sexual Exploitation and Abuse.

Signature: _____

Printed Name: _____

Position Title: _____

ANNEX 2

Rapid Reporting Form – CHILD PROTECTION and PSEA

(To be filled directly by the person who is reporting the incident)

If you are concerned about the safety and welfare of an individual who is suspected of being abused, you must follow this procedure:

What are the circumstances of your concern?

Did you witness child abuse or SEA incident?	Yes	No
Do you suspect someone of child abuse or SEA?	Yes	No
Has someone made allegations regarding child abuse or SEA?	Yes	No
Has someone disclosed abuse of a child or SEA to you?	Yes	No

Provide brief summary of the incident as witnessed/disclosed/suspected

Indicate your name and contact or that of anyone who can provide detailed information on the incident. (Please remember that this will be important for CARE Somalia/Somaliland to open an investigation)

Your concern is justified if you answered yes to any of the questions above, your duty is to report your concerns to one of the following persons, don't delay – a person may be at risk of serious harm if you do.

Child Protection and PSEA Focal Points

Location	Name	Title	Telephone	Email
Nairobi	Irene Wambaya	Head of HR		irene.wambaya@care.org
Garowe	Ali Godane	Head of Office	+252 907794116	Ali.ahmedgodane@care.org
	Fardowsa Abdi Mohamoud	PSS Counsellor	+252 907793654	Fardowsa.abdi@care.org
Hargeisa	Abdi Musa	Head of Office	+252 (0)63 4400177	Abdirizak.muse@care.org
	Zahra Dahir	Monitoring & Learning Coordinator		Zahra.Dahir@care.org
Burao	Hassan Jama	Head of Office	+252 (0)63 4423530	jama@care.org
	Zeinab Jama	Programme Officer	+252 (0)63 4123209	Saynab.jama@care.org
Erigavo	Ahmed Mire	Head of Office	+252 (0)63 4409030	Ahmed.mire@care.org

Bosaaso	Asli Ahmed	Protection and Accountability Manager	+252 907794007	Asli.ahmed@care.org
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ANNEX 3:

Suspected Child Abuse/Sexual Exploitation and Abuse Incident Assessment Form

(To be filled by the Child Protection/PSEA Focal Point*)

SUSPECTED INCIDENT REPORT	
A - Reporting Party	Name of reporter: Telephone Number:
	Location: Position:
	Date and time incident reported: Date of report:
B - Details of survivor	Survivor's name: Age: Sex:
	Parents/carer's Name (if under 18): Phone No:
	Address of survivor or parents: Present location of victim:
C - Details of alleged	Name: Position:
	Phone number: Address:
	Comments:
D - Details of incident	Date, time and Location of the incident:
	Narrative description (what the victim said, type of abuse, what the reporter observed, similar or past incidents involving the suspect or reporter)
	Details of witnesses:
	Details of anyone else involved:
	Details of any actual evidence: (physical or emotional)
	Any other relevant information:

	What immediate security measures have been taken towards the alleged perpetrator?
	What assistance has CARE provided to the victim (direct or through referral in terms of medical assistance, legal assistance, psychosocial support, etc...)?
E – Response	What was the outcome of the investigation?
	What actions and disciplinary measures have been taken towards the CARE staff?

* Please contact the Protection, Gender and Accountability Advisor for assistance with completing the form if needed (<mailto:zelalem.tesfaye@care.org>).

ANNEX 4:

Flow Chart

CARE Staff Reporting



Rapid Reporting Form



- Registration/Logging
- Assessment of the case
- Immediate action
- First report containing facts and figures



CP/PSEA Focal Point

ASSISTANCE TO THE VICTIM (DIRECT OR THROUGH REFERRAL)

- Decision on further investigation
- Referral to police (if necessary)
- Compilation of final report
- Decision on response and measures

*INVESTIGATION COMMITTEE =
Emergency Director /
Program Coordinator / HR
Representative/
Protection Advisor/Security
Advisor*

disciplinary



Communication of the outcome, response and actions taken to the VICTIM

Communication of the outcome, response and disciplinary measures to the PERPETRATOR