

INSTRUCTION - for acting in compliance with the Policy for ensuring the safety of children and other members of vulnerable groups of the Mozaik Foundation.

Definition

Vulnerable groups: **Children**¹² - Any person under 18 years of age, **Adults** 18+ years old - who are or who are likely to be incapable of looking after themselves or protect themselves against abuse or exploitation because of difficulties in development, age, illness or life circumstances as a result of social or other inequalities.

Our values and principles!!!

Causing injuries or poor care of any person who may be considered a member of a vulnerable group is considered abuse. Abuse may be physical, sexual or emotional or it may include neglect. Abuse and exploitation of vulnerable group members is present in all countries and societies around the world. Abuse of vulnerable group members is never acceptable.

All persons cooperating with the Mozaik Foundation are expected to be committed to ensuring the safety of children and other vulnerable groups with whom they come in contact.

What do we do?

The Mozaik Foundation is committed to ensuring the safety of vulnerable group members in the following ways:

Awareness: Ensure that all staff members and every person cooperating or in any way representing the Mozaik Foundation are aware of the issue of child abuse and risk to children and other vulnerable groups.

Prevention: Ensure that the staff members and associates of the Foundation minimise the risk to children and other members of vulnerable groups through raising awareness and implementation of good practice.

Reporting: Ensure that it is clear which steps are to be taken in cases there is suspicion of risk to the safety of children and other vulnerable groups.

Responding: Ensure that measures are taken to support and protect children and other members of vulnerable groups when there is suspicion of possible abuse.

¹ https://www.unicef.org/bih/ba/overview_15931.html

² UN Convention on the Rights of the Child,

1989 http://www.ombudsmen.gov.ba/documents/obmudsmen_doc2013031807224360cro.pdf

To help you understand our concept of protection of safety, we provide the following list of examples of conduct which are strictly prohibited for all persons working with the Mozaik Foundation. Such actions involve but are not limited to the following:

1. Hitting or other form of physical attack or physical abuse of children and/or other members of vulnerable groups.
2. Involvement in sexual activity or sexual relation with any person under the age of 18 regardless of age at which a person is considered to be an adult/which is the minimum age at which a person is legally considered able of giving voluntary consent to sex or regardless local customs. Person who commits these actions may not in defense refer to be wrongly convinced about the age of a child.
3. Developing relationships with children or other members of vulnerable groups which could in any sense be considered exploitative or violent.
4. Act in a manner which may be violent in any other way which may expose a child or member of other vulnerable groups to the risk of abuse.
5. Use language, expressions or offer suggestions or advice which are unacceptable, offensive or abusive.
6. Physically conduct in a way which is inappropriate or sexually provocative.
7. Sleeping in the same bed or the same room with a child, or offering a child/children with whom they work to spend the night at their house without supervision.
8. Perform personal tasks which children are able to do themselves.
9. Tolerance or participation in unlawful, unsafe or violent conduct of children.
10. Acting with the intention of making children or other members of vulnerable groups ashamed, humiliated, disgraced or degraded, or commit any other type of emotional abuse.
11. Discrimination of a child, unjustifiable differential conduct towards a child, or favouring of a child excluding other children.
12. Spending too much time alone with children without the presence of other people.
13. Place oneself in a situation where one may be exposed to the risk of accusations of breach of professional duty.

We expect the following from you, so that the above reporting and response standards may be fulfilled:

In case you suspect or have knowledge that a child or another member of a vulnerable group is a victim of abuse or neglect (as stated in the aforementioned points 1, 2, 3, 4, 6, 8, 9 and 10) or in case you are concerned about the inappropriate conduct of an employee or person working with the Mozaik Foundation towards a child or another member of a vulnerable group, you are required to:

- Respond promptly and call for help (important telephone numbers **Police 122, Emergency 124**)
- Support and respect a child or another member of a vulnerable group.
- Make sure that the child or another member of the vulnerable group is safe, when possible.
- Contact persons at the Mozaik Foundation responsible for the safety of children and other vulnerable groups: Nenad Ličanin, nenad@mozaik.ba, +387 33 266 481/480, +387 61 186 468 or Vesna Balta, vesnabalta@mozaik.ba, +387 33 265 290, +387 61 186 473 and immediately express your doubts (or contact the management of the Mozaik Foundation if necessary).
- Keep all the information in confidence between you and the responsible person of the Mozaik Foundation.

For more information on the Policy of the Mozaik Foundation for ensuring the safety of children please visit the following link on the website of the Mozaik Foundation: <http://mozaik.ba/bs/nasa-politika/>



Note: The Instruction is a mandatory annex to all contracts concluded by the Foundation with suppliers of goods and services and other contractors.

In case you have any doubts or knowledge about the incident, please use the Report Form/Statement Form enclosed in Annex II of this document.

Report/Statement form

Report should be sent within 24 hours from the verbal reporting to the following e-mail: nenad@mozaik.ba or yesnabalta@mozaik.ba

Date of reporting:	Place:
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Data on person submitting the report:

Name and surname:	Position:
Telephone numbers of the person submitting the report:	E-mail:

Data on protected person (victim):

Name and surname:	
Date of birth:	Gender:
Residence address and other contact details:	
Persons with whom a child or other member of vulnerable groups resides:	
Data (name, surname and contact) of parents/guardians/adopters of a child or other member of vulnerable groups	
Is anyone else involved in the incident (if yes, enter the following data)	

Data on suspected person or person causing the incident (suspect/perpetrator)

Name and surname:	
Age:	Gender:
Residence address and other contact details:	
Does a person work or is in any way connected with the Mozaik Foundation?	
What kind of relationship a person has with a child or other member of vulnerable groups (parent, guardian, teacher, etc.)	
Note: Suspects are always considered innocent until proven otherwise!	

Detailed description of the event/incident

Date the event took place:	Time:	Place:
How did you find out about the incident: <input type="checkbox"/> Personally <input type="checkbox"/> From others <input type="checkbox"/> From the victim himself/herself <input type="checkbox"/> Other (specify)_____		
Are there other witnesses to the incident? If YES please provide information: a) Name and surname b) position c) contact information in case they are familiar		

Describe in detail the incident which jeopardised the safety of a child or members of other vulnerable groups:

Protection

Specify the activities undertaken to protect the victim (e.g. report submitted to the competent police administration and/or the Social Protection Service).

Conflict of interest

Is there a conflict of interest at the organisational level at which the said issue is being resolved which would require intervention at a higher organisational instance?

Yes (specify more details)

No