



ISLAMIC CHARITY FOUNDATION FOR EDUCATION AND SOCIAL WELFARE
ICFESW

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SAFEGUARDING POLICY

Protecting all individuals in ICFESW programmes from harm, abuse and exploitation

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1. PURPOSE AND SCOPE

ICFESW is committed to creating and maintaining a safe environment in which all people, beneficiaries, staff, volunteers, partners and community members are protected from any form of harm, abuse, exploitation or misconduct. This Safeguarding Policy sets out our obligations and the standards of behaviour expected from everyone associated with ICFESW.

This policy applies to:

- All ICFESW staff (permanent, temporary and contractual)
- All volunteers, interns and community mobilisers
- Board members and governance bodies
- Consultants, researchers and visiting personnel
- Partner organisations working in ICFESW-funded or co-implemented programmes
- Suppliers and service providers engaged by ICFESW

2. DEFINITIONS

Term	Definition
Safeguarding	The duty of ICFESW to protect all people, particularly children and vulnerable adults, from any form of harm, abuse, exploitation or neglect, whether intentional or unintentional.
Harm	Any physical, psychological, sexual, financial or reputational injury or damage caused to a person.
Abuse	Physical, emotional, psychological, sexual or financial mistreatment of a person.
Exploitation	Taking unfair advantage of an imbalance of power or trust to obtain personal benefit.
Vulnerable Person	Any individual who, due to age, disability, displacement, illness, poverty or social circumstances, may be at elevated risk of harm.
Whistleblower	A person who, in good faith, reports a safeguarding concern or incident.

3. PRINCIPLES

3.1 Core Commitments

- The safety, dignity and wellbeing of beneficiaries, especially children and vulnerable adults, are paramount.
- ICFESW adopts a zero-tolerance approach to any form of abuse, exploitation or harassment.
- All individuals have the right to be treated with dignity and respect, regardless of gender, age, ethnicity, religion, disability or socio-economic status.
- Safeguarding responsibilities are shared by everyone associated with ICFESW, not only designated focal points.
- ICFESW creates safe and accessible reporting mechanisms for anyone who experiences or witnesses a safeguarding concern.

3.2 Survivor-Centred Approach

- The needs, safety and wishes of the affected person are placed at the centre of all responses.
- Confidentiality is maintained at all times, subject to overriding safety obligations.
- No retaliation will be tolerated against anyone who raises a safeguarding concern in good faith.

4. RESPONSIBILITIES

Role	Responsibility
Bureau Exécutif	Ultimate accountability for safeguarding governance; annual review of this policy; ensure adequate resources are allocated to safeguarding.
Executive President	Champion safeguarding culture; approve incident responses; ensure compliance across all programmes.
Safeguarding Focal Point	Lead investigations; maintain incident register; provide guidance; coordinate referrals; report to the Bureau Exécutif.
Programme Managers	Integrate safeguarding into programme design; ensure staff training; monitor compliance.
All Staff and Volunteers	Adhere to the Code of Conduct; complete mandatory safeguarding training; report concerns immediately.
Partners	Sign the ICFESW Partner Safeguarding Agreement; maintain their own safeguarding procedures aligned with this policy.

5. CODE OF CONDUCT

5.1 Expected Behaviours — All Personnel MUST

- Treat all people, especially children and vulnerable adults, with respect and dignity.
- Maintain appropriate professional boundaries at all times.



- Report any safeguarding concern, suspicion or incident immediately to the Safeguarding Focal Point.
- Respect and maintain confidentiality of all information received in the course of work.
- Use ICFESW resources and positions responsibly and in the interest of beneficiaries.
- Obtain prior written consent for the collection, use or sharing of personal data or images.

5.2 Prohibited Behaviours — All Personnel MUST NOT

- Engage in any form of sexual exploitation, abuse or harassment (SEAH) of any person.
- Use language, images or behaviour that is discriminatory, demeaning or harmful.
- Use positions of power to obtain personal benefits from beneficiaries, community members or partners.
- Enter into sexual or romantic relationships with programme beneficiaries.
- Hit, physically assault, or use corporal punishment in any form.
- Exchange money, goods, employment or other benefits for sexual favours.
- Share confidential information about programme participants or incidents without authorisation.

6. REPORTING AND RESPONSE

6.1 Reporting Channels

Anyone, staff, beneficiary, community member or partner can report a safeguarding concern through the following channels:

- Direct report to the ICFESW Safeguarding Focal Point
- Written report submitted to contact@icfesw.cm (marked Confidential — Safeguarding)
- Verbal report to any Programme Manager or senior staff member, who must then escalate to the Focal Point
- Anonymous report via suggestion boxes placed at all ICFESW premises

6.2 Response Timeline

Timeline	Action
Within 24 hours	Acknowledge receipt of report; provide immediate support to affected person; document the concern.
Within 48 hours	Appoint an investigating officer; notify Executive President; implement immediate risk management measures.
Within 5 days	Complete initial assessment; determine whether to proceed to formal investigation; notify relevant authorities if required by law.
Within 30 days	Complete formal investigation; prepare findings report; determine disciplinary or remedial action.
Within 45 days	Finalise case; communicate outcome to parties where appropriate; update incident register.

All reports are treated with strict confidentiality. The identity of the reporter is protected to the extent possible while allowing the investigation to proceed.

7. TRAINING AND CAPACITY BUILDING

- All ICFESW staff, volunteers and interns must complete mandatory safeguarding induction training within 30 days of joining.
- Refresher training is mandatory for all personnel on an annual basis.
- Safeguarding is integrated into all programme planning, implementation and evaluation processes.
- The Safeguarding Focal Point receives specialised training at least once every two years.

8. PARTNER COMPLIANCE

All partner organisations and consultants engaged by ICFESW are required to:

- Sign the ICFESW Partner Safeguarding Agreement prior to engagement.
- Provide evidence of their own safeguarding policy or commit to adopting ICFESW standards.
- Report any safeguarding incidents involving ICFESW-related activities within 24 hours.
- Cooperate fully with any ICFESW-initiated investigation.

9. MONITORING AND REVIEW

- This policy is reviewed annually by the Bureau Exécutif.
- Incidents, near-misses and trends are reported to the Bureau Exécutif in an anonymised quarterly safeguarding summary.
- Beneficiary feedback mechanisms are regularly assessed to identify safeguarding risks.
- External safeguarding audits may be commissioned every two years or following a serious incident.