PUBLIC ORGANISATION „GELBĖKIT VAIKUS“ (SAVE THE CHILDREN LITHUANIA) SUMMARY OF THE SERVICE AND SUPPORT RECIPIENTS' SAFEGUARDING POLICY

1. OUR VALUES AND PRINCIPLES

Children and adults who receive services or support from the public organisation „Gelbėkit vaikus“, or who otherwise come into contact with its employees, members, partners, or other representatives during various activities (hereinafter jointly – Service and Support Recipients), must be protected to the fullest extent possible from violence, exploitation, abuse, neglect, or other harm (hereinafter jointly – Harm) – whether in person, online, or in any other digital environment.

The public organisation „Gelbėkit vaikus“ (hereinafter – the Organisation) has zero tolerance for any form of Harm towards Service and Support Recipients. The Policy is based on the 1989 United Nations Convention on the Rights of the Child and the laws of the Republic of Lithuania.

Special attention is given to children: their best interests, safety, health, and right to be heard are our priority in every decision that concerns them.

Everyone who works at the Organisation, or otherwise collaborates with it, is committed to ensuring the safety and wellbeing of the Service and Support Recipients with whom they come into contact. In this area, we aim to be a leader and to share good practice with our partners and the communities we work with.

Failure to comply with the requirements set out in the Policy or in this summary may cause direct harm to the individuals we are committed to protecting, and may result in the termination of the agreement or cooperation with the Organisation and legal consequences, as well as loss of trust in the Organisation and damage to its reputation.

2. OUR SAFEGUARDING SYSTEM

The Organisation is committed to ensuring the safety of Service and Support Recipients in its activities, based on the following principles:

Awareness. We aim to ensure that all of the Organisation's employees, members, partners, representatives, and those who work with the Organisation are informed about the forms of Harm and its risk indicators.

Prevention. Building on increased awareness and good safeguarding practice, we apply the principles of safe recruitment, safe partnerships, and safe activity planning, so as to reduce risks to Service and Support Recipients before they arise.

Reporting. We ensure that everyone knows what steps to take if they suspect a failure to safeguard Service and Support Recipients. Any known or suspected case must be reported within 24 hours through one of the channels indicated below, and any information related to a report is kept confidential. Persons who submit a report are protected from any retaliation or adverse consequences.

Response. Every report is reviewed within no more than 60 calendar days, and disciplinary or legal measures are taken where necessary. Throughout the process, the wellbeing, wishes, and rights of the affected person are our foremost priority.

3. OUR ZERO TOLERANCE

The Organisation does not tolerate:

- any physical violence against children and adults, including hitting or any other use of excessive physical force;
- emotional or psychological violence, including humiliation, intimidation, and bullying, as well as harassment or discrimination on the basis of sex, race, religion, disability, age, or other personal characteristics, and favouritism or privileged treatment of individual Service and Support Recipients;
- neglect, i.e. the intentional or negligent failure to meet the basic physical or psychological needs of Service and Support Recipients;
- sexual exploitation, abuse, or harassment in any form – whether in person or online; any sexual activity with a person under the age of 18 is considered sexual exploitation, regardless of any claimed consent or age;
- behaviour intended to gain informal or special trust that could be used for the purposes of exploitation (grooming) – for example, sharing personal contact details, giving gifts, or inviting someone to one's home;
- using a representative's position, influence, or trust within the Organisation to gain personal benefit or to cause Harm;
- using or publishing images, stories, or personal information of Service and Support Recipients without proper consent, or any other inappropriate conduct in the digital environment;
- failing to report a known or suspected breach of this Policy, as well as knowing about such a breach and failing to act – such conduct is itself considered a breach.

4. OUR EXPECTATIONS

– report any suspicion or known breach involving the Organisation's Service and Support Recipients within 24 hours, through one of the channels indicated below.

– please note that, irrespective of this Policy, the Law on the Fundamentals of Protection of the Rights of the Child of the Republic of Lithuania imposes a general duty on every person who becomes aware of a possibly harmed child to inform the State Child Rights Protection and Adoption Service or the police, and, in the case of a possibly harmed adult, the police; this duty applies regardless of whether the case is related to the Organisation's activities or its employees.

– keep any information related to a suspicion, report, or investigation confidential.

– ensure that your employees or representatives who submit a report of a suspicion or known breach do not experience any retaliation or adverse consequences on your part.

– cooperate with the Organisation and contribute fully to any investigation into a suspected breach.

– make the requirements of this Policy and this summary known to all of your employees or representatives who will have direct contact with the Organisation's Service and Support Recipients; we will also ask such persons to familiarise themselves with, and sign, the Organisation's Service and Support Recipients' Safeguarding Code of Conduct. We are ready to help explain these provisions in more detail if needed.

– wherever possible, ensure that at least two of your representatives take part in activities involving the Organisation's Service and Support Recipients, so that neither of them is left alone with the recipient.

– before photographing, filming, or otherwise using images, stories, or other personal data of Service and Support Recipients, agree the purposes with the Organisation's responsible person, obtain their consent (and, in the case of minors, the consent of their parents or guardians), and comply with the requirements of the General Data Protection Regulation (GDPR); remember that a child may refuse to be photographed or filmed even if consent has been given by a parent or guardian.

– if requested by the Organisation, be prepared to provide documents or information confirming compliance with this Policy.

– adhere to these standards in both your professional and personal life – whether interacting in person or online.

REPORTING CHANNELS
Email: saugus.vaikas@savethechildren.org **Phone:** +370 609 23776
Anonymous reporting form – available on the Organisation's website.

This is only a summary. You can find the full text of the Policy here. If you have any questions, please contact the Organisation's responsible person by email at saugus.vaikas@savethechildren.org.

Parties to the Agreement and Signatures:

Client	**Contractor**
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