



MOVEMENT ON THE GROUND

Child safeguarding Policy 2023

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Introduction

Who we are

Movement On The Ground (MOTG) was founded in 2015 in Lesvos as a response to the European refugee crisis affecting the innocent men, women and children who forcibly fled their homes (a.k.a. refugees, asylum seekers, and migrants). Since then, we expanded and 8 years later we are operating on Lesvos, Samos, Athens, Poland, Lebanon, Syria and different locations within the Netherlands.

A big variety of people are contributing to our mission on a daily basis:

- Core team members (staff, coordinators on the ground, freelancers)
- (Community) - Volunteers
- Interns

Our Vision

A better world starts with building better communities.

Our Mission

Make social impact by bringing communities together and create a future for newcomers. We do this by transforming refugee hotspots into communities that are safe, sustainable, healing and enabling. From Camp to CampUs.

Supporting Unaccompanied Minors (UAM) in The Netherlands

UAM's Shelters

In 2022, the significant influx of unaccompanied minors arriving in the Netherlands compelled MOTG to take action and provide support to UAM's. We became contract partners of Nidos and established our first shelter in Amsterdam in July 2022. Within one year, MOTG has accommodated approximately 60 minors across six shelters located in Amsterdam, Amstelveen, and Duivendrecht. Our mission is to empower these young individuals and assist them in building a purposeful life in the Netherlands. We guide them towards independence while creating a nurturing and welcoming home environment throughout this journey.

Unaccompanied minors in The Netherlands

Unaccompanied minors (UAMs) are individuals below the age of 18 who seek asylum and fled to The Netherlands without being accompanied by a parent or adult relative. They arrived in the country either alone or with other children or unfamiliar adults and subsequently applied for asylum.

Upon their arrival in the resettlement country, refugee children, especially those who are unaccompanied or separated, require specialized support services. These services should encompass suitable accommodation and family-based care. In the Netherlands, all unaccompanied minors are assigned a guardian by Stichting Nidos, and they are also provided with legal representation to safeguard their interests.

Regardless of their asylum status, unaccompanied minors have the right to housing, education, healthcare, and a legal guardian. These rights are granted to ensure their well-being and protection during their stay in the Netherlands.

Journey of Unaccompanied Minors Seeking Asylum in the Netherlands

Step 1: Young people start in a reception center for the asylum process

Upon arrival in the Netherlands, unaccompanied minors aged 15 to 18 are initially accommodated in the central reception center for unaccompanied minors (UAMs). If Nidos does not have an immediate foster family available, young people aged 13 and 14 are also accommodated in this center. Subsequently, they are transferred to a reception center for the asylum process, where they undergo the general asylum procedure. During this process, they receive guidance from their Nidos guardian.

Step 2: Foster family or small-scale housing facility

After the general asylum procedure, the young people go to different places for reception:

- Foster families: Nidos places UAMs aged 14 and younger in foster families.
- Small-scale reception facilities (KWG, KWE, KWE+): Nidos places UAMs from the age of 15 with a residence permit in small-scale reception facilities in municipalities.
- Small-scale housing facilities (KWV): the COA places UAMs from the age of 15 without residence permit in small-scale housing facilities. The same goes for UAMs aged 13-14 years for whom Nidos has no foster family available.

If the UAMs get a residence permit, Nidos will decide on the best accommodation option for every teenager. This could be a residential group where you live with up to 12 other young people or a small housing unit, a house where you live with approximately four other young people under supervision.

Small-scale reception facilities

1. Living in a Small Housing Unit (KWE, KWE+)

Young people between the ages of 15 and 18 can be accommodated in small housing units (KWE) by contract partners of Nidos (i.e. Movement on the Ground). Here, young people of different nationalities live together in small groups of about 4 individuals. The young people living in a KWE are already fairly independent but not yet fully capable of living completely independently. For every four young people, there is a mentor available for 28.5 hours per week to guide and assist with things they still need to learn, such as managing finances and keeping commitments. These are skills necessary for functioning independently when they turn 18.

2. Living in a Children's Residential Group (KWG)

Young people between the ages of 15 and 18 can be accommodated in children's residential groups (KWG) by contract partners of Nidos (i.e. Movement on the Ground). The residential group is intended for children who are not yet sufficiently independent and resilient. Up to a maximum of 12 young people live in a children's residential group. Mentors are present in the residential groups 24 hours a day. These mentors assist with everyday tasks such as waking up on time to go to school. They also teach UAM's skills like cooking and grocery shopping. These are all daily aspects in supporting independence and creating sustainable support for the UAM.

Safeguarding Policy

Purpose and highest priority

Based on our vision and mission, and recognizing that we work with vulnerable teenagers on a daily basis, ensuring safety is our utmost priority in all our activities. We adhere to specific guidelines to consistently create an environment where both team members and teenagers feel safe and respected. If anyone within our organization or the individuals we serve feel otherwise, we take immediate action and provide the necessary support to address their concerns.

Creating a safe environment is a responsibility for all people involved in our activities: team members and teenagers themselves. The policy applies for all persons working for us on our behalf in any capacity, including employers at all levels, volunteers, interns or self employed social workers. It applies during or outside of working hours, every day of the year.

Our policy is revised every year based on changing circumstances, evaluations and experience. An incident report regarding safety will be included in our annual report, taking accountability regarding safety in a transparent way.

MOTG Child Safeguarding Principles

MOTG Child Safeguarding Policy and practices are guided by the following principles:

A. Zero-tolerance for violence, abuse, exploitation, and neglect against children. MOTG adopts a zero-tolerance approach towards violence, abuse, exploitation, and neglect against children. MOTG is committed to minimizing the risks associated with its programs and ensuring that all MOTG team members fully comprehend their responsibilities and obligations as outlined in this Policy.

B. Recognition of the best interests of the child. In every situation involving children and when addressing concerns related to their safety or well-being, our primary consideration is the best interests of the child. At MOTG, we are dedicated to upholding the rights of the child. We firmly believe that children have the right to be active participants in all aspects of their lives and have the capacity to make choices and decisions regarding their lives. While there may be occasions when adults must make decisions on behalf of children to safeguard them from harm, their best interests will always remain at the core of such decisions.

C. Assess and manage child protection risk and impact. While it is not feasible to entirely eliminate all risks of violence, abuse, exploitation, and neglect against children, through careful planning and continuous monitoring, we can identify, minimize, manage, and diminish potential risks for children under the care of MOTG. We are fully committed to taking all necessary measures to establish systems and environments that prioritize the safety of children. As a part of our efforts, we have included an alert list in **appendix 2**, which can aid in recognizing signals that may indicate harm or neglect to children. This list serves as a valuable tool to ensure the well-being of the children we support.

D. Sharing responsibility. To effectively manage risks to teenagers and ensure child protection, MOTG requires all MOTG team members to actively take responsibility for child safeguarding.

E. Procedural fairness. Any allegation of a violation of this Policy will be promptly assessed to determine whether it raises legitimate concerns and warrants an investigation. If the allegations are

substantiated, a disciplinary process will be initiated, and appropriate action will be taken as necessary. Throughout this process, due diligence will be followed to ensure that those accused are provided with a full and adequate opportunity to defend themselves. All MOTG team members are expected to uphold this principle when addressing concerns or allegations of violence, abuse, exploitation, or neglect against children. Failure to adhere to this principle may result in the immediate termination of any agreement or contract.

F. Confidentiality. MOTG ensures that all information related to child safeguarding, including sensitive information and data regarding the children, is treated with the utmost confidentiality and privacy. MOTG ensures that all team members must maintain strict confidentiality and refrain from disclosing any information related to child safeguarding matters to unauthorized individuals or third parties.

Procedures

Several procedures are in place to make sure safety is guaranteed in the best way possible:

A. Criminal records check. Before starting the work, we ask for a criminal records check. Having a clearance on factors regarding working with vulnerable people and children is mandatory to be able to start working.

B. Code of Conduct. In our Code of Conduct we explain the do's and don'ts regarding the work we do. It focuses mainly on protecting the community we work with, and for, and to avoid exposing them to any additional harm (physical or psychological) as result of our actions. We aim to be guided by integrity, neutrality, impartiality, doing no harm, respect, honesty, and safety to ensure that our purpose is fulfilled. Important content of the Code of Conduct regarding safety:

- General behavior & attitude (i.e. understanding of a professional approach to the dependency and power balance)

- Rules and regulations (i.e. dress codes, taking pictures and discrimination)

Acting based on the Code of Conduct is mandatory and the document must be signed for approval before starting the work. You can find the Code of Conduct included in this document as **Appendix 4**.

C. Confidentiality agreement. Although the confidentiality agreement mainly focuses on confidentiality regarding the use of information regarding the organization itself, we believe it also guides us in protecting information about unaccompanied minors. The agreement underlines the importance of not sharing any information about the teenagers with others, unless it is absolutely necessary. If that is the case, you will always do this in consultation with a colleague. This could never be an individual decision. Also, volunteers can never decide this without the consent of a coordinator. Its goal is to safeguard the privacy of all teenagers and to not expose them in any way.

Acting based on the Confidentiality agreement is mandatory and the document must be signed for approval before starting the work. You can find the Confidentiality agreement included in this document as **Appendix 5**.

D. Confidential Advisors. MOTG has three trained confidential advisors who are available to all our staff and volunteers to talk about any issues that may affect them or the organization. These conversations are completely confidential and could be about anything. A confidential advisor will not take action themselves but will support you by finding a satisfactory solution in the sense that you can do your work 'normally' without facing further issues. The advisor will support you to take

measures yourself, however the advisor could also initiate an intervention in conflicts caused by inappropriate behavior. In case legal advice is needed the confidential advisor will refer you to the appropriate person. In the unlikely case that what is discussed may be a crime against a person not reporting it, the confidential advisors have a responsibility to report this to the relevant authorities. Within MOTG the following persons are the Confidential Advisors: Kane Daniell, Ali Shams Eddin and Jolien den Hartog

you can contact the confidential advisors by sending an e-mail to:

- kane@movementontheground.com
- ali@movementontheground.com
- jolien@movementontheground.com

E. Extensive induction. All new team members receive an extensive induction in the first week to make sure they fully understand the safeguarding policy. A supervising coordinator checks in on a regular basis to make sure the policy is being used as described and discussed.

F. Reporting an incident

- (1) If an incident occurs between MOTG team members, such as misconduct by a team member, and you wish to make an official report, you can fill in the incident report form located in **Appendix 6 and email this to people@movementontheground.com**. The report will be accessible only to the head of HR and/or your manager (if you have a complaint about them, please inform one of the confidential advisors). If the report involves a specific individual or group, it will not be shared with them. Sharing this document with anyone other than the Head of HR or your manager will require prior notification to the document's author. This incident report form is specifically designed for reporting incidents that occur within the MOTG team and aims to ensure proper documentation and handling of such incidents.
- (2) If an incident involving an unaccompanied minor occurs, the mentor should, as a first step, inform and discuss it with the coordinator. As a second step, both the mentor and coordinator should contact and inform the child's legal guardian, allowing them to take necessary action. Subsequently, the incident should be reported through the registration system on the Nidos portal (the incident form in Nidos portal is located in **Appendix 7**). Following these actions, a discussion involving Nidos, the MOTG mentor, and the minor should take place with the aim of addressing and modifying the child's behavior. Depending on the gravity of the incident, additional significant measures may be instituted, including the potential relocation of the minor if deemed essential.

What is child abuse?

Child abuse consists of anything, which individuals, institutions or processes do or fail to do which directly or indirectly harms children or damages their prospect of a safe and healthy development into adulthood. This policy covers all forms of child abuse. MOTG recognises five categories of child abuse, which are sexual abuse, physical abuse, emotional abuse, neglect and exploitation. Other sub-categories may be adopted from time to time. The policy also covers any poor safeguarding practice, which results in or creates a risk of child abuse or harm. For detailed definitions of Child Abuse, please refer to **Appendix 1**.

Child abuse and exploitation is a violation of fundamental child and human rights and, in some cases, can constitute criminal behavior. At MOTG, we uphold a zero-tolerance stance towards protecting children from all forms of exploitation and abuse. Our commitment lies in acting ethically and with integrity across all our activities, projects, and relationships. We have implemented robust systems and controls to ensure that child exploitation and abuse have no place within our organization. Furthermore, MOTG is committed to ensuring there is transparency in our operations and in our approach to preventing and responding to any child safeguarding violations, even in our dealings with third parties. We prioritize adherence to national and international disclosure obligations and fully comply with all relevant laws, statutes, regulations, and codes. Our unwavering dedication to child safeguarding ensures that we actively work towards a safer environment for children everywhere.

Safeguarding Children: Our Preventive Measures Against Abuse, Exploitation and Harm

MOTG is committed to safeguard children by the following means:

A. Awareness: Ensuring that all MOTG team members are aware of the high standards of behavior and conduct expected of them to protect children from any form of abuse and exploitation in their personal and professional lives.

B. Prevention: Ensuring, through awareness and good practice, that MOTG team members minimise the risks of any form of child abuse and exploitation, including but by no mean limited to conducting relevant screening and background checks as part of their recruitment process.

C. Reporting: Ensuring that all employers on all levels of MOTG are clear on what steps to take where suspicions or concerns arise regarding allegations of child abuse or exploitation.

D. Responding: MOTG shall ensure that appropriate action is taken to support and protect children where concerns arise regarding possible violence, abuse, exploitation, or neglect. This includes implementing effective investigation processes, supporting survivors as appropriate, and holding people accountable.

To assist you in recognizing incidents of child abuse, exploitation, and poor safeguarding practice, please refer to the examples of prohibited behavior and practices listed in **Appendix 3**. These actions are strictly unacceptable and not tolerated by MOTG.

Recognizing and avoiding harmful situations

There are many forms and categories of harm. In order to understand the differences, they can be broken down into: (1) direct harmful conduct, (2) creating dangerous or harmful situations.

Direct harmful conduct includes harms caused directly by individuals to vulnerable individuals, such as verbal, physical, or sexual abuse.

By contrast, **dangerous or harmful situations** are often more subtle, taking longer for the harm to materialize or become obvious - but can be just as destructive. These acts range from putting vulnerable people at direct risk, to showing favoritism, to encouraging relationships of material or emotional reliance which cause harm at a future point.

Crucially - for the second category, it is not always obvious to the perpetrator that their actions are harmful (especially if they are less experienced or untrained in safeguarding). This is why it is so important for incoming staff to engage with and fully understand safeguarding principles, and constantly reflect on their own behavior towards vulnerable groups they work with.

Below, you will find handouts that serve as a guide to recognizing and avoiding harmful situations. However, we expect you to supplement these guidelines with your professional expertise, always keeping the best interests and safety of the child in mind. In **Appendix 8**, you will find examples of scenarios to test your professional practice.

- The alert list provided in **Appendix 2** is a valuable tool for identifying behaviors that may indicate abuse or harm inflicted upon a child. By taking this alert list seriously and regularly monitoring children's behavior, we strive to detect and respond to situations causing harm to the child at an early stage, following the established process and prioritizing the child's best interests.
- When organizing appropriate activities for children, both within and outside the shelters, we consider their age, as well as their mental and physical capabilities.
- We are committed to preventing any dangerous or risky situations, whether inside or outside the shelters. This includes giving careful consideration to the use of safety tools, adhering to safety rules, and taking into account the social position of UAMs within the broader social context.
- We utilize language that is appropriate for the child's understanding. In cases where translation is necessary or when there is uncertainty about understanding, we engage the assistance of a translator.
- We avoid any unnecessary kind of physical contact with a child.
- In case children are difficult to manage, always keep a professional attitude and ask for support from a colleague.
- Avoid any doubtful situations that could be wrongly interpreted. Therefore;
 - Two mentors should be present when communicating difficult situations or decisions.
 - Create a safe environment through open communication and asking open questions.
 - Explain the intentions of the activity and conversation.
- Respect privacy of the children
 - Photos of the minors are only shared with colleagues and never posted online or shared with people outside of MOTG.
 - Locations of the shelters are never shared with parties outside of employees of MOTG or the legal guardian.
 - Always knock on the door before entering and ask permission to enter.
 - Personal conversation that children tell in trust can only be broken in case of serious risk, but need to be communicated with the child itself.

Action and process

Immediate action is essential when there is suspicion of any harmful situation.

1. If possible, remove the child from the immediate danger (e.g., vehicle, sea, fire, aggression) to prevent further harm.
2. Try to calm the child.
3. Inform the coordinator about the situation to discuss the necessary follow-up steps (e.g., reporting the incident in Nidos portal and informing the legal guardian).
4. The coordinator will then take responsibility for the follow-up actions.

If the harmful situation cannot be immediately resolved (e.g., neglect, continuous verbal abuse, etc.), it is mandatory to promptly report your concerns to the coordinator. The coordinator will then take responsibility for the follow-up actions (e.g., informing legal guardians, reporting to the confidential Advisors).

All staff members who suspect that a child may have experienced violence, abuse, exploitation, or neglect, or that a child's safety or well-being may be at risk due to the actions or omissions of MOTG employees, are required to report this incident.

MOTG is committed to protecting individuals who report any suspicion under this Policy and ensuring they are protected from any form of retaliation. All reports and concerns, whether raised by MOTG employees or individuals in the community, will be given proper consideration, documented, and treated seriously with care, discretion, and within a reasonable timeframe. Any information shared regarding an allegation will be handled confidentially by the confidential advisors and coordinators as mentioned above.

Appendix 1: Definitions of Child Abuse

Sexual Abuse	Sexual abuse encompasses a range of activities involving a child in sexual acts, irrespective of the child's awareness. These activities may involve physical contact, including assault by penetration (e.g., rape or oral sex), or non-penetrative acts like masturbation, kissing, rubbing, and touching outside of clothing. Additionally, non-contact activities may include exposing children to sexual images, engaging them in the production of such images, encouraging inappropriate sexual behavior, or grooming a child for abuse, even through online means. It is crucial to recognize that sexual abuse is not limited to adult males; women and other children can also perpetrate such acts.
Physical	Physical abuse refers to the deliberate or unintentional use of physical force that puts a child at risk of or causes actual harm. This may encompass actions like hitting, shaking, throwing, poisoning, burning, scalding, drowning, suffocating, or inflicting non-accidental physical harm upon a child. It is essential to note that physical harm can also result when a parent or caregiver fabricates symptoms or intentionally induces illness or injury in a child, leading to temporary or permanent disability.
Emotional	Emotional abuse refers to actions that harm a child's emotional, intellectual, mental, or psychological development. It can occur as a single event or on a recurring basis. Emotional abuse includes various behaviors such as humiliating or degrading treatment, such as using hurtful name-calling, making threats, yelling, screaming, cursing, teasing, constant criticism, belittling, and persistent shaming. Additionally, emotional abuse involves neglecting a child's emotional needs and displaying actions like rejecting, ignoring, terrorizing, isolating, or confining the child.
Neglect	Neglect encompasses various actions, including but not limited to, not providing sufficient and suitable food, clothing, and shelter. It also involves failing to prevent harm, not ensuring proper supervision, neglecting access to appropriate medical care or giving unauthorized medical treatment (such as administering medication without authorization). Additionally, neglect includes not providing a safe physical environment, which may involve exposing children to violence, using unsafe locations for activities, unsafe sleeping practices, allowing children to be in the care of unauthorized adults, granting access to weapons or harmful objects, and failing to childproof spaces where children will be present.
Exploitation	Child exploitation is a broad term used to describe the mistreatment of children who are coerced, forced, or tricked into engaging in exploitative activities. This includes instances of modern slavery, trafficking, and children being recruited into armed conflict. Child sexual exploitation is a specific form of abuse where individuals or groups take advantage of their power to manipulate or deceive children under 18 into participating in sexual activities. This can happen in exchange for something the victim needs or desires, or for the financial gain or increased status of the perpetrator. It's essential to recognize that even if the child appears to consent to the sexual activity, they may still be a victim of exploitation. Child sexual exploitation can occur without physical contact and may involve the use of technology. Additionally, child exploitation also includes early and forced marriages involving children.

Child Labour	<p>Child labour refers to work that robs children of their childhood, potential, and dignity while being harmful to their physical and mental development. It encompasses work that is mentally, physically, socially, or morally dangerous for children and disrupts their education. This interference can happen by preventing them from attending school, forcing them to leave prematurely, or requiring them to balance school with excessively long and heavy work.</p> <p>However, if a young person under 18 is part of an apprenticeship scheme within the legal framework of the country and doesn't meet the criteria mentioned above, it won't be considered child labour.</p>
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Appendix 2: Alert list

Signaleringslijst amv

Gegevens jongere			
Familienaam		Pupilnummer Nidos	
Voornaam			
Geboortedatum			
Geslacht			
Nationaliteit			
Woonvorm		Datum plaatsing	
Verblijfadres			
Naam jongere mentor		Locatie	
Naam jeugdbeschermer			
Datum ingevuld		Ingevuld door	

		Besproken met:				
Signaal	Gesignaleerd op	Jongere	Team	Voogd	Actie(s)	n.v.t. dd
Teruggetrokken gedrag						
Angstig en/of schikachtig gedrag						
Agressief gedrag						

Veel huilbuien						
Afwezig zijn in contact						
Onverzorgd uiterlijk en kleding						
Lichamelijke klachten						
Lichamelijk letsel						
Neerslachtig/depressief						
Hoofdpijn/buikpijn						
Nachtmerries						
Vermijden van bepaalde situaties						
Geen oogcontact						
Psychische klachten						
Verveling/ geen interesse						
Oververmoeidheid						
Eet slecht						
Slaapproblemen						
Zondert zich af/ sociaal isolement						
Druk en en rusteloos						
Heeft veel conflicten						
Onveilig gevoel uiten						
Nerveus						

Opvallend gedrag naar andere sekse						
(overmatig) alcoholgebruik						
Drugsgebruik (rode ogen, afwezig zijn)						
Vrienden die bijzonder gedrag vertonen						
Veel geld						
Dure spullen						
Binnenkomen met tassen vol spullen						
Veel contact met kwetsbare jongeren						
Veel schoolverzuim						
Vaak afwezig 's avonds						
Niet terugkomen na verlof						
Korte onduidelijke bezoeken						
Korte onduidelijke afwezigheid						
Uitdagende kleding						
Afwerende houding bij vragen stellen						

Appendix 3: Examples of prohibited behavior and practices

In order to assist you in recognizing incidents of child abuse, exploitation, and poor safeguarding practices, here are examples of prohibited behaviors and practices that MOTG does not tolerate:

- A.** Physically, sexually, or emotionally harming, or threatening to harm a child. This includes any form of physical or humiliating discipline that may cause harm.
- B.** Engaging in any form of sexual activity with anyone under the age of 18, regardless of the age of consent or local customs.
- C.** Exchanging money, goods, or services for sex, including sexual favors or engaging in other forms of humiliating, degrading, or exploitative behaviors.
- D.** Sending private messages to children you have met through MOTG, such as private messaging on social media or through mobile phones.
- E.** Engaging anyone under the age of 18 in exploitative and harmful labor.
- F.** Causing the death of or seriously injuring a teenager due to reckless or careless driving.
- G.** Failing to ensure the required health and safety at construction or other sites where services are being provided and work implemented on behalf of MOTG.
- H.** Failing to follow the law or required procedures and regulations, resulting in the death or harm of a child.

Appendix 4: Code of Conduct

Purpose

To protect the community we work with, and for, and avoid exposing them to any additional harm (physical or psychological) as result of our actions. We aim to be guided by integrity, neutrality, impartiality, doing no harm, respect, honesty, and safety to ensure that our purpose is fulfilled.

This Code of Conduct provides a framework and articulates the rules that will help you, as an employee of Movement on the Ground (MOTG), a volunteer with MOTG, or any other person working for MOTG, apply those values and maintain ethical behavior at all times. MOTG obliges all its employees to read, comply with, and sign this Code of Conduct prior to performing any task or interacting with anyone on behalf of its name. Please recognise that although some principles might initially seem “detached” from sensitivity to the communities we work with, ultimately the rules are there to serve and protect them from our well-intended might unintentionally be harmful or unethical.

This Code of Conduct also helps protect you. The framework and rules give a clear guide on how to stay professional, compassionate, safe and ethical during your missions.

As a team-member of MOTG, you are representing the organization; therefore, you and your teammates must comply with, and enact fully our values, principles and codes. Our responsibility, reputation, and credibility are at the heart and soul of what we do at Movement on the Ground, therefore please read this guide carefully and keep a copy near for your future reference.

Environment and community

Although we are privileged and humbled to work with communities that showed remarkable resilience; and notwithstanding that we believe in equality between all peoples to be a fundamental human right; it is important to remain aware that the populations we work with are vulnerable. A sensitive balance of expectation and respect is, therefore, required on our part as we interact and conduct our work.

- Firstly, the camp population or the minors in the shelter have a different position to ours;
 - their liberty or capacity is likely limited to, or dependent on, their asylum (or other legal) status. They need aid provision. And, most of them have experienced and/or are experiencing severe trauma.
- Secondly, within the camp population, many individuals/groups are considered to have additional vulnerabilities. Examples of extra-vulnerable communities are the elderly, unaccompanied or separated minors, pregnant women, people with health (physical or psychological) issues, survivors of sexual assault and/or domestic violence, and members of the LGBTQ community.
 - Please do not hesitate to consult with your Field Operation Officer or Manager, if you need any further clarification.

General behavior & attitude

Your behavior and attitude should be respectful, dignified, neutral, impartial, kind, honest and safe as per the below framework and rules. This does not mean you have to act cold, distant, and unapproachable; it means you need to be balanced, considered, and maintain a healthy distance.

- For example, when you explain to someone you cannot engage in a certain personal conversation and/or relationship, make certain that your attitude and voice are compassionate. In this scenario, rejection is likely difficult, thus be clear and honest about your role's boundaries while remaining kind.

When witnessing a disturbing event or incident, you must remain calm and resilient. You are a representative and ambassador of MOTG. Simultaneously, you are the person who provides support and assistance, people will likely look for you to help them and potentially solve some problems. If you need, take time out but do not, under any circumstances, behave with indignity, disrespect, or carelessness with the community. It is important that you control your own feelings and emotions, decency is simple and it often makes everyone's life a little better!

- * The Field Operations Officer, coordinators, and other colleagues are happy to guide you as you adapt your attitudes, expectations, and behavior with the context. Self-care is essential, when you feel unable to comply with the above, please reach out to your supervisor or a trusted colleague immediately.

Additionally, we prefer to use terms like residents, displaced people, youth and members of the community instead of refugees or beneficiaries. We hope that using a more humane terminology will help us remember, and for other partners that we work with to recognize, that the population we work with, and for, are people with high dignity. We make an effort to stay away from stigmatized and debatable terms.

Deceleration

By signing this Code of Conduct you are agreeing to the rules stated below and the above-mentioned statements. Your signature gives MOTG the right to make any necessary decision about your employment, MoU, or volunteering agreement in the case you break those rules and betray the principles stated above.

Rules and Regulations

1. Avoid attachment and maintain professional boundaries: we need to be friendly but we cannot become friends with the residents or surrogate parents for the minors.

- No personal socialising/conversations with the residents/minors
- No social engagement with residents outside of the camp.
- No social engagement with minors outside working hours.
- No drinking alcohol with, or in the presence of, the residents/minors
- No physical relations:

Examples: massaging/rehabilitation/reiki touch related work.

2. It is forbidden to be in the camp during your personal time.

3. It is forbidden for any MOTG member to be alone with a resident during activities inside the camp.

4. It is strictly prohibited to

- give legal advice, provide translation in official capacities for medical/asylum/legal/or any other reason,

- to have religious or political conversations,
- give specific health, medical or psychological advice, or to distribute pertaining to any of these things.

5. Please follow all security briefings and instructions given by coordinators in the event of a crisis.

6. All forms of sexual harassment or any sexual attitude or behaviour are strictly prohibited.

MOTG has a zero-tolerance policy for the aforementioned.

7. Discrimination based on race, age, religion, political affiliation, gender, nationality, sexual orientation, marital status and disability are prohibited by MOTG.

8. Discriminatory, sexist slurs, or other offensive or hurtful comments or jokes are prohibited, written or verbal.

9. Aggressive acts or expressions are prohibited.

- MOTG employees and volunteers also should not tolerate aggressive, threatening, or discriminatory behavior from any resident.
- in case of such an incident report immediately to the Field Operations Officer/your manager

10. No personal stories, names, or identifiable pictures of any resident are prohibited.

Request an official permission in case of a particular project.

- Respect for privacy is a must.
- *This is critical, especially with residents who may, or do, not feel comfortable with their identity, location or other information exposed.

11. No special treatment, individual treats, or particular attention to a particular resident.

12. For projects, new ideas, initiatives and questions please always refer to colleagues, never speak to Greek Authority Officials or the Camp Management directly without an explicit permission.

13. During working hours with MOTG in the camps special marketing clothes or t-shirts are not allowed, unless otherwise specified and approved by MOTG.

14. Helping residents with camp difficulties: such as housing, and advocating on their behalf should be discussed and clear by the coordination team. In case of any questions, always bring issues to the attention of the MOTG team.

Definitions

Sexual harassment is defined as: any unwelcome sexual advances, requests for sexual favors or other verbal, nonverbal, or physical conduct.

Aggression is defined as: Incidents in which an employee, a volunteer, or a resident is harassed and/or violated psychologically or physically: such as making threats, bullying, attempting to attack, attacking under circumstances while on duty of work.

*If you need further clarification on these definitions, please refer to the handbook.

Dress code

1. Due to the cultural diversity of the communities we are with, we need to be considerate with our clothing when working on the ground. During your time with MOTG, especially while on camps or shelters, the following dress code is obligatory for both men and women:

1. Shorts/skirts must be below the knee
2. No low cut/revealing neckline on shirts
3. Stomach must be covered
4. Shoulders must be covered
5. In the camps you wear visible volunteer clothing (vests/t-shirts/badges) when possible
6. No open shoes or flip flops
7. No political or offensive slogans on clothing
8. No camouflage or army style clothing

2. On the Greek islands please only wear your lanyards (ID card) or vests when inside the camp, not into town.

Publication and Monitoring

Movement on the Ground is responsible for the publication of the Code of Conduct. MOTG is also responsible for ensuring compliance with the provisions of this Code of Conduct. The management and its directors (and other responsible executives) are responsible for any revision or edits.

Complaints and reports of violation of the Code of Conduct

In case of any violation of the Code of Conduct the Field Operations Officer or the Head of Mission in Amsterdam Office must be alerted immediately. Movement on the Ground is primarily responsible for internal handling of complaints and will respect confidentiality of the person issuing the claim to start an investigation. If and when Movement on the Ground deems necessary the volunteer, coordinator or employee who violated the Code of Conduct will be terminated. If the complaint is deemed mistaken or unjust by the accused, s/he may file a case to elaborate and explain the situation. Movement on the Ground reserves its rights to make the decision that it deems necessary.

Review

This Code of Conduct was created on February 25th 2020 and was revised on July 14th 2021, and 22th of February 2023. It will be reviewed and amended when deemed necessary.

Date

Full Name

Signature

Appendix 5: Confidentiality Agreement

It is understood and agreed to that the below identified disclosure of confidential information may not provide certain information that is, and must remain, confidential. To ensure the protection of such information/s, and to preserve any confidentiality necessary under patent and/or trade secret laws, it is agreed that:

1. The Confidential Information to be disclosed can be described as and includes but is not limited to:

Invention description(s), technical and business information relating to proprietary ideas and inventions, patentable ideas, trade secrets, drawings and/or illustrations, patent searches, existing and/or contemplated products and services, research and development, production, costs, profit and margin information, finances and financial projections, customers, clients, marketing, and current or future business plans and models, anything related to current and former members of staff and volunteers, the internal organization of Movement on the Ground and any financial, proprietary or personal information pertaining to Movement on the Ground, regardless of whether such information is designated as “Confidential Information” at the time of its disclosure.

2. The Recipient agrees not to disclose the confidential information obtained from the discloser to anyone unless required to do so by law.
3. This Agreement states the entire agreement between the parties concerning the disclosure of Confidential Information. Any addition or modification to this Agreement must be made in writing and signed by the parties.
4. If any of the provisions of this Agreement are found to be unenforceable, the remainder shall be enforced as fully as possible and the unenforceable provision(s) shall be deemed modified to the limited extent required to permit enforcement of the Agreement as a whole.

WHEREFORE, the parties acknowledge that they have read and understand this Agreement and voluntarily accept the duties and obligations set forth herein.

Date

Full Name Signature

Appendix 6: Incident Report

MOTG Incident Report
<p>Name of the person making the report:</p> <p>Position of the person making the report: Staff / Volunteer / 3rd Party Location of MOTG mission this report concerns:</p> <p>Date report was written:</p> <p>Date or time period of the incident:</p> <p>Category: Misconduct by MOTG staff / Misconduct by MOTG volunteer</p> <p>/Misconduct by 3rd party / Workplace accident / Medical emergency</p> <p>/Dangerous group incident (eg riot) / Fire or natural hazard / Other (please specify):</p>
<p>Brief description of the incident, including key details:</p>

Appendix 7: Incident Reporting form on Nidos portal

VUL HET INCIDENTFORMULIER IN

Incident

[← Terug naar overzicht](#)

Velden gemarkeerd met een sterretje (*) zijn verplichte velden.

Incidentformulier

Pupil *

Datum incident *

dd-mm-jjjj

Naam begeleider *

Omschrijving *

Eerdere incidentmeldingen

☐ Ja ☒ Nee

Datum eerdere incidentmeldingen

dd-mm-jjjj

Agressie tegen anderen

☐ Onderling

☐ Tegen medewerkers

☐ Bedreiging van anderen

☐ Onbeheersbare situatie (escalatie)

☐ Seksueel misbruik (dader)

☐ Ongewenste intimiteiten (dader)

☐ Intimidatie (dader)

☐ Anders, namelijk:

Criminaliteit

☐ Verdenking van

☐ Arrestatie

☐ Anders, namelijk:

Agressie tegen goederen

☐ Vernieling van goederen

☐ Anders, namelijk:

Agressie tegen zichzelf

☐ Automutilatie (zelfbeschadiging)

☐ Suicide-uiting

☐ Suicide-poging

☐ Anders, namelijk:

Vermissing

Vermist sinds

dd-mm-jjjj

Aanleiding

Terug op

dd-mm-jjjj

Middelen misbruik

☐ Alcoholmisbruik

☐ Harddrugsmisbruik

☐ Softdrugsmisbruik

☐ Anders, namelijk:

Psychiatrische incidenten

☐ Psychiatrische incidenten

Beschrijving

Onveilige situatie

☐ Ongeval

☐ Brand

☐ Gezondheidsrisico's (zoals SOA's, fout medicijn gebruik)

☐ Ongewenste intimiteiten (slachtoffer)

☐ Seksueel misbruik (slachtoffer)

☐ Geweld en intimidatie (slachtoffer)

☐ Mishandeling door opvoeders

☐ Huiselijk geweld (getuige)

☐ Anders, namelijk:

Overig

☐ Overig

Beschrijving

Ernstigste incident *

Selecteer incident

Eerste samenhang

Selecteer samenhang

Tweede samenhang

Selecteer samenhang

Opvolging *

Afgehandeld

☐ Ja ☒ Nee

Datum afhandeling

dd-mm-jjjj

Versturen

Appendix 8: 'What if' scenarios

Scenario 1. George, an Unaccompanied Minor (UAM), and Alice, a mentor at a UAM shelter in Amsterdam, have an unequal power relationship. George makes a joke at Alice's expense, and in response, Alice punches George in the gut. This is considered **direct harmful conduct** by Alice.

Scenario 2. George and other UAMs jokingly pull each other's pants down. Alice joins in with the children and laughs about the situation. This is **direct harmful conduct** by Alice.

Scenario 3. George asks Alice to show her bra, and Alice agrees. This is **direct harmful conduct** by Alice.

Scenario 4. Alice asks George to help with electricity maintenance, knowing that George is not experienced, qualified, or permitted to carry out such repairs. George proceeds to do the task but mishandles it, resulting in a severe injury. This is **indirect harmful conduct** by Alice, as she creates a situation where physical harm becomes possible, even though she does not directly cause the physical harm herself.

Scenario 5. Alice asks George to help with electricity maintenance, knowing that George is not experienced, qualified, or permitted to carry out such repairs. However, George handles the job well, and the issue is fixed. This is **indirect harmful conduct** by Alice, as she creates the opportunity for harm, even though no physical harm occurs. Simply creating the potential for harm is considered harmful.

Scenario 6. George develops romantic feelings for Alice, and their interactions involve flirtatious behavior and text messages. Alice does not discuss this with her coordinator out of shame. This is **indirect harmful conduct** by Alice, as the relationship creates the opportunity for emotional harm. Alice should report this behavior to her coordinator.

Scenario 7. Alice develops a close personal friendship with George. They exchange private WhatsApp messages and meet for coffee outside of work hours. Although they don't have romantic feelings, this is still considered **indirect harmful conduct** by Alice. Close friendships between mentors and UAMs can lead to emotional harm, and spending time outside work shifts is not recommended due to potential misunderstandings and perceptions of favoritism.

Scenario 8. Alice and George work well together and share jokes during their job or company-organized social events. **This is not harmful.** Building healthy friendships between mentors and UAMs as part of MOTG's 'human-centered' approach to aid is encouraged and not considered harmful.

Appendix 9: Further resources

- 1) Free online safeguarding training designed by the Humanitarian Leadership Academy and others (provided through Kaya connect)
<https://kayaconnect.org/course/info.php?id=1424>
<https://kayaconnect.org/course/info.php?id=1651>
- 2) UNICEF Child Protection and Safeguarding: UNICEF provides comprehensive resources and guidelines for child safeguarding policies. You can visit their website to access various documents and tools related to child protection: [UNICEF Child Protection](#)
- 3) Schippers, Marjan. *Kinderen, Gevlucht en Alleen*. Uitgever: Brave New Books, 11 september 2017. Nederlands Paperback, ISBN: 9789402166491, 128 pagina's.
- 4) Schippers, Marjan, and Tin Verstegen. *Veerkracht versterken van vluchtelingenkinderen*. De Nidosmethodiek voor interculturele jeugdbescherming. Uitgever: Brave New Books, 13 november 2020. Nederlands Paperback, ISBN: 9789464184181, 208 pagina's.