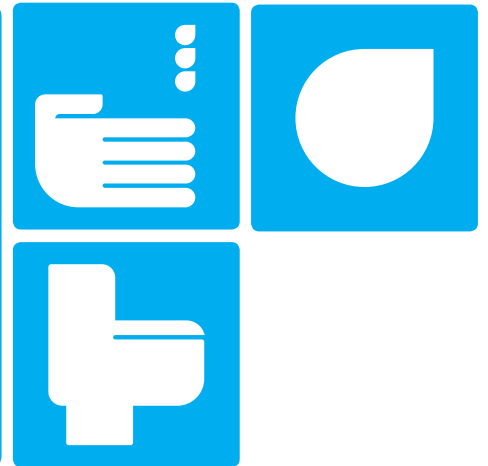


# Safeguarding children and vulnerable adults at WaterAid

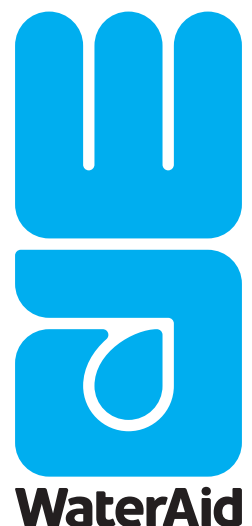
A code of practice for all WaterAid staff, volunteers, partners and consultants.



Working or volunteering on behalf of WaterAid often means holding a position of power and trust. WaterAid has a zero-tolerance approach towards any kind of abuse, exploitation, bullying or harassment. We expect all staff, volunteers, partners, interns and consultants to conduct themselves in a way that preserves the dignity and respect of every individual. We are all expected to follow the Global Code of Conduct.

## A child is defined as anyone under the age of 18 years

- **Do** follow organisational policy and guidelines such as Child Safeguarding Global Standard, Vulnerable Supporters, and Ethical Image policies.
  - **Do** challenge attitudes and behaviours that contravene the Global Code of Conduct.
  - **Do** treat all everyone with dignity and respect.
  - **Do** respect a child's or vulnerable adult's right to personal privacy.
  - **Do** tell your colleagues or fellow volunteers where you are and what you are doing if you are working with children or vulnerable adults.
  - **Do** treat everyone according to their needs, do not show favouritism.
  - **Do** remember someone might misinterpret your actions, even if you mean well.
  - **Do** allow children and vulnerable adults to talk about their concerns.
  - **Do** make sure that anyone who works with WaterAid is made aware of this code of behaviour.
  - **Do** take all allegations, concerns and suspicions of abuse seriously and report them.
- **Do not** spend time alone with a child or vulnerable adult – always ensure another adult is present and that you are visible to others.
  - **Do not** trivialise abuse, exploitation or harassment in any way including making inappropriate jokes.
  - **Do not** engage in any form of sexual activity with anyone under the age of 18, regardless of the age of consent or custom locally.
  - **Do not** take part in inappropriate physical, verbal or sexual behaviour with or in the presence of children or vulnerable adults (including online or via mobile phones).
  - **Do not** physically, sexually or emotionally harm, or threaten to harm a child or vulnerable adult.
  - **Do not** send private messages to children or vulnerable adults you've met through WaterAid, for example private messaging on social media.
  - **Do not** drink alcohol or use harmful substances when volunteering or working with children and vulnerable adults and never supply alcohol or harmful substances to a child.
  - **Do not** do things of a personal nature for a child or vulnerable adult that they can do for themselves.
  - **Do not** place children or vulnerable adults in unsafe situations.



- **Do not** engage in relationships which could be an abuse of trust, for example a sexual relationship with a beneficiary.
- **Do not** rely upon your good reputation to protect you from any complaints or allegations.
- **Do not** allow concerns, allegations or suspicions of abuse to go unreported.

### **What to do if?**

If someone tells you that they are being abused or exploited or you have a concern about a child or vulnerable adult you must:

- Ensure the individual is not in immediate danger.
- Allow the individual to speak without interruption and accept what they say.
- Be understanding and reassuring but do not give your opinion.
- Do not promise to keep secrets, but do say you need to tell someone who can help.
- Write careful notes of what was said, using the actual words wherever possible.
- Contact a Safeguarding Focal Point or WaterAid representative immediately. If you're in the UK, you can contact a Focal Point by calling **+44 (0) 207 793 4947** or email **[safeguarding@wateraid.org](mailto:safeguarding@wateraid.org)**

### **If there is a safeguarding concern, complaint or allegation about an adult or yourself, you must:**

- Ensure the individual is not in immediate danger.
- Write careful notes of what you witnessed, heard or were told.
- Contact the Global Safeguarding Manager

### **REMEMBER**

It is your duty to report – do not investigate

Ensure you know how to contact a Safeguarding Focal Point, or WaterAid point of contact if you are a volunteer.

If you're in the UK and you believe a child or vulnerable adult to be at immediate risk of significant harm contact the Police on 999.

If you're in any doubt about what to do, contact the Global Safeguarding Manager on

**+44 (0) 207 793 4947,**  
**+44 (0)7966 999892** or email  
**[safeguarding@wateraid.org](mailto:safeguarding@wateraid.org)**

Alternatively you can contact the independent whistleblowing charity Protect on **+44 (0) 203 117 2520** or email **[whistle@protect-advice.org.uk](mailto:whistle@protect-advice.org.uk)**

For more information please visit  
**[wateraid.org/uk/safeguarding-at-wateraid](http://wateraid.org/uk/safeguarding-at-wateraid)**