

Global Standard: Safeguarding

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Introduction

WaterAid believes that together we can unlock people's potential with clean water, decent toilets and good hygiene. Through our work we encounter some of the world's most vulnerable and marginalised communities, where a commitment to safeguarding all individuals is paramount.

WaterAid recognises and acknowledges that through our work there are unequal power imbalances which could, if exploited, pose an inherent risk to the individuals and communities involved in our work. This document outlines the global standards that we have committed to, to safeguard all individuals WaterAid comes into contact with from any form of abuse, exploitation or harassment, including staff, partners, volunteers, contractors, and the people in the communities we seek to help.

We adopt a zero-tolerance approach to inaction in respect of any form of abuse, exploitation or harassment, and are committed to ensuring a survivor-centred approach is taken towards injured parties.

This standard describes our approach to establishing clear expectations for everyone who represents WaterAid, through our Global Code of Conduct. It also describes our approach to:

- reporting and managing malpractice or breaches of the Global Code of Conduct
- ensuring effective communication and down-streaming of safeguarding measures to partners
- minimising risks through appropriate safer recruitment practices and implementation of mandatory training.

The Global Code of Conduct outlines what is expected of everyone who represents or works on behalf of WaterAid. It is important to have one Global Code of Conduct that applies across WaterAid globally, to ensure everyone is working to the same minimum expectations.

The Procedure for Reporting Malpractice and Breaches to the Code of Conduct details the process supporting the requirement for everyone representing, working on behalf

of, or associating with WaterAid to report any serious malpractice and breaches to the Global Code of Conduct.

Scope

The commitments made in this standard apply to all WaterAid members and countries where WaterAid works.

The commitments are the **minimum standards** to be applied and adhered to across WaterAid globally. **However, all members and country programmes have a duty to determine specific national legislation or practice that should be included in their procedures, where this exceeds WaterAid's minimum standards.**

The standard covers all **WaterAid representatives** which include:

- WaterAid staff (those employed and paid by WaterAid)
- WaterAid board members/trustees and volunteers (an unpaid worker)
- Consultants (those engaged by WaterAid on a contract for service rather than an employment contract)
- WaterAid partners
- Supporters and other participants on field visits or participating in activities organised by WaterAid.

Standards

1. All members must adopt and comply with WaterAid's Global Code of Conduct and Procedure for Reporting Malpractice and Breaches to the Code of Conduct.
2. All members must ensure the Global Code of Conduct and Procedure for Reporting Malpractice and Breaches to the Code of Conduct are brought to the attention of those they apply to, that this is appropriately recorded on all individuals' files and appropriate training is provided.
3. All members are expected to be able to demonstrate their commitment to the Global Code of Conduct and Procedure for Reporting Malpractice and Breaches to the Code of Conduct at a leadership level, including senior management and board level. Safeguarding should be discussed at a board level as a regular minuted agenda item. Safeguarding training must be provided for senior leaders and trustees.
4. All members must create an environment where employees are supported to act honestly and transparently and where concerns can be raised without fear of reprisal or victimisation. All members must provide protection to those who raise concerns 'in good faith' from victimisation or other detrimental treatment.
5. All members must make the contact details for the global external whistleblowing telephone line known to all staff, partners, contractors and volunteers.

6. All suspected concerns relating to safeguarding people (including harassment, sexual harassment, bullying and cyber bullying, discrimination, safeguarding children and safeguarding vulnerable adults) must be reported to the Global Safeguarding Manager within a reasonable timeframe. These will be recorded on the Global Safeguarding Register maintained by the Global Safeguarding Manager. Members are encouraged to ensure this occurs prior to commencing or commissioning any investigation.
7. Where any malpractice or breach of the Global Code of Conduct could impact on the reputation of WaterAid globally (or another members' reputation), or could impact on another members' donated funds, this must be reported by the relevant Chief Executive to other member Chief Executives and the WaterAid international secretariat as soon as possible.
8. All members must maintain a central record of cases of serious malpractice or serious breaches of the Global Code of Conduct. The Global Lead for People will also report all cases globally to the WaterAid international board through a central Global Safeguarding Register. Learning will be shared across members to strengthen practice.
9. Members must ensure compliance with donor requirements in respect of reporting any breaches of the Global Code of Conduct (for example safeguarding people concerns). Advice should be sought from the Global Safeguarding Manager before doing so.
10. All incidents that constitute criminal activity will be reported to the police, unless there is a good reason not to do so. Departures from this must be reported to the member Chief Executive. For example, if individuals could be placed at further risk of harm.
11. Members must appoint an appropriate Safeguarding Focal Point in each of their member, regional and country offices in accordance with the safeguarding focal point (SFP) terms of reference. The Global Safeguarding Manager must be notified of each members' SFPs. The name, contact details and role of the focal point must be clearly communicated to all staff and WaterAid representatives locally.
12. Members must ensure that where appropriate staff, contractors, volunteers and trustees complete global mandatory safeguarding training courses.
13. Members are responsible for ensuring safer recruitment practices are adequately and consistently applied when recruiting staff, contractors and volunteers, including adhering to the Global Giving and Receiving of References Policy which encompasses appropriate disclosure checks. This is to minimise the risk of recruiting and retaining people who may pose a potential risk to others and WaterAid's reputation.

14. Safeguarding risks must be adequately identified and mitigated within programme and activity risk assessments, as well as on members' own risk registers.
15. Members must appoint a lead safeguarding trustee on their boards to ensure safeguarding is championed at the highest level and to provide a degree of support and challenge to the member organisation in this area.
16. All members must adopt measures which demonstrate and ensure that safeguarding and reporting mechanisms are effectively down-streamed to partners and the communities in which we work.
17. Members must have in place, and make available when required, appropriate support mechanisms for injured parties which are survivor-centred, as well as appropriate support for subjects of complaint.

Supporting documents

- Global Standard on Child Safeguarding
- Global Code of Conduct
- Procedure for Reporting Malpractice and Breaches to the Global Code of Conduct template
- Child Safeguarding Procedure
- Global Policy for Giving and Receiving References
- Global Statement on Preventing Sexual Exploitation Abuse and Harassment.