**Policy for the protection of Clients and Staff**

**of the “Konflikt" Foundation with its registered office in Warsaw**

**Table of contents:**

**1. Glossary.**

**2. Preamble.**

**3. Behaviours expected from Foundation’s Staff.**

**4. Unacceptable behaviours on the part of the Foundation’s Staff.**

**1. Glossary.**

Whenever this document refers to:

1) Child – it should be understood as any natural person under the age of 18.

2) Foundation – it should be understood as the “Konflikt" Foundation with its registered office in Warsaw (02-577), Aleja Niepodległości 118/89, entered into the Register of Associations, other social and professional organisations, foundations and public health care institutions and into the Register of Entrepreneurs of the National Register Court conducted by the District Court for the Capital City of Warsaw in Warsaw, 13th Commercial Division of the National Court Register under KRS number: 0000635116, NIP: 1132917279, REGON: 365350266.

3) Client – it should be understood as each of the natural persons to whom assistance is provided by the Foundation.

4) Harm – it should be understood as non-material damage affecting the mental sphere of the victim, including physical violence, i.e. any deliberate, intentional actions towards a person causing pain or injuries on the body, including beating, pulling, pushing, throwing objects, etc. and psychological, including degrading and humiliating treatment, in particular offensive naming, excessive criticism, belittlement, persistent shaming, solitary confinement, and isolation.

5) Foundation’s Staff – it should be understood as any natural person providing work in the Entity, regardless of the type of employment contract concluded and the position held, including a person cooperating with the Entity on the basis of a civil law contract.

6) Domestic Violence – it should be understood as a single or repeated intentional act or omission, using physical, mental or economic advantage, infringing the rights or personal rights of a person suffering from domestic violence, in particular: exposing that person to the risk of loss of life, health or property, violating their dignity, bodily integrity or freedom, including sexual, causing damage to their physical or mental health, causing suffering or harm to that person, limiting or depriving this person of access to financial resources or the possibility of taking up work or gaining financial independence, significantly violating that person's privacy or causing them a sense of threat, humiliation or anguish, including those undertaken by means of electronic communication.

7) Threat to the well-being of the Child – it should be understood as actions and omissions undertaken by parents, legal guardians or other persons under whose care the Child remains, it also includes negligence towards the Child, such as in particular: negligence of the Child's hygiene, health, nutrition, failure to adjust the Child's clothing to weather conditions, lack of proper supervision over the Child's fulfilment of the school duty, turning the Child against the other parent or their family.

**2. Preamble**

Each of the members of the Foundation's Staff is obliged to respect basic human rights, social justice and human dignity. A person who is part of the Foundation's Staff is obliged to show respect to all persons equally. Any form of discrimination is prohibited. Regardless of age, gender, disability, skin colour, any other distinguishing features or ethnic origin, nationality, religion or lack of religious denomination, sexual orientation or gender identity, everyone is treated equally, in a partnership manner and without prejudice. Persons who are members of the Foundation's Staff are obliged to observe the principles of social coexistence and to comply with the provisions contained in the Procedure for counteracting discrimination, mobbing and sexual harassment, as well as other documents adopted by the Foundation.

**3. Behaviours expected from Foundation’s Staff.**

**§ 1**

Treating all Foundation’s Clients fairly, with respect and dignity, with respect for the difficult experiences they have encountered, understanding that they can show fear, anger, indifference and express other difficult emotions resulting from their experiences.

**§ 2**

Equal treatment of the Foundation's Clients, regardless of their gender, sexual orientation, physical ability, health, country of origin, social, ethnic, cultural, religious status and worldview.

**§ 3**

Listening carefully to people, with respect for differences or communication problems.

**§ 4**

Assuring Clients that if they feel uncomfortable with a situation, behaviour or words, they can inform the person indicated and can expect appropriate response or help.

**§ 5**

Taking care of the rights of Clients, protecting them, and acting in a way that ensures that their best interest is paramount.

**§ 6**

Opposing and combating all forms of:

1) exploitation of the Foundation's Clients;

2) causing Harm, including to Children;

3) the use of domestic violence against Children or Foundation’s Clients;

4) crimes committed to the detriment of the Foundation's Clients.

**§ 7**

Preventing any abuses against the Foundation's Clients.

**§ 8**

Respecting the Foundation's Clients' right to privacy, subject to § 11 of this Policy for the protection of Foundation’s Clients and Staff.

**§ 9**

Avoiding unnecessary risks. When working with Clients, the Foundation’s Staff is obliged to make sure that the equipment is used in a manner consistent with its intended purpose, and that the environment is safe (the Foundation’s Staff is obliged to pay attention to securing the windows and stairs, keep limited access to busy roads, open water, etc.).

**§ 10**

Promptly notifying the Foundation of any allegations of a criminal offense made against a member of Foundation’s Staff during or prior to employment.

**§ 11**

Notifying the relevant authorities, in particular the Police, the Prosecutor's Office or the Social Welfare Centre in the event of reasonable suspicion of causing harm to a Child, as well as in the event of becoming aware of the use of Domestic Violence against Children and/or Foundation’s Clients or a crime committed to the detriment of a Foundation’s Client.

**§ 12**

Contributing to building a harmonious workplace based on team spirit, mutual respect and understanding.

**§ 13**

Showing respect to all members of Foundation’s Staff, regardless of their status or position.

**4. Unacceptable behaviours on the part of the Foundation’s Staff.**

**§ 1**

Engaging in sexual activity with Children. This also includes sexual comments, jokes, gestures, and the sharing of erotic and pornographic content with Children in any form. A misconception about the age of the Child is not a basis for defence.

**§ 2**

Soliciting and engaging in commercial sexual services.

**§ 3**

Engaging in any relationship, emotional, sexual, financial or employment-related, which is based on exploiting the weaker position of the Foundation's Clients.

**§ 4**

Any involvement in criminal or unethical activities, activities that violate human rights or activities that may adversely affect the image of the Foundation.

**§ 5**

Engaging in any activities aimed at commercial exploitation of the Foundation's Clients, including their work or aimed at human trafficking.

**§ 6**

Using any form of harassment, discrimination, physical or verbal violence, intimidation or favouring the Foundation's Clients or members of the Foundation's Staff.

**§ 7**

Taking advantage of relationships based on power imbalance for personal gain.

**§ 8**

Demanding any services or gifts from the Foundation's Clients for the help provided.

**§ 9**

Recording the Child's image without the consent of the parent or legal guardian (filming, voice recording, photographing). This also applies to enabling third parties to record the images of Children.

**§ 10**

Recording and publishing the image of the Foundation's Client without his/her consent, including enabling third parties to record and publish the image of the Foundation's Client without his/her consent.

**§ 11**

Inviting Children to one’s private apartment or home or meeting them outside working hours. This also includes contacts with Children through private communication channels (private telephone, e-mail, messengers, social media profiles) and sharing one’s own personal data.

**§ 12**

Undertaking any actions leading to a violation of the physical or mental integrity of the Foundation's Client, including in particular: shouting, embarrassing, humiliating, disregarding and insulting, beating, poking, pushing, etc.

**§ 13**

Offering alcohol, tobacco products and psychoactive substances to Children or adult Foundation’s Clients. Being in the presence of Children or Foundation’s Clients while under the influence of alcohol or psychoactive substances.

**§ 14**

Making promises to Clients that the Foundation is unable to keep.

**§ 15**

Ignoring any possible suspicions of causing Harm to a Foundation’s Client or ignoring information about the use of Domestic Violence against Children or Foundation’s Clients or about committing a crime for the benefit of a Foundation’s Client.

**§ 16**

Advertising commercial services, including advertising services provided directly by a person who is part of the Foundation's Staff.

Warsaw, on ………………..

**Declaration**

I hereby confirm that I have read the Policy for the protection of Foundations' Clients and Staff (hereinafter: the "Procedure") in force at the “Konflikt" Foundation with its registered office in Warsaw, I do not raise any objections to the Procedure and undertake to comply with the provisions contained therein.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

signature of a member of the Entity's Staff