

Background:

Health, Education and Development Society (HEADS), is a non-profit, non-political and non-governmental organization registered in Pakistan under the Societies Act 1860. Since its establishment in 2013, HEADS has been actively engaged in the developmental and humanitarian sectors. The organization is led by a dedicated Board of Governors (BoG), consisting of professionals with diverse educational backgrounds and capabilities. HEADS operate under a comprehensive set of policies designed to ensure transparency, accountability and efficiency in its systems and operations. HEADS Currently registered in the Islamic Republic of Afghanistan, and established an office in the capital city, Kabul.

Throughout its history, HEADS has worked closely with communities and various stakeholders, addressing a wide range of issues, including but not limited to Education, Health, Protection, Livelihoods, Community Infrastructure (CPIs), Shelter and Settlement, Community Development, Institutional Capacity Building, Research, Gender Equality, Legal Counselling, Referral Mechanisms, Social Accountability, Right to Information, and Governance.

In addition to these programmatic areas, HEADS place a strong emphasis on cross-cutting themes, including social mobilization, gender mainstreaming, inclusion, and resilience in all its core programs. These themes reflect the organization's commitment to addressing the holistic needs of communities and promoting sustainable development.

Vision: Every Individual regardless of background or circumstances enjoy equal opportunities and rights with dignity.

Mission: Empowering Communities through strategic investment in human capital and institutional capacity development, raising sustainable development at the grassroots level.

Objectives:

- Support and develop replicable models and strategies for sustainable human resource development through skills development initiatives.
- Network and collaborate with the Govt. Departments, NGO's, CBO's, WOs and international agencies/donors for sustainable development.
- Support initiatives for sustainable community-based gender sensitive development with particular focus on; Human and institutional Development, Natural Resource Management, Drinking Water Supply, Environmental Sanitation, Education, Agriculture, Health & Nutrition, Disaster Management and Micro Credit & Enterprise.
- Create economic and recreational opportunities for youth through skill enhancement programs for peace promotion.
- Enable equitable access to quality education and healthcare, raising holistic community development and well-being.
- Promoting Social Inclusion and Empowerment;
- Strengthen Resilience to Climate Change and Environmental Degradation.
- Advocacy for Peace, Human Rights, and Social Justice.
- Building Disaster Resilience and Preparedness



A handwritten signature in black ink, appearing to be 'H. K.', is written over a horizontal line.

Introduction

This Child Safeguarding Policy underscores HEADS' commitment to protecting children from all forms of harm. By ensuring effective safeguarding measures, strong accountability, and active child participation, HEADS aim to create a safe and nurturing environment for all children in its programs, operations, and partnerships. This policy also establishes measures to prevent, identify, and respond to any form of child abuse, exploitation, or neglect.

Purpose

The purpose of this policy is to create a safe environment for all children engaged in HEADS programs, ensure compliance with national and international child protection laws, promote child rights, dignity, and active participation in safeguarding efforts. Establish a zero-tolerance approach to child abuse, exploitation, and neglect, define clear prevention and response mechanisms aligned with international standards and strengthen vetting, training, and reporting procedures to protect children effectively.

Commitment to Child Protection

HEADS is fully committed to Preventing Sexual Exploitation and Abuse (PSEA) and child abuse, integrates gender equality and non-discrimination principles into child protection. All programs are will be designed to ensure the best interests of the child and ensure compliance with the Inter-Agency Standing Committee (IASC) Six Core Principles, CRC and Provincial and National laws of the country.

Scope

This policy applies to all HEADS staff, volunteers, visitors, sub-grantees, suppliers, contractors, and implementing partners who interact directly or indirectly with children. HEADS's partner organizations and anyone working on their behalf, such as consultants, contractors, volunteers, interns, or visitors to HEADS's offices or programs and accompanying dependents of international staff.

Equality & Non-Discrimination

HEADS guarantee equal rights for all children, without discrimination based on Gender, ethnicity, nationality, disability, religion, socioeconomic status, or medical history. Every child shall be treated with dignity, fairness, and inclusion.

Key Principles

- **Best Interests of the Child:** Every decision and action must prioritize child well-being.
- **Zero Tolerance:** Any form of child abuse or exploitation is strictly prohibited.
- **Confidentiality:** Child protection concerns must be handled sensitively and securely.
- **Accountability:** All personnel must adhere to safeguarding responsibilities.
- **Empowerment:** Children must be informed of their rights and how to seek help.



A handwritten signature in black ink is located at the bottom right of the page, next to the HEADS logo. The signature appears to be 'H. J. R.' followed by a horizontal line.

Key Definitions

- **Child:** Any person under the age of 18 years.
- **Child Abuse:** Any act of harm affecting a child's physical, emotional, psychological, or moral well-being.
- **Sexual Harassment:** Any unwanted sexual conduct affecting a child's dignity and safety.
- **Sexual Exploitation:** The abuse of a child's vulnerability for sexual purposes.
- **Sexual Abuse:** Actual or threatened sexual contact with a child, using coercion or power imbalance.
- **Neglect:** The failure to provide necessary care and protection for a child.

Reporting & Response Mechanism

- **Confidential Reporting Channels:** Through Dedicated emails, letters, toll-free numbers, In-person reporting to child safeguarding officers.
- **Anonymous Reporting:** Individuals may report concerns without revealing their identity.

Structured Investigation Process

Receipt & Acknowledgment of Complaint (*Within 3 Working Days*)

Initial Review & Risk Assessment (*Within 5 Working Days*)

Formation of Investigation Panel (*Within 5 Working Days*)

Evidence Collection & Interviews (*Within 10-15 Working Days*)

Analysis & Decision-Making (*Within 5 Working Days Post-Investigation*)

Corrective Actions & Disciplinary Measures (*Within 5 Working Days Post-Decision*)

Appeals Process (*Within 10 Working Days of Decision*)

Investigation & Disciplinary Action

Child Safeguarding Committee (CSC): CSC a diverse, impartial panel is comprise of HR, child protection specialists, and legal advisors will conduct a preliminary review and take immediate protective actions (if required). Decision will be made whether to proceed with a full investigation and formal notice will send to the complainant and accused. CSC will also Gather documents and physical evidences through conducting confidential interviews with complainant, accused, and witnesses, ensuring strict confidentiality and impartiality and findings will be reviewed based on preponderance of evidence. CSC will compile investigation report with recommendations.

Confidential support: Cases involving legal violations will be escalated to child protection agencies and law enforcement.

Corrective Measures

- **Preponderance of Evidence:** A conclusion is drawn based on available facts.
- **Legal & Policy Frameworks:** Findings must align with provincial and national laws.
- **Abuse Severity & Impact:** Cases categorized into minor, moderate, or severe.

If Child Abuse or Exploitation is Proven, Possible Disciplinary Actions Include:

- Immediate termination of employment or contractual engagement.



- Legal referral to law enforcement and child protection authorities.
- Permanent disqualification from working with children.
- Public disclosure within the organization to prevent future occurrences.
- Mandatory retraining of relevant teams on child protection policies.

If Complaint is Unsubstantiated:

- No disciplinary action is taken, but the case remains confidentially recorded for future reference.
- The complainant is informed of their right to appeal or seek external legal assistance.
- Further monitoring and supportive intervention may be recommended for workplace safety.

Survivor Support Measures:

- Immediate safety planning for the child, including removal from danger.
- Confidential counseling and psychological support services.
- Medical examination and legal support if required.
- Community and family support services for reintegration and healing.
- Follow-up care plans to ensure long-term protection and well-being.

Prevention Measures

All staff, volunteers, and contractors working with children must undergo thorough screening. HEADS will establish clear guidelines on appropriate behavior when interacting with children, ensure that all activities prioritize child safety and well-being and implement regular checks on child-focused programs and staff compliance.

Management Responsibilities & Oversight

- **Child Protection Officers** responsible to oversee implementation of child safeguarding measures and act as focal points for all cases.
- **Human Resources (HR):** Responsible to ensure that all staff and partners undergo background checks, sign child protection agreements, and complete mandatory training.
- **Program Managers & Field Coordinators:** Integrate child protection strategies into program implementation, ensuring that all interventions adhere to safeguarding principles.
- **Senior Leadership & Board of Directors:** Provide strategic oversight and ensure adequate resources for policy implementation and compliance.
- **Monitoring & Evaluation (M&E) Teams:** Conduct regular assessments of child safeguarding measures, ensuring adherence to policy commitments.
- **Legal & Compliance Officers:** Ensure alignment with national child protection laws, facilitate legal reporting, and handle compliance issues.

Training & Awareness

Mandatory child safeguarding training for all employees and partners, Awareness campaigns to educate communities about child rights and protection, Incorporation of child safeguarding clauses in all partner agreements. Risk assessments for child-related activities to identify potential safeguarding issues and Involve parents and guardians in awareness sessions.



[Handwritten signature]

Partnerships & Cooperative Arrangements

HEADS will ensure child safeguarding clauses are included in all partnership agreements, require implementing partners and service providers to comply with HEADS child protection standards and collaborate with government bodies, NGOs, and child welfare organizations to enhance safeguarding practices.

Monitoring & Compliance

- Quarterly safeguarding audits to assess compliance with child protection protocols.
- Feedback mechanisms to ensure children can safely express concerns.
- Independent Child Safeguarding Committee to oversee policy effectiveness.
- This policy will be reviewed annually by the Child Protection Committee.
- Updates will reflect legal developments, beneficiary feedback, and global best practices.



A handwritten signature in blue ink, appearing to be 'U.K.' followed by a flourish.

BOD Meeting Minutes

Date: January 06, 2025

Participated by:

Raza Ullah Jan	Executive Director
Uzma Amin	Chairperson Board
Samina Khanam	Board Member
Nawaz Ali Shah	Board Member
Amabareen Banori	Board Member
Muhammad Jidran	Board Member
Abid Ali	Board Member
Tahira Nasreen	Board Member
Sayed Ali Shah	Director Program
Asif Ali	Director Finance
Ramsha Khan	HR Officer

Agenda Items:

- Change in Leadership position
- Formation of the Annual Report, Annual Budget, and Strategic Plan.
- Completion of the NDRMF Capacity Improvement Action Plan.
- Processing for Charity Commission in Balochistan and Khyber Pakhtunkhwa.
- Revision of HEADS policies.
- Renewal of Society Act Registration for 2025.

Proceedings & Outcomes:

The meeting commenced with the recitation of the Holy Quran, followed by a formal welcome note delivered by the Chairperson, Ms. Uzma Amin, and the Executive Director, Mr. Raza Ullah Jan. The discussions focused on the agenda items and organizational improvements.

- The Board decided to shift Mr. Raza Ullah Jan from the position of Chairperson of the Board of Directors (BOD) to Executive Director of HEADS, following the resignation of Ms. Samina Khanam from the role of Executive Director. Ms. Khanam has now joined the Board as a Board Member. Additionally, Dr. Uzma Amin has been appointed as Chairperson of the Board, effective immediately.
- The Board emphasized the importance of preparing Annual Report/ Annual Budget and Strategic Plan to assess the organization's current standing and plan strategically for the upcoming year.
- As HEADS has been conditionally accredited by the National Disaster Risk Management Fund (NDRMF) for six months, the Board reviewed the shared Capacity Improvement Action Plan. It was decided to prioritize its completion within the stipulated timeframe, recognizing this as a crucial opportunity for the organization.

Address: House 219, Street 1, Sector F/9, Phase-6, Hayatabad, Peshawar, KP
Email: info@heads-ngo.org / website: www.heads-ngo.org Ph: 091-5861889

Health Education and Development Society (HEADS)



- The Board agreed to initiate the process for Charity Commission registration in Balochistan. Police verification for the Charity Commission in Khyber Pakhtunkhwa will be expedited to obtain the certification promptly.
- A comprehensive review of organizational policies was conducted. The Board proposed and approved necessary amendments to align with current needs and best practices.
- It was noted that the Society Act Registration expired in December 2024. The Board resolved to apply for its renewal for 2025 without delay.

The meeting concluded with a thorough review of the agenda items, ensuring they aligned with the organization's strategic objectives. The Board expressed optimism about the successful execution of the discussed initiatives. The Chairperson concluded the meeting with a vote of thanks.

Signed on this Monday January 06, 2025 by authorized signatory.

Dr. Uzma Amin
Chairperson Board



Mr. Raza Ullah Jan
Executive Director



Ms. Samina Khanam
BOG Member



Mr. Muhammad Jidran
BOG Member



Mr. Nawaz Ali Shah
BOG Member



Miss. Ambareen Banori
BOG Member



Mr. Abid Ali
BOG Member



Miss. Tahira Nasreen
BOG Member



Mr. Sayed Ali Shah
Program Director HEADS



Mr. Asif Ali
Director Operations HEADS



Miss. Ramsha Khan
HR Officer



Address: House 219, Street 1, Sector F/9, Phase-6, Hayatabad, Peshawar, KP
Email: info@heads-ngo.org / website: www.heads-ngo.org Ph: 091-5861889

Policy Review & Update Record

A Board meeting was held on January 6, 2025, with the key agenda of reviewing and updating all organizational policies of HEADS. The Board advised the management to undertake a comprehensive policy review to ensure relevance, compliance, and alignment with organizational goals and evolving operational needs.

In line with this directive, all organizational policies were reviewed and amended on January 31, 2025, under the leadership of the Executive Director and with the involvement of the Finance & Audit Committee and relevant departments.

The review process included:

- A thorough evaluation of existing policies.
- Revisions based on internal assessments, audit findings, regulatory requirements, and best practices.
- Incorporation of feedback from staff and stakeholders.
- Updates to enhance clarity, accountability, and operational effectiveness.

Means of Verification:

Revised policy documents, review reports, and documented feedback and approval records.



(H E A D S)

Raza Ullah Jan
Executive Director