



Creative Services Limited (CSL) Safeguarding Policy

(Version-1, Effective from January 01, 2024)

1. Introduction

Creative Services Limited (CSL) is committed to creating a safe and protective environment for all individuals, including children, young people, vulnerable adults, and staff, involved in its activities. This Safeguarding Policy outlines CSL's commitment to preventing and addressing all forms of harm, abuse, exploitation, and neglect, and promoting the well-being and dignity of every individual.

2. Policy Statement

CSL is committed to:

- Ensuring the safety, welfare, and dignity of all individuals participating in CSL's activities, programs, and services, regardless of age, gender, race, ethnicity, religion, sexual orientation, disability, or socioeconomic status.
- Establishing clear guidelines, procedures, and responsibilities for preventing, identifying, and responding to safeguarding concerns, including reporting mechanisms and referral pathways.
- Promoting a culture of safeguarding that prioritizes open communication, awareness, and training to empower staff and volunteers to recognize, prevent, and respond to safeguarding risks and incidents.
- Collaborating with relevant stakeholders, including partner organizations, government agencies, and community groups, to strengthen safeguarding practices and coordinate responses to safeguarding concerns.
- Upholding ethical standards and integrity in all interactions and relationships with individuals, including respecting their rights to privacy, confidentiality, and informed consent.
- Supporting individuals who have experienced harm, abuse, or exploitation by providing access to appropriate support services, information, and referrals to specialized agencies or authorities.

3. Definitions

Safeguarding: Safeguarding refers to the actions taken to protect individuals from harm, abuse, exploitation, and neglect, and to promote their well-being and rights.

Vulnerable Individuals: Vulnerable individuals include children, young people, vulnerable adults, and any other individuals who may be at risk of harm or exploitation due to their age, disability, dependency, or other factors.

Abuse: Abuse refers to any act or failure to act that results in harm, injury, or deprivation of rights to an individual, including physical, sexual, emotional, or psychological abuse, neglect, or exploitation.

Reporting Mechanisms: Reporting mechanisms are formal procedures and channels for individuals to report safeguarding concerns, including designated safeguarding officers, helplines, or online reporting platforms.

4. Key Principles

CSL's safeguarding practices are guided by the following principles:

- i) **Prevention:** CSL prioritizes prevention efforts to minimize the risk of harm and create a safe and supportive environment for all individuals.
- ii) **Protection:** CSL takes proactive measures to protect individuals from harm, abuse, exploitation, and neglect, including implementing policies, procedures, and safeguards.
- iii) **Participation:** CSL promotes the participation and involvement of individuals in safeguarding decisions and processes, respecting their rights, preferences, and choices.
- iv) **Empowerment:** CSL empowers individuals to recognize, prevent, and respond to safeguarding risks and incidents through education, training, and awareness-raising activities.
- v) **Accountability:** CSL holds individuals and entities accountable for their actions and responsibilities in safeguarding, ensuring transparency, integrity, and ethical conduct.
- vi) **Non-discrimination:** CSL ensures that safeguarding practices are inclusive, equitable, and culturally sensitive, respecting the diversity and dignity of all individuals.

5. Safeguarding Procedures

CSL implements the following procedures to safeguard individuals:

- i) **Risk Assessment:** Conducting risk assessments to identify potential safeguarding risks and vulnerabilities in CSL's activities, programs, and environments.
- ii) **Recruitment and Screening:** Implementing rigorous recruitment and screening processes for staff, volunteers, and contractors, including background checks and reference checks, to prevent individuals who pose a risk of harm from working with vulnerable individuals.
- iii) **Training and Awareness:** Providing regular training and awareness-raising programs for staff, volunteers, and stakeholders to recognize, prevent, and respond to safeguarding risks and incidents.

- iv) **Code of Conduct:** Establishing a code of conduct that outlines expected behaviors, responsibilities, and boundaries for staff, volunteers, and participants in CSL's activities.
- v) **Reporting and Response:** Establishing clear reporting mechanisms and procedures for individuals to report safeguarding concerns, including designated safeguarding officers and confidential helplines, and responding promptly and effectively to reports of safeguarding incidents.
- vi) **Support and Referral:** Providing access to support services, information, and referrals for individuals who have experienced harm, abuse, or exploitation, including medical care, counseling, legal assistance, and social services.

6. Monitoring and Review

CSL regularly monitors and reviews its safeguarding policies, procedures, and practices to assess their effectiveness, identify areas for improvement, and ensure compliance with relevant laws, regulations, and best practices. Feedback from individuals, staff, volunteers, and stakeholders is solicited and incorporated into ongoing safeguarding efforts.

7. Compliance and Accountability

All individuals associated with CSL are expected to comply with this Safeguarding Policy and adhere to relevant laws, regulations, and organizational policies governing safeguarding. Failure to comply with this policy may result in disciplinary action, up to and including termination of employment or contractual relationship.

8. Confidentiality and Data Protection

CSL respects the confidentiality of safeguarding reports and information and complies with data protection regulations to safeguard individuals' privacy rights. Information related to safeguarding concerns is shared on a need-to-know basis and handled with discretion and sensitivity.

9. Reporting Safeguarding Concerns

Individuals who have concerns about safeguarding risks or incidents involving CSL's activities, staff, volunteers, or participants are encouraged to report them promptly using designated reporting mechanisms. Reports can be made to CSL's designated safeguarding officers or through confidential helplines, email addresses, or online reporting platforms.