

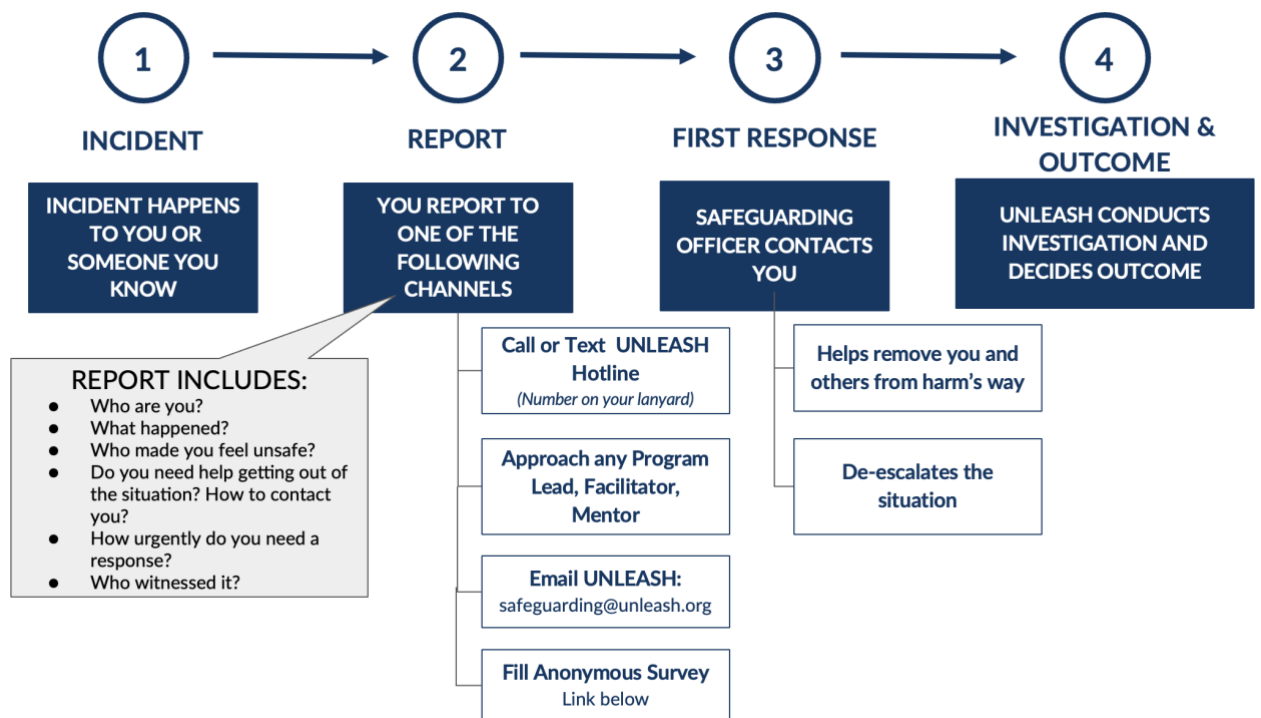
SAFEGUARDING INCIDENT REPORTING

Introduction

The purpose of this incident reporting process is to ensure the safety of all UNLEASH participants and collaborators. UNLEASH has zero tolerance towards any behaviour that facilitates, encourages, or results in Sexual Harassment, Exploitation and Abuse (SHEA) neglect, discrimination, emotional abuse, bullying and other forms of harm by UNLEASH Secretariat, partners, Community Members, programming, or operations. This incident process is created based on UNLEASH's Safeguarding Policy [here](#), and our principles of confidentiality, no consequences, and no time limitations (see more below).

All participants who observe or hear complaints about the behavior of others that indicates a safeguarding violation are expected to alert the UNLEASH Secretariat immediately using the below reporting process.

Reporting Process Overview



Reporting Process Steps

The following steps outline what happens when a safeguarding violation or incident is reported to UNLEASH.

1. INCIDENT

Participant directly experiences an incident that makes them feel unsafe OR observes an incident happening to another participant that violates the UNLEASH Safeguarding Policy or Community Guidelines.

2. REPORT

Participant reports the incident through one of the four **reporting channels** outlined below based on their comfort level. The participant should provide a report using the **reporting template** (shared below) to ensure that UNLEASH has all of the information required to address the incident promptly.

2.1 Reporting Format

Information immediately needed:

- What is your* name and role at UNLEASH? (Note: This is not required for anonymous reports)
- What is the quickest way to contact you? Please provide a phone number or alternate contact information.
- What happened, when, and where?
- Who violated the policy and what is their role at UNLEASH?
- How urgently do you require a response?
- Do you need help being removed from your current situation?
- Where are you currently located?

**you here refers to the impacted individual which could be you or someone you are reporting on behalf of*

After all parties are deemed safe, the UNLEASH Safeguarding Officer will ask for:

- Did anyone else witness the incident? Please give their names (and their contact info if you are aware) so they can be contacted while investigating. We recommend providing more than 1 witness if possible to support the investigation process. However, your report will be considered valid even without witnesses.

2.2 Reporting Channels

| HOW TO REPORT | CONSIDERATIONS | EXPECTED RESPONSE TIME |
|--|---|---|
| <p>CALL OR TEXT ON EMERGENCY HOTLINE</p> <p>This number will be found on all participants' lanyards, during in-person events.</p> | <p>This channel will provide the quickest response. Texts or calls will only be received and viewed by the UNLEASH Secretariat. In your text or call to the emergency hotline, immediately indicate "THIS IS A SAFEGUARDING REPORT" along with the reporting information above.</p> | <p>Immediately or up to 1 hour depending on urgency</p> |
| <p>APPROACH PROGRAM LEADS, FACILITATORS OR MENTORS</p> <p>Approach any Facilitator or Mentor with your report</p> | <p>Facilitators and Mentors are volunteers who are responsible for supporting the facilitation of UNLEASH programs. Individuals in these roles are identifiable based on their lanyard color at in person programs, and their title featured on Zoom for virtual programs. All participants will be assigned to groups led by Facilitators or Mentors. Note that you can report to Facilitators or Mentors from any group/track by approaching them in person or online with verbal or written reports.</p> | <p>Immediately</p> |
| <p>EMAIL UNLEASH SECRETARIAT safeguarding@unleash.org</p> | <p>This channel will provide a slower response. Emails will only be received and viewed by the UNLEASH Secretariat. Along with the reporting information, indicate the urgency of your report in the subject line, so it can be prioritised accordingly.</p> | <p>Upto 1 business day depending on urgency</p> |
| <p>FILL SURVEY with the option of ANONYMITY</p> <p>Link here</p> | <p>This channel will provide a slower response. Survey responses will only be received and viewed by the UNLEASH Secretariat. Safeguarding reports that are shared anonymously will be investigated to the greatest extent possible but may be limited without full context of who has been impacted.</p> | <p>1 business day</p> |

3. FIRST RESPONSE

The nearest UNLEASH Safeguarding Officer will contact you to understand the immediate needs of the individual impacted by the incident (you, or the person on whose behalf you've reported). The involved parties will then be separated to prevent any further interaction, if necessary, by nearby Facilitators, Mentors, UNLEASH Safeguarding Officers, or venue security.

4. INVESTIGATION & OUTCOME

After all parties are deemed safe, UNLEASH will investigate the incident by speaking to parties involved and witnesses to determine whether a violation has occurred, and if so to what extent. If any of the provisions under the Community Guidelines or the Safeguarding Policy are found to be violated, depending on the severity, the UNLEASH Secretariat reserves the right to have the individual in breach excluded from the event or entire Community. Note that the UNLEASH Secretariat has the final say on the handling of violations.

Reporting Principles

UNLEASH adheres to the following principles to ensure an effective and safe reporting process:

- **CONFIDENTIALITY:** UNLEASH will handle details of safeguarding incidents including identities of people involved with confidentiality and sensitivity. Any information will only be shared with the explicit consent of the injured party. However, if you wish to be kept anonymous you may omit your name and mention that you would like to remain anonymous for whatever reason. However, without your identity UNLEASH is limited in its ability to get information about the incident and follow up with you in case of any consequences.
- **NO CONSEQUENCES FOR GENUINE REPORTS:** UNLEASH participants may report violations that make them feel unsafe freely and need not fear any consequences to their participation or performance in UNLEASH programs based on the report submitted. The only exception to this is if the participant is found to be deliberately making a false report, upon investigation. If so, false reporting will be considered as any other violation of the safeguarding policy.
- **NO TIMELINE LIMITATIONS:** Participants are free to report on incidents that have taken place in the past (so called retroactive reports). However, everyone is encouraged to make reports as soon as possible so that timely action can be taken.