

---

# **SAFEGUARD POLICY**

**-Organizational Protection of  
Girls, Boys and Adolescents-**

**AMA Association**

---



**ASOCIACIÓN AMA**

---

*Petén, Guatemala, Central America*

*June 2023*

---

## CONTENT

I. STATEMENT	3
II.OUR COMMITMENT	3
Vision	3
Mission	4
Our values	4
Strategic programs	5
Institutional Objectives	5
General objective:	5
Strategic Objectives:	6
III.DEFINITIONS	6
IV.SCOPE	9
V.OBJECTIVES	9
VI.IMPLEMENTATION	11
AMA ASSOCIATION CHILD SAFEGUARD PROTOCOL	15
APPENDIX I:	19
INTEREST CONFLICT	19
SANCTIONS	19
APPENDIX II:	20
PROCEDURE TO UPDATE AND/OR MODIFY THE POLICY	20
ANNEXES	22
ANNEX 1: AMA ASSOCIATION CODE OF CONDUCT	23
PERSONAL STATEMENT	25
APPENDIX 2: AMA ASSOCIATION COMPLAINT / INCIDENT REPORT	26

## **I. STATEMENT**

AMA Association generates within the organization, behaviors consistent with the protection and best interest of a girl, boy and adolescent, and constitutes itself as a safe organization for children.

Collaborators and all members linked to the organization must show the best conduct towards children at all times.

This Policy sets out the common values and principles and describes the steps to follow to comply with our commitment to protect girls, boys and adolescents.

AMA considers it essential that its collaborators and all people and institutions that work or collaborate with the organization are aware of and committed to the protection of children and that they assume the best interest of children and adolescents as a priority in all their actions.

This is a formal declaration through which a guide of clear guidelines is defined that are valid for both the professional and personal lives of all AMA collaborators and partners.

## **II. OUR COMMITMENT**

### **Vision**

Indigenous and mestizo girls, adolescents and young women in Petén, Guatemala know, demand and promote their rights and those of others, thanks to their leadership, self-esteem and security.

## **Mission**

Strengthen the leadership of indigenous and mestizo girls, adolescents and young women in Petén, Guatemala, through educational processes and advocacy to prevent early pregnancies and gender violence.

## **Our values**

### **love moves us**

We are encouraged by the love of girls and women for themselves and their communities to awaken and boost their leadership.

### **We are all one**

When we work together, in trust, respecting and valuing culture, opinions and diversity, we develop authentic leadership and achieve better results in favor of the rights of girls, adolescents and young women.

### **We put ourselves in your shoes**

Only by interacting with girls, adolescents and young women are we sensitive to their interests and humanize our work.

### **We are all protagonists**

Every girl, adolescent and young woman is the protagonist of her future. We create spaces where they can develop their leadership and use it to improve their lives and the lives of others.

### **We are a hotbed**

We cultivate leadership in girls, adolescents and young women who contribute to other leaderships that drive social change in their communities.

## **We learn by playing**

We use fun and games to teach, motivating girls, adolescents and young women, to achieve their desires.

## **Strategic programs**

The strategic objectives established by AMA to achieve the general objective of the Association become the following programs:

1. Internal Strengthening
2. Dialogue and Advocacy
3. Empowerment and Leadership
4. Humanitarian Assistance

Five key transversal thematic axes have been identified by AMA to promote the strategic actions of each program, which are interrelated, these being:

1. Planning, monitoring and evaluation
2. Education/Training
3. Communication
4. Information
5. Strategic Alliances

## **Institutional Objectives**

### **General objective:**

Contribute to the prevention of early pregnancies and gender violence in adolescent girls and young women from rural communities and marginal urban areas with poverty levels, to improve their quality of life, applying a focus on human rights.

## **Strategic Objectives:**

1. Strengthen the administrative, financial, technical and operational capacities of the AMA Association to contribute to the prevention of early pregnancies and gender violence.
2. Contribute to increasing the capacities of local and departmental strategic actors to address gender violence and the occurrence of early pregnancies.
3. Promote the empowerment, leadership and participation of adolescent girls and young women for the prevention of early pregnancies and gender violence with a focus on human rights.
4. Facilitate humanitarian assistance in the face of natural and anthropogenic disasters, considering epidemics and pandemics.

## **III.DEFINITIONS**

### **Girl, boy and adolescent:**

According to the Convention on the Rights of the Child, a girl, boy or adolescent is any person under 18 years of age (unless under the law applicable to them they have reached the age of majority earlier).

### **Protection:**

Article 19 of the Convention on the Rights of the Child states:

*1. States Parties shall take all appropriate legislative, administrative, social and educational measures to protect the child from all forms of physical or mental harm or abuse, neglect or negligent treatment, ill-treatment or exploitation, including sexual abuse, while the child is in the custody of parents, a legal representative or any other person who has charge of him or her.*

*2. These protective measures should include, as appropriate, effective procedures for the establishment of social programs to provide the necessary assistance to the child and those who care for him, as well as for other forms of prevention and for the identification, notification, referral to an institution, investigation, treatment and further observation of the above-described cases of child abuse, and, as appropriate, judicial intervention.*

### **Violence against children:**

It is any form of physical or mental harm or abuse, neglect or negligent treatment, mistreatment or exploitation, including sexual abuse. Violence against children is never justifiable and must be rejected and fought forcefully, even in its apparently milder forms such as physical punishment. In addition to having negative consequences on the present and future development and well-being of children and adolescents, it connotes the denial of the dignity that children and adolescents have as human beings.

### **Forms of violence against children:**

- Carelessness or negligent treatment:

It is defined as the lack of attention to the physical, psychological and emotional needs of girls, boys and adolescents.

- Psychological violence

It refers to all forms of verbal and psychological aggression that affect the emotional well-being of a girl, boy or adolescent, such as threats, insults, humiliation, ridicule or isolation.

- Physical violence

It is the most obvious form of abuse. It includes both intentional and unintentional acts that can cause serious or fatal physical consequences. It manifests itself through blows, cuts, burns, mutilations, shaking or beatings, among others.

- Sexual abuse and child sexual exploitation

They involve the subjection of a child or adolescent to sexual behavior by a person (adult or another minor), in a context of power inequality, usually through deception, force, lies or manipulation. It has very serious consequences on the emotional, psychological and psychosexual development and well-being of the minor, which can last over time.

- School bullying and cyberbullying

Harassment (bullying) is a form of violence between peers that consists of behavior carried out by an individual, or a group, that is repeated over time to hurt, harass, threaten, scare or mess with another person with the intention of causing harm. damage. It is different from other aggressive behaviors because it involves an imbalance of power that leaves the victim unable to defend themselves.

Cyberbullying is a form of harassment that involves the use of mobile phones (texts, calls, video clips), the Internet (email, social networks, instant messaging, chat, web pages) or other information and technology technologies. communication to deliberately harass, insult, threaten or intimidate someone. The peculiarity of cyberbullying is that a single attack that is recorded and uploaded to the Internet is considered cyberbullying due to the possibility of reproducing it in countless ways and its potentially global audience.



- Torture and inhuman or degrading treatment

It refers to acts of violence against a girl, boy or adolescent with the purpose of forcing them to confess or punish them extrajudicially for illicit or criminal conduct.

- Harmful practices

This is the name given to certain forms of violence against girls, boys and adolescents that are common in some societies or cultures or traditions and are contrary to respect for the rights of children, such as female genital mutilation, violent initiation rites or forced marriage.

#### **IV.SCOPE**

##### **This Policy applies to:**

- All AMA Association collaborators, partners, local staff, service providers, interns and volunteers.
- Collaborating staff, service providers and counterparts, as long as they maintain a direct relationship with AMA.

#### **V.OBJECTIVES**

##### **General objective:**

Creation of the conditions to promote, protect and fulfill the rights of girls, boys and adolescents, and generate the best conditions for their comprehensive development, which includes their right to protection against any form of violence.

We must create optimal and safe spaces and environments for the full development of girls, boys and adolescents, spaces in which emotional treatment prevails, free of any form of violence, which encourages their autonomy and participation.

**Specific objectives:**

- Guarantee that all people who work or have any type of relationship with AMA understand, accept and support the fulfillment of their responsibilities regarding the good treatment of girls, boys and adolescents.
- Guarantee that the procedures for reporting and responding to a situation of violence against children are clear and known by all collaborators and people who have any relationship with AMA.
- Promote a culture of protection and good treatment of children in both our professional and personal lives.

**The collaborators and the people or institutions associated with the AMA Association undertake to guarantee that:**

- They will give the utmost importance to any issue that arises in relation to child protection.
- They will adopt measures to ensure the protection of girls, boys and adolescents.
- They will support girls, boys, adolescents, collaborators or other people who report situations in which some form of violence exists.
- They will act appropriately and effectively in the investigation of any possible mistreatment, abuse or exploitation, as well as in the process of detection, care or referral of these cases.

- Its basic principle in the process of protecting girls, boys and adolescents is to ensure the “best interests of the minor.”
- They will listen to and take into account the points of view and needs of children and adolescents.
- They will work together with fathers, mothers, caregivers or other professionals to guarantee the protection of children and adolescents.

## **VI.IMPLEMENTATION**

Our commitment to the implementation of the Safeguarding Policy is to be AMA a safe organization for children, which will be carried out through the following steps:

- Risk Assessment/Mitigation

Regularly evaluate the risks of each of the areas of the organization, especially those activities and projects in which we intervene directly with children and adolescents.

Through this analysis, the organization's potential risks will be identified, activities will be classified according to the level of risk, and the steps that will be carried out to mitigate or eliminate said risks will be established.

- Secure Hiring

The selection and hiring of collaborators, trainees and volunteers must reflect the commitment of the AMA Safeguarding Policy to the protection of children and ensure that adequate procedures are implemented to discard any person who does not meet the necessary conditions to work. with girls, boys and adolescents.

As a reinforcement of our commitment to the protection of children, the collaborators, interns, volunteers and patrons of the AMA Association will present the Certificate of the National Registry of Sexual Offenders RENAS from the Public Ministry of Guatemala.

Validity of the RENAS certificate: AMA staff must present it every six months and direct intervention personnel must also present it every six months, before the start of the activity with minors.

In addition, collaborating staff, service providers and counterparts who have contact with the girls, boys and adolescents of our activities must present the Certificate of the National Registry of Sexual Offenders RENAS of the Public Ministry of Guatemala, in force.

- Code of Conduct

The Code of Conduct of the AMA Association contains the criteria on behavior with girls, boys and adolescents by any person or entity linked to AMA (Partner, director, collaborator, volunteer, intern student and collaborating entities) and its scope. The application will be in the geographical locations where AMA provides its services. This code is based on the best interests of the child or adolescent, within the framework of the Convention on the Rights of the Child and the desire to guarantee a culture of participation in which any issue or concern can be raised and debated.

The AMA Code of Conduct is part of the Safeguard Policy, which aims to establish guidelines for any manifestation of violence or lack of protection of children, while training girls, boys and adolescents to recognize any situation. risk or abuse.

AMA and its staff also submit to strict compliance with the Law for the Comprehensive Protection of Children and Adolescents, Decree 27-2003 of the Congress of the Republic of Guatemala, and all relevant regulations.

*Annex A:AMA Association Code of Conduct*

- Awareness/Training

All AMA collaborators (Volunteers, service providers, etc.) receive training on issues of safeguarding and protecting children and adolescents, and are fully aware of the procedure for reporting any concern related to violence against children.

All collaborators (Volunteers, service providers, etc.) receive, at the beginning of their commitment to AMA, an in-person and specific induction of the AMA Safeguarding Policy. They are given the AMA Safeguarding Policy and the Code of Conduct, which they sign, indicating that they have read it, understand it and agree to comply with it.

It is essential that all people hired or who have any type of relationship with the organization regularly receive specific training on child safeguarding, adapted to their functions and responsibilities, to remember internal concepts and procedures.

- Report / Response

To make AMA a child-safe organization we have internal procedures to ensure that allegations, concerns, suspicions or complaints relating to any type of child abuse or mistreatment are reported, recorded, analyzed and responded to.

All these procedures must be developed under the principles of speed, confidentiality, credibility and guaranteeing and protecting the privacy and dignity of all the people involved, especially minors.

All AMA Association collaborators have the obligation to report any well-founded suspicion or any act of non-compliance with our Code of Conduct as soon as possible.

AMA has developed an internal action protocol (AMA Association Child Safeguarding Protocol), so that all the organization's collaborators know what to do in the event of a suspected or reported case of violence against a child or adolescent.

Our commitment to the rights of children and adolescents means that we have the obligation to safeguard children and adolescents, especially those with whom we have contact. We must ensure that all girls, boys and adolescents who participate in our activities are respected and protected from any type of sexual abuse and exploitation.

## **AMA ASSOCIATION CHILD SAFEGUARD PROTOCOL**

### **Who can notify**

- Collaborators, partners, interns, volunteers, AMA service providers.
- The girls, boys and adolescents themselves who participate in our activities.
- Mothers, fathers, relatives of the girls, boys and adolescents who participate in our activities and staff of the educational centers in which we intervene.

### **What should be reported**

- Any situation in which it is known that a collaborator, partner, intern, volunteer, or AMA service provider, has breached the organization's Code of Conduct.
- Any questions or concerns that a collaborator, partner, trainee, volunteer, or AMA service provider may have regarding the Safeguarding Policy and/or Code of Conduct.

### **When to report**

- Always within 24 hours of the incident taking place.
- In case it is a question or concern, at any time.

## **To whom and how to inform**

To the Executive Directorate of AMA: Leslie Marily Mejía Castellanos.

You will be informed by email to email: lmejia@asociacionama.org.gt .

In case it is completely an emergency, you can immediately inform verbally or call the telephone number: +502 51160411.

In the event that it is impossible to contact the Executive Director of AMA, contact the Financial Administrative Directorate of AMA: Francisco Manuel Valle.

You will be informed by email to: fvalle@asociacionama.org.gt .

In case it is completely an emergency, you can immediately inform verbally or call any of the telephone numbers: +502 54782606 or +502 46392095.

## **Actions and steps after receiving the notification:**

In the event that it is a question related to AMA, it will be resolved immediately.

In the event of a complaint, the Executive Directorate or Financial Administrative Directorate of AMA, within a maximum period of 24 hours, will contact the complainant to expand the information and formalize the complaint by completing Annex B: Report of complaint/ incident.

Within 24 hours from receipt of the report of the complaint/incident, the Executive Directorate or Financial Administrative Directorate of AMA will inform the AMA Board of Directors about the reported events. Said board will assess, together with the Executive Directorate or Financial Administrative Directorate, the need to impose the suspension of activity on a precautionary basis while the investigation is carried out.



The Executive Directorate or Financial Administrative Directorate will communicate the complaint, with reasons in writing, to the person reported for their knowledge and effects, opening the informative disciplinary file instruction. This file will be transferred to the AMA Board of Directors when the interested party is a collaborator of AMA.

The collaborator must, within a period of seven calendar days, express in writing what he or she considers appropriate to clarify the facts.

At the same time, the AMA Board of Directors will develop the investigation of the complaint, including interviews with the complainant, the accused and possible witnesses to gather all possible information, which will be included in a final report.

The Board of Directors will convene again the Executive Directorate or Financial Administrative Directorate to present the report and reach conclusions on the existence or not of violation of the Code of Conduct and the next steps within a maximum period of three days.

Financial Administrative Directorate will then proceed to communicate to the employee involved the conclusions and closure of the file, ultimately including the sanction that is deemed appropriate according to the degree of intentionality, damage to the interests and principles of the organization and reiteration or recidivism, and taking into account Keep in mind that serious violation of the Code of Conduct established by the organization is considered a very serious offense.

AMA reserves the right to take any legal action it deems appropriate against the collaborator or person involved. Likewise, if the intentional falsehood of the complaint made is proven, the organization may take the disciplinary actions it deems appropriate.

During the investigation of complaints, the best interests of the children and adolescents will prevail and will be carried out under the principle of confidentiality to guarantee the protection of the privacy and dignity of all the people involved, especially minors.

**The Board of Directors, Management Executive and Financial Administrative Management must:**

- Ensure at all times the well-being of the affected girl, boys and adolescents.
- Request the intervention of internal/external advisors who deem necessary for each process.
- Scrupulously adhere to the non-disclosure of confidential information.
- Respect the obligation of confidentiality and other obligations derived from the protection of the integrity of those involved.
- Report any attempt at intimidation/bribery or any other act by interested parties to influence their decisions.

**APPENDIX I:**  
**INTEREST CONFLICT**

To maintain the good image of the AMA Association, it is necessary to avoid any action that creates a conflict of interest. In this sense, the rules, cases and sanctions regarding this issue are established below.

**Rule**

No collaborator of the AMA Association may intervene personally, or through third parties where they have interests as a partner or shareholder, in the solution of any case, from which a personal benefit could be derived for them.

**Cases that give rise to conflicts of interest:**

- Favoring a defendant to obtain some personal benefit from him.
- Request credits or commissions from a defendant using the position.
- Receive commissions, rewards or any type of personal benefit as a result of business done with those reported.
- Obtain personal benefits by using the AMA Association's own information, violating confidentiality rules.
- Use the resources of the AMA Association for the particular benefit of reported persons.

**SANCTIONS**

Any employee who, knowing the causes of a conflict of interest, violates any of these, will be sanctioned with immediate dismissal.

**APPENDIX II:**  
**PROCEDURE TO UPDATE AND/OR MODIFY THE POLICY**

**Formulation, Interpretation, and Elimination of Policies and Standards**

The AMA Board of Directors will be the entity that will authorize the proposed modifications to what is contained in this Policy.

**Administration of Policies, Standards and Procedures**

The Executive Directorate is responsible for ensuring the application of the Policies, complying with and enforcing the Standards and implementing the Procedure Manuals and instructions that are needed, for the best achievement of the objectives of the area under their charge.

**Policy Disclosure**

The Financial Administrative Director will be responsible for making this Policy known to AMA staff, as well as keeping it updated by incorporating any necessary changes, with the contribution of people responsible for the preparation of instruments that are part of this document.

As a result of the constant change in AMA activities, it is required to update the Safeguard Policy, so it is considered essential that such changes, additions and adjustments are duly documented and approved, with the purpose of maintaining the effectiveness and efficiency of the system in operation and at the same time provides sufficient flexibility for it to satisfy the user's needs.

From this point of view, the changes that are introduced to the reference policy must be previously approved by the corresponding management level, depending on the change in question. It should always be ensured that all areas or projects are aware and that changes are notified to them simultaneously.

The above implies that the collaborators of the AMA Association can and must make recommendations for changes to this policy, when due to circumstances of the control environment, the procedures can be improved or there are new policies to consider in normal operation.

All recommendations must be adequately supported and analyzed, always focusing on a principle of decentralization and responsibility.

## **ANNEXES**

1. AMA Association Code of Conduct
2. Complaint/incident report AMA Association

## ANNEX 1: AMA ASSOCIATION CODE OF CONDUCT

### **We are committed to:**

- Create spaces and relationships free of any type of violence in all areas and spheres that affect children.
- Know and identify risk situations for the physical, mental and sexual integrity of girls, boys and adolescents, to prevent them and address them if they have occurred.
- Guarantee the privacy and confidentiality of the personal data of girls, boys and adolescents and their families.
- Respect the interpersonal and intimate spaces of each girl, boy and adolescent.
- Report actions that violate the rights of children and adolescents, bad practices or violent behavior, to facilitate the investigation by AMA, in accordance with the procedures that are established for these cases.
- Facilitate and enhance the participation of children and establish channels where girls, boys and adolescents express themselves, including demands or complaints.
- Ask children and adolescents for permission to photograph or record them. Respect the right to your own image, your privacy and your dignity. Each girl, boy or adolescent signs a letter of authorization to do so.
- Detect and report any situation of violence against children. It is a legal and ethical responsibility to communicate these situations.
- Avoid actions or behaviors inappropriate for the care, protection and participation of children.
- Guarantee compliance with the biosafety protocols established in cases of pandemics, during the development of in-person activities with the participation of girls, boys and adolescents.

**Regarding dealing with girls, boys and adolescents, it is not acceptable:**

- Having behaviors that cause harm in any sphere of the child's or adolescent's life, such as shaming, humiliating, isolating, stigmatizing, despising, degrading and punishing a child or adolescent.
- Being alone or away from a girl, boy or adolescent in our programs, without professional justification, avoiding exclusive personal relationships and intimate contacts with a girl, boy or adolescent.
- Participate in sexual activities with minors, whether physical or virtual.
- Having behaviors, attitudes or theories that incite hatred, racism, sexism or homophobia against children.
- Manifesting offensive behavior, inappropriate or sexually provocative physical behavior in the presence of a girl, boy or adolescent.
- Tolerating or engaging in illegal or dangerous behavior with a child or adolescent, such as consuming psychoactive substances, smoking, drinking alcohol, etc.
- Discriminate, show differential treatment or favor a certain girl, boy or adolescent, excluding others.
- Accept violent behavior between a girl, boy or adolescent and establish dynamics based on power imbalance.
- Make use of forms of personal contact with a child or adolescent from our programs, such as email, mobile phones, and others, for a purpose other than that of the AMA activity.





## PERSONAL STATEMENT

I confirm that I have read, understood and accepted the principles of the AMA Association Code of Conduct and Safeguarding Policy.

I assume that non-compliance or non-compliance with any of the prescriptions and rules of the AMA Association Safeguard Policy, whether on the occasion of my work or due to acts or behavior in my private life, while my employment, academic relationship is in force, professional or voluntary with AMA, may have the immediate consequence of the adoption of disciplinary or even criminal measures against me.

I undertake to communicate through the channels defined for this purpose any non-compliance by third parties with the rules and standards set out in the Code of Conduct and the AMA Association Safeguard Policy.

NAME AND SURNAME: \_\_\_\_\_

RELATIONSHIP WITH AMA ASSOCIATION: \_\_\_\_\_  
(*Collaborator, partner, volunteer, intern, etc.*)

PLACE AND DATE: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

## APPENDIX 2: AMA ASSOCIATION COMPLAINT / INCIDENT REPORT

Attention: This annex must be completed by the person who has suspicion, concern or certainty of any case of non-compliance with the AMA Association Code of Conduct or Safeguarding Policy. It must be forwarded to the AMA Executive Directorate or Financial Administrative Directorate within 24 hours of the incident occurring. This report is CONFIDENTIAL.

Informant data	
Name and surname	
Phone	
Job	
Relationship with the girl, boy or adolescent affected	
Reported person data	
Name and surname	
Job	
Relationship with the girl, boy or adolescent affected	
Data the girl, boy or adolescent affected (if they know each other)	
Age	
Sex	
Activity/Project	
Incident details (what, who, where, when -include the affected child's own words if possible-, measures taken so far)	
Witness data (if any)	
Name and surname	
Phone	
Relationship with the girl, boy or adolescent affected	
Place and date	Signature