

Safeguarding, Whistleblowing and Other Concerns

Empower Life Supported Living

PHF is committed to maintaining the highest possible standards of integrity, accountability, and openness as an organization. PHF staffs across the globe along with staff partner organizations that help us to fulfil our work are obliged to conduct themselves in keeping with these high standards. At PHF, we believe that every human has immeasurable values and deserves to be treated with dignity and respect. Whether you are a member of staff (at PHF or a partner organization), a beneficiary, or a member of the public, the following guidance will help you report any concerns you may have about the behavior of PHF staff or representatives.

Safeguarding

PHF is committed to promoting the security and wellbeing of beneficiaries, volunteers, and staff. In particular we are also committed to the safety, security, and dignity of children, along with adults who are vulnerable and/or at risk. Staff and representatives must ensure that their behavior promotes and allows children and vulnerable adults/adults at risk to live free from harm and abuse – including physical, sexual harassment and emotional abuse of power/trust and any form of coercion physical, sexual exploitation, neglect, and discrimination.

PHF staff and representatives are required to understand the importance of safeguarding children and vulnerable adults/adults at risk by upholding the dignity and respect of children and vulnerable adults/adults at risk by taking preventive steps to ensure a safe environment for children and vulnerable adults/adults at risk and responding quickly and appropriately to concerns raised.

Any allegation or concern regarding the abuse of a child or a vulnerable adult/adult at risk must be treated seriously and be reported within 24 hours of having been made aware of the issue/concern. A concern can arise when abusive behavior is observed or suspected, when an allegation is made or disclosed, or where there are indicators (signs and symptoms) of suspected abuse on the victim.

There are two ways to report a concern:

Email directly to harmonyfoundation81@gmail.com

Use our 24/7 Safe call service, both telephone and email details can be found in our contact session. Please use the relevant local mobile number if you are concerned that the alleged victim is in imminent danger.

All calls and emails to Safe call are treated in complete confidence by an independent team, who will not disclose your name to the police without your explicit permission. If you call, and wish to remain anonymous, Safe call will make follow up arrangements with you.

All concerns raised or reported with Safe call will be shared with PHF a senior executive member, and will be investigated thoroughly. Action will be taken in line with our policies. Email System & Communication Enhancements

I also worked on improving and protecting the organization's email system. This involved monitoring and securing communication channels, ensuring that updates and configurations were properly maintained for efficient and safe correspondence. These efforts contributed to strengthening internal and external communication reliability.

Whistleblowing

When someone discovers information which they believe shows serious malpractice, unacceptable behaviors, practices or wrongdoing by PHF staff and representatives including staff working for our partners, it is essential that the individual is able to report concerns internally without fear of reprisal, and independent of immediate line management.

The list below shows the types of malpractices or wrongdoings that should be reported. However this is not an exhaustive list:

Fraud/theft or bribery has taken place, will, or is likely to take place.

A person has, will, or is likely to abuse or exploit a child or vulnerable adult/adult at risk. A person has, will, or is likely to engage in or facilitate the human trafficking of another person.

Any other criminal or illegal activity has, or will or is likely to take place.

The organisation or a person within the organisation has, will, or is likely to engage in unacceptable fundraising practices.

A person has, will, or is likely to endanger the health and safety of another person or the environment.

A person has, will, or is likely to corrupt/abuse an organisational practice/procedure – e.g. within an operational programme, HR, Finance or Logistics.

A person has, will, or is likely to do something illegal e.g. breach of contract, negligent, damage/misuse company property.

A person has, will, or is likely to victimise another person – e.g. by using their position or authority within PHF to abuse/victimise another person.

A person has, will, or is likely to behave in a way that is not in line with PHF's expected behaviours.

If you have any concerns or allegations about the conduct of a PHF staff member or representative, including partner staff, please contact our whistleblowing channel where all comments will be dealt with in confidence.

Issues will be investigated and action taken in line with PHF's policies.

Other concerns:

We would also like to hear from you if you have any questions or concerns about PHF's work or ethos or are unhappy about an interaction you have had with anyone from, or connected to, PHF (apart from issues of Safeguarding or Whistleblowing, which are covered above). In these instances, we are still keen to hear from you. Please use the process outlined in primebondzie@gmail.com in the section 'Making a Complaint'. We want you to tell us where we could be falling short of the high standards we have set for ourselves.

Email

harmonfoundation81@gmail.com

Phone

+233 (0)540958095

If the concern is about a member of the Board or the Executive Team, then the following email address must be used:

primebondzie@gmail.com