



Child Protection Policy

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1. Preamble

Sistema Cyprus is a social-music orchestra and choir programme established in 2017. Sistema Cyprus offers music education to the children and young people of Cyprus, including migrants, refugees and children and young people with fewer opportunities, and ensures that these groups are respected, recognised, and included in the society. No matter their origin, nationality, or religion: the members of Sistema Cyprus are inspired to dream and strive for a more welcoming society and a better future.

The current document is issued in Nicosia in March 2019 and is approved by its founders and administrators in order to be implemented in all its activities and locations. Its first review has been approved in September 2021. Its second review has been approved in February 2024.

PART I

1. INTRODUCTION

Sistema Cyprus is inspired by the El Sistema social action music programme that was first founded in Venezuela in 1975. Through the formation of orchestras and choirs, El Sistema acts as a superb model, reaching children and young people to many of the world's challenging neighbourhoods. El Sistema – and other El Sistema inspired programmes like ours – offers free classical music education giving the opportunity for personal development to children and youth with fewer opportunities all over the world. Sistema Cyprus is focused on the personal development of its participants, focusing primarily on empowerment and helping them to reach their full potential.

Sistema Cyprus works to educate and empower marginalized populations, providing them with opportunities for social inclusion and broadening the visibility of their success stories. Through our social music programme, we strive to offer a better life opportunity to marginalized children who are often feeling unwelcome from belonging to the society that they live in.

PART II

2. SCOPE, PRINCIPLES AND DEFINITIONS

Scope of this Policy

The overall purpose of this document is to ensure the prevention – and avoid the risk – of situations where children's rights are infringed upon during the activities organised, hosted, or participated in by Sistema Cyprus and to set out the corresponding procedures.

This document's goals are to:

- frame the principles and procedures for the support of the staff, teachers, partners and volunteers in their practices



- make sure that procedures to protect children and report any concerns about their welfare to appropriate authorities shall be followed.

These procedures cover actions of anybody who represents Sistema Cyprus – both internal staff as well as associates at all times.

Staff includes:

- all staff
- all teachers
- all volunteers and interns

Associates includes:

- all contractors, e.g. consultants
- all board members and directors
- all partners including local community-based partners
- guests and visitors

Principles of the Policy

This policy is written in accordance with the Cyprus national and international legislation and norms concerning children and youth rights, based on the standards and principles of the UN Convention on the Rights of the Child and European Union law and principles.

Furthermore, Sistema Cyprus is committed to the following fundamental principles:

- the welfare of a child or young person will always be paramount
- the welfare of families and migrant, immigrant and refugee communities will be promoted
- the rights, wishes and feelings of children, young people, their families and communities will be respected and listened to
- those people in positions of responsibility within our organisation will work in accordance with the interests of children and young people and will follow the policies outlined below
- those people in positions of responsibility within our organisation will ensure that the same opportunities are available to everyone and that all differences between individuals will be treated with respect.

Definitions

- A child is under the age of 18 (as defined in the United Nations convention on the Rights of a Child).
- Abuse is perceived according to the meaning of the term “abuse” as it is outlined in the Cypriot legal framework and jurisprudence, as well as in the relevant international norms. It may take various forms, including – but not limited to – physical abuse, sexual abuse, emotional abuse, bullying, neglect
- Abuse or neglect of a child or young person can be caused by inflicting harm and also by failing to act to prevent such harm. Children may be abused in family or in an institutional or community setting by those known to them or by a stranger.



Physical abuse

Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer feigns the symptoms of, or deliberately causes, ill-health to a child whom they are looking after.

Emotional abuse

Emotional abuse is the persistent emotional ill treatment of a child, such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to children that they are worthless or unloved, inadequate, or valued only in so far as they meet the needs of another person. It may feature age or developmentally inappropriate expectations being imposed on children. It may involve causing children to frequently feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of ill treatment of a child, though it may occur alone.

Sexual abuse

Sexual abuse involves forcing or enticing a young person to take part in sexual activities, whether or not the child is aware of what is happening. The activities may involve physical contact, including penetrative or non-penetrative acts. This may include non-contact activities, such as involving children in looking at, or in the production of, pornographic material, or watching sexual activities, or encouraging children to behave in sexually inappropriate ways.

Bullying

Bullying is aggressive behaviour that is intentional and that involves an imbalance of power or strength. It occurs when a child or person is subjected to negative behaviour, repeated over a period of time.

Neglect

Neglect is the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. It may involve a parent or carer failing to provide adequate food, shelter and clothing, failing to protect a child from physical harm or danger, or the failure to ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.



PART III:

3. POLICY PROCEDURES AND IMPLEMENTATION

It is the policy of Sistema Cyprus to safeguard the welfare of all children and young people by protecting them from all forms of abuse, including physical, emotional and sexual harm.

This organisation is committed to creating a safe environment in which young people can feel comfortable and secure whilst engaged in any of Sistema Cyprus's activities, residential courses or workshops. Staff, teachers and volunteers should at all times show respect and understanding for individuals' rights, safety and welfare, and conduct themselves in a way that reflects the ethos and principles of Sistema Cyprus.

The procedure is approved by the founding members and the management staff of the organisation and revised on a yearly basis by a specific internal committee, in charge of supervising the protection of the child's rights in the organisation's activities.

Sistema Cyprus will endeavour to safeguard children and young people by:

- Adopting child protection guidelines through a code of behaviour for staff, teachers and volunteers
- Sharing information about child protection and good practice with children, parents, staff, teacher and volunteers
- Sharing information about concerns with agencies who need to know, and involving parents and children appropriately
- Carefully following the procedures for the recruitment and selection of staff, teachers and volunteers

Sistema Cyprus will act in order to prevent and combat risks of Child Rights' Infringement as follows:

3.1 Conducting risk assessment on all operations of Sistema Cyprus

3.2 Establishing a safe recruitment policy, including guidelines for Sistema Cyprus staff, teachers and volunteers

3.3 Establishing service delivery contracting and sub-contracting policies

3.4 Communicating its policy clearly and effectively towards the staff, teachers and volunteers, and organising specific trainings for them

3.5 Establishing professional boundaries that safeguard professional integrity for the staff and that assure correctness of the relationship between staff members and the beneficiaries, by means of a mandatory CODE OF CONDUCT

3.6 Establishing a clear process for the reporting of safeguarding issues and concerns

3.7 Requesting commitment to this policy by visitors and confirmation of awareness



3.8 Regulating the use of images and videos by visitors and external persons

3.1 Risk Assessment

Risk Assessment is regularly done on all operations of Sistema Cyprus; specifically, when planning performances or trips/activities out of main locations, a risk analysis is always undertaken by the safeguarding officer and staff. Risk mitigation strategies, which minimise the risks to children, are developed and incorporated into the design, delivery and evaluation of all operations.

After the COVID-19 outbreak in March 2020 and the lockdown period, at the resumption of in-person activities, Sistema Cyprus has taken all the measures recommended by the Cypriot authorities to avoid risks of contagion, including: temperature measurement for all persons entering the spaces/joining Sistema Cyprus activities; distancing; ensuring all sanitary codes are met; wearing masks; limiting of number of people according to the size of a room.

Plans for remote activities are always ready, in case new outbursts and/or quarantine periods for teachers and students were to happen. Administration staff practices smart working as necessary, in order to reduce the numbers of persons in the rooms; protection is guaranteed to pregnant staff, who work remotely as soon as the pregnancy is ascertained.

3.2 Recruitment policy and guidelines for Sistema Cyprus Staff, Teachers and Volunteers

a) Recruitment process

Sistema Cyprus ensures safe recruitment through the following processes:

- recruitment advertisements or application details shall state that the recruitment is done in line with safe recruitment practices
- definition of jobs and roles descriptions with clear reference to safeguarding responsibilities
- interviews are conducted according to equal opportunity principles and interview questions are based on the relevant job description and person specification
- staff, teachers and volunteers are required to present the organisation's administration with an original copy of their 'Certificate of a Clear Criminal Record' as issued by the Cyprus Police, in accordance with article 22 (6) of the "Prevention and Combating of Sexual Abuse and Sexual Exploitation of Children and Child Pornography Law, N. 91 (i)/2014 of the Teacher and the Teacher's family members".
- formal job offers are made after the proper checks for suitability are made in line with this policy and in conjunction with the job's specifications. Therefore, any document concerning health, education and generally any necessary information may be requested, provided that it is absolutely necessary for the certain purpose. Use of these requested documents will be strictly limited to within this purpose; all sensitive documents will always be handled in with the privacy and data protection legislative principles.



b) Guidelines for Sistema Cyprus Staff, teachers and Volunteers

Attitudes: Sistema Cyprus staff, teachers and volunteers should be committed to:

- treating children and young people with respect and dignity
- always listening to what a child or young person is saying
- valuing each child and young person
- recognising the unique contribution each individual can make
- encouraging and praising each child or young person

Leading by example: Sistema Cyprus staff, teachers and volunteers should endeavour to:

- provide an example, which we would wish others to follow
- use appropriate language with children and young people and challenge any inappropriate language used by a child or young person or an adult working with young people
- respect a child and young person's right to privacy

One to one contact: Sistema Cyprus staff, teachers and volunteers should:

- not spend excessive amounts of time alone with children away from others
- in the unlikely event of having to meet with an individual child or young person, make every effort to keep this meeting as open as possible
- if privacy is needed, ensure that other staff are informed of the meeting and its whereabouts

Physical contact: Sistema Cyprus staff, teachers and volunteers should never:

- engage in sexually provocative or rough physical games
- allow, or engage in, inappropriate touching of any kind

General: Sistema Cyprus staff, teachers and volunteers should:

- be aware that someone might misinterpret our actions, no matter how well-intentioned
- never draw any conclusions about others without checking the facts
- never allow themselves to be drawn into inappropriate attention-seeking situations, such as tantrums or crushes
- never exaggerate or trivialise child abuse issues or make suggestive remarks or gestures about or to a child or young person.

3.3 Employment Agreements - Service delivery contracting and sub-contracting policy issues

Sistema Cyprus guarantees that all persons employed by and providing services to it shall be contractually bound by any and all policies and codes of conduct of Sistema Cyprus, including the present one, by means of a specific written reference in their contract. Failure to comply with these policies shall give grounds for immediate termination of the contractual relationship.



Furthermore, Sistema Cyprus ensures that partnerships with individuals or other institutions (contracting and sub-contracting) shall not be in contrast with the scope and principles of this policy and that there will be a systematic checking towards this. Contracts and memorandums of agreement for partnership delivery work will include reference to this policy and a sentence of commitment to respect its basic principles and standards, for the whole duration of the partnership.

3.4 Awareness of staff members, teachers, volunteers and partners

Special focus on communication, training and support for permanent staff, teachers, partners, volunteers shall be given by Sistema Cyprus. This will include:

- discussion about the child-protection policy and confirmation of reading and understanding it
- clear information and guidance of all staff (including teachers, partners and volunteers), so as to ensure familiarity with reporting processes
- initial training on safe working practices, on child and youth protection with a special focus on members from vulnerable groups

3.5 Professional boundaries and Codes of Conduct

Professional boundaries are established to safeguard the professional integrity, the correct detachment and the proper relationship between a staff or volunteer member of Sistema Cyprus and a beneficiary, and they are based on a mandatory code of conduct – see Annex 1a to this policy. Annex 1b includes guidelines for appropriate and inappropriate behaviour of children towards other children. This code of conduct for children is given to them every beginning of the year and it is available in Greek and English.

3.6 Process for the reporting of safeguarding issues and concerns

See Annex 2 for the reporting process.

Sistema Cyprus nominates the following two persons as main officers for safeguarding issues:

1. Nikoletta Polydorou

Designated Child Protection Person, nikoletta@sistemacyprus.com

2. Myria Kkali

Designated Child Protection Person, myria@sistemacyprus.com

If staff members, teachers or volunteers are concerned about a child, they must share their concerns to these persons. The purpose of this consultation is to discuss concerns and decide what action is necessary. (It is good practice to ask a child why they are upset or how a cut or



bruise was caused, or respond to a child wanting to talk. This practice can help clarify vague concerns and result in appropriate action).

Children themselves should be aware that they can count on somebody if they feel they are somehow being threatened or if they feel uncomfortable in any relationship with adults. Signs with information are hanging from the classrooms' walls in different levels.

Awareness and response

Sistema Cyprus staff, teachers and volunteers need to be alert to the potential abuse of children, both within their families and also in other surroundings, including abuse by other Sistema Cyprus staff members, teachers and volunteers.

Organisation members should know how to recognise and act upon indicators of abuse, or potential abuse, involving children. All members of the organisation should be alert and ready to respond to any suspected or actual abuse of a child, in accordance with these procedures.

It is good practice to be as open and honest as possible with parents/carers about any concerns, however, staff members, teachers and volunteers must not discuss their concerns with parents/carers in the following circumstances:

- where sexual abuse is suspected
- where organised or multiple abuse is suspected
- where fictitious illness by proxy (also known as Munchausen Syndrome by proxy) is suspected
- where contacting parents/carers would place a child, staff members, teachers or volunteers, or any others at immediate risk.

Case Management: what to do if children talk to Sistema Cyprus staff, teachers and volunteers about abuse or neglect

A child may seek staff members, teachers and volunteers out to share information about abuse or neglect, or individually talk spontaneously or in groups when they are present. In these situations, staff, teachers and volunteers must:

- listen carefully to the child. DO NOT directly question the child
- give the child time and attention
- allow the child to give a spontaneous account; do not stop a child who is freely recalling significant events
- make an accurate record of the information: timing, setting and people present; the child's presentation as well as what was said. Do not throw this away as it may later be needed as evidence (see Annex 3, a template form for internal reporting)
- use the child's own words where possible
- reassure the child that you are glad he or she has told you and that he/she has not done anything wrong



- by informing him/her what you are going to do next, you can explain that you will need to help keep the child safe
- do NOT ask the child to repeat his or her account of events to anyone.

Immediate action may be necessary at any stage in involvement with children, families and communities.

In all cases, it is vital to take whatever action is needed to safeguard the child or young person.

- If emergency medical attention is required, this can be secured by calling an ambulance or taking a child to the nearest Accident and Emergency Department
- If a child is in immediate danger, the police should be contacted as they alone have the power to remove a child immediately if protection is necessary.

If the responsible persons (inside Sistema Cyprus) are implicated in the concerns, then these concerns should be discussed directly with Social Services.

Sistema Cyprus staff members and volunteers should contact the local Social Services Department in the following circumstances:

- when there is an inability to consult promptly or at all with a Designated Child Protection Person
- when there is uncertainty after internal consultation as to whether child protection concerns exist
- when there is disagreement as to whether child protection concerns exist
- when the concerns relate to any member of the directors
 - **NB: Consultation is not the same as making a referral; the process should enable a decision to be made as to whether a referral to Social Services or the Police should progress.**

In Cyprus, Hope for Children CRC Policy Center offers the following helplines:

- 116 111: Helpline for children and young people

- 1466: Children Helpline (24/7)

Making a referral (see Annex 3 for template)

A referral involves giving Social Services or the Police information about concerns relating to an individual or family in order that enquiries can be undertaken by the appropriate agency, followed by any necessary action.

Any referral procedure of Sistema Cyprus should be put in practice by one of the two Designated Child Protection Persons.

Parents/carers should be informed if a referral is being made, except in the circumstances outlined in the paragraph "Awareness and response". The inability to inform parents, however, should not prevent a referral being made. It would then become a joint decision with the social services about how and when the parents should be approached and by whom.



Information required for a referral, as much of the following information as possible should be given:

- the name, telephone number, and position of the staff member, teacher or volunteer making the referral
- full name and address of the child or young person, their age and date of birth
- names and address of parents/carers, and their telephone numbers
- details of the child's gender, ethnicity, first language, and any special needs
- the names of professionals known to be involved with the child and/or family e.g.: Music teachers, Sistema Cyprus Staff, NGOs, Volunteers, etc.
- the nature of the concerns and foundation for them (including dates and times of any specific incidents)
- whether the child or young person has been spoken to; if so, what was said
- an opinion on whether the child may need urgent action to make them safe
- a view on what appears to be the needs of the child or the family
- whether the consent of a parent/carer has been given to the referral being made
- whether this information has been passed on to anyone, and if anyone else has been consulted.

The unavailability of some information should NOT prevent a referral being made.

Following a referral, Sistema Cyprus staff members, teachers and volunteers must ensure that an accurate record of the concern(s) made at the time is kept within Sistema Cyprus. The organisation should ensure that any records made in relation to a referral should be kept confidential and in a secure place.

Confidentiality

Information in relation to child protection concerns should be shared on a "need to know" basis. However, the sharing of information is vital to child protection and therefore the issue of confidentiality is secondary to a child's need for protection.

Children and young people have a right to information, especially any information that could increase their safety.

When sharing information, Sistema Cyprus staff members, teachers and volunteers should be sensitive to the level of understanding and maturity, as well as to the level of responsibility, of the child or young person with whom they are sharing.

A copy of Sistema Cyprus's Child Protection Policy will be made available to all staff, teachers, volunteers, partners and visitors.

Internal Procedures – Legal measures

In case Sistema Cyprus becomes aware of a potential incident of misconduct, as per the above, it will immediately take measures such as temporarily suspending any person(s) involved in



the case, investigate and, if it deems it necessary, proceed with the contract termination of such person(s), pursuant to the applicable legal provisions of the Cypriot legislation. In close and constant cooperation with Sistema Cyprus's legal advisors, all necessary legal requirements shall be followed, based on the individual characteristics of every case.

3.7 Commitment to the policy by visitors and confirmation of awareness

Any persons such as sponsors, volunteers, contractors, suppliers, donors, journalists, consultants, occasional visitors who visit Sistema Cyprus's infrastructures or offices and may come into contact and/or interact with children and young adults who benefit from Sistema Cyprus activities:

- are given a copy of this policy and are made aware that they must act in accordance and comply with it whilst visiting Sistema Cyprus infrastructures or offices
- declare their written commitment to respect and comply with the safeguarding policy principles, as well as with the principles and rules provided in the code of conduct.

3.8 Regulation of use of images and videos by visitors and external persons

Photographs, videos and other images are forbidden to be taken and/or published or publicly displayed, except in cases where an appropriate consent is given, provided that:

- these pictures are respectful
- they do not expose beneficiaries to any danger or risk
- they do not infringe personal data protection provisions
- they could not be interpreted as sexually suggestive.

The pictures of children cannot be used in order to gain money in any way, nor for journalistic purposes, without written permission from Sistema Cyprus.

4. MONITORING AND EVALUATION

In order to ensure the protection of children's rights and to prevent situations that might affect the rights thereof, Sistema Cyprus will follow a standard procedure that is subject to biennial review, or whenever deemed necessary (e.g. through the emergence of unforeseen situations that could jeopardise the rights of the child, and due to the need to streamline the process of preventing and protecting children's rights, amending or supplementing related legislation, or in order to tailor to donors' requirements, etc.).



5. LIST OF DOCUMENTS ANNEXED

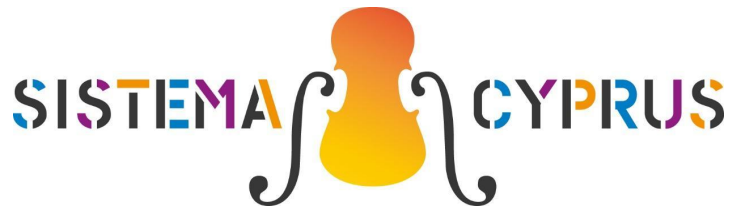
Annex 1a_Code of Conduct

Annex 1b_Code of Conduct for Children

Annex 2_Reporting Process (Flow chart Report)

Annex 3_Incidence reporting form

Annex 4_Code of Conduct for Media



CODE OF CONDUCT

For Staff, Teachers and Volunteers

The following boundaries and rules apply to and bind all directors, administrators, consultants, designated staff (permanent staff, contractors, teachers external partners) and volunteers. This code dictates our duty to never ignore – or omit to report – any concern, suspected violation or violation of the current safeguarding policy principles and arrangements:

1. Treat every child and youth equally and respectfully, without any form of discrimination, racist, xenophobic behaviour and approaching them with positive, friendly, and non-violent ways. This behaviour should be regardless of personal and cultural identity and in line with the principles stated in the current policy.
2. Respect children's and young adults' right to be heard and to participate in the procedures and decisions that concern them, inform, encourage and empower them towards the claiming and realisation of their rights.
3. Respect the principles of trust, confidentiality and personal data protection. In conjunction with these principles, a safe information-sharing process among the competent involved professionals/stakeholders shall be followed. It is noted that any information, data, photo concerning the beneficiary's personality and story shall be published only with his/her explicitly given permission, and provided that he/she is not exposed to any danger or risk of stigmatisation.
Special care shall be taken concerning children's cases (see below).
4. It is prohibited to:
 - Develop personal relationships between a member of staff (paid or unpaid) and a beneficiary who is a current service user
 - Pass on service users' personal contact details, unless previously agreed
 - Use of abusive language or response to inappropriate behaviour/language and the use of punishment or chastisement, or any abusive behaviour
 - Behave in a disrespectful way (for example using disrespectful vocabulary or a bad manner toward anybody, etc.) and work under the influence of drugs or alcohol. It is reminded that staff (paid and non-paid) and volunteers must behave with modesty and dignity and serve as role-models of behaviour for children and youth.
 - Watch, publish, produce, or show violent, explicit, inappropriate or pornographic material to children at all times, during and outside work



5. Especially with regards to children, it must be ensured that:
 - A child/young adult is never to be used as an interpreter in any processes and responsibilities (such as interview, social history etc.)
 - A child/young adult is never to be fondled, held, hugged, kissed or touched in an improper way, and always taking into account what the child believes is improper (based on their cultural, ethnical, religious background and gender)
 - No collaboration of any kind that operates against the best interest of the child should be engaged with private actors in any way
 - No child should ever be exploited for labour (e.g. through domestic work)
 - No stories or images which may endanger a child, their family or community are published
 - No money is ever to be given directly to children, nor should other people or parties ever be encouraged to give money to children. This is especially significant for minors in vulnerable situations such as victims of exploitation, unaccompanied minors, victims of trafficking and children experiencing homelessness
 - No information or image of the children should ever be used without the written permission by children's parents/guardians, nor should it be used without taking the children's will and opinion into account.
 - Children should never be coerced or forced into any kind of public exposure. Any information or photo concerning a child's story, experience or background should in no way expose them to any danger or to any risk of stigmatisation

6. Every member of the staff (paid and non-paid) is additionally bound to the principles and rules of his/her professional code of conduct; the latter code is the one that is formally and legally approved by each relevant professional union, in accordance with the Cypriot legal framework.

7. If a case of conflict of interests arises, the person in concern shall refer and discuss it with the designated officer for safeguarding issues of Sistema Cyprus.

8. The Sistema Cyprus code of conduct is in line with the following articles from the IASC Six Core Principles Relating to Sexual Exploitation and Abuse:
 - Sexual exploitation and abuse by humanitarian workers constitute acts of gross misconduct and are therefore grounds for termination of employment.
 - Sexual activity with children (persons under the age of 18) is prohibited regardless of the age of majority or age of consent locally. Mistaken belief regarding the age of a child is not a defence.
 - Exchange of money, employment, goods, or services for sex, including sexual favours or other forms of humiliating, degrading or exploitative behaviour is prohibited. This includes exchange of assistance that is due to beneficiaries.
 - Any sexual relationship between those providing humanitarian assistance and protection and a person benefiting from such humanitarian assistance and protection that involves improper use of rank or position is prohibited. Such relationships undermine the credibility and integrity of humanitarian aid work.



- Where a humanitarian worker develops concerns or suspicions regarding sexual abuse or exploitation by a fellow worker, whether in the same agency or not, he or she must report such concerns via established agency reporting mechanisms.
- Humanitarian workers are obliged to create and maintain an environment which prevents sexual exploitation and abuse and promotes the implementation of their code of conduct. Managers at all levels have particular responsibilities to support and develop systems which maintain this environment.”

9. All directors, administrators, consultants, designated staff (permanent staff, teachers, contractors, external partners) and volunteers are obligated to present the organization’s administration the following documents, issued by the local police authorities.

- Certificate of Clear Criminal Record
- Original Certificate by the Police in accordance with article 22 (6) of the "Prevention and Combating of Sexual Abuse and Sexual Exploitation of Children and Child Pornography Law, N. 91 (i)/2014" of the Teacher and the Teacher’s family members.

I hereby declare that I have read and understood this code of conduct and I commit to work in accordance with it. I am aware that breaching this code may result in the termination of my engagement with Sistema Cyprus and/or further disciplinary or judicial proceedings, as mentioned above.

Signature: _____

Name and Surname: _____

Place: _____

Date: _____



1. Welcome!

Dear Students of Sistema Cyprus

We so look forward to welcome you Sistema Cyprus this year! **Please read this document carefully with your parent or guardian before your first lesson**, and if you or your parent/guardian has any questions, please do not hesitate to contact us at 99902552.

1. Rules for promising

- Students must come to class at least ten minutes before the beginning of their lesson in order to prepare for it and so that class time is not lost.
- Students must study the music pieces that their teachers ask for and follow their instructions.
- Students must take care of the musical instruments that they have been given on loan and protect them from being damaged by following all necessary steps for their daily maintenance.
- Sistema students respect everyone!

2. Sistema Cyprus' Behaviour Expectations

At Sistema Cyprus all participants are asked:

- To role model true Youth Ownership in music making and social activities
- To embody the spirit of Sistema by bringing passion and energy
- To help and include others
- To listen when others are talking or presenting
- To use their initiative and be proactive
- To arrive to their sessions on time
- To be personally responsible for their own behaviour
- To treat all others with respect and kindness
- To take care of all buildings and property, including personal possessions and instruments.
- To fulfil all Sistema Cyprus commitments positively and with good energy!

3. Bullying

The following behaviours are strictly forbidden at all times and will not be tolerated:

- Bullying - this includes persistent teasing, which can quickly become bullying.
- Harassment or discrimination for any reason including those on grounds of gender, race, religion, disability etc.
- Theft or borrowing another student's possessions without permission.
- Using offensive language or words to injure, insult or alienate anyone.
- Using physical violence of any form and in any context.
- Deliberately isolating someone or refusing to talk to them.



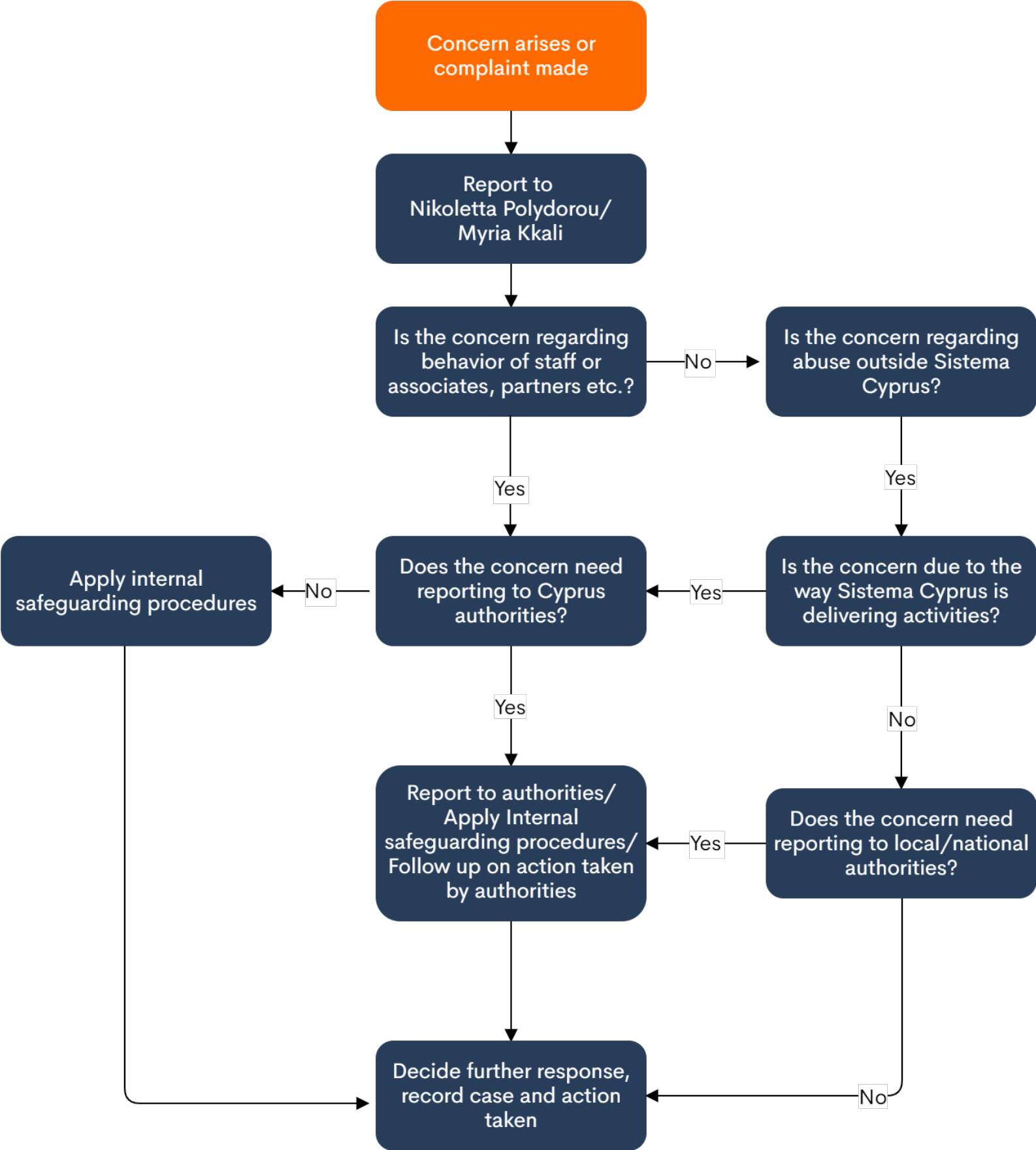
If you are concerned about your own or anyone's wellbeing or behaviour at Sistema Cyprus, whether a student or member of staff, please tell your Teacher, or any Sistema Cyprus staff. We will listen to you, and we will keep information as confidential as possible. As soon as you tell an authorised adult, we will manage it. It is not your responsibility and you do not have to solve the problem yourself.

If for any reason you don't feel comfortable to talk to your teachers or any staff member you can:

1. Call Hope for Children CRC Policy Center at **116 111**. The 116 111 helpline gives you the opportunity to talk about anything that is bothering you, anything that made you uncomfortable or made you feel bad. You can call for free from a landline or mobile phone from anywhere in Cyprus. The days and times you can call are **Monday to Friday from 12:00 noon to 8:00 pm and every Saturday from 9:30 am to 2:00 pm**.

On 116 111 there is someone who really cares about what is on your mind. You can call **anonymously**. 116 111 is based on the principles of confidentiality and discretion. The advisers will only act if they feel there is an urgent need and after discussing it with you.

2. To visit the Hope for Children CRC Policy Centre **website** <https://www.uncrcpc.org.cy/> and write to **Chat** about anything that concerns you.
3. To call for **free** and **anonymously** to **1466** toy Hope for Children CRC Policy Center. The line is 24 hours a day.





Child Protection Incident Report Form -Sistema Cyprus	
Email this form to nikoletta@sistemacyprus.com	
Date of Report:	
Reported by:	
Your name:	Your position:
Your phone number(s):	Your email address:
Person being protected (the minor)	
Family Name:	First Name:
Date of Birth and Nationality:	Gender:
Address and Contact Details:	
Who does the child live with?	Are any other children involved?
Person who caused the problem (the offender)	
Family Name:	First Name:
Age and Gender	Nationality:
Address and contact details:	Does this person work for Sistema Cyprus?
What is this person's relationship with the child?	
If there are two or more people who caused the problem, please add details at the end of this report	
Facts (details of the incident/report)	
Date and time of the incident:	Location of the incident
How did you become aware of the incident? <input type="checkbox"/> I witnessed it <input type="checkbox"/> Other staff told me <input type="checkbox"/> Victim told me <input type="checkbox"/> Other (specify)	
Were there any other witnesses to the incident? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please provide name, position and contact details:	
Please describe the specific child abuse incident:	
Protection	
What immediate action has been taken to protect the child?	



CODE OF CONDUCT FOR MEDIA

Sistema Cyprus: Guidelines and recommendations for journalists, reporters and photographers

Sistema Cyprus welcomes and supports new organisations reporting on its work in Cyprus and abroad, since it makes an important contribution to obtaining our goal of enforcing and protecting children's rights worldwide. The utmost priority in every activity is the welfare, protection and safety of the children and young adults we work with. In order to ensure that these values are respected in your reports, we kindly ask that you adhere to our guidelines and rules for project visits and communication standards and sign them. We operate under the assumption that your work will abide by [global media ethics guidelines](#). Our own communications standards serve as an ethical compass for the particular challenges posed by reporting on issues affecting children and youth, some of whom live in difficult contexts.

To help you find the most successful approach to your work, we also have some practical recommendations for you.

1. General guidelines for Sistema Cyprus visits

You are a guest and a visitor to the project and not a Sistema Cyprus delegate. Accordingly, we kindly request that you refrain from getting involved in project matters and avoid conflicts or complaints with project staff. You should also refuse any request for money as a rule.

Please observe project rules during your visit. Comply with local employees' requests. We are happy to address any critical experiences or observations with you once you get back.

The visit should be tailored to the children's general day-to-day routine, so that it is not a disruption for the rest of the community.

Please refrain from smoking or consuming alcoholic drinks while on project premises or in the presence of children.

When visiting our projects, or families of children, you should comply with local social customs. It is best to ask project employees about these customs before you go.

Respect the children's religious beliefs and refrain from attempting to influence them at all.

When in contact with children, you must be within eyesight of a project employee/guardian at all times, or within earshot.

We ask this not only for reasons relating to the project partners' liability, but also for your own protection: activities outside the project (e.g. field trips with only one child) could give rise to unpleasant suspicion, even if these concerns prove to be unfounded.

If you wish to take a picture of anyone, particularly children, during your project visit, you may do so only after first obtaining permission from the Board of Sistema Cyprus.

We request that your clothing is appropriate for the cultural habits of the people you are visiting and that you avoid drawing any extra attention to your personal wealth by what you



wear (such as expensive jewellery) or by spending conspicuous amounts of money in the presence of our children and their families.

2. Communication standards

All media content rests on the values of respect and equality and preserves the dignity of the people described. Portray the children as multi-faceted individuals with a diverse range of potentials, and refrain from reducing them to victims or other stereotypical roles.

We already have the written agreement for some of the children in our programmes to be photographed and filmed for the purposes of documenting and promoting Sistema Cyprus through authorised social media channels of Sistema Cyprus or Sistema Europe like YouTube, Facebook or Twitter and via other media. However, in order to take any interview, photograph, video of Sistema Cyprus's beneficiaries, you may do so only after first obtaining permission from the Board of Sistema Cyprus. Sistema Cyprus staff will inform the children and their parents/guardians about the purpose of the interviews/photography.

The privacy of all the people involved in the project or its environment must be maintained at all times. Be careful before stating the child's name and make sure his or her express consent has been confirmed; otherwise, use pseudonyms.

Children must be adequately (in the context of their country) dressed. You need to be particularly cautious when taking and selecting pictures in which children do not wear much clothing. When describing the children's living situations, you must account for the social, cultural and economic context in order to demonstrate the complexity of the development situation.

Communication measures to protect children who are particularly at risk

Public media coverage of children who are especially at risk must include additional protective measures as these children could be put at greater risk of violence or stigmatisation. In our particular working context, children at risk include, among others:

- Asylum seekers, refugees or internally displaced persons
- Traumatized children (after natural catastrophes, armed conflicts, etc.)

In such cases, the reporter needs to work with Sistema Cyprus staff to assess the risk associated with the planned media content and its publication and adapt the description to the following scale:

Risk level 1: Low risk of violence or stigmatisation

Faces and information about the location can be published.

Risk level 2: Mid-level risk of violence or stigmatisation

Faces and information about the approximate location can be published.

Risk level 3: High risk of violence or stigmatisation

Any published faces may not be clearly identifiable, location information must be changed.



Where children are categorised in the risk scale depends on multiple factors that need to be determined on a case-by-case basis. One factor, for example, is the child's immediate environment. Please, always discuss these issues with Sistema Cyprus staff.

Recommendations for successful reporting.

Preparing for a visit of Sistema Cyprus activities and premises

Sistema Cyprus coordinates locations and dates for project visits before journalists visit the project; we are also happy to support and research potential interviewees with editors. When you are on location, please clarify the scope and purpose of your visit with the children and their parents/guardians. Particularly in delicate situations, it is important that children and their families know what will happen with what you write. Your duty to disclose information also requires you to inform them of their right to their own image.

Working on location

General

Have a conversation with Sistema Cyprus staff about the particular challenges relating to child protection and explain to them why you want to report on your topic, for whom you are doing it and how you will go about it. They will make sure that children and their families are also informed.

Together with Sistema Cyprus staff, find or make a space where the child feels safe and at ease.

Visit the project with compact equipment.

Be mindful of the cultural conventions at play and treat everyone involved with respect.

Allow plenty of time.

Over the course of the conversation or throughout filming, be aware of the background and environment that you are using for your report and ensure that the child cannot be identified or put at risk because of the background.

Interviewing children

Find an appropriate and child-friendly way to start the conversation in order to break the ice, such as use of the child's native language and simple words.

Take care to ensure that the child feels at ease throughout the conversation and trusts you. Also keep in mind the trusted role of any interpreter that might be needed.



The number of reporters and photographers should be kept to a minimum during the conversation, so that the child can speak without pressure or fear. Here, too, the role of a potential interpreter may be key.

Be mindful of the child's age and adapt your language and questions accordingly.

Avoid direct questions that conjure up psychological pain or a traumatic experience; talk to Sistema Cyprus staff about what the child can cope with.

Please be aware that children often express themselves in other ways than language, such as drawings.

Photographing and filming children

Allow plenty of production time for the children and create a comfortable and child-friendly atmosphere.

Please observe the child's reaction and speak with him or her while production is under way.

If clip-on microphones are being used, it is important to be especially careful. A person the child trusts should put on and remove the microphone.

End the session after an appropriate period and thank the child.

Using material gathered during your visit

Creation

Please portray the children as multidimensional individuals who overcome their situation with tremendous strength, perseverance and creativity – and never as objects of our charity. Even when day-to-day life is plagued with extreme poverty and violence, it is not uncommon for children to remain individuals with hopes and dreams. Refrain from reducing children to victims or stigmatising them. Ultimately, development can only occur when other perspectives are relayed.

Publication

Please bear in mind that once information has been made public, it is very difficult to take back. We request that you be aware of the publication channels: a lot of print and TV content ends up republished verbatim on the internet, and so can also be accessed in partner projects. Please also do not put Sistema Cyprus partners at risk and do not obstruct project work by disclosing confidential (background) information publicly.

Availability

Please flag your content as locked/limited permission used to ensure that archived information and pictures which are restricted from publication are protected accordingly. If you do not have any direct control over archiving or cannot reach archive employees on a regular basis for queries, please redact the pictures or certain picture areas yourself.