EMOTiC
European Multidisciplinary Organization for Training and international Consulting

ORGANISATIONAL SUPPORT

Safeguarding Policy

How EMOTiC protects everyone in our activities from harm, abuse, harassment, discrimination and exploitation.

Version	Owner	Review
1.0 October 2026	Safeguarding Focal Point	Every two years, or sooner after a serious incident or a change in law or programme rules

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At a glance

- Everyone in our activities has the right to be safe, respected and heard.
- Every concern is taken seriously and reaches the Safeguarding Focal Point within 24 hours.
- We recruit safely and assess risks before every activity, in Vienna, abroad and online.
- Partner organisations and group leaders follow the same standards.
- Anyone can raise a concern, also anonymously, without fear of retaliation.

Document	Safeguarding Policy
Organisation	EMOTiC for Training and Consulting (European Multidisciplinary Organization for Training and international Consulting), ZVR-Zahl 1026550097
Version	Version 1.0, October 2026
Owner	Safeguarding Focal Point
Issued by	EMOTiC Board (Vorstand), October 2026
Review	Every two years, or sooner after a serious incident or a change in law or programme rules

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1. Purpose and scope

This policy sets out how EMOTiC keeps people safe. It protects all participants, staff, trainers and facilitators, volunteers and interns, group leaders and visitors from harm, abuse, harassment, discrimination and exploitation, with particular attention to children and adults at risk. It applies to:

- local labs, workshops, school workshops and career orientation days in Vienna;
- Erasmus+ youth exchanges and training courses we host in Vienna, including stays at youth guest houses;
- mobilities abroad and European cooperation projects, including CERV projects;
- online activities, project messaging groups and our social media;
- local volunteering, local internships and Erasmus+ traineeships;
- groups renting our seminar spaces, while on our premises.

Activities with participants under 18 also follow our **Child Protection Policy**. Expected behaviour is set out in our **Code of Conduct**. Where documents differ, the stricter rule applies.

2. Our commitments and principles

We commit to:

- put safety and wellbeing above any project target, deadline or budget;
- take every concern seriously and act quickly and fairly;
- protect everyone equally, whatever their age, gender, sexual orientation, origin, religion, disability, health, social background or residence status;
- give extra attention to children, adults at risk and young people with fewer opportunities;
- involve young people in making our activities safe;
- share information only on a need-to-know basis;
- learn from every incident.

Safeguarding is everyone's responsibility. If you are worried, speak up. You do not need proof.

3. Definitions

Term	Meaning
Team members	Staff, trainers and facilitators, volunteers and interns.
Child	Any person under 18.
Adult at risk	A person aged 18 or over who may be less able to protect themselves, for example because of disability, illness, trauma or dependence on others.

Term	Meaning
Abuse	Physical abuse (harmful use of force), emotional abuse (humiliation, threats, control) and sexual abuse or harassment (any sexual act, touch, comment or image without free consent, and any sexual activity with a child).
Neglect	Failing to meet basic needs for food, safety, health care or supervision while we are responsible for someone.
Discrimination	Treating someone less favourably because of who they are, including hate speech and exclusion.
Bullying	Repeated behaviour meant to hurt, frighten or exclude, in person or online.
Online harm	Cyberbullying, grooming, sextortion, sharing intimate images or personal data without consent, online hate speech and harmful content.
Exploitation	Taking unfair advantage of someone for money, work, sex or influence, including unsafe or unreasonable tasks for volunteers and interns.

4. Roles and responsibilities

Who	Responsibilities
Board (Vorstand)	Holds overall responsibility, approves this policy, appoints the Safeguarding Focal Point and a deputy, and oversees serious cases.
Safeguarding Focal Point	A trained person appointed by the Board. Receives and assesses concerns, decides on referrals, keeps records, organises training and reviews this policy. A deputy covers absences.
Project Coordinator	Applies this policy in each project: risk assessment, briefing of the team, partners and group leaders, and clear contacts for participants.
Trainers and facilitators	Keep sessions safe, notice signs of harm and report concerns without delay.
Staff, volunteers and interns	Follow this policy and the Code of Conduct, and report any concern.
Group leaders	Support their national group day and night, attend the safeguarding briefing and report concerns.
Partner organisations	Select and prepare participants and group leaders, share relevant information with consent and report concerns to us.
Data Protection Contact	Advises on the lawful handling of personal and safeguarding data.

5. Safe recruitment of staff and volunteers

The same steps apply to all team members, including Erasmus+ trainees:

1. A role description that includes safeguarding responsibilities.
2. An interview with questions on safeguarding, boundaries and motivation.
3. An identity check and two references, one from work with young people where possible.
4. A criminal record certificate before starting. Roles with participants under 18 require the extended certificate (Strafregisterbescheinigung Kinder- und Jugendfürsorge). People living outside Austria provide an equivalent document.
5. A signed Code of Conduct and a signed declaration that the person has read this policy.
6. Safeguarding induction before the first activity, then a supervised probation period.

Nobody works with participants before these steps are complete. Guest speakers who have not completed them are always accompanied.

6. Safe activities

Risk assessment. Before every activity the Project Coordinator completes a written risk assessment covering the venue, accommodation, travel, free time, online elements, participants' needs and the emergency plan. The Safeguarding Focal Point reviews it for residential activities, activities abroad and activities with children or adults at risk.

Ratio of adults. Residential activities have at least two team members, and one can be reached day and night. Each partner group has at least one group leader aged 18 or over. For participants under 18, the Child Protection Policy sets stricter ratios.

Accommodation.

- Adult participants share rooms by gender unless everyone in the room agrees otherwise. Arrangements for trans and non-binary participants are agreed with them discreetly.
- Adults never share a room with participants under 18, and team members never share rooms with participants.
- Anyone can ask to change rooms without giving a reason.

Travel. Before departure, participants receive the programme, travel information and a 24-hour emergency number. We check that everyone has valid health insurance cover, such as the European Health Insurance Card.

Online activities and photos.

- Online sessions have at least two team members as hosts. We record only with everyone's prior consent.
- We take and publish photos and videos only with written consent, which can be withdrawn at any time.
- We never publish full names with images, private contact details or a group's live location.

- Team members contact participants through official project channels, not personal social media accounts.

7. Recognising and responding to a concern or disclosure

A concern can come from a disclosure, something you see or hear, or a change in behaviour. Signs include unexplained injuries, withdrawal, fear of a particular person or distress after phone or online use. A sign is not proof, but it is a reason to report.

Do	Do not
Stay calm, listen and take the person seriously.	Show shock or disbelief.
Let them use their own words.	Ask leading questions or push for details.
Explain who you will tell and what happens next.	Promise to keep it secret.
Write down their words as soon as possible.	Investigate or confront the person concerned.
Report to the Safeguarding Focal Point.	Discuss the case with others or online.

If anyone is in immediate danger, call 112, 133 (police) or 144 (ambulance) first.

8. Reporting procedure

Follow these steps for every concern, including concerns about our own team. The Child Protection Policy uses the same steps and timelines.

Step	What happens	Who	When
1. Make safe	Make sure the person is safe. Call emergency services if needed.	Whoever has the concern	Immediately
2. Report	Tell the Safeguarding Focal Point or the deputy. During a mobility, also tell the Project Coordinator.	Whoever has the concern	As soon as possible, within 24 hours
3. Record	Write a factual, signed record: date, time, place, people involved, what was seen or said, action taken.	Whoever has the concern	Within 24 hours
4. Assess	Assess the risk, decide next steps and agree support for the person affected.	Safeguarding Focal Point	Within 24 hours of the report
5. Refer and inform	As needed: the police, the Vienna child and youth welfare service (MA 11) for children, the sending organisation, and the National Agency where the grant agreement requires it.	Safeguarding Focal Point	Without delay once decided

Step	What happens	Who	When
6. Inform the Board	Serious concerns, all concerns involving children and all concerns about team members or group leaders.	Safeguarding Focal Point	Within 72 hours
7. Follow up and close	Support the person affected, apply measures, record lessons learned and close the case.	Safeguarding Focal Point and Project Coordinator	Review within 30 days

A team member or group leader who is the subject of a concern has no contact with participants while it is assessed. Concerns about the Safeguarding Focal Point go to the Board. Concerns about a Board member go to another Board member or to the authorities.

Adults at risk take part in decisions about their own case. We act without their consent only if there is a risk to life, a risk to others or a possible crime against a child.

9. Record-keeping and confidentiality

- Records are factual, dated and signed, with facts kept separate from opinions.
- The Safeguarding Focal Point keeps them in a locked file or encrypted storage, open only to those who need to know.
- We share information only to protect someone, and note what we shared, with whom and why.
- We process personal data in line with the GDPR and the Austrian Data Protection Act (DSG). The Data Protection Contact advises on sharing and retention periods.
- We keep records only as long as needed for protection and for legal and funding obligations, then delete them securely.

Confidentiality does not mean secrecy. We never promise to keep a concern secret.

10. Working with partner organisations in Erasmus+ projects

We agree shared safeguarding standards with partner organisations before each project:

- Partnership agreements include a safeguarding commitment and a named safeguarding contact.
- Sending organisations choose group leaders aged 18 or over, prepare participants, collect consents for participants under 18 and share relevant health and support needs with consent.
- On arrival, group leaders attend a safeguarding briefing and receive the contacts of the Safeguarding Focal Point and the 24-hour emergency number.
- We inform the sending organisation of concerns involving its participants, as set out in section 8.
- Before sending participants abroad, we check the host's safeguarding arrangements and emergency plan. Our participants can always contact our Safeguarding Focal Point.

- In cooperation partnerships and CERV projects, partners agree on safeguarding rules for every activity with young people.

If a partner does not meet these standards, we raise it with them and may end the cooperation.

11. Training and awareness

- All team members complete safeguarding induction before their first activity, and a yearly refresher.
- The Safeguarding Focal Point and the deputy receive specialist training.
- Group leaders are briefed at the start of every mobility.
- On day one of every activity, participants learn whom to talk to and where to find help, including Rat auf Draht (147). Together we agree group rules.

12. Whistleblowing and complaints

Anyone can raise a concern about EMOTiC, a team member or a partner organisation, or about how we handled a case:

- speak to the Safeguarding Focal Point or any team member, or write to emotic.org@gmail.com;
- to stay anonymous, send a letter to our office marked 'Confidential: Safeguarding';
- for concerns about the Safeguarding Focal Point, contact the Board directly;
- contact the police or the competent authorities at any time.

We acknowledge complaints within five working days and reply in writing within 30 days. You can ask the Board to review our decision. Retaliation against anyone who raises a concern in good faith is a disciplinary matter.

13. Review

The Safeguarding Focal Point reviews this policy every two years, after any serious incident and when law or programme rules change. The Board approves each version. This version was issued by the Board in October 2026.

14. Contacts

Contact	How to reach
Safeguarding Focal Point	emotic.org@gmail.com (subject: Safeguarding)
Deputy Safeguarding Focal Point	emotic.org@gmail.com (subject: Safeguarding); named in each project's information pack
Board (chair)	emotic.org@gmail.com (subject: For the Board)
Data Protection Contact	emotic.org@gmail.com (subject: Data protection)

Contact	How to reach
24-hour number during mobilities	In each project's information pack

Emergency and help in Austria	Number
European emergency number	112
Police	133
Ambulance	144
Fire brigade	122
Rat auf Draht, free helpline for children and young people	147

This document is part of EMOTiC's organisational support materials. Other organisations are welcome to adapt it for their own work with credit to EMOTiC. Questions and feedback: emotic.org@gmail.com