

A photograph of three young children, two girls and one boy, hugging each other in a grassy field. They are all smiling and appear to be of South Asian descent. In the background, there is a yellow, two-story house on stilts, typical of rural architecture in some developing regions. The sky is clear and blue.

| GOAL

Safeguarding in Supply Chain

Mandy Yamanis – Global Safeguarding Advisor

WHO WE ARE

GOAL is an international, non-governmental organisation (INGO), with a proud history spanning more than four decades of humanitarian response. Motivated by a deep commitment to support those affected by disaster, poverty, and crisis, our mission remains as clear today as at any point since our inception in 1977. The realities of our work have changed and grown immeasurably in complexity and scale, but our vision remains clear, prescient and worthy – to strive for a world without poverty.

GOAL reached more than **eighteen million people** in its 15 countries of operation in 2021.

OUR VISION

GOAL envisions a world beyond humanitarian crises **where poverty no longer exists**, where vulnerable communities exposed to shocks and stresses are resilient, where **barriers** to well-being are removed and where everyone has equal rights and opportunities.

OUR MISSION

GOAL works with the most vulnerable communities to help them **respond to and overcome** humanitarian crises, and to assist those facing poverty and exclusion achieve **greater resilience and well-being**.



SESSION OUTLINE



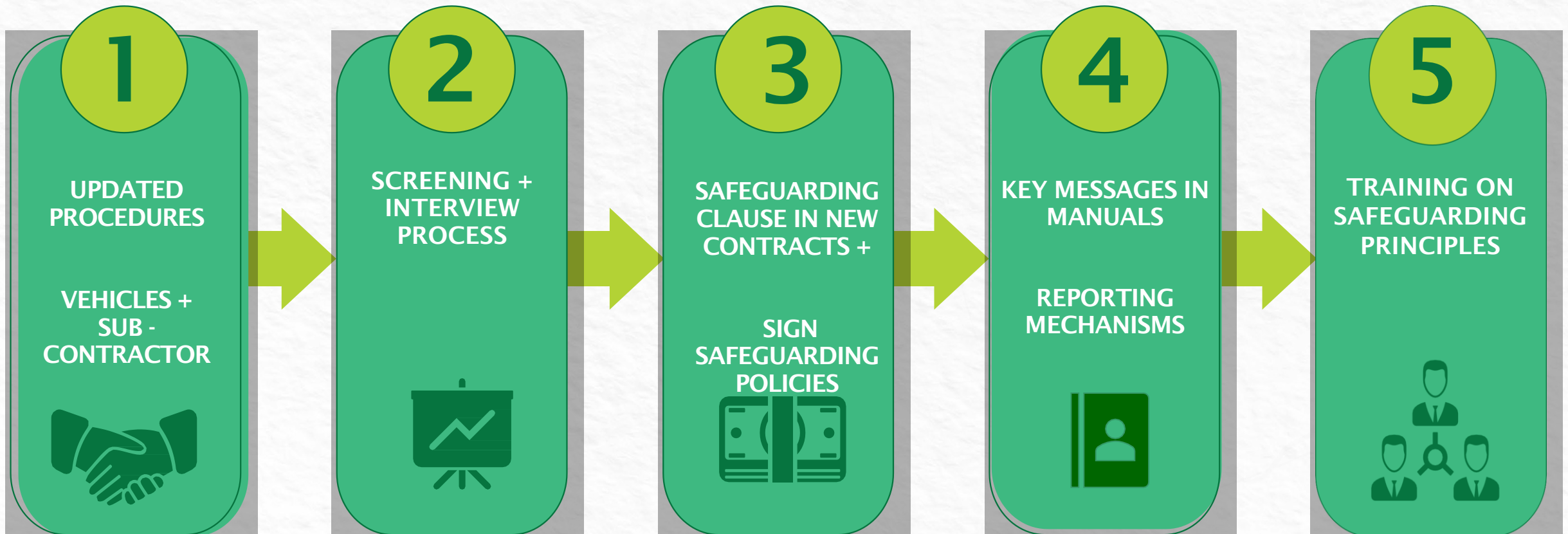
- **WHY DOES SAFEGUARDING MATTER IN SUPPLY CHAIN?**
- **INTEGRATING SAFEGUARDING IN PROCEDURES**
 - I. Fleet Manual
 - II. Drivers Handbook
 - III. Stock Management Manual
- **GOAL'S SUPPLIER CODE OF CONDUCT**
 - I. Journey to development
 - II. Feedback survey
 - III. Improvements/ next steps
- **LEARNINGS**
- **Q + A**

WHY DOES SAFEGUARDING MATTER IN SUPPLY CHAIN?

Hypothetical example relevant to our sector

An allegation was made about a driver, who was contracted to an organisation. It was reported that the Driver was verbally harassing a female staff and he continuously made inappropriate comments about his sexual liaisons. On one occasion, when driving to the field, he placed his hand on her knee and asked her to sleep with him, boasting about his sexual conquests and mentioning that if she slept with him, he would surely satisfy her needs.

INTEGRATING SAFEGUARDING INTO OUR FLEET MANUAL + DRIVERS HANDBOOK



STOCK MANAGEMENT MANUAL



Warehouses are often predominantly male environments and we aim to ensure that such environments are not intimidating for women.

- **GUIDELINES FOR SETTING UP/INSPECTING POTENTIAL WAREHOUSE PREMISES**
- **SAFEGUARDING AND GENDER ISSUES TO BE CONSIDERED**
- **SAFEGUARDING BRIEFINGS FOR ALL STAFF (warehouse staff, casual labour and GOAL staff and contracted truck drivers)**
- **REPORTING MECHANISMS CLEARLY DISPLAYED INSIDE THE WAREHOUSE**



Hypothetical example relevant to our sector

An individual, sub-contracted to an organisation to do construction work, sexually assaulted a 16-year-old girl in a village.

It was discovered that families in the village open up their homes for contractors to stay in. This appears to be a common practice in the area. The alleged perpetrator has been arrested and is currently in police custody.

GOAL's SUPPLIER CODE OF CONDUCT - OUR JOURNEY

2021

- Coordinated effort with multiple departments
- The Code describes GOAL's minimum expectations in areas including integrity, ethics and conduct; conflict of interest, fraud prevention and management; **safeguarding**; labour and human rights; health and safety; and environmental management.
- Piloted the Code in Sierra Leone
- Launched the Code globally – held a webinar.
- The Code was translated in GOAL's working languages.

COMMUNICATIONS IN MULTIPLE LANGUAGES



USER FEEDBACK SURVEY



- LOGS, PROCUREMENT + SAFEGUARDING STAFF
- DIFFICULTIES SIGNING THE CODE AT ALL LEVELS
- LANGUAGE ISSUES
- DUPLICATION BETWEEN THE CODE + T &C'S
- CODE TO BE USED ONLY WHEN SUPPLIER HAS DIRECT ENGAGEMENT WITH COMMUNITIES



IMPROVEMENTS MADE

2022

- **RISK BASED APPROACH ON DEFINING THE LEVEL /VALUE / TYPE OF PROCUREMENT**
- **COUNTRIES TRANSLATE CODE INTO LOCAL LANGUAGES + ACCOMPANYING ONE PAGE SUMMARY - DO'S + DON'T.**
- **TRACKING SYSTEM IN PLACE FOR SIGNING THE CODE AND SAFEGUARDING TRAINING – ORDER TRACKING SHEET.**
- **UPDATED TERMS & CONDITIONS**
- **HOSTED ADDITIONAL WEBINARS TO ADDRESS QUESTIONS**

LEARNINGS



- CLARITY IS NEEDED AT THE START OF THE PROCESS
- CHANGING THE PROCUREMENT MANUAL STRUCTURE ALTOGETHER
- GUIDELINES ON WHEN + HOW TO TRAIN SUPPLIERS
- CONTACT PERSON AT HQ AT ALL TIMES FOR QUERIES COMING IN
- EVOLVING PROCESS OF LEARNING AND FEEDBACK FROM COUNTRY OFFICES
- ENCOURAGE TEAMS TO THINK ABOUT SAFEGUARDING RISKS

Any questions please contact me.

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