



| GOAL

# Safeguarding in Supply Chain

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Mandy Yamanis – Global Safeguarding Advisor

# 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**

# 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 six million people in its 15 countries of operation in 2021.

## OUR VISION

GOAL believes in a world where poverty no longer exists, where vulnerable communities are resilient, where barriers to wellbeing 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 recover from humanitarian crises, and to assist them in building transcendent solutions to mitigate poverty and vulnerability.



**WHY DOES  
SAFEGUARDING MATTER  
IN SUPPLY CHAIN?**



# WHY WE INTEGRATED SAFEGUARDING IN OUR FLEET MANUAL

An allegation was made about a driver, who was contracted to GOAL. 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.

**Disclaimer:**

*This example is loosely based on real reports sent to GOAL's reporting channel Speak Up. Details have been changed or removed for the purposes of confidentiality.*

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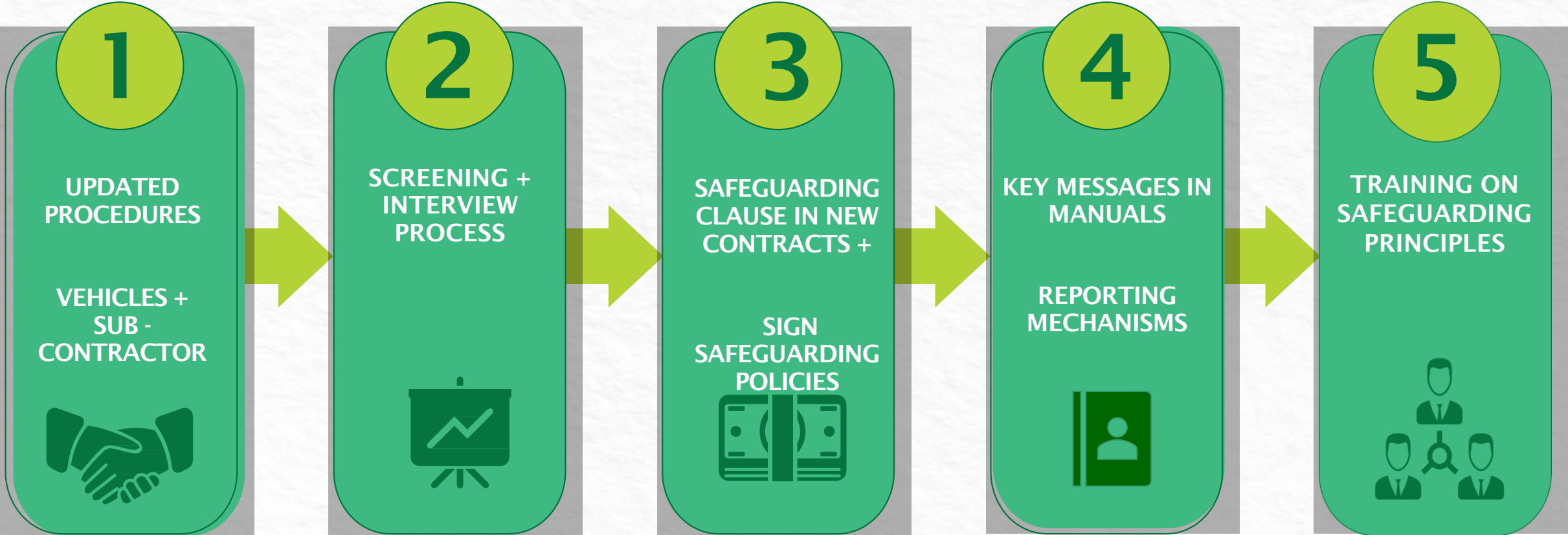
# ANY GOAL OPERATED VEHICLE IS ALSO A PLACE OF WORK



- DRIVERS INTERACT WITH STAFF – MALE + FEMALE
- DRIVERS ENGAGE WITH PROJECT PARTICIPANTS (INCLUDING CHILDREN)
- DRIVE LONG DISTANCES, OVERNIGHT IN FIELD
- LANGUAGE BARRIERS – INTERNATIONAL STAFF OR OTHER
- DRIVERS OFTEN SEE + HEAR MANY THINGS THAT OTHER STAFF ARE NOT AWARE OF



# 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**







# WHY WE INTEGRATED SAFEGUARDING IN SUPPLY CHAIN?

It was reported to us that an individual, sub-contracted by GOAL 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.

## Disclaimer

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# 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

**Abuso emocional**

El personal de GOAL no cometerá actos, ni consentirá actos cometidos, que puedan humillar, denigrar, degradar o causar daño psicológico sufrimiento que personas, especialmente a niños o personas en situación de vulnerabilidad.

**Abuso físico**

El personal de GOAL no cometerá actos, ni consentirá actos cometidos, que resulte en daño físico a personas, especialmente infantiles o personas en situación de vulnerabilidad.

**Abuso sexual**

El personal de GOAL no participará en actividades sexuales donde se perciba una desigualdad de poderes.

El personal de GOAL no participará en actividades sexuales con personas menores de 18 años, está estrictamente prohibido.

Esto aplica sin importar las leyes y costumbres locales sobre la mayoría de edad y/o consentimiento.

**سوء المعاملة العاطفيه**

و تعني أن يتم إستغلال العاطفة بصورة سلبية

أن يرتكب موظفي GOAL أي فعل أو يبدو موافقة أو رضا على أي فعل تم ارتكابه، قد يؤدي إلى الإذلال، الإستخفاف، التقليل من الشأن أو التسيب بطرق نفسية أو معنوية لأي شخص خاصة الأطفال أو البالغين الضعفاء القابلين للعطب والتأثر السلب.

**Emotional Abuse**

GOAL staff will not commit any act, or consent to any act being committed, that could humiliate, belittle, degrade or cause psychological harm or suffering to any person, specifically to children or vulnerable adults.

**الاستغلال**

أن يقدم موظفي GOAL أبداً أي معاملة تفضيلية لأي شخص أو وظيفة، أو تقديم ترفيه وظيفيه أو تبادل المال، السلع أو الخدمايل الجنس

أن يشارك موظفي GOAL في أي شكل من أشكال الاستغلال الجنسي أو غيره من أشكال التنوك المعهين، المحظ من القدر أو المسا الاستغلالي المحظور

أن يخطر موظفي GOAL في خدمات البغاء أو الخدمات الجنس المدفوعه و التي تعتبر محظوره، بعض النطر عن الوضع القانوني البغاء في قوانين البلدان الأصلية للموظفين أو البلدان مقر عملها.

**Exploitation**

GOAL staff will never give preferential treatment to anyone or offer employment or promotion or exchange money, goods or services for sexual favours.

GOAL staff will not engage in any form of sexual exploitation or other forms of humiliating, degrading or exploitative behavior, which is prohibited.

GOAL staff will not engage in the services of prostitutes or sex workers, which is also prohibited, regardless of the legal status of prostitution in the laws of staff members' home countries or duty stations.

USAID  
SUDAN - OCTOBER 2019

# 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 do  
contact me.**

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**Mandy Yamanis –Global Safeguarding Advisor  
[myamanis@goal.ie](mailto:myamanis@goal.ie)**

