PASS ABU DHABI

SAFEGUARDING AND CHILD WELFARE POLICY

(Child Protection Policy and Procedures)

Operated by Proactive Soccer School Ltd

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BEFORE YOU USE THIS DOCUMENT

DRAFTING NOTE: *This policy names the role of "Designated Safeguarding Officer (DSO)" without a specific person, so it stays valid as staff change. Before this goes live: (1) appoint a named DSO and Deputy DSO and insert their names/contact details wherever you see [Designated Safeguarding Officer – Name / Phone / Email] in red; (2) make sure every coach and staff member actually signs the Code of Conduct acknowledgement in Appendix B; (3) print or save Appendix A (Incident Report Form) somewhere every coach can access it quickly, including offline.*

This policy was prepared to reflect Federal Law No. 3 of 2016 on Child Rights ("Wadeema's Law"), Abu Dhabi's Child Protection Policy in Sports Entities (issued by the Department of Community Development in partnership with the Abu Dhabi Sports Council, Family Care Authority, and Early Childhood Authority), UAE Federal Decree-Law No. 45 of 2021 on the Protection of Personal Data, and the internationally recognised 8 International Safeguards for Children in Sport. It is a strong, sector-benchmarked starting point, not a substitute for sign-off by a UAE-licensed lawyer or a qualified child safeguarding consultant, particularly to confirm current DCD/Abu Dhabi Sports Council registration or accreditation requirements that may apply specifically to you.

This document works alongside, not instead of, your Terms and Conditions (registration, photo/video consent, injury waiver) — keep both consistent when you update either one.

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1. Policy Statement

Proactive Soccer School Ltd, trading as “PASS Abu Dhabi” (“we”, “us”, “our”, “PASS Abu Dhabi”), is committed to providing a safe, positive, and welcoming environment for every child and young person who takes part in our football coaching sessions, camps, trials, tournaments, and events (together, the “Programme”).

We recognise that children and young people have an absolute right to protection from abuse, neglect, and harm, and that safeguarding their welfare is everyone's responsibility — not just that of a single named individual. We operate a zero-tolerance approach to any form of abuse, harassment, bullying, or exploitation of a child, by anyone connected with PASS Abu Dhabi, whether a member of staff, coach, volunteer, contractor, parent, spectator, or another participant.

This policy applies at all times — on the pitch, at all Venues, during transport arranged by us, at PASS Abu Dhabi social or team events, and in any online space we operate (team messaging groups, social media pages, etc.). It should be read alongside our Terms and Conditions and our Privacy Policy.

2. Legal and Regulatory Framework

This policy has been developed with reference to the following UAE and international frameworks:

- **Federal Law No. 3 of 2016 on Child Rights (“Wadeema’s Law”)** — the UAE's principal child protection legislation. It prohibits all forms of physical, psychological, and sexual abuse, neglect, and exploitation of children; requires certain categories of person (including those entrusted with a child's care, education, or supervision) to report suspected abuse; and provides for criminal, civil, and professional/licensing consequences for breaches.
- **Abu Dhabi’s Child Protection Policy in Sports Entities**, issued by the Department of Community Development (DCD) in partnership with the Abu Dhabi Sports Council, Family Care Authority, and Early Childhood Authority, which requires sports organisations to appoint a child protection coordinator, provide mandatory safeguarding training to staff and volunteers, screen out individuals who pose a risk to children, and ensure staff report any suspected abuse, neglect, or violence.
- **UAE Federal Decree-Law No. 45 of 2021 on the Protection of Personal Data (“PDPL”)** — governing how we collect, store, and share personal and safeguarding-related data about children and families.
- **The UAE Penal Code (Federal Decree-Law No. 31 of 2021)** and other applicable UAE federal and Abu Dhabi laws concerning violence, harassment, and offences against children.
- **The UN Convention on the Rights of the Child**, to which the UAE is a signatory, which enshrines the best interests of the child as a primary consideration in all actions concerning children.
- **The International Safeguards for Children in Sport** — an internationally recognised, sport-specific framework of 8 safeguards, which this policy's structure is built around: (1) having a safeguarding policy; (2) knowing what to do if worried about a child; (3) providing

advice and support to staff and children; (4) understanding and addressing risk; (5) agreeing acceptable and unacceptable behaviour; (6) safely recruiting and training staff; (7) sharing safeguarding responsibility with partners; and (8) monitoring, evaluating, and learning.

Nothing in this policy limits or replaces any statutory duty a person has under Wadeema's Law or any other UAE law to report suspected child abuse, neglect, or endangerment. Where this policy is silent or ambiguous, mandatory UAE law prevails.

3. Definitions

- **"Child" / "Participant"** means any person under the age of 18 registered for, or attending, the Programme.
- **"Safeguarding"** means the action we take to promote the welfare of children and protect them from harm, including preventing harm, identifying it early, and responding appropriately when it occurs or is suspected.
- **"Abuse"** means any form of physical, emotional/psychological, or sexual mistreatment, or neglect, that harms or risks harming a child's health, safety, development, or dignity, whether inflicted by an adult or another child. This includes:

Physical abuse — hitting, shaking, hurting, or causing physical injury or suffering, including inappropriate use of physical force during coaching.

Emotional/psychological abuse — persistent emotional ill-treatment, humiliation, threats, shouting, ridicule, or exclusion that damages a child's confidence and emotional wellbeing.

Sexual abuse — any sexual activity, contact, exposure, or exploitation involving a child, or grooming behaviour intended to lead to such abuse.

Neglect — persistent failure to meet a child's basic physical, medical, supervisory, or emotional needs while in our care, including inadequate supervision or failure to respond to a known medical need.

Bullying — repeated, intentional behaviour (physical, verbal, social, or online/"cyberbullying") intended to hurt, intimidate, or exclude another child.

- **"Designated Safeguarding Officer (DSO)"** means the individual(s) appointed under Section 6 as PASS Abu Dhabi's child protection coordinator(s), responsible for receiving, recording, and escalating safeguarding concerns.
- **"Person of concern"** means an adult or child alleged or suspected to have caused, or to be at risk of causing, harm to a child.
- **"Disclosure"** means when a child (or another person) tells a member of staff, directly or indirectly, that they are being, or have been, harmed.

4. Scope

This policy applies to all PASS Abu Dhabi directors, employees, coaches, assistant coaches, interns, volunteers, and any third-party contractor or Venue-provided staff member who has direct or incidental contact with Participants while carrying out work for or on behalf of PASS Abu Dhabi

(together, “Staff” in this policy). Parents, guardians, spectators, and Participants themselves are also expected to be familiar with, and to uphold, the standards of behaviour set out in Section 10.

5. Guiding Principles

- The best interests and welfare of the child are our paramount consideration in every decision we make.
- Every child has an equal right to protection from harm and to participate safely, regardless of age, gender, nationality, race, religion, disability, or ability level.
- We operate zero tolerance of abuse, neglect, bullying, or exploitation of children in any form.
- Everyone connected with PASS Abu Dhabi shares responsibility and accountability for safeguarding — it is not only the Designated Safeguarding Officer's job.
- Anyone who raises a genuine safeguarding concern in good faith will be supported and protected from any form of retaliation, victimisation, or detriment, whether or not the concern is later substantiated.
- Information about a safeguarding concern is shared only with those who need to know, on a strict need-to-know basis, in line with Section 18.
- We respond to concerns promptly, proportionately, and in accordance with UAE law and the guidance of the relevant authorities.

6. Roles and Responsibilities

6.1 Designated Safeguarding Officer (DSO)

Designated Safeguarding Officer:

- **[Designated Safeguarding Officer – Name / Role / Phone / Email]**
- Deputy Designated Safeguarding Officer: **[Deputy DSO – Name / Role / Phone / Email]**

The DSO is PASS Abu Dhabi's child protection coordinator and the first point of contact for any safeguarding concern. The DSO is responsible for:

- Acting as the central point of contact for all safeguarding concerns, disclosures, and allegations.
- Recording and securely maintaining safeguarding records in line with Section 18.
- Deciding, with appropriate advice where needed, whether and how to escalate a concern to the UAE Ministry of Interior Child Protection Centre, Abu Dhabi Police, the Department of Community Development, or other relevant authority (Section 13).
- Overseeing safer recruitment checks and safeguarding training for all Staff (Sections 7 and 8).
- Reviewing and updating this policy at least annually, or sooner following any significant incident or change in UAE law.

- Reporting safeguarding matters (in appropriately anonymised or aggregated form, save where disclosure is legally required) to PASS Abu Dhabi's management.

6.2 Management

PASS Abu Dhabi's management is responsible for appointing a suitably trained DSO and Deputy DSO, ensuring adequate resources are available to implement this policy, ensuring all Staff complete safer recruitment checks and training before working with children, and ensuring this policy is reviewed and communicated to all stakeholders.

6.3 All Staff, Coaches and Volunteers

Every member of Staff must read, understand, and comply with this policy; treat any safeguarding concern seriously; never investigate a concern themselves; and report any concern to the DSO as set out in Sections 12 and 13, without delay.

6.4 Parents and Guardians

Parents and guardians are expected to familiarise themselves with this policy, model and reinforce respectful behaviour, raise any concern promptly with the DSO, and support their child in understanding who they can talk to if something worries them.

7. Safer Recruitment and Vetting

> Every coach, member of staff, or volunteer who has direct or unsupervised contact with children must satisfy the checks below before commencing any role, and on an ongoing basis thereafter. This reflects PASS Abu Dhabi's current recruitment practice.

- A completed application/registration providing full identity, employment history, and at least two references, at least one from a role involving children where applicable.
- A valid UAE Police Clearance Certificate (“Good Conduct Certificate”), or the equivalent certificate from the individual's country of prior residence for a recently-arrived hire, obtained before the individual has any unsupervised contact with children, and refreshed periodically (for example, on visa renewal or at least every two years).
- Verification of relevant coaching qualifications, first-aid/CPR certification, and, where applicable, sport-specific safeguarding certification.
- A signed self-declaration disclosing any prior criminal conviction, ongoing investigation, or disciplinary finding relevant to the safety of children, with an ongoing duty to disclose any such matter arising during their engagement with PASS Abu Dhabi.
- Completion of PASS Abu Dhabi's safeguarding induction training (Section 8) before working unsupervised with children, and a probationary induction period during which a new coach works alongside a more experienced colleague.

Where a check raises a concern, or cannot be satisfactorily completed, the individual will not be permitted to work with children until the matter is resolved. We reserve the right to decline or terminate an engagement at any stage where we reasonably believe an individual poses a risk to

children, consistent with our obligations under Wadeema's Law and Abu Dhabi's Child Protection Policy in Sports Entities.

8. Training and Awareness

8.1 All Staff complete safeguarding induction training before working unsupervised with children, covering: this policy; how to recognise signs of abuse, neglect, and bullying; how to respond to a disclosure; the reporting procedure in Sections 12–13; and appropriate/inappropriate behaviour under the Code of Conduct in Section 9.

8.2 Staff complete refresher safeguarding training at least annually, and the DSO completes additional specialist child protection training appropriate to their role.

8.3 We provide age-appropriate awareness to Participants (for example, knowing who they can talk to, and that it is always okay to speak up) and make this policy available to parents/guardians on request and via our website.

8.4 The DSO maintains records of training completed by each member of Staff.

9. Code of Conduct for Coaches, Staff and Volunteers

All Staff must:

- Treat every child with respect, dignity, and fairness, regardless of ability, gender, nationality, religion, or background.
- Keep any physical contact to what is necessary, appropriate, and directly related to coaching (for example, demonstrating technique), carried out openly, and avoid contact a reasonable observer could view as inappropriate.
- Avoid being alone with a single child wherever possible; where a one-to-one conversation is necessary (for example, a wellbeing check-in), hold it in an open, visible location, and ideally inform another colleague.
- Never transport a child alone in a personal vehicle without specific prior written parental consent, and, wherever possible, have another adult present.
- Never enter a changing room, toilet, or similar space alone with a single child; supervise group changing/toilet areas from outside or with another adult present, respecting privacy and dignity at all times.
- Never use physical punishment, humiliation, shouting intended to frighten, or any other degrading treatment as a form of discipline.
- Never smoke, vape, consume alcohol, or be under the influence of alcohol or any intoxicating substance while responsible for children.
- Never give gifts to, show favouritism towards, or develop a personal/exclusive relationship with an individual child.
- Never contact a child individually, or accept/initiate contact with a child, through personal social media, personal phone number, or private messaging; all communication with a

Participant under 18 must be through official PASS Abu Dhabi channels, copied to or visible to a parent/guardian or another member of Staff.

- Only take or use photographs/video of children in line with Section 15 and our Terms and Conditions.
- Report immediately, in line with Sections 12–13, any concern about a child's welfare, or about the behaviour of another adult or child towards a child, including where they are unsure whether the concern meets a formal threshold.

This Code applies in addition to, and does not replace, any professional or venue-specific code of conduct that also applies to a member of Staff.

10. Code of Conduct for Participants, Parents and Guardians

Participants are expected to treat coaches, staff, and other Participants with respect, follow coaches' reasonable instructions, and tell a coach, the DSO, or their parent/guardian if something makes them feel unsafe or uncomfortable.

Parents, guardians, and spectators are expected to behave respectfully towards Staff, other Participants, and other families; to comply with Venue and PASS Abu Dhabi rules; and to raise any concern about a child's safety or welfare with the DSO rather than confronting another child, parent, or member of Staff directly. Section 11 of our Terms and Conditions sets out our approach to unacceptable conduct, including the right to remove a Participant, parent, or spectator from the Programme.

11. Recognising Abuse, Neglect and Bullying

No single sign confirms abuse is taking place, and children can react to worry, change, or stress for many reasons unrelated to abuse. Staff should remain alert to, and report, patterns or combinations of the following, without attempting to diagnose or investigate themselves:

- Unexplained or repeated injuries, bruising, or an explanation that does not match an injury.
- Sudden changes in behaviour, mood, or performance; withdrawal, fearfulness, or anxiety, particularly around a specific individual.
- Signs of neglect — consistent hunger, poor hygiene, inappropriate clothing for conditions, or repeated lack of adult supervision at collection time.
- Age-inappropriate sexual knowledge or behaviour.
- A child who discloses harm, directly or indirectly, or who talks about another child or adult in a way that raises concern.
- Repeated bullying behaviour towards a specific child, in person or online, including exclusion, mockery, or intimidation.

We give particular attention to children of determination and very young children (see Section 17), who may be less able to recognise, resist, or report abuse, and to warning signs in a Staff member's or volunteer's own behaviour towards children that breach the Code of Conduct in Section 9.

12. Responding to a Disclosure or Concern

12.1 If a child discloses something to you

- Stay calm, and listen carefully without showing shock or disbelief.
- Reassure the child they were right to tell you, and that you take them seriously.
- Do not promise confidentiality — explain, age-appropriately, that you must tell someone whose job it is to help keep them safe.
- Do not ask leading questions or press for details — let the child talk at their own pace and in their own words.
- Do not confront, question, or investigate the person the concern relates to.
- As soon as possible afterwards, write down what was said, using the child's own words where possible, with the date, time, and who was present, using the form at Appendix A.
- Report to the DSO immediately — the same day, and without delay where there is any immediate risk.

12.2 If you are worried about a child but there has been no direct disclosure

Record what you have observed factually and objectively (what you saw or heard, when, and who else was present), and report it to the DSO promptly. You do not need to be certain abuse has occurred, and you should never wait for proof before raising a concern — a genuine, good-faith concern is enough.

13. Reporting Procedure and External Agencies

If a child is in immediate danger, call the police on 999 first, then inform the DSO.

13.1 Internal reporting. Any Staff member who receives a disclosure, observes concerning behaviour, or is told of a concern by a parent or child must report it to the DSO (or Deputy DSO, if the DSO is unavailable or is the subject of the concern) as soon as possible, and in any event on the same day.

13.2 DSO assessment. The DSO will assess the concern, decide whether it meets the threshold for external referral, and, where appropriate, seek advice from the agencies below before deciding on next steps. A decision not to escalate externally will be recorded with reasons.

13.3 External reporting. Where a concern meets the threshold for external referral, or where required by Wadeema's Law, the DSO will report to the appropriate authority without undue delay, which may include:

- Police (emergencies / immediate danger): 999
- UAE Ministry of Interior Child Protection Centre — Child Protection Hotline: 116111, the “Hemayati” mobile app, or via moi-cpc.gov.ae
- Abu Dhabi Police — non-emergency / family matters
- Abu Dhabi Department of Community Development (DCD)

- Aman Service (Abu Dhabi family protection): 800 7283
- For a Participant who is a Person of Determination: Zayed Higher Organisation for People of Determination — pod.cp@zho.gov.ae / 054-2003366

[Verify current contact points and hotline numbers with the Abu Dhabi Department of Community Development or Abu Dhabi Sports Council before publishing, as agency names/numbers can change.]

13.4 Wadeema's Law requires certain persons entrusted with a child's care, supervision, or education to report suspected abuse — this obligation exists independently of, and is not satisfied merely by, an internal report to the DSO. Where a Staff member is in doubt about their personal reporting obligations, they should err on the side of reporting directly to 116111.

13.5 Record-keeping. The DSO keeps a written, dated record of every concern, disclosure, and referral, including actions taken and outcomes, stored securely and confidentially in line with Section 18.

14. Managing Allegations Against a Member of Staff or Volunteer

14.1 Where a concern or allegation is raised about a member of Staff, the matter is reported to the DSO (or, if the concern is about the DSO, to the Deputy DSO or management directly) immediately.

14.2 As a precautionary measure to protect children — not as a presumption of guilt — the individual concerned may be stood down from all duties involving direct or unsupervised contact with children while the matter is assessed and, where applicable, while any external investigation is ongoing.

14.3 Where the allegation may involve a criminal offence, PASS Abu Dhabi will report the matter to the police and/or the Ministry of Interior Child Protection Centre and will not conduct its own investigation in a way that could interfere with any official investigation. Any internal disciplinary process will only proceed once informed by the outcome of, or in a manner that does not prejudice, any statutory investigation.

14.4 The individual concerned will be treated fairly, informed of the nature of the concern so far as this does not compromise a child's safety or any investigation, and supported through the process; parents/guardians of the child concerned will be informed and supported, unless doing so could increase risk to the child.

14.5 All information relating to an allegation is handled on a strict need-to-know basis in line with Section 18.

15. Photography, Video, Social Media and Online Safety

15.1 Photography and video of Participants is only taken and used in accordance with the consent obtained under our Terms and Conditions. Staff must not use personal phones or devices to

photograph or film children for anything other than an authorised PASS Abu Dhabi purpose, and must transfer any such images to official PASS Abu Dhabi storage promptly and delete local copies.

15.2 Group or team communication with Participants and/or their parents/guardians (for example, WhatsApp groups for schedule updates) must include a parent/guardian for any Participant under 18, must be used for Programme-related communication only, and must not be used by Staff for private one-to-one messaging with a child.

15.3 Staff must not accept or send friend/follow requests to or from a Participant under 18 on personal social media accounts, and must not communicate with a Participant under 18 other than through official, visible/logged PASS Abu Dhabi channels.

15.4 Any concern about a child's online safety, cyberbullying, or inappropriate online contact involving a Participant is treated as a safeguarding concern under Sections 12–13.

16. Health, Safety and Welfare on Site

16.1 We maintain appropriate adult-to-child supervision ratios for each age group, with closer supervision for our youngest Participants, and at least one member of Staff present at every Session holding valid first-aid/CPR training.

16.2 Given the UAE climate, we take heat and hydration risks seriously: Sessions are adapted, shortened, moved indoors/to shade, or rescheduled in extreme heat, regular hydration breaks are built into every Session, and Staff are trained to recognise signs of heat-related illness. This sits alongside, and does not replace, the Force Majeure and weather provisions in our Terms and Conditions.

16.3 We maintain a missing-child procedure: an immediate headcount and search of the immediate area, escalation to the DSO/Venue security, and contact with parents/guardians and, if the child is not quickly located, the police.

16.4 Venues are risk-assessed for hazards (pitch condition, equipment, traffic/parking at drop-off and collection, water features, and similar) before use, with issues remedied or the Venue avoided.

16.5 Drop-off and collection procedures, including who may collect a child, follow Section 7 of our Terms and Conditions.

17. Children of Determination and Additional Vulnerability

We welcome Participants of all abilities and are committed to making reasonable adjustments so that children of determination (children with disabilities) can take part safely and meaningfully. We recognise that some children — including very young children, children of determination, and children who are not yet confident communicating in English or Arabic — may find it harder to recognise, resist, or report abuse, and Staff are trained to be alert to this and to adapt how they

check in on a child's wellbeing accordingly. Concerns regarding a child of determination may also be referred to the Zayed Higher Organisation for People of Determination (contact details in Section 13.3).

18. Confidentiality, Records and Data Protection

18.1 Safeguarding information is shared only with those who need to know it in order to keep a child safe or to meet a legal obligation — never more widely, and never for any other purpose.

18.2 Safeguarding records (including concern/incident reports, referrals, and related correspondence) are stored securely, separately from general administrative records, with access limited to the DSO, Deputy DSO, and management on a need-to-know basis, in accordance with UAE Federal Decree-Law No. 45 of 2021 on the Protection of Personal Data.

18.3 Safeguarding records are retained for as long as necessary to protect the child's interests and to meet our legal obligations, and in any event for a longer period than routine administrative records, reflecting standard safeguarding practice and the possibility that a concern may become relevant only after a significant period of time. **[Confirm retention period with legal advice — many sport safeguarding policies retain records until the child reaches 25 years of age; ensure your practice is consistent with PDPL data-minimisation principles.]**

18.4 This section supplements, and should be read together with, Section 13 (Data Protection and Privacy) of our Terms and Conditions and our separate Privacy Policy.

19. Whistleblowing and Protection from Retaliation

Anyone — Staff, parent, or Participant — who raises a safeguarding concern in good faith, including a concern about the conduct of a colleague, manager, or the DSO themselves, will be taken seriously and protected from any form of retaliation, victimisation, or detriment as a result of doing so, consistent with the protections against retaliation built into Wadeema's Law and Abu Dhabi's Child Protection Policy in Sports Entities. If someone does not feel able to raise a concern internally (for example, because it concerns the DSO or management), they may report directly to the UAE Ministry of Interior Child Protection Centre on 116111 or to the Department of Community Development.

20. Monitoring, Review and Related Policies

20.1 The DSO reviews this policy at least annually, and sooner following any safeguarding incident, near-miss, change in UAE law, or change in Abu Dhabi Child Protection Policy in Sports Entities requirements. The DSO periodically reviews incident records and training completion to identify any pattern requiring a change in practice.

20.2 This policy should be read alongside our Terms and Conditions (registration, photo/video consent, injury/liability waiver, and complaints procedure) and our Privacy Policy. We recommend

also maintaining, as your organisation grows: a standalone Anti-Bullying Policy, a Health & Safety / Risk Assessment Policy, a Transport Policy, and a Recruitment Policy, each cross-referring to this document.

21. Key Contacts

Contact	Number	Notes
Police (emergency)	999	Immediate danger to a child
Ambulance	998	Medical emergency
MoI Child Protection Centre	116111	“Hemayati” app / moi-cpc.gov.ae
Aman Service (Abu Dhabi)	800 7283	Family protection, Abu Dhabi
Zayed Higher Organisation for People of Determination	054-2003366	pod.cp@zho.gov.ae — children of determination
PASS Abu Dhabi Designated Safeguarding Officer	[Phone]	[Name / Email]
PASS Abu Dhabi Deputy DSO	[Phone]	[Name / Email]
PASS Abu Dhabi general office	+971 58 510 7277	info@passabudhabi.com

APPENDIX A — SAFEGUARDING CONCERN / INCIDENT REPORT FORM

Confidential. Complete as soon as possible after the concern arises, using factual, first-hand language. Do not delay reporting to the DSO in order to complete this form — report first, then write it up.

Child's name & DOB:	
Date & time of concern/disclosure:	
Location:	
Reported by (name & role):	
Others present:	
What was said or observed (child's own words where possible):	
Any visible injury or physical signs (if applicable):	
Immediate action taken:	
Reported to DSO (name):	
Date/time reported to DSO:	
External agency contacted (if any):	
Follow-up / outcome:	
Form completed by (signature):	

Date:	

APPENDIX B — STAFF CODE OF CONDUCT ACKNOWLEDGEMENT

I confirm that I have read and understood the PASS Abu Dhabi Safeguarding and Child Welfare Policy in full, including the Code of Conduct in Section 9, and I agree to comply with it at all times while engaged by PASS Abu Dhabi. I understand that any breach may result in disciplinary action, removal from duties involving children, and/or referral to the relevant UAE authorities.

Full Name:	
Role:	
Signature:	
Date:	

APPENDIX C — QUICK REFERENCE: IF YOU ARE WORRIED ABOUT A CHILD

Immediate danger? Call 999 first, then tell the DSO.

1. Stay calm. Listen. Reassure the child they were right to speak up.

2. Do not promise secrecy, do not investigate, and do not confront anyone yourself.

3. Write down what was said or seen, factually and as soon as possible, using Appendix A.

4. Report to the Designated Safeguarding Officer the same day — immediately if there is any risk right now.

5. The DSO decides whether to escalate to 116111 (MoI Child Protection Centre), Abu Dhabi Police / DCD, or another agency, and keeps a written record.

6. You will be told only what you need to know to do your job safely — respect confidentiality and do not discuss the concern with anyone else.

7. You will never be penalised for raising a genuine concern in good faith, even if it turns out to be unfounded.