

Common Goal

Staff Reporting and Case Management

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Contact: safeguarding@common-goal.org

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Preamble

Preliminary Remarks: To nurture a positive and constructive organisational culture rooted in open dialogue, all Common Goal staff members are encouraged to seek discussions and provide feedback to one another proactively, addressing potential issues early on. If additional support for resolving conflicts is needed, this procedure offers guidance on next steps.



Purpose: This procedure aims to uphold child and vulnerable adult safeguarding, sexual harassment prevention, and Diversity, Equity, and Inclusion (DEI) principles within Common Goal. It establishes clear reporting pathways for related concerns and allegations, defines roles and responsibilities, and provides guidelines for managing and addressing these concerns and allegations effectively.

Scope and Applicability: This procedure applies to all individuals directly affiliated with Common Goal, including staff (both paid and unpaid), volunteers, contractors, service users, and visitors across all Common Goal premises. It also extends to external events organized by Common Goal and online activities linked to its services.

1. Reporting Pathways for Safeguarding Incidents:

Reporting pathways for potential misconduct are detailed in [Annex 1](#). The following sections provide further information on the steps to take, stakeholders to be involved, and any exceptions.

2. Reporting Intake Points

Alleged misconduct can be reported orally or in writing through the following channels:

2.1 Direct Reporting

Safeguarding Officers: Reports can be submitted directly to the following Safeguarding Officers via email, Teams, or in person.

- People & Culture Lead: Tomris Gümüş (tomris@common-goal.org)
- Senior Safeguarding Manager: Dennis Mehlau (dennis@common-goal.org)

Line Managers: Concerns can be reported to immediate supervisors, who will then escalate the matter to the Safeguarding Officers.

Head of People: Concerns can be reported to the Head of People (currently CFO), who has the authority to, if needed, form an alternative Case Management Group in case Common Goal C-Level staff or the Safeguarding Officers are involved.

2.2 Anonymous Reporting

Online Reporting Form: An anonymous reporting form is available on the Common Goal website.

2.3 Third-party reporting

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Mayr <https://ihr-hinweis.de/en/>: A confidential external reporting mechanism is available specifically for cases in which employees feel legal violations have occurred and would like to involve a third party. An Ombudsperson from Mayr will then get in touch with the reporting person.

External Agencies: Concerns can also be reported to local child protection services, adult safeguarding services, or law enforcement.

3. Severity of Allegations and Concerns

Allegations and concerns are categorised into three levels based on their potential response and impact, as determined after the initial assessment by the Safeguarding Officers. Any reported behaviour or actions not described in the levels below are considered 'in accordance' with the Common Goal Code of Conduct.

Category Low - Development Plan:

- **Characteristics:** Isolated or infrequent lower-level poor practices that have safeguarding implications or show unprofessional conduct but are not severe enough to pose immediate harm or risk.
- **Examples:**
 - Inappropriate Tone/Behaviour: Occasional inappropriate tone of voice, such as raised voice or speaking in a condescending, disrespectful or hostile manner.
 - Losing Temper: Momentarily raising one's voice but without abusive language or physical aggression.
 - Non-verbal Cues: Eye-rolling, sighing loudly, or other non-verbal gestures indicating disrespect towards a person.
 - Inappropriate Physical Contact: One-time instance of touching someone in a way that was not invited or welcomed but was not sexual or aggressive.
 - Comment on Appearance: Casual remark about someone's physical appearance that are not sexual or aggressive but may still be perceived as unprofessional or discomforting (e.g., commenting on someone's weight gain, someone's preference of clothing).
 - Inappropriate Remarks or Jokes: Telling a joke or making a remark that could be interpreted as disrespectful, embarrassing or unprofessional, such as mocking someone's accent.

Category Medium - Written Warning:

- **Characteristics:** Repeated or more serious poor practices with clear safeguarding implications.
- **Examples:**



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- **Repeated Inappropriate Tone/Behaviour:** Repeated or consistent use of a hostile or aggressive tone when speaking to others, creating a pattern of intimidation.
- **Persistent Non-verbal Cues:** Repeated use of non-verbal gestures like eye-rolling or sighing when interacting with a specific person, signalling disrespect or hostility.
- **Comments on Appearance:** Ongoing comments about someone's body, attire, or personal choices that become invasive or make the person uncomfortable.
- **Physical Interactions:** Regular unwanted physical contact, such as repeated patting, hugging, or touching, even after being told it makes someone uncomfortable.
- **Persistent Unwanted Advances:** Making unwanted comments or gestures of a romantic or sexual nature even after the other person has expressed discomfort or asked for it to stop.
- **Verbal Harassment:** One-off instance of verbal harassment that includes humiliation, insults, or derogatory comments (e.g., criticising someone's intelligence or competence publicly).
- **Unwanted Kissing:** An isolated incident where the accused kisses another person without their invite or consent.
- **Threats or Intimidation:** Issuing verbal threats that cause discomfort but are not overtly violent (e.g., "If you don't finish this task, you'll regret it").

Category High - Dismissal (incl. criminal referral, if necessary):

- **Characteristics:** Possible grooming, severe harassment/abuse, or criminal conduct.
- **Examples:**
- **Grooming Behaviour:** Systematic efforts to build trust with a child or vulnerable adult for the purpose of exploiting them. Examples include:
- Regularly offering gifts, special treatment, or extra attention beyond professional boundaries.
- Creating secrets with the individual or encouraging them to keep their interactions hidden from others.
- Slowly escalating physical contact (e.g., from hugging to inappropriate touching) or testing boundaries to gauge the person's reaction.
- **Severe Physical Violence:** Any instance of physical aggression, such as hitting, shoving, or any other form of physical assault.
- **Sexual Abuse:** Any unwanted sexual contact, including touching of private parts, sexual acts without consent, or coercing someone into sexual behaviour.
- **Racial Slurs and Hate Speech:** Using derogatory language related to race, ethnicity, gender, religion, or sexual orientation, including slurs or offensive remarks intended to degrade or humiliate.

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- Severe Bullying or Insults: Intimidating or demeaning someone repeatedly with the intention of causing harm, such as making frequent and targeted insults about their appearance or personal life.
- Serious Threats: Explicit threats of harm, such as threatening physical violence, revealing sensitive information, or endangering someone's safety (e.g., "If you tell anyone, I will ruin your career").
- Bringing Weapons to Work: Carrying or displaying weapons on the premises or using them to intimidate or threaten others.
- Unlawful Behaviour: Engaging in illegal activities, such as theft, fraud, or other criminal acts within or outside of the workplace that violate laws or organisational policies.

4. Roles & Responsibilities

The two **Safeguarding Officers** form the "Core" Case Management Group and are accountable for:

- Organising and planning activities related to awareness and training within the organisation.
- Monitoring and maintaining intake points.
- Assisting with incident documentation (see Form).
- Analysing alleged cases.
- Identifying, implementing, and monitoring (see Form) appropriate measures in response to allegations.
- Documenting, updating, and finalising relevant reports.
- Providing support to staff during incident analysis where needed

The **External Safeguarding Expert, Legal Advisor, and Head of People** typically join the "Extended" Case Management Group for serious (Category Medium + High) allegations, supporting fact-finding and advising on training and legal matters.

Line Managers are not part of the case management group. However, they are involved:

- if they are required to provide information / context / documentation related to the case.
- if the outcome of the case requires the identification and design of disciplinary actions, adjustments to duties, or other interventions.
- to monitor implementation of measures.
- to ensure a safe environment during investigations.

All **CG staff** should, if deemed necessary, report incidents to maintain a safe and healthy workspace.

5. Guidelines and Best Practices for Management of Safeguarding Allegations and Concerns within Common Goal



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All case management activities within Common Goal must adhere to the following principles:

5.1 Immediate Response

Acknowledge Receipt: All concerns are treated seriously and addressed promptly, within two working days, and in compliance with German law.

Ensure Safety: Immediate actions are taken to protect the safety and well-being of those involved. Where there are concerns regarding the immediate safety of a child or vulnerable adult, the concern must be reported to the Police, Law Enforcement, or Child/Adult Protective Services in the appropriate jurisdiction.

Ensure understanding: All stakeholders are informed about the process and their roles within it.

5.2 Initial Assessment

Preliminary Review: Safeguarding Officers conduct an initial assessment to evaluate the accuracy and severity of the allegations.

Documentation: Detailed records are maintained using the incident reporting form (Annex 3).

5.3 Case Management

For each concern or allegation received, the Core Case Management Group is formed to determine the case's potential severity. If the allegation is deemed category Medium or High and/or security concern, are present, the Case Management Group is extended by the Head of people, a Legal Advisor and Safeguarding Advisor. The two latter roles can be combined in one and the same person.

Form a Case Management Group:

- **Core Group:** The initial assessment is conducted by a Core Group that includes the two Safeguarding Officers.
- **Extended Group:** If the case is classified as Category Medium or High and/or security concerns are present, an extended group is formed, typically involving the Head of People, an external safeguarding expert, and a legal advisor. Additional members can be considered if deemed necessary (e.g., regarding accessibility).

Clearance: When a matter has already been reported to the police, law enforcement or child/adult protective services, the case management team need to first liaise with the authorities to ensure that they do not interfere with a potential criminal investigation. Permission to proceed to investigate a concern must be obtained by the investigating officer before proceeding.

Protective Suspension: Pending the outcome of investigations and disciplinary processes, protective suspension may be an appropriate measure, subject to agreement by the Case Management Group.

Conduct Interviews: Interviews with all involved parties, including witnesses, are conducted.

Gather Evidence: Relevant documentation and evidence are collected.



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Form a Decision: All decisions are formed and approved by the (extended) Case management Group. Decisions must be based on facts supported by evidence.

Inform the Stakeholders: All relevant stakeholders (for further guidance see below

5.4 Confidentiality) must be immediately informed of the decision including respective reasoning.

- For Category Medium measures (potential written warning), the Head of People must be informed and can decide whether to inform the People Forum.
- For Category High Measures (potential dismissal), the Head of People and the People Forum is always informed.

Referral to Authorities: External authorities are contacted, if necessary.

Support for Affected Parties: Support and counselling services are provided to those affected, if necessary (see Annex 2).

5.4 Confidentiality

The identities of both the affected person and the accused are disclosed on a need-to-know basis only. This would generally include the (extended) Case Management Group, People & Culture Staff (if the case involves employment issues and measures or requires administrative support), and external authorities (if required by law). Line Managers are involved if they are required to provide information / context / documentation related to the case or the outcome of the case requires disciplinary actions, adjustments to duties, or other interventions.

5.5 Exceptions

Allegation against Senior Management: If allegations against senior management (Common Goal C-level, Exec. Director USA, Advisory Board) are brought forward, the Head of People must be notified immediately. They may appoint an independent external investigator (e.g., Mayr) to lead the investigation and avoid conflicts of interest. This decision is based on the severity of the allegations and concerns. As a result, the role of the safeguarding officers may be limited to onboarding new members of the case management group to the respective procedures.

Allegations against Head of People: Allegations against the Head of People should be brought to an independent external investigator (e.g. Mayr).

Direct or indirect involvement of Safeguarding Officers: If a Safeguarding Officer is directly or indirectly involved (e.g., allegations against close colleague / friend), they must withdraw from the case, and the Head of People must be informed to reassign responsibilities.

6. Data Protection and Privacy

Data Privacy Commitment: All safeguarding-related information will be handled in compliance with applicable data protection laws, including GDPR, ensuring strict confidentiality.



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Data Usage: Safeguarding data will be collected and used solely for safeguarding and welfare purposes. It will not be shared externally except when legally required or necessary for the protection of individuals.

Data Retention: Safeguarding records will be securely stored and retained only as long as necessary for safeguarding purposes. Once no longer required, data will be anonymised or securely deleted in line with data protection regulations.

7. Other Relevant Documents

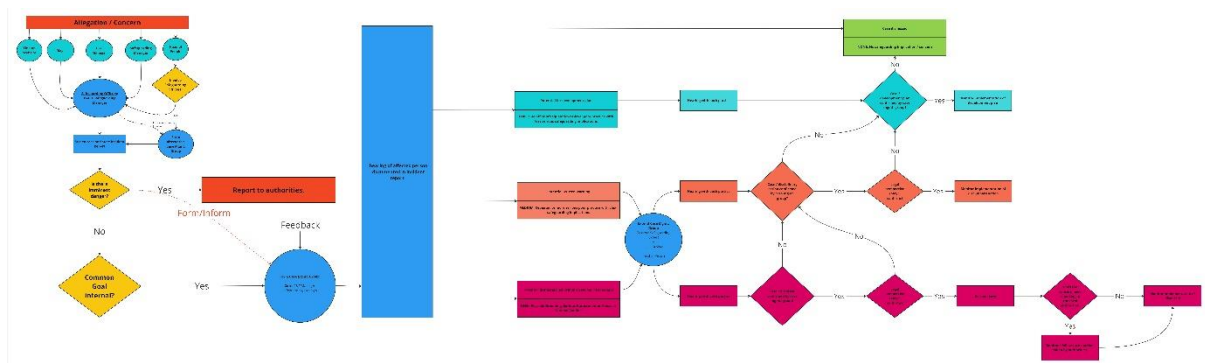
Incident Reporting Form: This Form is to be used to report any concerns or allegations related to:

- Safeguarding children, youth, and vulnerable adults
- Sexual harassment and abuse
- Diversity, Equity, and Inclusion (DEI) violations
- Any other misconduct

Measures Monitoring Tool: This Form is used to monitor and document disciplinary and/or other corrective actions taken in response to incidents or concerns within Common Goal. For every incident, a copy must be securely stored in the respective employee's file or in the Member Database, as appropriate.

Annex 1 – Reporting / Case Management Graphic

This Graphic depicts the different reporting and case management pathways according to the potential severity of allegations and concerns.



Annex 2 – Referral List for External Support

1. National Safeguarding and Child Protection Organisations

Organisation: Nummer gegen Kummer (National Helpline for Children and Parents)

Services: Confidential advice and support for children, teenagers, and parents

Website: www.nummergegenkummer.de

Phone: 116 111 (Children and Youth Helpline), 0800 111 0550 (Parents Helpline)

Email: info@nummergegenkummer.de

Address: Nationwide service with local centres

2. Sexual Harassment and Assault Support Services

Organisation: Frauenkrisentelefon Berlin (Women's Crisis Telephone Berlin)

Services: Support for women facing domestic violence, sexual harassment, and abuse; psychological counselling

Website: www.frauenkrisentelefon.de

Phone: 030 615 42 43 (24-hour hotline)

Email: info@frauenkrisentelefon.de

Address: Phone and online services only

Organisation: Weisser Ring (Support for Crime Victims)

Services: Support for victims of sexual assault, harassment, and other crimes; legal assistance and counselling

Website: www.weisser-ring.de

Phone: 116 006 (National Victim Support Hotline)

Email: info@weisser-ring.de

Address: Berlin office available for in-person support

Organisation: Wildwasser e.V.

Services: Counseling for survivors of sexual abuse, focusing on women and girls; offers legal and psychological support

Website: www.wildwasser-berlin.de

Phone: 030 693 91 92

Email: info@wildwasser-berlin.de

Address: Urbanstraße 33, 10967 Berlin

3. Mental Health and Counselling Services

Organisation: Telefonseelsorge Deutschland (German Telephone Counselling Service, links on website to international providers)

Services: Crisis counselling for mental health concerns, available for anyone in distress

Website: www.telefonseelsorge.de

Phone: 0800 111 0 111 or 0800 111 0 222 (24-hour hotline)

Email: Online counselling available via website

Address: Nationwide, Berlin-based services available

Organisation: Berliner Krisendienst (Berlin Crisis Service)

Services: Immediate crisis intervention for mental health and social emergencies, available 24/7

Website: www.berliner-krisendienst.de

Phone: 030 390 63 00 (24/7 crisis hotline)

Address: Multiple locations across Berlin

4. Diversity, Equity, and Inclusion (DEI) Support

Organisation: Each One Teach One (EOTO) e.V.

Services: Anti-discrimination Counselling

Website: www.eoto-archiv.de

Phone: 030 680 81 870

Email: info@eoto-archiv.de

Address: Togostraße 76, 13351 Berlin

5. Legal Aid Services

Organisation: Berliner Anwaltverein e.V. (Berlin Lawyers Association)

Services: Legal consultation and representation for individuals facing discrimination, harassment, or violence

Website: www.berliner-anwaltverein.de

Phone: 030 306 931 0

Email: info@berliner-anwaltverein.de

Address: Littenstraße 11, 10179 Berlin