

Child Protection Policy

Organisation: Damtec Contact Center One S.L.

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1. Introduction

Damtec Contact Center One, S.L. is unequivocally committed to creating and maintaining a safe and protective environment for all children and young people with whom we interact. This Child Protection Policy is grounded in the fundamental principle of prioritizing the best interests of the child, respecting their individual rights, and preserving their dignity at all times.¹

We recognize our corporate and social responsibility to ensure that our staff, partners, and all associated personnel protect minors comprehensively. Our goal is to prevent any form of physical or psychological violence, mistreatment, abuse, or exploitation in all activities we undertake, particularly within the framework of national and international projects.¹

2. Scope and Application

This policy applies to all individuals working for or on behalf of Damtec Contact Center One, S.L., including full-time and part-time employees, consultants, contractors, volunteers, and project partners. It covers all settings and activities where Damtec staff may come into contact with children, including but not limited to educational programs, workshops, seminars, events, and any online or offline interactions involving minors.¹

3. Guiding Principles

Our work involving children, adolescents, and youth is guided by the following core principles:

- **The Best Interests of the Child:** All actions and decisions will be taken with the best interests of the child as the paramount consideration.¹
- **Duty of Care and Protection from Harm:** We have a duty of care to children and are committed to protecting them from all forms of harm, abuse, and exploitation. We operate on a "do no harm" basis, ensuring our activities do not expose children to unintended physical or psychological risks, such as stress, pain, or invasion of privacy.¹

- **Shared Responsibility:** We believe that everybody has a responsibility to support the protection of children. This principle is embedded in our organizational culture and expected of all staff and partners.¹
- **Equality and Non-Discrimination:** All children have an equal right to protection from harm, regardless of their age, gender, ethnicity, disability, religion, or any other status.¹
- **Informed Consent and Voluntary Participation:** Child participants and their legal guardians will be made fully aware of the purpose of any activity, allowing them to make an informed decision about participation. Participation will always be voluntary, and participants are free to withdraw at any time without justification.¹
- **Active Listening and Participation:** We encourage the active involvement of young people in decisions that affect them, recognizing them as central participants in their own journey and valuing their contributions.¹

4. Legal Framework

This policy is developed in accordance with key international and European legislation, including:

- The UN Convention on the Rights of the Child (1989).¹
- The Declaration of the Rights of the Child (1959).¹
- The Council of Europe Convention for the Protection of Children against Sexual Exploitation and Abuse (Lanzarote Convention, 2007).¹
- The EU General Data Protection Regulation (GDPR), which will be strictly followed for the acquisition, use, and diffusion of participants' personal data.¹

5. Definitions

- **Child:** Any person under the age of 18 (minor).¹
- **Child Abuse:** Any form of physical, emotional, or sexual harm, neglect, or exploitation that results in potential or actual harm to a child's health, survival, development, or dignity.¹
- **Neglect:** The persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development.¹

6. Roles and Responsibilities

- **All Staff and Associates:** Must read, understand, and adhere to this Child Protection Policy and the associated Code of Conduct. They are required to attend mandatory

training and report any concerns regarding a child's welfare without delay.¹

- **Management:** The management of Damtec is responsible for the effective implementation and monitoring of this policy. This includes ensuring that adequate resources, training, and support are available to all staff.¹
- **Child Protection Officer (CPO):** Damtec will designate a CPO who will act as the primary point of contact for all child protection concerns. The CPO is responsible for overseeing the policy, coordinating responses to reported incidents, and ensuring procedures are followed correctly.¹

7. Code of Conduct

All staff and associates of Damtec must:

- Treat children and young people with respect, dignity, and fairness.
- Avoid any form of physical, verbal, or emotional abuse, including humiliating or discriminatory language.
- Never engage in any form of sexual contact or relationship with a child.
- Ensure a safe and transparent environment where children feel comfortable and secure.
- Maintain professional boundaries at all times.
- Report any concerns or suspicions of child abuse immediately to the designated Child Protection Officer, in line with the reporting procedures.¹

8. Recruitment and Training

- **Safe Recruitment Practices:** Damtec will conduct comprehensive background checks on all potential employees, volunteers, and contractors whose roles involve direct contact with children. This will include requiring a check of their criminal record to ensure suitability for working with minors.¹ References will be required, and interviews will assess a candidate's understanding of and commitment to child protection.¹
- **Training and Development:** Mandatory child protection training will be provided to all new staff during their induction. Regular refresher training will be offered to ensure all team members are updated on best practices, can recognize signs of abuse, and understand their reporting obligations.¹

9. Reporting and Responding to Concerns

Damtec has established clear and confidential procedures for reporting concerns or incidents of child abuse.

- Any individual who has a concern about a child's welfare must report it immediately to

- the Child Protection Officer.
- All reports will be treated seriously and confidentially. The safety and well-being of the child are paramount.
- The CPO will assess the situation and take appropriate action, which may include involving statutory child protection agencies or law enforcement.
- A detailed record of all concerns and actions taken will be maintained securely.¹

10. Support and Assistance

Damtec is committed to providing support to any child who has been harmed, which may include referrals to professional counseling, psychological support services, or national referral services. Support will also be offered to staff members who are involved in reporting or managing a child protection case.¹

11. Monitoring and Evaluation

This policy will be reviewed and updated at least every two years, or more frequently if required by changes in legislation or best practice. Periodic assessments will be conducted to monitor compliance and ensure the policy remains effective.¹

12. Risk Assessment and Management

For all projects and activities involving children, Damtec will conduct a formal risk assessment to identify potential risks to children and implement clear measures to mitigate them.¹

13. Communication

This policy will be communicated effectively to all staff, partners, and stakeholders. A summary version will be made accessible and understandable to children and families involved in our projects.¹

14. Appendices

This policy is supported by a set of internal documents, which include:

- Incident Reporting Forms

- Parental/Guardian Consent Forms
- Contact Details for National and Local Child Protection Services ¹