

# ACTION PROTOCOL

**ACTION PROTOCOL TO ENSURE  
THE SAFEGUARDING AND  
PROTECTION OF CHILDREN AND  
YOUNG PEOPLE IN SPORTS  
AND EDUCATIONAL ACTIVITIES**

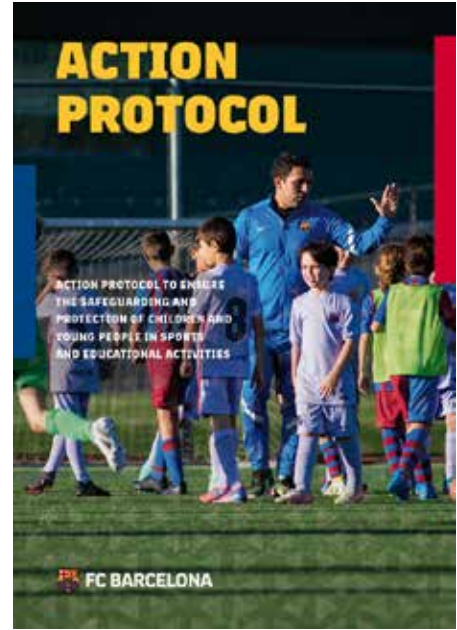


**FC BARCELONA**



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## ACTION PROTOCOL TO ENSURE THE SAFEGUARDING AND PROTECTION OF CHILDREN AND YOUNG PEOPLE IN SPORTS AND EDUCATIONAL ACTIVITIES



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# 1. PURPOSE

The purpose of this **Action Protocol** is to ensure that the environments where Football Club Barcelona ("FC Barcelona") operates, ensure the safeguarding and protection of the children and young people who participate in its activities, projects and programs. The Protocol details the actions to take in the event of any violation of the rights of these children and young people, including situations in which violence is suspected or detected.

This Action Protocol will enable FC Barcelona to:

- ▶ Ensure quality care for any child or young person whose rights may have been violated and if it is another child or young person that has committed the violation, to attend to their rights and needs as well.
- ▶ Address the needs of other people involved in the case, and provide guidance on how they should act: families, other professionals, other children or young people who have witnessed the situation, etc.
- ▶ Have systematized action guidelines in place for every type of situation, so that the response to them does not depend on the training, sensitivity or mood of the professional responsible for that child or young person in FC Barcelona activities, projects or programs.
- ▶ Establish procedures for taking action at any sign of situations of peer conflict and vulnerability of children and young people, with proportionate and appropriate measures to ensure their well-being.
- ▶ Offer baseline guarantees of efficacy and speed of action, since adults will be able to respond more appropriately when they know the established guidelines.
- ▶ Make it clear that the ultimate purpose of the action in situations of mild, moderate or serious risk, including violence and abuse, is always communication and reporting, not investigation, which is the responsibility of the competent public institutions (social services, law enforcement agencies, juvenile prosecutor's office and the judiciary, as the case may be).
- ▶ Preserve, as far as possible, the signs or evidence in those situations in which the violation of the rights of a child or young person also constitutes a criminal offense.

## 2. PRINCIPLES

This **Action Protocol** is part of FC Barcelona's **Child Safeguarding Policy**, and it follows the general principles detailed therein.

However, what is to be done in situations of peer conflict, vulnerability, and mild, moderate and serious risk, including situations of violence and abuse, requires a greater specificity of the principles that must guide the actions taken and the decisions made. These include:

- ▶ The Child Rights-based Approach, in particular:
  - The best interests of the child or young person: every action must be based on the fundamental ground of respect for the rights of every child or young person, that takes priority over any other type of interest, including the interests of adults, regardless of their relationship with the child or young person, or the interests of the organizations involved.
  - Non-discrimination: including gender equity, as well as the full inclusion of every child or young person, regardless of other issues such as age, abilities, functional diversity, gender identity and sexual orientation, ethnicity or social and cultural characteristics.
  - The right to a dignified and full life, which means addressing situations of violation of rights and offering alternatives for their well-being.
  - The leading role of children and young people, especially in any process that may affect them.



- ▶ The principle of adapting to the needs of every child or young person, with actions that are personalized and tailored to their individual, family and social characteristics.
- ▶ The principle of responsibility and prudence, ensuring that every person and organization assumes only their responsibilities, without overstepping their competencies. This means that, in cases of mild, moderate and severe risk, including violence and abuse, adults who identify them or have suspicions about them, must refer them to the competent public institutions, without interrogating, without investigating and without deciding whether or not the situation is a criminal offense (see Section 5.1).
- ▶ The principle of effectiveness and efficiency to ensure that the competent institutions can make the necessary decisions in the shortest time frame and with the greatest amount of information available, and to avoid revictimization.
- ▶ The principle of collaboration and coordination with the competent public institutions in each case (social services, law enforcement agencies, juvenile prosecutor's office and the courts).
- ▶ The respect for procedural guarantees at all levels, from evidential safeguards (including witness statements) to the legal and procedural guarantees of all people involved, whether they be children and young people or adults.
- ▶ The principle of the right to honor, image and privacy of every child or young person involved in any type of situation, either as victim or aggressor, and the rigorous protection of any personal data that allows any child or young person involved to be identified.



# 3. GENERAL ACTION FRAMEWORK

There is a wide range of situations that can affect a child or young person. To facilitate decision-making, this **Action Protocol** covers the main types and indicates the steps to take for each one.

As indicated in the **Child Safeguarding Policy**, working with children and young people requires a commitment to provide them with safe and protective environments, where they are guaranteed full enjoyment of their rights and their maximum well-being. Therefore, all children and young people participating in FC Barcelona activities, projects and programs must benefit from general prevention and safeguarding actions.







## This **ACTION PROTOCOL** is structured around the following elements:

- ▶ **Situation:** The factors and circumstances that negatively affect a child or young person. The Protocol describes how to identify each situation at a basic level as vulnerability, peer conflict, or mild, moderate or severe risk, including violence and abuse. The **Basic Manual for Child Safeguarding and Protection** should be consulted for further details.
- ▶ **Action:** The steps that the adults who detect the situation must take. Although the general structure of many actions is similar, this Protocol sets out the necessary steps for every situation, with the specific characteristics of each one, for ease of consultation at the time of an intervention.
- ▶ **Person who detects the situation:** Any person who identifies a situation of vulnerability, peer conflict, or mild, moderate or serious risk, including violence and abuse, or who suspects that one of these situations is occurring. All adults have the obligation to report these situations, but if they have any type of link with FC Barcelona, then the professional obligation is even greater. The steps listed in each action are for any professional involved in the sports and educational activities of FC Barcelona and its partner organizations. However, it is recommended that the Safeguarding Delegates be included in the communications process as soon as possible, so that they can provide support or even take charge of it. Given that the children and young people involved are better known to the Safeguarding Coaches, seeking their support is also recommended.
- ▶ **Safeguarding Delegate:** This position, as described in the **Child Safeguarding Policy**, plays a key role in all actions. Given their special training in child safeguarding, and professional knowledge in handling situations of **vulnerability** and **mild, moderate or serious risk, including violence and abuse**, the Safeguarding Delegate must be contacted as soon as possible, since they can provide guidance on the communications process or even take charge of it. In situations of peer conflict, their role can be to support the relevant adult figure (coach, educator, the person responsible for them, etc.) and provide guidance on mediation and conflict resolution.
- ▶ **Safeguarding Coach:** This position, as described in the **Child Safeguarding Policy**, provides emotional support and safety in the various situations. By being a familiar person, who knows each child or young person in their care well, they can provide them with emotional support throughout the process, as well as offer useful information that helps to improve communications.



- ▶ **Person causing the situation of risk:** In situations of mild, moderate and serious risk, including violence and abuse, this is the person who is causing the child or young person to be at risk. In **Chapter 5: Actions in situations of mild, moderate or severe risk, including violence and abuse**, a distinction is made between whether a) they are persons with a professional or similar type of association with FC Barcelona and its partner organizations; b) they are other children and young people in the FC Barcelona activities, projects and programs; or c) they are persons from outside the organization.
- ▶ **Compliance Area or Equivalent:** In accordance with current legislation on whistleblower protection, this body will act solely as the direct recipient of reports in cases where the individual creating the risk has a professional or similar relationship with the entity.

## The importance of having the support of the Safeguarding Delegates and the Safeguarding Coaches in the actions taken

The guidelines for each action are simple, in the sense that they consist of just a few steps. However, it can be difficult to carry them out at complex times, such as when a child or young person discloses a situation of risk, especially of violence and abuse. That is why it is essential to always involve the Safeguarding Delegates, who are responsible for all the protection processes. The Safeguarding Delegates must ensure that the protocols are complied with, and therefore they must be informed of all the steps taken from the moment

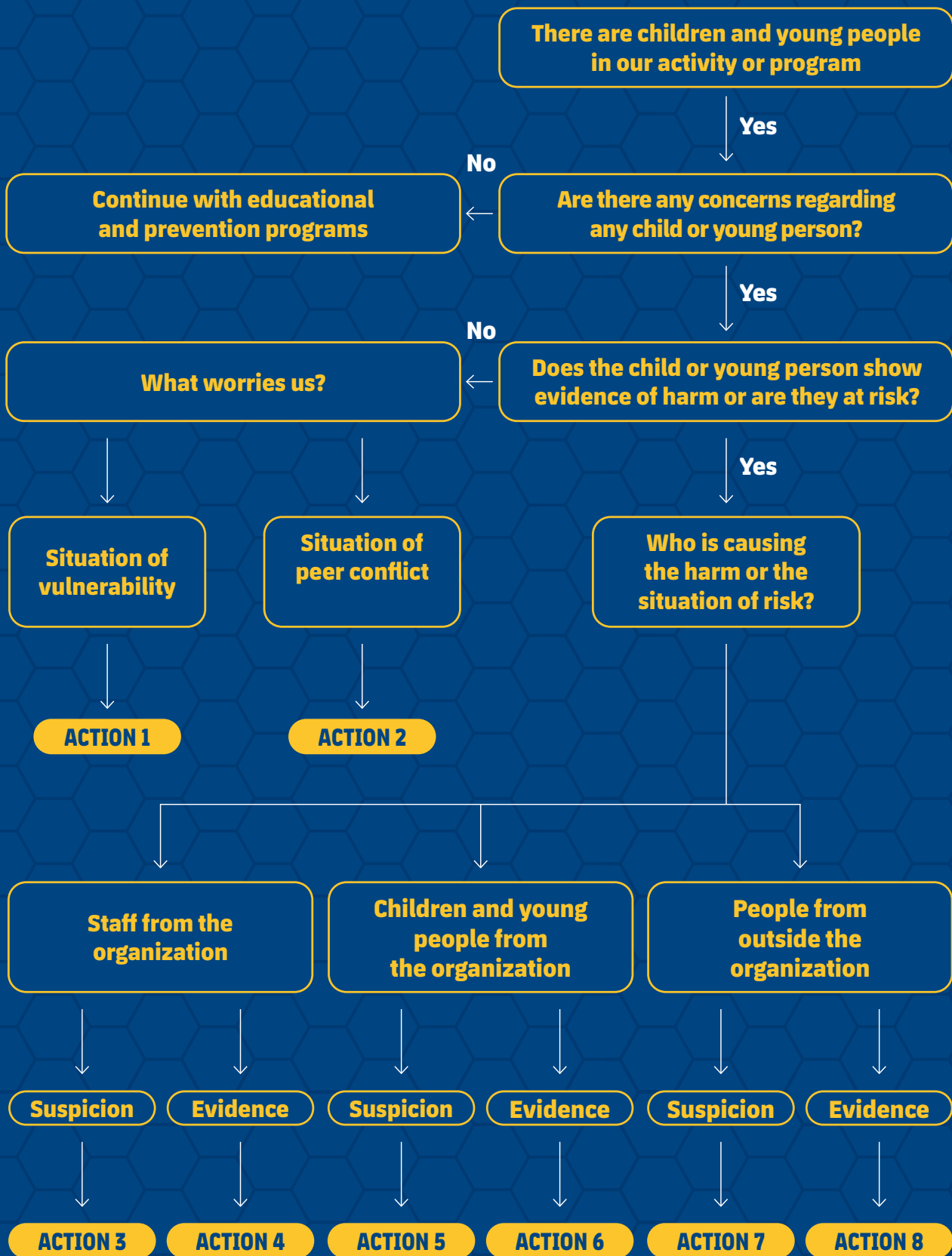
the protocol is activated, and they are the contact person to go to in case of any suspicion, evidence or doubt. The Safeguarding Coaches must be able to provide information in the processes, and therefore they must have direct contact both with the children and young people under their care and with the Safeguarding Delegates. The organization is responsible for training all people with professional or similar positions in the identification and referral of situations to the Safeguarding Coaches and Safeguarding Delegates.

As detailed below, this Protocol focuses on three types of situations, which require different approaches:

- ▶ **Situation of vulnerability**, which is addressed with **Action 1**.
- ▶ **Situation of peer conflict**, which is guided by **Action 2**.
- ▶ **Situation of mild, moderate and severe risk, including violence and abuse**, which must be analyzed in more detail to determine the steps to follow, between **Actions 3, 4, 5, 6, 7 and 8**.



The following table shows the different possibilities.



# 4. ACTION IN SITUATIONS OF VULNERABILITY AND PEER CONFLICT

## 4.1. GENERAL CONSIDERATIONS

FC Barcelona has a firm commitment to the well-being of all children and young people, to their full development and the upholding of all their rights. Therefore, all personnel, regardless of their relationship with FC Barcelona, have the obligation to ensure that well-being. There are situations that are not specifically of risk, but that can negatively affect children and young people. This Action Protocol includes two types: **situations of vulnerability** and **situations of peer conflict**.

All personnel must take action to resolve or alleviate these situations, from an appropriate educational framework. And it is recommended that they have the support of a Safeguarding Delegate, to ensure that steps and indicators are not omitted. If any of these situations develops into a risk, then the actions in **Section 5 Actions in situations of mild, moderate or severe risk, including violence and abuse**, are to be implemented.





## 4.2. ACTION IN SITUATIONS OF VULNERABILITY

In this Action Protocol vulnerability is understood as a situation in which children and young people have certain characteristics that are construed by society as an inequality or disadvantage. For example, gender inequality makes girls more vulnerable to certain forms of violence than boys. Another example is ethnic traits and skin color, which can be used to favor some groups (usually those with lighter skin) to the detriment of others (almost always those with skin that is darker or indicates a foreign origin).

It is important to stress that such vulnerability is not the responsibility of the children and young people themselves, who have the characteristics they have, but of society in general and of the people with whom they interact (both adults and children and young people). Society and people turn differences into inequality, and that social and structural inequality generates vulnerability. Thus, any real or perceived characteristic can become a vulnerability:

- ▶ Age: the younger the age, the greater the vulnerability. Gender, as mentioned above.
- ▶ Gender identity and sexual orientation, prioritizing some over others.
- ▶ Ethnic, social, religious or foreign origin, as mentioned above.
- ▶ Functional diversity: the fact that a child or young person has a different way of functioning due to a disability, mental health issues or any other matter, means that socially they have far fewer opportunities, although this should not be so.
- ▶ Personal or social isolation: children and young people with little or no emotional support network (because they have just arrived in the city or country, because they do not speak the language yet or are unfamiliar with the culture, due to a lack of social skills or protective adult figures, because they live in foster or residential care, etc.) usually express their needs less and receive less support to ensure their rights are upheld.
- ▶ Individual distinguishing characteristics: the boy who is short for his age, the very tall girl, the young person wearing glasses, the red head, etc.

## ACTION 1: SITUATION OF VULNERABILITY

Intervention in all these cases consists of four recurring steps:

- 1.** Identification of the vulnerability by the technical or educational team, with the support of a Safeguarding Delegate, by recognizing the social factors that turn specific differences into social inequalities.
- 2.** Treatment of all children and young people with fairness and equity and without discrimination by all professionals.
- 3.** Implementation of educational measures to address any type of discrimination within the group and activities in general: gender equity workshops, activities against racism and xenophobia, practical measures to ensure the inclusion of all the children and young people in the sport, etc. These measures must be part of the day-to-day routine and of every training session or competition; a one-off action once a year is not enough.
- 4.** Continuous evaluation of the full integration of all the children and young people participating in every activity, with the necessary adaptations.

**Note:** If any of these situations of vulnerability becomes a situation of risk, the relevant procedure from **Section 5. Actions in situations of mild, moderate or severe risk, including violence and abuse** should be followed.

## 4.3. ACTION IN SITUATIONS OF PEER CONFLICT

This Action Protocol considers that conflict, understood as any situation in which two or more people want different things, is just another aspect of life. Properly managed, conflicts between people help to understand other points of view. And when they are handled well, they help to find solutions that work for all parties. In short, conflicts are situations that can be used to learn values.

However, conflicts are often poorly managed, especially when the people involved do not have the necessary tools. Children and young people (but also adults) often have not received specific training in conflict resolution, and their own natural development can make them behave impulsively or aggressively. Situations of peer conflict should be addressed as soon as possible, to prevent them from degenerating into physical or other violence (especially face-to-face bullying or online cyberbullying).



## ACTION 2: SITUATION OF PEER CONFLICT

Intervention in all these cases consists of four recurring steps:

- 1.** All professionals should follow the guidelines for non-violent conflict resolution. When there is a conflict between a child or young person and an adult, the latter must act as a positive role model, addressing the conflict constructively and with respect for all parties involved. This way, when a conflict arises between peers, children and young people will know how constructive conflict resolution works and will have positive expectations about it.
- 2.** Identification of the conflict situation by the technical or educational team, calling on the Safeguarding Delegates or the Safeguarding Coaches when necessary. It is important to note that in many cases the apparent reason (or immediate cause of the conflict) is not the underlying reason (or root cause of the conflict). For example, there may be a conflict between two children trying to take a particular position when standing in line, which in fact has to do with a deeper conflict due to a previous disagreement. Without identifying the real conflict it is difficult to deal with the immediate one.
- 3.** An educational intervention that enables resolution of the conflict in a constructive and non-violent manner, with the support of the Safeguarding Delegates or the Safeguarding Coaches when necessary.
- 4.** Continued observation for a time to check whether the conflict has indeed been resolved or it reappears under new forms, or develops into a situation of risk, including violence and abuse.

**Note:** If any of these situations of peer conflict develops into a situation of risk, especially of violence and abuse, the relevant procedure from **Section 5. Actions in situations of mild, moderate or severe risk, including violence and abuse** should be followed.

# 5. ACTION IN SITUATIONS OF MILD, MODERATE OR SEVERE RISK, INCLUDING VIOLENCE AND ABUSE





## 5.1. GENERAL CONSIDERATIONS

### 5.1.1. The obligation to report

The law establishes the obligation for all adults to report any suspicion or evidence of situations of risk to a child or young person. This responsibility is even greater in the case of professionals and other similar roles (volunteers or interns, or with other ties) who are in charge of children and young people. In Spain, there is a “Qualified duty of communication” for any professional with children or young people in their care who has knowledge or sees signs of situations of violence. That is why FC Barcelona requires all its personnel and partner organizations to follow specific action guidelines in situations of risk.

### 5.1.2. Identifying the different types of situations

In situations of mild, moderate or serious risk, including violence and abuse, there are different actions depending on who is causing them and the kind of information (suspicion or evidence) that is available.

- ▶ If the person causing the situation of risk, including violence and abuse of the child or young person, has any **link** to FC Barcelona (professional, employment, volunteering, internship, through partner organizations, or some other similar capacity), **Action 3** must be implemented if there is **suspicion**, and **Action 4** if there is **evidence**.
- ▶ If the person causing the situation of risk, including violence and abuse, is another child or young person participating in the activities, projects and programs of FC Barcelona (even if they are different activities), **Action 5** must be implemented if there is **suspicion**, and **Action 6** if there is **evidence**.
- ▶ If the situation of risk, including violence and abuse, occurs **outside the activities, projects and programs** of FC Barcelona and is caused by **persons from outside**, whether they are adults or children, in any environment (in the family, school, social, sports, leisure and recreational environment, or through social media), **Action 7** must be implemented if there is **suspicion**, and **Action 8** if there is **evidence**.

### 5.1.3. The difference between suspicion and evidence

It is important to differentiate between suspicion and evidence of risk situations:

- ▶ **Suspicion** exists when there is no evidence, but there are indirect signs of a risk situation, including violence and abuse: the child’s or young person’s behavior; other indicators, whether emotional, cognitive, sexual, social or any other type; anonymous complaints, etc.

- ▶ **Evidence** exists when there are direct indicators of a risk situation, including violence and abuse: witnessing the aggression; injuries and physical marks; disclosure by the child or young person; testimonies of others; other circumstantial evidence (messages on social media and mobile applications, photographs, security cameras recordings, etc.).
  - In the case of **serious injuries**, the child or young person must be accompanied to a referral medical center that can diagnose, treat and certify the physical condition of the child or young person, complete the necessary medical reports and activate the protection protocol, regardless of the remaining steps to be taken by the organization that has detected the situation.

#### 5.1.4. Who can set an action in motion

The mechanisms available can be set in motion by anyone, especially:

- ▶ Any professional or person with a similar role in FC Barcelona activities, projects and programs.
- ▶ The Safeguarding Coach of the child or young person.
- ▶ The Safeguarding Delegates of the sports environment in which the child or young person participates.
- ▶ The family of the child or young person.
- ▶ The child or young person who is experiencing the situation.

#### 5.1.5. Avoiding causing greater harm

At the same time, and this applies to any adult who identifies a risk situation, including violence and abuse, it is also essential to avoid actions that could cause greater harm, by adhering to the principles set out below.





## Specific principles for action in situations of mild, moderate or severe risk, including violence and abuse

### 1) Do not interrogate the child or young person.

**Why:** Questioning the child or young person can not only harm them by opening up topics the adult does not know how to address, but it may also invalidate forensic expert reports. If that happens, the person interrogating will have made the child or young person even more vulnerable due to the loss of credibility of their testimony, as their answers may be affected when the proper authorities conduct an official interrogation.

**Correct action:** Write down the exact account given by the child or young person without asking questions about the situation.

- ▶ The only **exceptions** are to ask in order to:
  - a. Check whether the child or young person feels physically unwell at the time (due to wounds, injuries, contusions, etc.) and needs to be taken to a referral medical center.
  - b. Assess whether the child or young person could be in danger after having spoken of the situation (fear of aggression at home, or retaliation in the sports environment, at school or in the street, etc.).
  - c. Identify and locate their closest protective adult.

### 2) Do not investigate.

**Why:** Only the authorities with specific legal powers can investigate, their role must be respected. In addition, if prior “pseudo-investigation” processes are initiated, the risk of harm can be increased if the person responsible for the aggression is aware of this: they may threaten or even assault the child or young person again, or it could enable them to prepare alibis or destroy evidence, making it difficult or even impossible for the authorities to act effectively.

**Correct action:** Write down the information provided by the child or young person or by others, plus all indicators detected and relevant circumstances or situations.

### 3) Do not decide whether or not something is a criminal offense.

**Why:** The responsibility for deciding whether the nature of the acts is criminal or not belongs exclusively with the legally designated authorities. No one except the judicial authorities can take on this role. If someone “decides” whether something is a criminal offense, this will probably leave both the child or young person and the person accused unprotected, due to the lack of training and the lack of legal safeguards.

**Correct action:** Provide all the information available to the authorities in writing and assist them with any request they make.

## Care in cases of serious harm requiring immediate attention

The steps detailed in each action may be altered when the child or young person presents serious harm that requires immediate attention (injuries, wounds, physical discomfort, etc.). In this case, the first step will be to ensure that the child or young person receives the necessary medical care at a referral health center (usually a hospital) and that they be accompanied by at least two professionals from the sports or educational organization. The health center will normally implement the corresponding specific protection protocol, and from that point

contact may be made with the family or legal guardians, once the child or young person is being treated.

In addition to the actions of the health center, FC Barcelona or the partner organizations have the obligation to officially report the situation in writing to the competent authorities (social services, law enforcement agencies and juvenile prosecutor's office), to inform the family or the legal guardians of the situation and to complete the steps for each action, as appropriate.

## 5.2. SUSPICION OR EVIDENCE OF VIOLENCE AGAINST A CHILD OR YOUNG PERSON OR VIOLATION OF THEIR RIGHTS BY SOMEONE WITH A PROFESSIONAL OR SIMILAR ROLE IN THE ORGANIZATION

In sports and educational activities, children and young people depend on many people to be able to undertake these activities safely:

- ▶ The coaches and technical personnel who organize the times, training, competitions and matches, and also enforce the rules and can make decisions regarding the sports career of the child or young person.
- ▶ The people who make up the teams of tutors, educators, instructors and similar roles that provide support to children and young people.
- ▶ The people who handle registrations and personal data.

- ▶ The service personnel (cleaning, maintenance, new works and facilities, catering) who ensure that the facilities and other activities function properly and are present in the sports environments on a regular basis.
- ▶ The healthcare personnel (medical, nursing, physical therapy services, etc.) who carry out check-ups and are there to tend to injuries or health problems.
- ▶ The FC Barcelona personnel who participate in or make decisions regarding the competitions and the general functioning of the sports activities.
- ▶ The transportation personnel who take the children and young people where they need to go.
- ▶ Other professional groups with different responsibilities for children and young people.

All these situations mean that these people have power over the children and young people, due to their authority and influence, or out of the respect and even the affection that the children and young people have for them, or simply because of the access they have to the children and young people and the opportunities this can present (they are adults in the children's environments). When people in these positions behave properly, children and young people enjoy their sports and educational activities and develop in a healthy way. However, these people may use their authority and influence over children and young people to harm them, taking advantage of their power and abusing their trust. This means that risk situations for children and young people may arise, including violence and abuse, that are caused by professionals (employees, volunteers, interns or some other capacity) of FC Barcelona, partner organizations in their activities, projects and programs.





### **ACTION 3: SITUATION OF SUSPICION OF VIOLENCE AGAINST A CHILD OR YOUNG PERSON OR VIOLATION OF THEIR RIGHTS BY SOMEONE WITH A PROFESSIONAL OR SIMILAR RELATIONSHIP WITH THE ORGANIZATION**

#### **DETECTION:**

If there is suspicion of violence against a child or young person or violation of their rights by someone with a professional or similar relationship with the organization and there is no evidence, but only suspicions and indirect signs, these are the steps to follow. The person identifying the situation must write a report using the template provided (**Section 6. Report Form**) including the grounds for suspicion (behavior of the child or young person, emotional, cognitive, sexual, social or any other indicators), specifying whether the suspicions relate to one or more persons in particular, or if there is no information in this respect (there are indicators but no information about the person causing them). If possible, they should ask other people from the technical or educational team who are not under suspicion if they have observed the same signs or can provide any further information.

#### **NOTIFICATION:**

The person identifying the situation must contact the Compliance Area or its equivalent through the Ethics Channel or by requesting an in-person meeting. After that, the Compliance Area, together with the Delegate, along with any other people who may be appointed (representatives of FC Barcelona, the Safeguarding Coach, technical or educational personnel, etc.), will meet with the family or legal guardians of each child or young person, each family separately, to inform them of the legal obligation to communicate this type of situation ("qualified duty of communication") and the steps that are going to be taken. In these meetings, the support of FC Barcelona or the organization that has detected the situation must be offered throughout the process, including the possibility of the organization and the family or legal guardians filing a joint report. On the basis of these meetings, the Compliance Area or its equivalent will draft the report and then, depending on the severity, it must be filed with the social services (in all cases) or the law enforcement agencies and the juvenile prosecutor's office (in cases of moderate or severe risk) so that they can take the appropriate steps. Within a maximum of 24 hours, a copy of the report must be sent to the Safeguarding Committee, which may request clarifications, at the email address provided for this purpose. Depending on the case, an assessment will be made to decide when to inform the person or persons under suspicion so that they can make a statement. Depending on the nature and severity of the suspected violation of rights, the Compliance Area may propose precautionary protective measures for both the child or young person and the professionals involved, in coordination with the Human Resources Department and informing the Works Council, if there is one.

#### **SUPPORT:**

FC Barcelona or the organization that has detected the situation, will offer the necessary support (legal, psychological, educational, etc.) to the child or young person and their family or legal guardians. The technical team and people with other roles who will continue to have contact with the child or young person may receive advice from the Safeguarding Coach, the Safeguarding Delegate and the Safeguarding Committee regarding the educational and other measures that can be implemented. If, during the procedure carried out by the competent authorities, the suspicion is confirmed, the steps of **Action 4** must also be implemented. If the suspicions are not confirmed or they are dismissed, the child or young person should remain under observation, in case there is further cause for concern in the future.



## **ACTION 4: EVIDENCE OF VIOLENCE AGAINST A CHILD OR YOUNG PERSON OR VIOLATION OF THEIR RIGHTS BY SOMEONE WITH A PROFESSIONAL OR SIMILAR RELATIONSHIP WITH THE ORGANIZATION**

### **DETECTION:**

If there is evidence of violence against a child or young person or violation of their rights by someone with a professional or similar relationship with the organization, the person identifying the situation must write a report using the template provided (**Section 6. Report Form**) including in particular the testimonies in the words of the various people involved (the child or young person themselves, other witnesses, etc.) and the description of any marks and injuries. They are responsible for preserving any evidence (photographs, garments, etc.). If possible, they should also include other signs (behavior of the child or young person, emotional, cognitive, sexual, social or any other indicators) that strengthen the evidence, specifying the person or people within the organization against whom the complaint is made.

### **NOTIFICATION:**

The person identifying the situation must contact the Compliance Area or its equivalent through the Ethics Channel or by requesting an in-person meeting. After that, the Compliance Area, together with the Delegate, along with any other people who may be appointed (representatives of FC Barcelona, the Safeguarding Coach, technical or educational personnel, etc.), will meet with the family or legal guardians of each child or young person, each family separately, to inform them of the legal obligation to communicate this type of situation ("qualified duty of communication") and the steps that are going to be taken. In these meetings, the support of FC Barcelona or the organization that has detected the situation must be offered throughout the process, including the possibility of the organization and the family or legal guardians filing a joint report. On the basis of these meetings, the Compliance Area or its equivalent will draft the report and then, depending on the severity, it must be filed with the social services (in all cases) or the law enforcement agencies and the juvenile prosecutor's office (in cases of moderate or severe risk) so that they can take the appropriate steps. Within a maximum of 24 hours, a copy of the report must be sent to the Safeguarding Committee, which may request clarifications, at the email address provided for this purpose. Depending on the case, an assessment will be made to decide when to inform the person or persons under suspicion so that they can make a statement. Depending on the nature and severity of the suspected violation of rights, the Compliance Area may propose precautionary protective measures for both the child or young person and the professionals involved, in coordination with the Human Resources Department and informing the Works Council, if there is one.

### **SUPPORT:**

FC Barcelona or the organization that has detected the situation will offer the necessary support (legal, psychological, educational, etc.) to the child or young person and their family or legal guardians. The technical team and people with other roles who will continue to have contact with the child or young person may receive advice from the Safeguarding Coach, the Safeguarding Delegate and the Safeguarding Committee regarding the educational and other measures that may be implemented, particularly specific sessions to address questions and concerns both within the team or sport where the situation has occurred, as well as with other children and young people who have been in contact with the person against whom the complaint has been made.

## 5.3. SUSPICION OR EVIDENCE OF VIOLENCE AGAINST A CHILD OR YOUNG PERSON OR VIOLATION OF THEIR RIGHTS BY ANOTHER CHILD OR YOUNG PERSON IN THE ORGANIZATION

Children and young people can inflict violence and violate the rights of other children and young people. In sports, this can happen within the same team or sport or between different groups (for example, when sharing facilities, especially changing rooms and bathrooms), within the same age group or between different age groups, inside the sports venue or outside, and face-to-face or through social media. All children and young people have the right to be safe in their normal environments. Children and young people who cause harm and attack others have the right to a corrective intervention that enables them to develop as well-balanced and non-violent individuals. FC Barcelona and its partner organizations are responsible for ensuring the safety and full development of all children and young people who participate in their activities, projects and programs.





## **ACTION 5: SUSPICION OF VIOLENCE AGAINST A CHILD OR YOUNG PERSON OR VIOLATION OF THEIR RIGHTS BY ANOTHER CHILD OR YOUNG PERSON IN THE ORGANIZATION**

### **DETECTION:**

If there is suspicion of violence against a child or young person or violation of their rights by another child or young person in the organization and there is no evidence, but only suspicions and indirect signs, these are the steps to follow. The person identifying the situation must write a report using the template provided (**Section 6. Report Form**) including the grounds for suspicion (behavior of the child or young person, emotional, cognitive, sexual, social or any other indicators), specifying whether the suspicions relate to one or more children or young people in particular, or if there is no information in this respect (there are indicators but no information about the identity of the person causing them). It is essential to preserve the privacy of the children and young people involved by only putting their names and identifying data in the reports for official authorities, and omitting them from all other documents. If possible, other people from the technical or educational team should be asked if they have observed the same signs or can provide any further information.

### **NOTIFICATION:**

The person identifying the situation must contact the Safeguarding Coach or the Safeguarding Delegate for the children or young people concerned, for them to review the report. After that, the Safeguarding Delegate, along with any other people who may be appointed (representatives of FC Barcelona, the Safeguarding Coach, technical or educational personnel, etc.), will meet with the family or legal guardians of each child or young person, each family separately, to inform them of the legal obligation to communicate this type of situation ("qualified duty of communication") and the steps that are going to be taken. In these meetings, the support of FC Barcelona or the organization that has detected the situation must be offered throughout the process, including the possibility of the organization and the family or legal guardians filing a joint report. On the basis of these meetings, the Safeguarding Delegate and the adults who have detected the situation must review the report, they must all sign it and then, depending on the severity, it must be filed with the social services (in all cases) or the law enforcement agencies and the juvenile prosecutor's office (in cases of moderate or severe risk) so that they can take the appropriate steps. Within a maximum of 24 hours, a copy of the report must be sent to the Safeguarding Committee, which may request clarifications, at the email address provided for this purpose. Depending on the nature and severity of the suspected violation of rights, the Safeguarding Committee may propose precautionary protective measures for both the child or young person who has been the target of the situation and for those who have caused it, and for all the children and young people and professionals involved, in coordination with the Human Resources Department, if necessary.

### **SUPPORT:**

FC Barcelona or the organization that has detected the situation will offer the necessary support (legal, psychological, educational, etc.) to the children or young people involved in the situation and to their families or legal guardians. The technical team and people with other roles who will continue to have contact with the children or young people may receive advice from the Safeguarding Coach, the Safeguarding Delegate and the Safeguarding Committee regarding the educational and other measures that can be implemented to ensure the safety of all the children and young people involved. If, during the procedure carried out by the competent authorities, the suspicion is confirmed, the steps of **Action 6** must also be implemented. If the suspicions are not confirmed or they are dismissed, the children or young people involved should remain under observation, in case there is further cause for concern in the future. Specific peer violence prevention activities should also be carried out.



## **ACTION 6: EVIDENCE OF VIOLENCE AGAINST A CHILD OR YOUNG PERSON OR VIOLATION THEIR RIGHTS BY ANOTHER CHILD OR YOUNG PERSON IN THE ORGANIZATION**

### **DETECTION:**

If there is evidence of violence against a child or young person or violation of rights by another child or young person in the organization, the person identifying the situation must write a report using the template provided (**Section 6. Report Form**) including in particular the testimonies in the words of the various people involved (the child or young person themselves, other witnesses, etc.) and the description of any marks and injuries. They are responsible for preserving any evidence (photographs, garments, etc.). If possible, they should also include other signs (behavior of the child or young person, emotional, cognitive, sexual, social or any other indicators) that strengthen the evidence, specifying the children or young people within the organization against whom the complaint is made. It is essential to preserve the privacy of the children and young people involved by only putting their names and identifying data in the reports for official authorities, and omitting them from all other documents. If possible, other people from the technical or educational team should be asked if they have observed the same signs or if they can provide any further information can be provided.

### **NOTIFICATION:**

The person identifying the situation must contact the Safeguarding Coach or the Safeguarding Delegate for the children or young people concerned, for them to review the report. After that, the Safeguarding Delegate, along with any other people who may be appointed (representatives of FC Barcelona, the Safeguarding Coach, technical or educational personnel, etc.), will meet with the family or legal guardians of each child or young person, each family separately, to inform them of the legal obligation to communicate this type of situation ("qualified duty of communication") and the steps that are going to be taken. In these meetings, the support of FC Barcelona or the organization that has detected the situation must be offered throughout the process, including the possibility of the organization and the family or legal guardians filing a joint report. On the basis of these meetings, the Safeguarding Delegate and the adults who have detected the situation must review the report, they must all sign it and then, depending on the severity, it must be filed with the social services (in all cases) or the law enforcement agencies and the juvenile prosecutor's office (in cases of moderate or severe risk) so that they can take the appropriate steps. Within a maximum of 24 hours, a copy of the report must be sent to the Safeguarding Committee, which can request clarifications, at the email address provided for this purpose. Depending on the nature and severity of the suspected violation of rights, the Safeguarding Committee may propose precautionary protective measures for both the child or young person who has experienced the situation and for those who have caused it, and for all the children and young people and professionals involved, in coordination with the Human Resources Department, if necessary.

### **SUPPORT:**

FC Barcelona or the organization that has detected the situation, will offer the necessary support (legal, psychological, educational, etc.) to the children or young people involved in the situation and to their families or legal guardians. The technical team and people with other roles who will continue to have contact with the children or young people may receive advice from the Safeguarding Coach, the Safeguarding Delegate and the Safeguarding Committee regarding the educational and other measures that can be implemented to ensure the safety of all children and young people involved. The situation should also be addressed, without giving names, with the rest of the children and young people in the environment, in particular through specific sessions to address questions and concerns both within the team or sport where the situation has occurred and about this type of situation in general. Even if during the procedure carried out by the competent authorities the seriousness of the situation is not confirmed or it is dismissed, the children or young people involved should remain under observation, in case there is further cause for concern in the future, and specific peer violence prevention activities should also be carried out.



## 5.4. SUSPICION OR EVIDENCE OF VIOLENCE AGAINST A CHILD OR YOUNG PERSON OR VIOLATION OF THEIR RIGHTS BY SOMEONE OUTSIDE THE ORGANIZATION

Children and young people may suffer a violation of their rights in many other areas of their lives, outside the setting of FC Barcelona: in the family, residential center, school, in leisure and free time activities, in their neighborhoods and towns, on social media or in other sports interactions (with representatives, personnel of other sports organizations, etc.), among many others. The sports environment must be a safe place for children and young people, and if there is any suspicion or evidence of violation of their rights, the professional teams must act protectively to ensure their safeguarding and full development. Therefore, FC Barcelona and its partner organizations must fulfill their duty to ensure the safety and full development of all children and young people who participate in their activities, projects and programs, and outside of them as well. Their rights can be violated by both adults and other children or young people, but in any case, intervention is the responsibility of the relevant public authorities.



## **ACTION 7: SUSPICION OF VIOLENCE AGAINST A CHILD OR YOUNG PERSON OR VIOLATION OF THEIR RIGHTS BY SOMEONE OUTSIDE THE ORGANIZATION**

### **DETECTION:**

If there is suspicion of violence against a child or young person or violation of their rights by someone outside the organization (adult or child) and there is no evidence, only suspicions and indirect signs, these are the steps to follow. The person identifying the situation must write a report using the template provided (**Section 6. Report Form**) including the grounds for suspicion (behavior of the child or young person, emotional, cognitive, sexual, social or any other indicators), specifying whether the suspicions relate to one or more persons in particular, or if there is no information in this respect (there are indicators but no information about the person causing them). If possible, they should ask other people from the technical or educational team if they have observed the same signs or can provide any further information.

### **NOTIFICATION:**

The person identifying the situation must contact the Safeguarding Coach or the Safeguarding Delegate for the child or young person concerned, for them to review the report. After that, the Safeguarding Delegate, along with any other people who may be appointed (representatives of FC Barcelona, the Safeguarding Coach, technical or educational personnel, etc.), will meet with the family or legal guardians of each child or young person, each family separately if there are several, to inform them of the legal obligation to communicate this type of situation ("qualified duty of communication") and the steps that are going to be taken. In these meetings, the support of FC Barcelona or the organization that has detected the situation must be offered throughout the process, including the possibility of the organization and the family or legal guardians filing a joint report. On the basis of these meetings, the Safeguarding Delegate and the adults who have detected the situation, must review the report, they must all sign it and then, depending on the severity, it must be filed with the social services (in all cases) or the law enforcement agencies and the juvenile prosecutor's office (in cases of moderate or severe risk) so that they can take the appropriate steps. Within a maximum of 24 hours, a copy of the report must be sent to the Safeguarding Committee, which may request clarifications, at the email address provided for this purpose.

### **Informing the authorities before the family**

There are cases in which the **social services, the law enforcement agencies and the juvenile prosecutor's office must be informed first, and the family or legal guardians afterwards**, when one (or both) of the following conditions are met:

- ▶ The person causing the violation of rights is the parent or legal guardian of the child or young person, who is responsible for their care, and there is no other protective figure with legal responsibility in this regard (the other parent, other legal guardian).
- ▶ The communication of the suspicion to the family or legal guardians may endanger the well-being of the child or young person (retaliation for having raised suspicion, threats to stop them revealing the situation, aggressions, etc.).

**SUPPORT:**

FC Barcelona or the organization that has detected the situation will offer the necessary support (legal, psychological, educational, etc.) to the child or young person and their family or legal guardians. The technical team and people with other roles who will continue to have contact with the child or young person may receive advice from the Safeguarding Coach, the Safeguarding Delegate and the Safeguarding Committee regarding the educational and other measures that can be implemented.

If, during the procedure carried out by the competent authorities, the suspicion is confirmed, the steps of **Action 8** must also be implemented. If the suspicions are not confirmed or they are dismissed, the child or young person should remain under observation, in case there is further cause for concern in the future.



## **ACTION 8: EVIDENCE OF VIOLENCE AGAINST A CHILD OR YOUNG PERSON OR VIOLATION OF THEIR RIGHTS BY SOMEONE OUTSIDE THE ORGANIZATION**

**DETECTION:**

If there is evidence of violence against a child or young person or violation of their rights by someone outside the organization (adult or child), the person identifying the situation must write a report using the template provided (**Section 6. Report Form**) including in particular the testimonies in the words of the various people involved (the child or young person themselves, other witnesses, etc.) and the description of any marks and injuries. They are responsible for preserving any evidence (photographs, garments, etc.). If possible, they should also include other signs (behavior of the child or young person, emotional, cognitive, sexual, social or any other indicators) that strengthen the evidence, specifying the person or people outside the organization against whom the complaint is made.

**NOTIFICATION:**

The person identifying the situation must contact the Safeguarding Coach or the Safeguarding Delegate for the child or young person concerned, for them to review the report, sign it jointly (with the signature also of a legal representative of the organization) and then, depending on the severity, file it with the social services (in cases of mild or moderate risk) or the law enforcement agencies and the juvenile prosecutor's office (in cases of moderate or severe risk) so that they can take the appropriate steps. Within a maximum of 24 hours, a copy of the report must be sent to the Safeguarding Committee, which may request clarifications, at the email address provided for this purpose. The family or legal guardians are to be asked to attend to inform them of the steps taken, including the legal obligation to report the facts to the relevant authorities, and to offer the support of FC Barcelona or the organization that detected the situation throughout the process.

## Informing the the authorities before the family

There are cases in which the **social services, the law enforcement agencies and the juvenile prosecutor's office must be informed first**, and **the family or legal guardians afterwards**, when one (or both) of the following conditions are met:

- ▶ The person causing the violation of rights is the parent or legal guardian of the child or young person, who is responsible for their care, and there is no other protective figure with legal responsibility in this regard (the other parent, other legal guardian).
- ▶ The communication of the suspicion to the family or legal guardians may endanger the well-being of the child or young person (retaliation for having raised suspicion, threats to stop them revealing the situation, aggressions, etc.)

### SUPPORT:

FC Barcelona or the organization that has detected the situation will offer the necessary support (legal, psychological, educational, etc.) to the child or young person and their family or legal guardians. The technical team and people with other roles who will continue to have contact with the child or young person may receive advice from the Safeguarding Coach, the Safeguarding Delegate and the Safeguarding Committee regarding the educational and other measures that can be implemented, in particular specific sessions to address questions and concerns within the team or sport where the situation has occurred, if the other children or young people are aware of it. However, if the child or young person and their family prefer to keep the situation private, their privacy must be respected.



# 6. REPORT FORM

## INCIDENT OR RISK SITUATION REPORT

This report is **confidential** and must be sent by email to the relevant Safeguarding Delegate for the activity, project or program where the incident or risk situation was detected.

### DETAILS OF THE PERSON MAKING THE REPORT

First name(s): \_\_\_\_\_

Surname(s): \_\_\_\_\_

Telephone no.: \_\_\_\_\_

Email address: \_\_\_\_\_

Job position (relationship with FC Barcelona  
or the partner organization): \_\_\_\_\_

Relationship with the child or young person concerned: \_\_\_\_\_

### DETAILS OF THE SAFEGUARDING COACH OR THE SAFEGUARDING DELEGATE

First name(s): \_\_\_\_\_

Surname(s): \_\_\_\_\_

Telephone no.: \_\_\_\_\_

Email address: \_\_\_\_\_

Job position (relationship with FC Barcelona  
or the partner organization): \_\_\_\_\_

Relationship with the child or young person concerned: \_\_\_\_\_

## DETAILS OF THE CHILD OR YOUNG PERSON CONCERNED<sup>1</sup>

**VERY IMPORTANT: include this information only in the REPORT FOR THE COMPETENT AUTHORITIES. In all other cases, the report should only contain the identifier and age and gender details, in order to prevent retaliation or leaks.**

First name(s): \_\_\_\_\_

Surname(s): \_\_\_\_\_

Contact details (depending on the situation, it may be their personal telephone number, or their family's telephone number, or other details for follow-up)\_

*1. In the case of several children and young people affected by the same situation, a single joint report can be completed, detailing each of their profiles (e.g., two boys on the same team, two girls who are sisters and experience the same family situation, etc.)*

Identifier: \_\_\_\_\_

Age: \_\_\_\_\_

Gender: \_\_\_\_\_

Activity/project: \_\_\_\_\_

## DATA OF THE PERSON(S) CAUSING THE INCIDENT

- ▶ Personnel who are employees, volunteers, or have other links with FC Barcelona or the partner organization.

Name: \_\_\_\_\_

Surname(s): \_\_\_\_\_

Telephone no.: \_\_\_\_\_

Email address: \_\_\_\_\_

Job position (relationship with FC Barcelona or the partner organization): \_\_\_\_\_

Relationship with the child or young person concerned: \_\_\_\_\_



- ▶ Child or young person in the activities, projects or programs of FC Barcelona or the partner organization.

**VERY IMPORTANT: include this information only in the REPORT FOR THE COMPETENT AUTHORITIES. In all other cases, the report should only contain the identifier and age and gender data, in order to prevent retaliation or leaks.**

First name(s): \_\_\_\_\_

Surname(s): \_\_\_\_\_

Contact details (depending on the situation, it may be their personal telephone number, or their family's telephone number, or other details for follow-up)\_

Identifier: \_\_\_\_\_

Age: \_\_\_\_\_

Gender: \_\_\_\_\_

Activity/project: \_\_\_\_\_

- ▶ Person(s) outside the activities, projects and programs of FC Barcelona or partner organization.

First name(s): \_\_\_\_\_

Surname(s): \_\_\_\_\_

Telephone no.: \_\_\_\_\_

Email address: \_\_\_\_\_

Other contact details: \_\_\_\_\_

Relationship with the child or young person concerned: \_\_\_\_\_



## **INCIDENT DETAILS**

What, who, where and when (include the actual words of the account given by the child or young person, if possible) and measures taken so far.

## **DETAILS OF WITNESSES (IF POSSIBLE)**

Name: \_\_\_\_\_

Surname(s): \_\_\_\_\_

Telephone no.: \_\_\_\_\_

Email address: \_\_\_\_\_

Job position (relationship with FC Barcelona or the partner organization): \_\_\_\_\_

Relationship with the child or young person concerned: \_\_\_\_\_

Date: \_\_\_\_\_

Location: \_\_\_\_\_

Full name, identity document number and signature of each signatory:





# FC BARCELONA

NOVEMBER 2024

