

TLMGB – SAFEGUARDING PEOPLE POLICY

1 November 2025

TO REPORT A SAFEGUARDING CONCERN, YOU CAN CONTACT:

- In-country DSL at TLMGB is contactable via confidential@lm.org.uk
- TLMGB Board Safeguarding Lead is contactable via safeguarding@lm.org.uk
- Global Designated Safeguarding Officer at DSO@leprosymission.org
- Global Fellowship Board at safeguarding@leprosymission.org
- Safecall [external independent reporting channel](https://www.safecall.co.uk/file-a-report/) at <https://www.safecall.co.uk/file-a-report/>¹

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¹ The information you provide to Safecall and agree that they can share will be sent to the Global Designated Safeguarding Officer who will decide on the most appropriate course of action.

1. Purpose

- 1.1 The purpose of this policy is to contribute to TLMGB's vision of *leprosy defeated, lives transformed* by protecting all individuals who come into contact with TLMGB through its work, from any form of harm or abuse. It confirms the responsibility of staff and representatives to safeguard people, especially children and adults at risk, in all areas of TLMGB's work.
- 1.2 This policy covers protection from sexual exploitation, abuse and harassment (commonly referred to as PSEAH) as well as other safeguarding harms.

This includes harm to people arising from:

- The conduct of staff or representatives associated with TLMGB
- The design and implementation of TLMGB's programmes and activities.

This is outlined in more detail in TLMGB's Code of Conduct which all staff and representatives sign up to.

This policy does not cover:

- Safeguarding concerns in the wider community not perpetrated by TLMGB or representatives
- Safeguarding the organisation's assets from financial risks like fraud, bribery and corruption

2. Scope

- 2.1 TLMGB's policy is aligned with TLM's **global policy**. It applies to all TLMGB staff and to representatives whilst engaged with work or visits related to TLMGB's work, including but not limited to: volunteers, interns, Board members, consultants, contractors, programme visitors, and all who represent or associate with TLMGB in any way. TLMGB's partners will also sign up to this policy if they do not have an adequate policy of their own.
- 2.2 This policy is **applicable to all areas of our work** and seeks to ensure that safeguarding people is prioritised in **every area of work** at TLMGB.

3. Safeguarding people

- 3.1 Safeguarding people is the responsibility that organisations have to ensure their staff, representatives and programmes do no harm. Safeguarding people includes safeguarding against the risk of harm, abuse, exploitation and harassment that may be caused by the organisation through its behaviour, activities, projects and programmes, both directly and indirectly.

4. Policy statement

- 4.1 At TLMGB we are committed to the safeguarding and wellbeing of all individuals with whom we come into contact, including the people in communities where we work, staff, representatives and partners. This is an expression of TLMGB's values of compassion, justice, integrity, inclusion, humility and collaboration, and our Christian belief that all people are created by God in His likeness (Genesis 1:26, 27). We therefore believe that every adult and child should be treated with respect and dignity.
- 4.2 At TLMGB, we believe all people have a right to live their lives free from harm and any abuse of power, regardless of age, gender, sexuality, sexual orientation, disability, religion or ethnic origin. We recognise that there are unequal power dynamics across the organisation and in relation to those we serve, and that some people might exploit their position of power for personal gain. TLMGB will follow up on all reports of abuse of power committed by its staff, representatives or partners.
- 4.3 TLMGB will not tolerate its staff, representatives or partners engaging in, or being subjected to, **any** form of exploitation or abuse. TLMGB has a **zero-tolerance** policy towards inaction against all forms of harm and abuse, and seeks to ensure that staff and representatives **do no harm** while working for or with TLMGB. TLMGB will follow up on all reports of exploitation and abuse committed by its staff, representatives or partners.
- 4.4 TLMGB commits to supporting victims; improving safeguarding capacity; preventing, reporting, responding to and learning from harm and abuse.
- 4.5 TLMGB endorses and commits to International Standards on Safeguarding and Human Rights.

5. TLMGB's approach to safeguarding

- 5.1 **Safeguarding is everyone's responsibility.** At TLMGB we commit to:
- **Prevent** harm and abuse as much as possible
 - **Report** concerns of harm and abuse when they arise
 - **Respond** appropriately to all concerns of harm and abuse
 - **Learn** in order to continuously improve our prevention, reporting and response

TLMGB will:

- 6.1 Actively encourage a **culture** where:
 - Every individual is treated with dignity and respect
 - Every individual is able to participate meaningfully in decisions that affect them
 - Power imbalances are identified and discussed honestly. Where power imbalances are abused, this is acknowledged and dismantled
 - The potential for harm is proactively anticipated and mitigated
 - Speaking up at all levels is actively invited, welcomed and leads to change
 - Harm, when it occurs, is met with accountability, repair, healing and closure
- 6.2 Identify and mitigate **safeguarding risks** at global, Member, project and activity level, recognising particular risks that may relate to factors such as age, gender and disability
- 6.3 Operate safer **recruiting practices** to ensure all staff, contractors, Board members and volunteers are appropriate for their roles and do not pose a risk to others
- 6.4 **Design and implement** activities, programmes and projects which ensure that children and adults at risk are protected from risk of harm
- 6.5 Conduct robust **due diligence with all of TLMGB's partners** regarding their safeguarding policies and procedures and provide support where needed
- 6.6 Ensure adequate **human and financial resourcing** of safeguarding

7. Reporting concerns

- 7.1 TLMGB will ensure that safe, appropriate and accessible means of reporting safeguarding concerns are available and known to all staff, representatives, partners and the communities in which we work.
- 7.2 Anyone can raise a concern or complaint. An individual can raise a complaint even if they have no evidence other than their own experience, recognising that harassment, exploitation and abuse usually occur away from the public eye and therefore it can be difficult to produce evidence (e.g a witness).
- 7.3 **What to do if someone comes to you with a disclosure**
People may indicate in different ways that they or someone else is being harmed. If someone comes to you with this information you should:
 - Reassure them that they were right to report the behaviour

- Listen carefully and ask clarifying questions to ensure you report the incident accurately but do not make assumptions or offer alternative explanations
- Do not make promises, especially of secrecy. Keep confidentiality by being open and honest about the fact that you must report your concerns to the appropriate person. Explain to them what you are going to do with the information provided
- In an emergency situation, ensure the immediate safety and well-being of the person
- After the conversation, share the report with the relevant person, according to the process below. Do not attempt to investigate or resolve the matter yourself
- Do not allow personal doubts to prevent you from reporting an allegation

7.4 **Whom to report concerns to**

TLMGB staff and representatives must report safeguarding concerns at the earliest opportunity and, as far as possible, within 72 hours to any of the following:

- TLMGB Designated Safeguarding Lead confidential@lm.org.uk
- TLMGB Board Safeguarding Lead at safeguarding@lm.org.uk
- Global Designated Safeguarding Officer (DSO@leprosymission.org)
- Global Fellowship Board (safeguarding@leprosymission.org)
- Safecall external independent reporting channel at <https://www.safecall.co.uk/file-a-report/2>

Reporting safeguarding concerns is mandatory. This relates to concerns about anyone experiencing harm, but in particular reporting the abuse of a child or an adult at risk. Reporting is strongly encouraged and failure to do so may lead to appropriate disciplinary action.

Staff and representatives who raise a concern in good faith are protected under TLMGB's Whistleblowing Policy and Procedures.

7.5 **Reporting and TLMGB's person-centred approach**

In line with the TLMGB Code of Conduct, if anyone has concerns that any individual has been or is at risk of being abused, exploited, or harmed in any way they must report this immediately in line with the reporting procedures outlined above.

As part of our person-centred approach, victims can choose if, when, and how to make a report and express whether they want TLMGB to take formal action. There may be occasions where TLMGB has a duty of care to respond even if the victim does not want to

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take action. This will be managed on a case by case basis, following clear risk assessments, and the safety and wellbeing of the victim will be paramount throughout.

TLMGB is committed to taking a person-centred and trauma informed approach to responding to safeguarding concerns. TLMGB will offer support and, where necessary, reparations, to victims of harm caused by staff or representatives and/or refer them to suitable support services.

There is no time limit on when someone can raise a concern about something they have experienced. There may be limitations to how a historical concern can be addressed but TLMGB will take every reasonable measure to address the concern. TLMGB will ensure that the safety, dignity and rights of the victim are respected at all times.

8. Responding to concerns

- 8.1 TLMGB has zero-tolerance to inaction and will follow up on all safeguarding reports and concerns according to policy, procedure, and legal and statutory obligations.
- 8.2 We are committed to reporting any incidents to the appropriate regulatory bodies and government departments, as required. Where there is evidence that criminal activity may have taken place we will report to the relevant police and/or child protection authorities if it is safe to do so. We acknowledge that in certain situations there may be a mandatory requirement to report to the police.
- 8.3 We are committed to carrying out robust internal investigations that protect the rights of all involved, with a particular focus on the victim/complainant and the subject of the concern, ensuring that the wellbeing of all is protected.
- 8.4 TLMGB will apply appropriate disciplinary measures to staff, volunteers and contractors found in breach of the Code of Conduct or any related policy as well as any temporary measures to ensure each case comes to conclusion without undue interference.
- 8.5 TLMGB is committed to fair treatment of everyone involved in a safeguarding concern, including victims, witnesses and subjects of concern.
- 8.6 It is essential that confidentiality is maintained at all stages of the process when responding to safeguarding concerns. Information relating to the concern and subsequent case management will be shared on a need to know basis only and will be kept secure at all times. Any breaches of confidentiality will be dealt with seriously and could result in disciplinary action.
- 8.7 More details on how TLMGB responds to safeguarding concerns are set out in our TLMGB Safeguarding Procedures.

- 9.1 At TLMGB we are committed to learning from safeguarding concerns so that we can continuously improve our practice. A learning review will follow each case and designated persons will be responsible to follow up on any actions that can improve the case at hand before it is closed and safeguarding overall in the medium and long term.

10. Adoption and implementation of the policy

- 10.1 This policy, the accompanying Procedures and the Code of Conduct set **the standards expected and is aligned with the policies and procedures of other Fellowship Members, their staff and representatives.**
- 10.2 The **TLMGB Safeguarding People Procedures supports the implementation of this policy and** sets out the main steps for TLMGB staff and representatives to undertake:
- Signing of the TLMGB Code of Conduct by all TLMGB staff and representatives.
 - Prevention: safe people; safe programmes; safe use of images and personal data; safe fundraising
 - Reporting safeguarding concerns
 - Responding to safeguarding concerns
 - Learning from safeguarding concerns
 - TLMGB safeguarding responsibilities
- 10.3 **Responsibility for the implementation of this policy** lies with all staff and representatives, particularly senior managers, CEO and TLMGB Board. They will be supported by the TLMGB Designated Safeguarding Lead and TLMGB Safeguarding Advisor and when required by Global Safeguarding Advisor situated at TLM International Office . The Global Designated Safeguarding Officer (DSO) situated at TLM International Office facilitates the response and due reporting of safeguarding case management across the Fellowship.

11. Monitoring this Policy

- 11.1
- Safeguarding is included in the TLMGB Risk Register with clear risk owner and mitigating measures in place. The TLMGB Board will review this register at least annually.
 - Safeguarding will be included as a standing item on the agenda of the TLMGB Board and the Designated Safeguarding Trustee and Designated Safeguarding Lead (DSL) will provide a report on the implementation of the policy, any concerns that have arisen, and the outcome of any investigations.

12. Breach of this Policy

12.1 Anyone found to have breached this Policy will face appropriate action from TLMGB according to the limit of our authority. The consequences may amount to one or more of the following (this is not an exhaustive list):

- Disciplinary action, which could amount to dismissal for staff
- Termination of engagement for Board members, volunteers, and other representatives.
- Termination of contract for Consultants/contractors
- Suspension/withdrawal of funding/support and ending the relationship with TLMGB for Members, Partners and Suppliers
- Matters reported to law enforcement and other agencies (where is it appropriate to do so)

13. Revision

13.1 The Safeguarding Policy will be reviewed every three years to ensure compliance with international standards and updated legislation, as well as incorporating lessons learned.

13.2 The Procedures may be updated more frequently if internal or external circumstances significantly change and to ensure high standards of practice.