

## **Child Safeguarding and Protection Policy**

Be Priceless supports and advocates for the physical, mental, and social well-being and safety of our participants. Our team consists of adult team members, referred to as “staff members”, youth interns, and volunteers, collectively referred to as “team members”. We strive to provide a healthy, safe and secure environment for children in our services. Our policy is endorsed by our board of directors, reviewed by our legal advisors, and encompasses the following:

- 1. Safeguarding Awareness:** All staff members receive extensive orientation to ensure comprehensive understanding and effective implementation of our Child Safeguarding and Protection Policy. All staff members and volunteers must adhere to our code of conduct.
- 2. Rigorous Recruitment, Vetting, and Training of all staff members are upheld.** All our staff members are required to pass our reference checks and obtain certification from the Hong Kong Police’s Sexual Conviction Record Check (SCRC). We also provide all staff members opportunities to receive training by Save the Children and other experts in child safety regularly.
- 3. Informed Consent:** A parent or guardian of a child participant under 18 years of age is required to sign an informed consent form prior to participation of the child in any of our courses or programs. The form contains information on the data and information in respect of the parent, the child’s caregiver and the child that we may collect (including but not limited to personal data, evaluations, photos, and videos) for administrative, training, service assessment, promotional and other purposes incidental to our services and objects. Signing of the form ensures that the parent or guardian is informed before he/she authorizes our collection and use of the data and information collected and consents to the participation of the child. Caregivers are further invited to an informational session prior to their child’s participation in our services to set shared expectations and to address any questions they may have.
- 4. Strict Protocols for Staff Member Interaction with Children:** All team members must adhere to our established safety protocols at all times – before, during, and after each service. We also adopt the “**Two Adults Rule**”, which mandates that at least two team members are present during any interaction with one or more children. If it is impractical for a second team member to be present, video recording will be used to provide a continuous visual record of the interaction.
- 5. Monitoring Classes:** At least two team members are present at all classes involving child participants, and all such classes are monitored by video recording. All child safety issues observed will be reported to our child protection officers and addressed promptly.

6. **Child Protection Officers:** Our team members include designated Child Protection Officers who are tasked with overseeing and safeguarding all child protection and safety matters.
7. **Reporting Protocols:** All team members must adhere to our established protocols for reporting any suspected child abuse or child related misconduct, regardless of whether it occurred within or outside our training center. Detailed guidance is provided in our flowchart, accessible at <https://www.bepriceless.org/child-safety-protocol>. All team members must report any suspected child abuse or misconduct case to our Child Protection Officers within 24 hours of witnessing or becoming aware of the case.
8. **Investigation Procedures:** We implement a stringent protocol for investigating allegations of child abuse and/or child related misconduct. All staff members must strictly adhere to the guidelines set forth by us and comply with the relevant laws of Hong Kong throughout the investigations.
9. **Community Agreements:** All participants in our classes and workshops or (in the case of child participants) their caregivers are required to collaboratively establish and abide by shared agreements on behaviors that promote well-being, safety, and mutual support. Participants or (in the case of child participants) their caregivers are free to choose their participation level or that of the child under their care in any activity, and are encouraged to report any discomfort or concerns to our staff members.
10. **Safety Training for Children and Caregivers:** Safety training is a core component of our educational services, which teaches our participants about children's rights to safety and protection. The training includes lessons on understanding safe zones, recognizing unsafe behaviours, and identifying early warning signs. In addition, our training provides guidance on developing healthy relationships, establishing safety plans, and practising how to ask for help. Participants also learn about available resources for help to ensure they have access to support when needed.

For enquiries about child safeguarding at Be Priceless, please write to [safety@bepriceless.org](mailto:safety@bepriceless.org). For any concerns regarding child safety issues related to our services, please promptly contact our **child protection officers at 9373 4453** (Monday to Friday 9:30am - 6pm; excluding holidays). For child protection issues outside the scope of our services, please contact the local authorities, e.g. by dialing the emergency number 999, the Social Welfare Department helpline 2343 2255, or reach out to social workers, school counselors, or other appropriate services for assistance.

**Other Updates:** We always strive to enhance our services and impact. With this objective in mind, we continue to carry out the following in a responsible manner :

- **Compliance with the Latest Law:** In light of the Mandatory Reporting of Child Abuse Ordinance (Cap. 650), which will take effect on 20 January 2026, we are taking steps to integrate the new law and the guidelines issued by the Director of Social Welfare into our existing safety and reporting protocols to ensure full compliance with the new law in time.
- **Enhance Safety:**
  - **Update Safety Protocols and Team Training:** We regularly review and improve our safety protocols and training programs to ensure that our services are maintained above industry standards and are comfortable for most parents, guardians and caregivers of children and comply with all applicable laws in Hong Kong.
  - **Implement Video Monitoring:** We have installed video surveillance systems to monitor the classrooms and common spaces at our learning center to further enhance the safety and security of participants.
  - **Document Potential Challenges:** We keep detailed logs of safety concerns and the steps taken to address them to facilitate continuous improvements in our services.
  - **Provide Crisis Support Resources:** We will provide a list of emergency and support helplines on our website.
  - **Regular Safety Audits** are conducted periodically on all safety measures adopted by us for our learning center, including our Child Safeguarding and Protection Policy, our code of conduct, our safety protocols, and the video surveillance and child-friendly equipment we use in our learning center. These audits are conducted by our staff members and other experts to ensure that our policy, code of conduct and protocols are up-to-date, and all equipment functions properly.
- **Strengthen quality assurance:**
  - **Call Recording:** We may record all telephone calls from external sources for quality control and training purposes.
  - **Ensure Confidentiality:** We understand the sensitivity of conversations regarding suspected child abuse and/or child-related misconducts and will ensure that such conversations are conducted in private spaces where possible. We also keep all information, including such

conversations and the identities of the parties involved in strict confidence and make sure access to such information is restricted to team members on “need-to-know” basis.

- **Facilitate Feedback:** We have provided a feedback mechanism through a dedicated email ([feedback@bepriceless.org](mailto:feedback@bepriceless.org)) and a physical feedback box at our learning center. We will review feedbacks sent to us for service improvement.
- **Enhance Child-Friendly Equipment:** We provide child-friendly bathroom equipment, such as step stools, adapted toilet seats, and water tap extensions to facilitate the safe and comfortable use of bathroom facilities for children at our learning center.
- **Enhance Digital Security:** We implement cybersecurity measures to protect sensitive information, especially video recording and confidential conversation logs.

■ **Strengthen community partnerships:**

- **Inform the Community:** We share our rigorous standards and the integrity of our services with the community to foster trust and transparency. We provide parents, guardians and caregivers with a detailed pre-course informational presentation and package to facilitate understanding about our services.
- **Build and Support a Volunteer Community:** We recruit volunteers to collaborate with us in our provision of services with the aim to instill in them awareness about the importance of children’s well-being and safety and ways to strengthen and safeguard such values within our communities.
- **Parental Involvement:** We organize regular courses and workshops for parents, guardians and caregivers to enhance their awareness, capacity and practices on how they can contribute to a safer environment for children.

■ **Toileting Policy:** We are committed to protecting the safety, privacy, and dignity of all minors in our care. When assisting children with toileting at our learning center in the absence of their caregivers, our team members must follow the rules below:

- **Two Adults Rule:** Two staff members or volunteers must be present at all times to supervise the child and help the child where necessary.
- **Privacy and Safety in Toileting:** We ensure all toileting activities are conducted in a private place with the door closed but not locked to maintain privacy and safety of children.

- **Promote Independence:** We generally require all children admitted to our services and/or courses to be fully toilet trained and able to manage their own bathroom needs. For children who still require assistance when they go to the bathroom, their parents or guardians are welcome to discuss with us their children's needs before their children's admission to our services. We would consider providing the help required as long as our resources permit but we may have to decline the admission of any child who cannot manage their bathroom needs.
- **Family Involvement:** We may request the assistance of a child's parent, guardian or caregiver when necessary. If the child is not fully toilet-trained but the child's parent, guardian or caregiver is unable or not available to assist, we may need to provide assistance to safeguard the well-being of the child. We encourage children to manage toileting tasks on their own, with our staff members providing minimal assistance.
- **Consent before Assistance:** Before providing assistance, our staff members must clearly communicate intentions and obtain verbal consent from the child.

**Supportive Assistance:** For children with disabilities who require support with toileting, with the agreement of their parents or guardians, we may provide toileting training and assistance when necessary.

We welcome constructive feedback as we strive to continuously improve our services for the community. Please send your feedback to [feedback@bepriceless.org](mailto:feedback@bepriceless.org) or contact us via **Whatsapp/or phone at 9373 4453** (Monday to Friday 9:30am - 6pm; excluding holidays).