

Reporting Protocol

For people involved with the Shiva Foundation

- as a conversation partner of a professional, Positive Sister, Positive Brother, Brothers go East, etc.
- as a participant in activities,
- as a member of a group,
- as a participant in a digital network, etc.,

it is possible to report undesirable behaviour by employees or volunteers of the foundation

with whom they are in contact. They can use the routes described under 'If a participant experiences undesirable behaviour'.

External confidential adviser

This report can be a request to think along about the seriousness of the undesirable behaviour. For this purpose, an independent confidential adviser is available, who is certified for this role and is entirely independent of the foundation.

She listens to the report and discusses with the person reporting what the best way is to deal with the complaint. If the person reporting wishes, the confidential adviser can support them in raising the complaint, and in doing so help restore trust. It is important that the person reporting always stays in control.

Anyone who wants to report undesirable behaviour can contact the independent confidential adviser directly.

Introduction



The independent confidential adviser of the Shiva Foundation is Akky de Kort. She has worked on child protection and human rights issues for more than 30 years, in various countries in Africa and Asia and in the Netherlands. From October 2017 to March 2025 she worked as an internal confidential adviser (CA) for an international NGO, and since 2023 she has also worked as an external confidential adviser for four other international NGOs. She is trained as a confidential adviser and firmly believes that work becomes more meaningful and enjoyable when you are heard and seen. Anyone dealing with an undesirable situation should not keep it to themselves for too long, but should talk to a trusted colleague or contact her directly. Everyone has the right to work in a safe and pleasant environment.

Role of the confidential adviser

The task of the confidential adviser is to support and advise employees, volunteers and participants of ShivaA who are dealing with problems related to undesirable behaviour and integrity issues within the organisation. All reported cases are confidential. Reports about integrity issues

can be made anonymously and are passed on by the confidential adviser to the director or the board of the organisation only with the consent of the person reporting. If it concerns a possible criminal offence, the confidential adviser informs the person reporting of the option to report it to the police and can support them in doing so. The confidential adviser does not report it to the police herself. Only in the case of a serious crime or acute danger to the safety of the person reporting or others can she take action without the consent of the person reporting; where possible, she will discuss this with the person reporting first.

The confidential adviser can receive reports or complaints about integrity issues and violence (psychological or physical), aggression, (sexual) harassment, bullying, discrimination or other traumatic experiences at work. Unacceptable behaviour often leads to stress, and stress or frustration can lead to reduced productivity.

You can reach her at: akky@troked.nl; tel: +31(0)6 28207980

How the confidential adviser supports you

The confidential adviser offers guidance and support to employees, volunteers and participants who are confronted with undesirable behaviour within ShivaA. The confidential adviser listens to you and informs you about the various resources available to resolve the issue(s), either informally or formally, for example through a complaints procedure (depending on the organisation's policy and practice). The confidential adviser is in regular contact with HR, the works council and the management team.

There is also a video available about what a confidential adviser can do for you: <https://vimeo.com/908175581?fl=pl&fe=sh>

Who can go to the confidential adviser?

Anyone involved with ShivaA can go to the confidential adviser:

- employees;
- volunteers, including the peers (Positive Sisters and Positive Brothers);
- participants, also called users: the people who are supported by ShivaA's peers and other volunteers, or who take part in ShivaA's activities.

If a participant experiences undesirable behaviour

Participants supported by ShivaA who experience sexual harassment or other undesirable behaviour from an employee or volunteer of ShivaA can go to:

- ShivaA's independent confidential adviser, Akky de Kort (see above). She is the first point of contact for everyone;
- the ShivaA board, if a complaint needs to be handled formally: a board member handles formal complaints: Esther van der Panne, (evdpanne@upcmail.nl);

• the external complaints committee: [name, contact details], only if the complaint concerns the board itself. A complaint about the board cannot go to a fellow board member and therefore goes to a party outside ShivA. Employees and volunteers whom a participant talks to about this point her or him to these options and, where needed, help make contact. Complaints about care in the hospital, for example about the HIV consultant, fall outside this reporting protocol; this protocol only covers what happens within ShivA.

Signals and duty to report

Employees, volunteers and participants who notice signals or suspect that a colleague or volunteer is behaving inappropriately towards a participant report this immediately to the director, or to the board if it concerns the director. The director or the board investigates the report and takes appropriate measures. If a criminal offence is suspected, the participant concerned is informed of the option to report it to the police. Anyone who is unsure, or would rather discuss something confidentially first, can also contact the confidential adviser.

If undesirable behaviour occurs between participants, for example during ShivA activities, the employees or volunteers present intervene and report it to the director.

Met opmerkingen [NR1]: Quaris if this is the final decision from ShivA/Inga