



**Join us in  
treating  
people well**

[www.confedonbosco.org](http://www.confedonbosco.org)



**Confederación**  
Don Bosco



## Contents

Treating people well - 3  
Conducts to maximise - 4  
Conducts to avoid - 5  
What else can I do? - 6  
Contact - 8



# Treating people well

*Treating people well involves creating behaviours and relationship guidelines based on respect and protecting people's rights, as well as enhancing their growth and development.*

## What is the Don Bosco Confederation's commitment?

The Confederation aims to be a safe place where people feel protected and defended from all assaults, attacks, insults and danger and where their dignity, privacy and rights are respected. Consequently, the Confederation is deeply committed to 'zero tolerance' of any and all possible mistreatment and abuse of other people, whether they are beneficiaries, professionals or volunteers.



## How do we define inappropriate conduct?

We believe that inappropriate conduct is not only abuse and mistreatment (physical, sexual or emotional abuse, negligence), but any lack of treating people well and kindly.

## Behaviours to foster

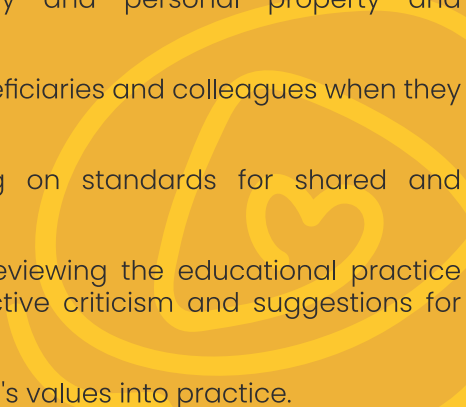
- 1 Treat others with respect and dignity, with no discrimination based on race, colour, nationality, social class, age, sexual orientation, ideology, religion or any other personal, physical or social condition.
- 2 Participate in listening spaces and any forum provided by the Confederation related to people's safety and protection.
- 3 Keep personal space in mind. Remember that the most important thing is to focus on what the other person needs and wants, not on what we might think that we need. For example, you could ask 'Do you need a hug?' instead of just doing it.
- 4 Also respect the right to identity, seeking the person's consent and remembering that everyone has the right to be forgotten and not have the activities and projects in which they have participated tracked.
- 5 Favour healthy lifestyles, physically, mentally and emotionally.
- 6 Promote cooperative dynamics, fostering peaceful conflict resolution and interpersonal communication.
- 7 Aim to have another adult present when you've got to be with a minor or vulnerable adult in a closed space, one without visibility from outside or a space separated from the group. If you do have to be alone, due to it being required by the educational intervention, notify the programme/activity manager or, otherwise, another professional.
- 8 Foster 'zero tolerance' of violent behaviours, insults, inappropriate or aggressive words towards beneficiaries, to your own colleagues and to any other person.
- 9 Report any type of mistreatment, abuse or harassment that you witness or suspect.
- 10 Be a positive model for treating people well: 'Be the change you want to see in the world' (Gandhi).

## **Respect the terms of the General Data Protection Regulation:**

Remember that you can only collect data that is essential for the work you are doing. Safeguard and protect the data to which you have access and do not share them if you don't have express authorisation. Study the usage restrictions on private devices and

don't take photos or videos in which minors or vulnerable adults appear, either inside or outside the Confederation. Also respect and avoid keeping or disclosing photos or videos on social media or transferring them without third-party consent.

## **Remember that treating people well starts with you, and treating others how you would like to be treated.**

- Creating open and transparent communication standards.
  - Fostering respect and tolerance of opinions, interests, personal space, privacy and personal property and information.
  - Offering your help to beneficiaries and colleagues when they need it.
  - Reflecting and agreeing on standards for shared and harmonious coexistence.
  - Favouring the habit of reviewing the educational practice itself, accepting constructive criticism and suggestions for improvement.
  - Putting the Confederation's values into practice.
- 

## Behaviours to avoid

- 1** Do not permit, promote or reward substance consumption (alcohol, tobacco, drugs...) and access or exposure to live or multimedia contents that could be potentially or actually harmful and that could cause damage.
- 2** Do not use or exhibit inappropriate sexual or pornographic images, even when they are not intentional or played on own devices.
- 3** Do not have sexual relations of any type with beneficiaries.
- 4** Do not have personal contact or exclusive relationships with beneficiaries outside of the educational activities with any intention that opposes the principles and behaviours of the Code of Conduct (for example, by phone calls, texting, social media or other means).

## What else can I do?



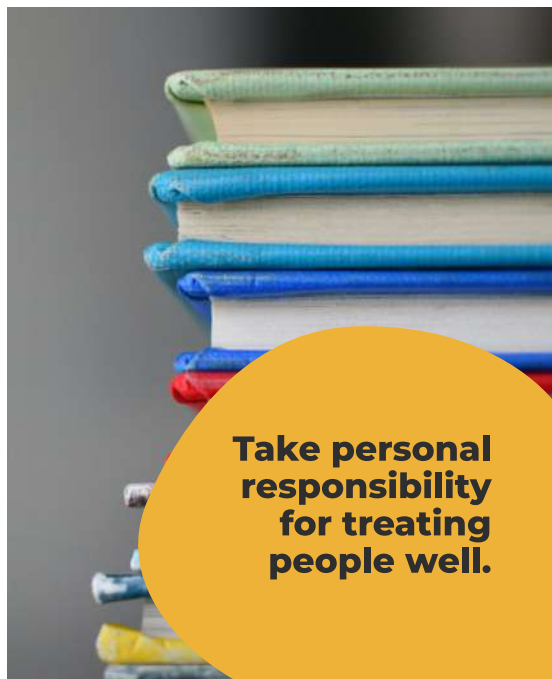
**Creating safe environments is everyone's responsibility.**

### Raising awareness and educating

- Promote habits of awareness-raising and self-protection.
- Encourage beneficiaries to express and reflect on their worries and concerns about protection.
- Dismantle myths about the mistreatment/abuse of people.
- Extend raising awareness about treating people well to other settings and organisations outside the Confederation.

## Prevention

- Expand your knowledge and educate yourself on treating people well.
- Help the people you work with to develop detection strategies and interpersonal skills for self-protection and personal safety: problem-resolution skills, asking for help and assertiveness, to name just a few.
- Share your own experiences and good practices about protection with other professionals and volunteers.



**Take personal  
responsibility  
for treating  
people well.**

## Notify

We all have the obligation to immediately notify a member of the Protection Committee or an external resource (Social Services or the Public Prosecutor's Office) of any information we have on a possible case of mistreatment. All adults who withhold information or cover up any type of abuse shall be considered accomplices.

You do NOT need to be sure of mistreatment to notify. The responsibility of verifying or confirming mistreatment is not your job, but the function of specialised teams. You can make an internal report at [comitedeproteccion@confedonbosco.org](mailto:comitedeproteccion@confedonbosco.org) or by using the form on our website

[www.confedonbosco.org/transparencia/#SDPI](http://www.confedonbosco.org/transparencia/#SDPI)

**Report any unsuitable practice that you become aware of. Taking action is good conduct.**

**Not acting is a type of mistreatment.**

If you have any questions, please contact us. It would not be possible without together, we will all create a culture of treating people well and kindly. **Join us in treating people well!**

**Address**

C/ Joaquín Turina, 39. 28044 Madrid

**Website**

[www.confedonbosco.org/transparencia/#SDPI](http://www.confedonbosco.org/transparencia/#SDPI)

**Email**

Notifications and queries of the Protection System  
[comitedeproteccion@confedonbosco.org](mailto:comitedeproteccion@confedonbosco.org)

Any other procedure or information  
[donbosco@confedonbosco.org](mailto:donbosco@confedonbosco.org)



**Confederación  
Don Bosco**