



Federación de Asociaciones
para la Prevención
del Maltrato Infantil

MANAGEMENT PROCESS OF THE FEDERATION

**CODE OF ETHICS AND PRINCIPLES OF
GOOD PRACTICES AND TRANSPARENCY**

**APPROVED BY THE DIRECTIVE BOARD OF
THE FEDERATION ON SEPTEMBER 26TH, 2009.**

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DILIGENCE OF ENDORSEMENT

Ms. Rosa M^a. Arruabarrena Terán, President of the Federation of Associations for the Prevention of Child Mistreatment and Ms. Eva M^a. Gómez Pérez, Secretary of the same Federation, in agreement with the responsibilities that are attributed to them by the current Statutes of the Federation, give faith in which the Directive Board of the Federation, in virtue of the functions it has entrusted according to the said Statutes, approves and assumes the present Code of Ethics and Good Practices and Transparency.

For the record, Signed in Madrid, September 26th, 2009.

Ms. Rosa M^a Arruabarrena.
President

Ms. Eva Pérez Gómez.
Secretary

Chapter I

INTRODUCTION AND PRELIMINARY ASPECTS

STATUTORY REGULATIONS

FIRST ADDITIONAL REGULATION of the Statutes:

The aspects referred to in the previous article will be developed by means of the correspondent Regulations of Internal Regimen and all of the Instructions and Procedures considered necessary for the correct application of the present Statutes, the optimization of the functioning of the Federation and the adequate achievement of the purposes of it.

SECOND ADDITIONAL REGULATION of the Statutes:

For anything that is not foreseen in the present Statutes, or in its developed Regulations, the current Organic Law 1/2002 of March 22nd, will be applied, regulator of the Right of Association, and complementary regulations.

DEFINITIONS

In the present Code, a reference is made to different concepts that we understand fundamental when defining the ethical framework of the Federation both in the relation to its internal functioning and its relation with other external agents and the Society as a whole. Therefore, we present definitions of the mentioned concepts.

Code of Good Practices:

Public declaration of the behaviors and attitudes that both the organization and the people that form part of it must observe in the performance of its activities.

Mission:

Intention or reason of being of the organization. It doesn't really answer questions like, "What is our activity?" or "What is our function?", but rather it raises questions of the following type: "Why does our business exist?", "Why do we have this function?", "What intention justifies the continued existence of our organization?"

Vision:

Declaration that expresses what the organization would like to be like in the future (Garau Salas, 2007).

Values:

The concepts and expectations that describe the behavior of the personnel of the organization and determine all of its relations, such as, among others, trust, the importance of people, mutual support...

Procedure:

Specific way to carry out our activity or process (ISO 9000:2000).

They can be considered documents of executive character in which the specific purpose, scope, responsibilities and development of the activities that can affect the Quality of the basic activity of the organization are specified. Therefore, they describe how said activities must be fulfilled, controlled and registered and by whom such actions must be carry out.

The Procedures Manual gathers the totality of the Procedures implemented in the organization.

Process:

Set of resources and mutually related or interacted activities, which transform input into results (output). (ISO 9000:2000).

Through this series of interrelated activities the value of the product or service increases during their elaboration or production, when transforming the contributions or initial income into results.

Service:

Result of a process (ISO 9000:2000). Result generated by activities carried out between the supplier and the Client, and by internal activities of the supplier, with the goal of responding to the necessities of the Client (Tormo, 2004).

Effectiveness:

Ability to achieve a particular objective or effect.

Efficiency:

Capacity to achieve a goal or determined effect by realizing the task in the best possible way or with the least expenditure of resources.

Audit:

Systematic, methodical and independent exam that is carried out to determine if the activities and the results relative to the Quality fulfill the pre-established regulations and if these regulations are implemented and applied effectively and are adequate to reach the objectives (ISO 9000:2000).

Management of the Total Quality:

Way of managing an organization focused on Quality, based on the participation of all of its members and seeks a long-term success through the satisfaction of its clients and benefits for all the members of the organization and for the society as a whole (ISO 8402:94), providing tangible benefits to all (ISO 9000:2000).

This way of managing the organization aims at achieving excellence and is based on the fundamental concepts, among others, customer orientation, partnerships with suppliers and establishment of strategic alliances, development of staff and their qualifications, as well as in the acquisition by the entire organization of a commitment to continuous improvement.

Work Instruction:

Can be defined as detailed instructions relative to the implementation of specific activities. They specify in detail how to perform tasks described in the procedures and processes. They define the way to carry out a process, acceptance criteria and rejection of the work performed and the way to solve possible incidents that could occur more frequently or could be foreseen in which the person responsible for carrying out the activity may find themselves in. They should be clear, specific, concise and self-explanatory.

ISO (International Organization for Standardization):

International Organization dedicated to the standardization of processes, products and services. It is an international agency specialized in the standardization, composed of standardization organizations of different countries.

ISO 9000:

Set of three international norms of standardization about Quality Management and Quality Assurance developed to help companies efficiently document the elements of these Systems to be implemented in order to achieve a effective QMS. The standards are not specific to any industry, product or service. They were developed by the ISO (Tormo, 2004).

EXPOSITION OF MOTIVES

Through the present Code, the Federation of Associations for the Prevention of Child Mistreatment aims to establish an ethical framework for its actions. The diversity of the policy areas obligates us to define our perspective as a Non-Profit Entity to establish our relationships outside of the Federation, as well as inside of it.

This Code aims to sketch the outlines that our social work is based on and the impact of it in both the people and entities that form it as the beneficiaries of such actions, the various entities and institutions with whom we interact and the society as a whole.

SCOPE OF THE CODE OF ETHICS AND THE PRINCIPLES OF GOOD PRACTICES OF THE FEDERATION AND ITS MEMBER

The present Code must be signed by the Directive Board. Since it is composed of representatives of all the Member Associations, their title will automatically link them to the Code provided in the paragraphs therefore specified.

MODIFICATION OF THE ETHICAL CODE AND PRINCIPLES OF GOOD PRACTICES AND TRANSPARENCY

Modification of this document, as a whole or in parts, must be approved by the Directive Board. Moreover, this document must be open and consistently evolving, so that it is open to the contributions that are deemed appropriate by the member entities of the Federation.

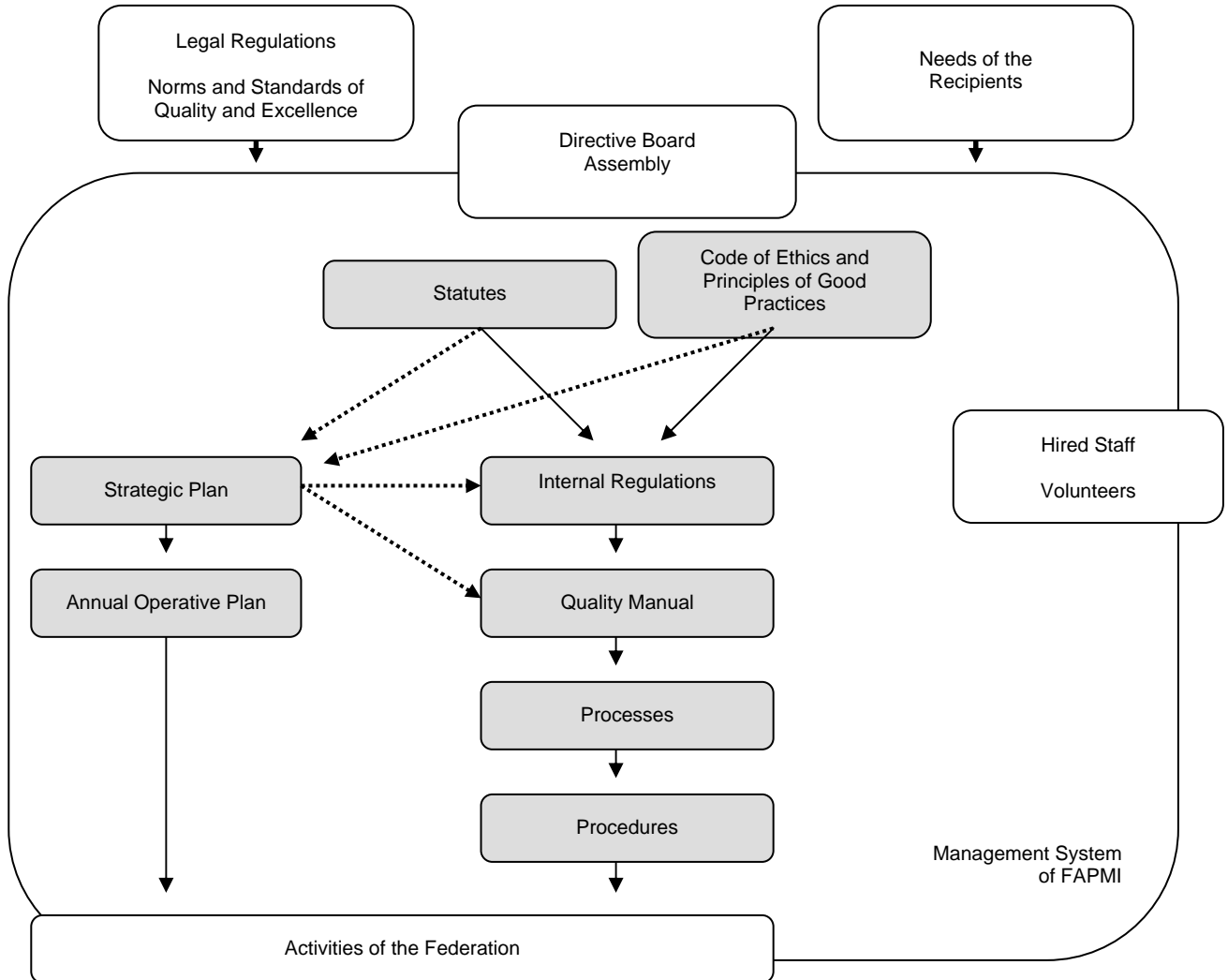
The Technical Team is authorized to propose the Directive Board of the Federation with the modifications it deems appropriate, based on the criteria of opportunity, operating capacity, continuous improvement and provision of the services of the Federation.

RELATIONSHIP OF THE CODE OF ETHICS AND PRINCIPLES OF GOOD PRACTICES AND TRANSPARENCY WITH OTHER DOCUMENTS OF THE FEDERATION

Ethical standards and Principles of Good Practice are part of the management system of the Federation.

In this sense, they are transversal guidelines for all of the processes that are carried out in and from the organization. The statutory provisions, together with the Ethical Code are specified in the Internal Regulations and the Quality Management System, which includes both the processes and the procedures. All under the perspective of the Strategic Plan of the Federation, through which it organizes and plans the development of the organization short and long-term.

The following diagram is intended to graphically reflect the relationship between various documents that make up the management system of FAPMI.



Chapter II

VALUES

The Federation of Associations for the Prevention of Child Mistreatment and its Member Associations take on, as their own, the values set out in the Declaration of Commitment to Quality in the Third Sector of Social Action proposed by the Platform of NGOs of Social Action. This commitment involves the development of a culture of quality based on certain values that the Federation incorporates to its management system.

People-Oriented Values:

- Respect for human dignity and defense of rights.
- Solidarity between those that make up our organization, its member entities and between those targeted by our services and actions. The recognition of the latter to participate in the decision making that affects them.

Values focused on the Organization:

- The management of the organization to meet the needs and expectations of its recipients.
- Participation of all people, whether volunteers, professionals or users as a primary value to achieve a greater motivation and efficiency in the services.
- The promotion of responsibility and commitment of everyone involved in the organization, facilitating decentralization in decision-making processes.
- The value of professionalism in human resource policies and the value of work well done, based on technical criteria and scientific developments, as well as strict professional ethics.
- The effective and efficient management of the global mission of the organization in its daily work, avoiding losing the sense of the mission of our organization.

Society-oriented Values:

- The transparency in resource management and the demonstration of its efficiency.
- Social responsibility and the permanent commitment to that responsibility.

Other Necessary Values:

- **Complementarity:** Add our efforts to those of other agents, entities and organizations with similar purposes and areas of action. Center our efforts on developing innovation in the protection, defense and attention to children and the prevention of children in situations of risk.
- **Synergy:** Create a context for the exchange of resources, projects, strategies and lines of action with other social agents in terms of increasing child protection.
- **Transparency:** Manage our resources and projects reliably and in a way that the activities, their objectives and lines of development can be monitored and evaluated.
- **Effectiveness:** Achieve our objectives using the least possible resources, obtaining the best results with optimal management of human resources and materials.

Chapter III

PRINCIPLES OF GOOD PRACTICES

The Federation of Associations for the Prevention of Child Mistreatment and its Member Associations take the Principles and Sub-principles of Good Practices and Transparency proposed by the Foundation as a reference, with the necessary modifications in order to accept them as their own.

These principles are applied and shaped in the chapters of the present Code, in the Internal Regulations and in the relevant Processes of the Management System of Continuous Improvement through which the activities of the Federation are developed.

Chapter IV

APPLICATION OF THE CODE OF ETHICS AND THE PRINCIPLES OF GOOD PRACTICES ASSUMED BY THE FEDERATION AND ITS MEMBER ENTITIES

Chapter IV.1.

Implementation of the Principles of Good Practices assumed by the Federation and its member entities WITH REGARD THE RELATIONSHIP BETWEEN THE MEMBER ASSOCIATIONS

The Ethical Principles and Good Practices associated with them are detailed in the paragraphs of this chapter, in the following activity areas of the Federation:

1. With regard to the relationship between the Member Associations.
2. With regard to the relationship with the Society.
3. With regard to the relationship with the donors.
4. With regard to the relationship with the sponsors and companies.
5. With regard to the relationship with suppliers.
6. With regard to the transparency in the management.
7. With regard to the relationship with the hired staff.
8. With regard to the relationship with the volunteers.
9. With regard to the management of the economic resources.
10. With regard to the egalitarian communication.
11. With regard to the management of images and illustrations.
12. With regard to the management of conflicts of interest.

13. With regard to the Rights of the Users of Citizen Service.

In each of the sections and subsections, it is specified whether the set of Principles and Good Practices are undertaken by the Federation or if they are also extended to its member associations.

In any case, it is a responsibility of the Federated Associations to develop their own Codes, although they can also take on the present Code, entirely, if they wish to do so, by the signature of a Protocol of Adhesion.

Chapter IV.2.

Implementation of the Principles of Good Practices assumed by the Federation and its member entities WITH REGARD TO THE RELATIONSHIP WITH SOCIETY

General Principles

The Federation of Associations for the Prevention of Child Mistreatment and its member entities, as channels of citizen participation, accept that:

- a. Its mission is to promote child and adolescent rights and prevent any type of abuse towards them.
- b. Constitute a sphere of effective influence in the society.

An essential part of their work should be directed to:

1. Guarantee and strengthen the role of childhood and adolescence.
2. Enhance their relationship with public powers, with the private sector and other social agents with the goal of positively influencing their policies. All within a strategic framework and based on ethical principles defined in this Code.
3. Mobilize citizens to report, pressure for, search for and propose alternatives before the injustices that affect children and teenagers.
4. Seek agreements and alliances with other organizations and social movements where strategic matches exist.

Principles of communication and trustworthy views of information

The Federation of Associations for the Prevention of Child Mistreatment and its member entities accept the following principles regarding:

1. Advertising campaigns, fundraising and public information to faithfully reflect the objectives and reality of the organization and not mislead.
2. To inform donors and collaborators about the organization's activities at least once a year. Likewise, its projects and activities will be public information.

3. It will be required to conduct effective communication, and have its own email and a webpage that work properly and that will be updated at least once a year.
4. The organization will make both the Activities and Economic Report available upon request. The Activities Report will include a detail of the source and destination of its funds for projects and activities.

Principle of clarity and social publicity

The Federation of Associations for the Prevention of Child Mistreatment and its member entities accept the following principles regarding:

1. The social purpose will be an essential objective of the organization, which will be reflected in its activities, that must pursue goals of social interest.
2. It will be well defined. It must identify the focus on the field of activity and the public that it is directed towards.
3. It will be known by all members of the organization, including volunteers.
4. It will also be easily accessible to the public.

Links with the Quality and Continuous Improvement Management System of the Federation

The Federation of Associations for the Prevention of Child Mistreatment has a documented process for the management of External Communication, in which the said criteria are contemplated.

Validation of the application of the principles

The Federation of Associations for the Prevention of Child Mistreatment guarantees the consideration of the principles outlined in the following documents:

1. Internal Regulations.
2. Procedure for the Management of External Communication.
3. Institutional documents of the Federation.
4. Website.

Chapter IV.3.

Implementation of the Principles of Good Practices assumed by the Federation and its member entities WITH REGARD TO THE RELATIONSHIP WITH THE DONORS

General Principles

The Federation of Associations for the Prevention of Child Mistreatment and its Member Associations:

1. Will ensure that the source of the donations that are received do not impeded free will and do not present any obstacle for the achievement of their objectives.
2. Will always respect the will of the donors regarding the final destination of their funds.
3. Will fulfill the right to receive the coresponding certification of the donation.
4. Must precisely define what they mean by partners and/or collaborators each time that official documents containing information relative to these concepts are disseminated.
5. Will manage the personal data of the private donors and will be object to the protection afforded by the Data Protection Laws.
6. Will record the number and amount of donations received and, if authorized by the donor, its source.

Links with the Quality and Continuous Improvement Management System of the Federation

The Federation of Associations for the Prevention of Child Mistreatment does not consider it necessary to document a specific process in this regard, given that the management of the relationship with Donors will be carried out in function of the principles outlined.

Validation of the application of the principles

The Federation of Associations for the Prevention of Child Mistreatment guarantees the consideration of the principles outlined in the following documents:

1. Internal Regulations.
2. Donor Certificates issued for the fiscal year.

3. Institutional documents of the Federation.
4. Accounting and Economic-Financial Documents and Reports.
5. Annual Report of the Federation.
6. Website.

Chapter IV.4.

Implementation of the Principles of Good Practices assumed by the Federation and its member entities WITH REGARD TO THE RELATIONSHIP WITH THE SPONSORS AND COMPANIES

Criteria of the Federation and member entities regarding the relationship with sponsors and companies

1. The Federation and Member Associations will observe, in their relationship with the company and potential or actual sponsors, minimum criteria, consistent with the fulfillment of the principles contained in this Code.
2. In general, partnerships with companies will respect the values of independent religious and commercial policies, transparency and efficiency, among others, that should characterize the work of the Federation and its Member Associations.
3. Likewise, the company or potential sponsor should assume the defense of the Federation and its goals.
4. Specifically, companies that establish a collaboration must:
 - Respect Human Rights as well as international treaties and conventions on migrant workers and their families and those relative to the right against racism and xenophobia.
 - Respect the Convention on Child Rights of the United Nations.
 - Comply with the eight Fundamental Conventions of the International Labor Organization, relating to forced labor, child labor and union rights.
 - Respect the Environment, abiding by the laws of the country of origin.
 - Respect Public Health both in its products and production processes, abiding by the laws of the country of origin.
5. The Federation and its member entities will not establish any relationship of partnership or collaboration or participate in any advertising campaign that:

- a. Enhances and/or promotes the consumption of products harmful to the health of the general population, especially to children.
- b. Companies that manufacture or trade weapons.

Requirements for sponsorship activities

Along with the mentioned criteria, the companies that would like to collaborate with the Federation or its member entities must:

1. Show a letter of commitment accepting the principles outlined by drafting a Statement that gathers the different aspects listed above, and facilitating it the Federation of Associations for the Prevention of Child Mistreatment.
2. Advertise their commitment. This Certificate will be disseminated through the website of the Federation and the company.
3. Responsibility for the content of the commitment. The lack of accuracy of the data provided and the breach thereof will be the sole responsibility of the private company partner.

Sponsorship Policy of the Federation of Associations for the Prevention of Child Mistreatment

The criteria and requirements set out above are specified in the Sponsorship Policy of the Federation.

1. In order to start a sponsorship relationship, a previous agreement, signed by both parties which specifies the conditions thereof, according to the previous sections, must exist.
2. The Federation agrees to advertise the company on its website, providing a link to the website of its sponsor.
3. With a prior explicit agreement, the sponsor can disseminate along with their name / trademark / logo, the name and logo of the Federation.
4. In the case that the funded program is published in hard copy (brochure, poster, publication...) the logo of the sponsor will be visible.

Application of the Principles of Transparency in the management of the Sponsorship

1. The sponsor company will be informed of the destination of the donations given by being provided with the relevant documentation (bank statements, invoices...)
2. The monetary donations will be recorded in the accounting books in compliance with the principle of transparency in accountability.
3. Donations in kind will be valued according to market price and will also be included in the accounting books.
4. In the case of donations exceeding 60.000,00 €, an external audit will be held in order to access the degree of compliance of the granted donation.

Links with the Quality and Continuous Improvement Management System of the Federation

The Federation of Associations for the Prevention of Child Mistreatment has a documented process for the Economic management of the Federation, which includes the procedure for Sponsorship management. This specifies the steps necessary to formalize a relationship of sponsorship and the appropriate formats, where the principles outlined are contemplated.

Validation of the application of the principles

The Federation of Associations for the Prevention of Child Mistreatment guarantees the consideration of the principles outlined in the following documents:

1. Internal Regulations.
2. Institutional documents of the Federation.
3. Process for the Economic Management of the Federation / Procedure for Sponsorship Management.
4. Signed Collaboration Agreements with companies and sponsors.
5. Accounting and Economic-Financial Documents and Reports.
6. Annual Report of the Federation.
7. Website.

Chapter IV.5.

Implementation of the Principles of Good Practices assumed by the Federation and its member entities WITH REGARD TO THE RELATIONSHIP WITH SUPPLIERS

1. Basic questions in the selection of suppliers

The Federation of Associations for the Prevention of Child Mistreatment manages the relationship with the suppliers based on the following criteria:

- a) All of the selected suppliers must observe the principles contained in the present Code regarding child defense and protection and human dignity and rights.
- b) They will choose the services offered by other NGOs and Associations that provide specific services compared to private companies.
- c) They will choose private companies that have services and/or special prices for Non-Profit Organizations.
- d) In reference to the Banks, they will choose to work with those that include profit sharing through Foundations that have social action as their purpose in their philosophy and Work Plan.

2. Supplier selection criteria

For the hiring of any service provider for the Federation of Associations for the Prevention of Child Mistreatment (FAPMI), three estimates with the same characteristics will be requested.

The supplier that best fills the requirements outlined of the following aspects will be chosen:

- a) Value / price.
- b) Improvements of the proposal (increase or improvement of services without raising the price).
- c) Satisfaction of the Federation with the work realized by suppliers that are already common.

When the value of the service exceeds 30.000,00 €, a fourth estimate will be requested and the proposal will be valued positively.

- e) The possibility of dividing the payment with the supplier.

3. Phases of supplier selection

The selection of suppliers to offer services to the Federation of Associations for the Prevention of Child Mistreatment (FAPMI) consists of three stages:

3.1. Phase I - Detection

In the development of a project or activities, any professional can detect a specific necessity. In this case, the need must be communicated in writing to the Department of Administration and Finances, arguing said request.

3.2. Phase II - Research

The staff of the Department of Administration and Finances revise the petition, request three estimates and assess them according to the criteria contained in this document. They will also make the necessary adjustments in the annual budgets and finally they will value the relevance or otherwise of the estimates presented.

3.3. Phase III - Resolution

The Department of Administration and Finances communicates the results of the investigation to the requesting professional and the Permanent Commission, arguing said decision so that it can later be communicated to the Directive Board of the Federation of Associations for the Prevention of Child Mistreatment (FAPMI).

Links with the Quality and Continuous Improvement Management System of the Federation

The Federation of Associations for the Prevention of Child Mistreatment does not consider it necessary to develop a specific process in this regard, since the preparation and observation of these criteria in the daily management of the Federation is considered sufficient.

Validation of the application of the principles

The Federation of Associations for the Prevention of Child Mistreatment guarantees the consideration of the principles outlined in the following documents:

1. Internal Regulations.
2. Reports to the Directive Board about suppliers.

Chapter IV.6.

Implementation of the Principles of Good Practices assumed by the Federation and its member entities WITH REGARD TO THE TRANSPARENCY IN THE MANAGEMENT

Principle of operation and regulation of the governing body

The Federation of Associations for the Prevention of Child Mistreatment and its member entities assume the following principles in this regard:

1. The governing body will be made up of a minimum of 5 members.
2. The governing body will meet at least twice a year with the attendance of the majority of its members.
3. All of the members of the governing body will attend at least one meeting a year.
4. Only a limited number of members of the governing body will receive compensation of any kind, always according to the current law and never more than 40%.
5. The members of the governing body will be renewed regularly and within a defined timeframe.
6. The names and a brief summary of the members of the governing body and the names of the directors will be public.
7. The governing body will show that there are criteria for selecting projects, suppliers, staff and collaborating organizations (partners), to prevent conflicts of interest and discrimination. A policy to follow in relation to companies will exist. These criteria and policies will be public. When conflicts arise, the presence of the affected member will be disregarded in order to make the decision.

Principle of planning and monitoring of the activity

The Federation of Associations for the Prevention of Child Mistreatment and its member entities assume the following principles in this regard:

1. There will be adequate formal planning of the activity and measurable objectives. The objectives relative to this project area will be public.

2. Planning must be approved by the governing body.
3. The programs will follow a specific line of work, at least during the last three years.
4. Formally defined systems of monitoring and evaluation of the objectives will be used. This will include the identification of the beneficiaries.
5. The project evaluation reports will be public.

Links with the Quality and Continuous Improvement Management System of the Federation

The Federation of Associations for the Prevention of Child Mistreatment has a set of documented processes for the Management of the Federation in which the specified criteria are contemplated.

Validation of the application of the principles

The Federation of Associations for the Prevention of Child Mistreatment guarantees the consideration of the principles outlined in the following documents:

1. Internal Regulations.
2. Map of processes of the Federation.
3. Documentation of the Hercules Project / Management System of Continuous Improvement and Information (Processes, procedures, instructions, formats and historical archive documents).
4. Strategic Plan and Annual Operative Plan.
5. Website Content.

Chapter IV.7.

Implementation of the Principles of Good Practices assumed by the Federation and its member entities WITH REGARD TO THE RELATIONSHIP WITH THE HIRED STAFF

Regarding the hired staff

The Federation of Associations for the Prevention of Child Mistreatment and its member entities:

1. Respect the current labor laws.
2. Are committed to supporting the personal and professional development of the employees.
3. The development of the people is in line with the goals and objectives of the entities.
4. Encourage the hired staff to improve their effectiveness, that of others and of the work teams.
5. Recognize the contribution of the staff in the achievement of the organization's objectives.
6. Are committed to ensuring equal opportunities in the development of the employees and consider the regulations and legislative dispositions in this regard.
7. Have a plan with clear objectives and goals and assure that they are understood by all.
8. Are committed to the creation of open participatory management systems, which encourage responsibility and creativity of the staff.
9. Make sure that the staff understands how to contribute to the goals and objectives of the organization.
10. Avoid that the activities of the staff conflict with those of the volunteers.
11. Favor adjustable measures that they consider ideal for reconciling work and family life.

Regarding the selection process

The Federation of Associations for the Prevention of Child Mistreatment and its member entities:

1. Respect the candidate's rights throughout the process and guarantee confidentiality of their personal data and results of the process.
2. Have specific processes for the management of the staff selected.
3. Define the job clearly and concisely, specifying the functional dependence, the degree of autonomy and the responsibility of the hired staff.
4. Inform the selected candidates as well as the non-selected candidates of the results of the process as soon as possible.

Links with the Quality and Continuous Improvement Management System of the Federation

The Federation of Associations for the Prevention of Child Mistreatment has a specific documented process for the Management of the relationship with the hired staff and their selection process, in which the specified principles are contemplated.

Validation of the application of the principles

The Federation of Associations for the Prevention of Child Mistreatment guarantees the consideration of the principles outlined in the following documents:

1. Labor contracts signed under the relevant Collective Agreement.
2. Internal Regulations.
3. Human Resources / Hired Staff Management Process.
 - a. Procedure for the Selection of Personnel.
 - b. Procedure for the Management of Hired Personnel.
 - c. Operative Job Profiles.
 - d. Staff Training Plan.

Chapter IV.8.

Implementation of the Principles of Good Practices assumed by the Federation and its member entities WITH REGARD TO THE RELATIONSHIP WITH THE VOLUNTEERS

With regard to the volunteers

The Federation of Associations for the Prevention of Child Mistreatment and its member entities:

1. Promote volunteer participation in their activities.
2. Define the activities that are open to be developed by volunteers. The document which states said activities will be public.
3. Have a formation plan in accordance with the designated activities.
4. Guarantee that the volunteers are insured according to the risk of the activity they are developing.

Links with the Quality and Continuous Improvement Management System of the Federation

The Federation of Associations for the Prevention of Child Mistreatment has a specific documented process for the management of the relationship with the Volunteers and their selection process, in which the outlined principles are contemplated.

Validation of the application of the principles

The Federation of Associations for the Prevention of Child Mistreatment guarantees the consideration of the principles outlined in the following documents:

1. Internal Regulations.
2. Regulation of Volunteering.
3. Human Resources / Volunteer Management Process.
 - a. Procedure for the Selection of Volunteer Personnel.
 - b. Welcome and Integration into the Federation Procedure.
 - c. Procedure of Volunteer Personnel Management.
 - d. Operative Profiles of collaboration positions.
 - e. Volunteer Personnel Training Plan.

Chapter IV.9.

Implementation of the Principles of Good Practices assumed by the Federation and its member entities WITH REGARD TO THE TRANSPARECY IN THE MANAGEMENT OF ECONOMIC RESOURCES

Principles of Transparency in Financing

The Federation of Associations for the Prevention of Child Mistreatment and its member entities observe the following principles with regard to their financing:

1. The activities of private fundraising, their cost and their annual revenues (donations, partners, and other contributions) will be public.
2. Funding sources with details of the principle funders, public as well as private, and the amounts contributed by them will be public.
3. The allocation of funds raised by each year's activities will be known and properly documented.
4. The privacy of the individual donors will be respected.
5. In business activities, the types of contracts will be available to the public.
6. The terms of those agreements that include the transfer of logos will be public.

Principle of plurality in financing

The Federation of Associations for the Prevention of Child Mistreatment and its member entities observe the following principles with regard to their funding sources:

1. The organization should diversify its financing with public and private funds. In no case should private income be less than 10% of the total revenue.
2. The organization will have a variety of external funders that favor the continuation of the activity. None of them will provide more than 50% of the total income of the organization.

Control principle in the use of funds

In this regard, the Federation of Associations for the Prevention of Child Mistreatment and its member entities assume the following principles:

1. The distribution of operating expenses, grouped in the categories of Fundraising, Activity Program and Management-Administration, will be known.
2. The expenses associated with commercial activity, if any, will be detailed separately.
3. The destination of the funds broken down by each project and activity of the organization will also be known.
4. A detail of the main suppliers and coorganizers of the activity will exist.
5. The organization will prepare an Annual Budget for the following year with the corresponding Explanatory Report and practise the liquidation of the Income and Expenses Budget of the last year. The Budget and the Liquidation will be approved by the governing body and will be public.
6. The organization will not count on available resources (other than initial founding capital or donations affected by them) for the following fiscal year by an amount greater than twice the higher value between: 1) the expenses incurred in the present year and 2) the expense budget for the following year.
7. A reasonable relationship between the expenses incurred in fundraising and associated income should be maintained.
8. The organization will avoid persistently presenting an unbalanced financial structure.
9. The financial investments must meet reasonable prudent requirements.
10. Investments in unlisted companies will be related and directly help to achieve the social objective.
11. The organization will respect the wishes of the donors and will establish a system of monitoring directed funds. In the case of obtaining an amount greater than 600.000 € (100 million pesetas) in a campaign to obtain private funds for specific projects, a compliance Audit will be conducted, that is, a check of the field of use of such funds and results obtained.

Principle of presentation of annual accounts and fulfillment of legal obligations

The Federation of Associations for the Prevention of Child Mistreatment and its member entities assume the available in the relevant regulations, in a way that the organizations will submit to the proper Public Authority:

1. Detailed activities report and exact fulfillment of the goals, as well as the financial table and the portfolio of financial investments.
2. Each year, the Balance sheet and Account Results according to the General Plan of Accountability of Non-Profit Organizations. These documents must be approved by the governing bodies.
3. Accreditation of compliance with the Fiscal Regime to which the different organizations are subject.

Links with the Quality and Continuous Improvement Management System of the Federation

The Federation of Associations for the Prevention of Child Mistreatment has a set of documented processes for the Economic Management of the Federation in which the specified criteria are contemplated.

Validation of the application of the principles

The Federation of Associations for the Prevention of Child Mistreatment guarantees the consideration of the principles outlined in the following documents:

1. Internal Regulations.
2. Process of Economic Management of the Federation.
3. Explanatory Report, Adapted, of Follow-up and Rationale of the grants received and executed.
4. Documents and Accounting and Economic-Financial Report.
5. Annual Report of the Federation.
6. External Audit Reports.
7. Website Contents.

Chapter IV.10.

Implementation of the Principles of Good Practices assumed by the Federation and its member entities WITH REGARD TO THE EGALITARIAN COMMUNICATION

Preliminary note on the sources used in the writing of this Chapter.

The contents of this Chapter are an adaptation of the book “Guide for egalitarian communication in Kutxa” (available in http://www.kutxa.net/wkn_entidadfinanciera_new/es/igualitaria.htm), and therefore this material should not be taken as a self-creation. Likewise, the manual coordinated by Ms. A.M. Medina Guerra “Manual of non-sexist Administrative Language”, has also been used, published by the Department of Women of the City Hall of Málaga and the Association of Historical Studies on Women of the University of Málaga (available in http://www.ayto-malaga.es/pls/porta130/docs/FOLDER/MUJER/MANUAL_NO_SEXISTA.PDF).

FAPMI has not created this document, granting itself authorship, but rather wants to highlight these two publications and thank the authors of the books mentioned for their work.

Introduction

Language and images are two of the fundamental pieces to put together the puzzle of equality and ensure that women are seen in the place and form that corresponds to them in our communication mechanisms.

FAPMI is an organization committed to equal opportunities for women and men. The people that make up this organization are required to play an exemplary effect on communications, with the objective of contributing to the culture of equality in our environment.

In this context, the EGALITARIAN COMMUNICATION GUIDE has been designed, with the goal of converting it into an effective and quick consultation for all of those that work and collaborate in FAPMI, in a way in which we can achieve internal as well as external egalitarian communication.

This guide has three fundamental objectives:

- Show the importance of egalitarian communication (verbal and written).
- Suggest ways to use egalitarian language, and
- Promote reflection and awareness so that the people that use it can be an example of politically correct speech.

In the first part of this Guide, tools to facilitate the correct use of language in our communication, including the most used words in our internal communication (magazines, host manual...) and external (website, commercial catalogs, mailings...) have been developed. To illustrate this material, we have analyzed diverse communication methods.

In the second part, focused on images, basic guidelines are established to be taken into account when inserting pictures, posters, etc... in a way in which women and men are valued equally through them. In this manual we have pledged especially to search for the practical approach in the theoretical contents. That is, we have thought about the structure, contents and development of this work focusing on the daily life of the people that try to make a space of equality of men and women out of their models of communication. We are aware of the difficulties that these new approaches can bring, which is why we aim to provide concrete solutions, always within the best of our abilities.

(Note: Taken from the Introduction of the "Guide for egalitarian communication in Kutxa")

Preliminary note from the translator about the role of gender in the Spanish language

Unlike the English language, gender is a characteristic of the Spanish language. In general, masculine nouns go with masculine articles, adjectives and pronouns and feminine nouns go with feminine articles, adjectives, and pronouns. The masculine form serves to represent men and is also used as a generic form, including both men and women. For example, a father is "padre" and a mother is "madre", but when referring to parents, the word "padres" is used. Because of the different use of gender in the Spanish language compared to that of the English language, the translator will try to present the text in a way that preserves its original meaning in Spanish.

The importance of egalitarian communication

THE REVIEW OF LANGUAGE AND IMAGES IS THE **FIRST TRANSVERSE ACTIVITY**, PROPOSED BY THE **EUROPEAN UNION**, TO START INTERNAL AND EXTERNAL EQUAL PROCESSES IN THE ORGANIZATIONS.

One of the agents of socialization and of transmission of gender stereotypes is language. Through language we name reality, we interpret it and we symbolically create it when we make abstractions. Language plays an important role in the building of social image and in the modeling of personality.

When language is neutral, the masculine form serves for generic and universal. It dates back to 1647, when the grammarian Veugelas declared that "*the masculine form has prevalence over the feminine form, for being more noble*".

We have followed this socially accepted criteria without realizing its consequences, without thinking about the discrimination that results from including the women within the masculine gender because it makes them disappear, it makes them invisible. But language is a dynamic system, it is not something static, so its grammar as well as its use, are subject to change. A language that does not evolve is dead, and if it is still in use, it is because of its capacity to adapt to the needs of the social groups that speak it.

Given that this project is progressive and not unidirectional, if we deliberately change the use of the language, it will help change our concept of the world and of the relationships that are established between men and women. Language is an important instrument that can be used to our advantage, and in this case, it can help change the situation of subordination in the lives of women.

Therefore, in FAPMI we are committed to egalitarian communication, using non-sexist strategies that the Spanish language possesses and raising awareness of the members of FAPMI about the changes that the present society demands.

(Note: Taken from “Guide for egalitarian communication in Kutxa”

General Concepts

It suits to add that when we talk about the sexist use of a language, we are not saying anything about the grammatical correctness or incorrectness of speech. Rather, it frequently occurs that speech is impeccable in the opinion of the linguistic norm, but completely opposite to the principle of gender equality. We have to try to save the abyss that frequently separates linguistic formulation and a conception of the world, fortunately in progress, that affirms the essential equality of women and men.

Today, Spanish grammar recognizes the masculine gender as neutral, establishing that it includes women and men. One of the consequences of the use of the masculine form is the invisibility of women, fundamentally in the labor world, where there are job posts that were “traditionally male” (Boss, Director, Counsior, professor, engineer...), keeping women in the posts that they have been occupying in a generalized way (secretary, cashier, nurse, housewife...). More and more voices come seeking a revision of the generalized use of the generic masculine, to bring attention to the women and change the roles and traditional stereotypes, like standardizing the language to the present situation.

The association with the term sexism is usually designated –and is defined by the Academic Dictionary (2001)- “discrimination against people of one sex because it is considered inferior to another”.

Linguistic sexism is a discriminatory use of the language, and it incurs men and women. In fact, we commit linguistic sexism when the message discriminates because of its form rather than its substance.

Example 1. In the phrase: *“In the city hall there are 17 councilors and 3 councilwomen”* social sexism is clearly reflected because there is evidence of an imbalance between men and women in public posts, but linguistic sexism is not committed because it is not hidden from the women.

Example 2. There is discrimination in the use of the language in the following example, *“The councilors can attend the inauguration with their woman”* (the word *“mujer”* in Spanish means woman but is also used as wife). According to the sentence, it is understood that the term councilors only refers to male councilors, and thus, the word wife should have been used instead of woman.

Linguistic sexism is easily verified if we apply the inversion rule, through which we notice that in this context the word “women” does not correspond with the word “men”: “The councilorwomen can attend with their men.” In any case, the best way is to form the sentence applying procedures as periphrases.

Proposed change:

- *“The council can attend the inauguration, accompanied by their spouses”.*
- *“The members of the Municipal Corporation can attend, accompanied by their spouses”.*

The Spanish language has sufficient resources to avoid linguistic sexism. Among them, here are a few examples:

Morphosyntactic Resources:

- a) unmarked gender pronouns.
- b) omission of the subject.
- c) alternation of order and the arrangement of the words in the phrase.

Lexical-semantic Resources:

- a) real or group generics.
- b) abstract nouns.
- c) splits or repetitions.

None of these procedures break the norms of Spanish grammar. It is noteworthy to mention that linguistic sexism is not in the Spanish language as a system, but rather in some of the uses established and accepted as correct by the speech community

For the range of possibilities that the language offers us and for the freedom that we have to choose between them, everyone can make proper use of the language and express what they want with more precision. The language has the necessary elements, we only have to choose the adequate ones.

When implementing the solutions contained in these recommendations, there are a series of questions that should be taken into account. On various occasions, when correcting a word, the correction could involve changes in the conformities, and therefore the gender and number conformities will be monitored carefully (if the word, for example, “students” is changed for the word “student body”, one must realize that the rest of the phrase must match the word used, written in the singular form rather than in the original plural form).

Proposals for the use of egalitarian language

Here some general guidelines for the equal use of language are presented.

- Do not use the masculine form in a generic sense, nor the word “hombre(s)” (man/men) to refer to both men and women.
- Substitute the generic masculine form for other terms with real generic value.
- Opt for duplication, meaning, the joint presence of feminine and masculine (without giving a systematic preference in the order to either). However, do not abuse the duplication because it will make the language very repetitive and heavy.
- The use of the slash (/) can be a valuable resource in the case of written administrative documents but it is not recommended because the resulting text is not well read.
- The use of the @ is not a linguistic sign and therefore should not be considered an alternative.
- Use the feminine form in job posts, professions, occupations, titles and ranks, when possible in the Spanish language.
- Give the same treatment to men and women when addressing them (Mr., Mrs....).
- The term Miss. Is obsolete and independent of age or marital status and should be replaced by the term Mrs.

Guide for the egalitarian use of images

Besides language, we also communicate through images, sending messages and transmitting a series of concrete values. The combination of both elements (written and oral communication as well as images), must be in accordance with the ultimate goal of providing messages based on the equality of women and men.

It is necessary that the images represent plurality, free from stereotypes: to women and to men in both public and private environments; to women, but not to one particular woman, rather to the diversity of women. The same will happen when representing all ethnicities, social classes, ages and cultures.

Because the images are also contents: a mirror of the society in which we live and a lecture of reality that must represent it in all its diversity.

Graphic language is the first that enters in view, in the reading that we do, it will often depend on if we pass the text or entirely dismiss the contents, thinking it doesn't affect us or that it doesn't represent us. Due to this, the selection of pictures, icons and colors has to be fruit of a reflection and not of chance.

Thus, if FAPMI inserts images in our communications with equal treatment, we can see the evidence of the new roles that WOMEN AND MEN will take on.

Therefore, images must:

- a) Make women visible (avoiding the use of the generic male figure to represent all people).
- b) Adequately make women and men visible (without falling into stereotypical family and social roles, use of public and private spaces, types of activities or actions carried out, etc...).

Proposal for an egalitarian use of images

The following are a set of considerations for the generation and application of images from an egalitarian point of view, in both images with adults as well as images in which minors of age appear.

- Provide other types of relationships between men and women that are not based on principles such as seduction or sexual attraction:
 - that reflect equality in the workplace.
 - that show comradeship, solidarity, cooperation or mutual attention.
 - that visualize their collaboration in various situations.

- Visualize relationships between women not based on the stereotypes of warmth, party environments, care, etc...
- Represent relationships between men not based on stereotypes.
- Represent women, and not women seen through the prism of men. Therefore, we must give special attention to making the diversity of women of different ages, ethnic groups, occupations and socio-cultural levels, etc... visible.
- Avoid the traditional roles associated with each sex.
- Represent men, and not a single model of men. Therefore, we should place special attention on making the diversity of men (of all ages, occupations, socio-cultural levels, etc...) visible.
- Make the participation of men in functions that are stereotypically associated with women visible (exchange of roles).
- Use images that make women visible and expose the presence of women and men equally
 - Women sharing the leading role with men (parity in equality in the images).
 - Women in public roles traditionally associated with men.
 - Frequency of equal occurrence of men and women.
 - Use of images that break the male stereotype:
 - Visualize men in private areas and domestic activities that are traditionally associated with women.
 - Increased leading role of men, in the foreground, but visualization of women, in correspondence, in the background.
 - Sons and daughters sharing housework.
- Use of images that break the female stereotype:
 - Visualize women in public areas and in professions or activities traditionally associated with men.
 - Women are unique leading characters in the images: empowering women in technical fields, automotive fields, etc...
 - Active role of women, that handle machines, fighting against the stereotypical passive role.

Links with the Quality and Continuous Improvement Management System of the Federation

The Federation of Associations for the Prevention of Child Mistreatment has a set of documented processes for the management of images and illustrations that observe the outlined principles.

Validation of the application of the principles

The application of the principles can be established through consultation of the institutional documents and publications of the Federation in which images are used.

Chapter IV.11.

Implementation of the Principles of Good Practices assumed by the Federation and its member entities WITH REGARD TO THE MANAGEMENT OF IMAGES AND ILLUSTRATIONS

Objectives of External Communication

For the Federation of Associations for the Prevention of Child Mistreatment (FAPMI) and its Member Associations, External Communication is a basic instrument of awareness and prevention of child mistreatment as well as of education for the promotion of good treatment to children and adolescents.

Therefore, External Communication should serve to:

- Promote awareness about child mistreatment;
- Spread knowledge and understanding of the causes of different types of child mistreatment;
- Increase voluntary citizen participation in the detection and notification processes of possible child abuse situations, collaborating with competent authorities;
- Assume that abusing parents need outside help to solve the delicate and painful problem in which those involved in this situation cannot ask for help.
- Promote the necessary public debate about the treatment of children and teenagers, considering them as subjects of rights as to how they are recognized in the Convention of Child Rights of United Nations Organizations (ONU) ratified by Spain (1989) and respect of their minority of age.
- Encourage the messages that promote changes of individual and social attitudes about the treatment of children and adolescents as subjects of rights.
- Reflect those situations of social and cultural reality that don't take into account the perspective of childhood and adolescence, but however, affect its reality.
- Promote good treatment to children by improving the knowledge of child needs as well as the type of actions and care that favor adequate attention to them.

Extension of Code to businesses and collaborating organizations

In the cases where the communication is carried out in the framework of a collaboration with other partners (businesses, institutions or organizations), FAPMI and its Member Associations also ensure compliance with the guidelines mentioned in this section, causing the reference expressed of the Code in the agreements of collaboration to be performed.

General Guidelines

With the intention of achieving these objectives, the Federation and its Member Associations will comply with the following general guidelines in its communication work:

- Always observe the established Organic Law 1/85, of the 5th of May, of Civil Protection of the Right of Honor, Personal and Family Privacy and Own Image.
- Show absolute respect for people's dignity.
- Promote the active participation of all people, including children and teenagers, in communication.
- Encourage knowledge about the reality of children and adolescents whose rights are vulnerable.
- Be rigorous in all communication works, taking into account distinct communication media.
- Work together with professionals in the media.

Principles of Good Practices with regard to the use of images and illustrations

- All people must be presented with the dignity they deserve.
- The message and/or image must reflect the racial, sexual, cultural plurality and that of any other type of the modern society.
- The message and/or image must be conceived in a way that avoids confusion and generalization.
- The use of alarmist, idyllic, and/or discriminatory messages and images will be avoided.
- Images and messages will not contain sexist language and stereotypes.

- The media will not be provided with access to people who have lived or are suffering child mistreatment and/or abuse situations, always respecting their anonymity.
- Regarding photographs, the images of children or adolescents that are victims of child mistreatment will never be used, if not, the imagine of children and adolescents with artistic purposes will be used, being able to recreate situations of mistreatment and/or abuse.
- In the photographs with children, images with adult stereotypes, sexually provocative images, or images with young or teenage girls that are sexually promiscuous will never be used.
- Audiovisual projects using of the voice of a minor must be made with sufficient guarantees in the context of special child work.

Principles of Good Practices regarding the Image Rights of Minors

FAPMI and its Member Associations scrupulously respect international and national laws regarding the right to honor, privacy and own image. This section contains the Organic Law 1/1996, of the 15th of January, of legal protection of a minor, of partial modification of the Civil Code and of the Law of Civil Procedure (BOE nº. 15, of 01-17-1996). In the situations in which FAPMI and its Member Associations wish to use the image of a minor, they must have his or her permission and fill out the proper documentation prepared for this purpose

Article 4. Right of honor, privacy and own image.

1. Minors of age have the right of honor, personal and family privacy and own image. This right also includes the inviolability of the family home and correspondence, as well as the secrecy of communications.
2. The dissemination of information or the use of images or names of minors in the media that could result from unlawful interference with his or her privacy, honor or reputation, or that is contrary to his or her interests, will determine the intervention of the Fiscal Department, that will immediate install precautionary measures and protection under the Law and request the corresponding indemnities for the damages caused.
3. It is considered trespassing on the right of honor, personal or family privacy and image of the minor, any type of use of his or her image or name in the media that could cause damage to his or her honor and reputation, or which is contrary to his or her interests even with the child's consent or that of their legal guardians.

4. Without prejudice to the shares that the legal representatives of the minors hold, in any case, its exercise corresponds to the Fiscal Department, that can act as officio or at the request of the minor or any interested person, physical, legal or public entity.
5. The parents or guardians and their public authorities will respect these rights and will protect them against possible attacks by third parties.

In the event that a norm established by a national law or other enforced international instrument in the State is more favorable than the corresponding provision of this Law, the standard that is more favorable to the children and adolescents will be applied.

Concepts and Terminology

One aspect that is very careless, above all in the area of novice photographers and models, is the signature of the document of granting image rights.

Current laws, and even the Constitution, specify that all people possess the right to preserve their image and privacy. Therefore, we can say that there is no situation in which someone can take a picture of another person and they can be clearly recognized in the picture and then publish it without their consent, without committing a violation.

In the same way, all photographers have the property of authorship of his or her photographs from the moment they take them, and in legal terms, they cannot be reproduced in any form without their consent.

The signing of an agreement of granting image rights not only protects the model, but also the photographer: A model can take legal action against a photographer that has published his or her picture without permission, but at the same time, the photographer can take legal action against the model if their photographs are published in anyway without the photographer's permission.

Therefore, there are two concepts:

- **Agreement of Granting of Image Rights:** That the model should give the photographer for its use, within the conditions (more or less specific) that specifies the agreement.
- **Agreement of Granting of Rights of Use:** That the photographer should give the model for its use, within the conditions (more or less specific) that specifies the agreement.

Any work involving the taking of pictures or videos should be backed by an agreement of this kind.

The importance of the signing of the corresponding documents is unquestionable at the time of carrying out photographic work, even if its a TFP exchange collaboration.

Documentary Requirements for Unpaid Jobs

In an unpaid job in which the resulting photographs will be published, it is necessary to have:

- The " Agreement of Granting of Image Rights ", one for each model that takes part in the job.
- The "Agreement of Granting authorship rights", so that the company that carries out the publication can use the pictures.
- Optionally, the "Work Agreement", one for each person taking part in the project, but specifying the compensation of "zero euros".

Principles of Good Practices in the establishment of collaboration contracts

- All people involved in the work must keep a copy of each one of the documents on which their name appears. This copy must also be signed, and must be identical to the original.
- When you finish filling in a box, add a long dash to the end in order to avoid the possibility of added writing after the document is signed.
- It is advisable to turn in the completed but unsigned documents to the corresponding people before carrying out a job, so they can read it carefully.
- Do not forget that if a model is a minor, his or her parents or legal guardians must appear on certain documents.
- A model or a photographer can deny the granting of Image Rights or Authorship in any moment, regardless that they have already signed the document. Doing so, (only if specified in the agreement) the company could claim compensation for the denial of this agreement. This type of compensation should be specified in the agreements.

Links with the Quality and Continuous Improvement Management System of the Federation

The Federation of Associations for the Prevention of Child Mistreatment has a set of documented processes for the management of images and illustrations that observe the outlined principles.

Validation of the application of the principles

The application of the principles can be established through consultation of the institutional documents and publications of the Federation in which images are used.

Chapter IV.12.

Implementation of the Principles of Good Practices assumed by the Federation and its member entities WITH REGARD TO THE MANAGEMENT OF CONFLICTS OF INTEREST

General Principles

Management of Non-Profit Entities and NGOs are sometimes complex, since the agents that are involved can more or less develop diverse roles simultaneously. Due to this, on occasions, possible conflicts of interest can arise, that the organization should prevent and neutralize, permitting the management of the entity in the most transparent way possible and must be resolved in the most reasonable way possible without violating the rights of the people or of the entity.

With the intention of compensating said situations, the Federation of Associations for the Prevention of Child Mistreatment:

1. Assumes mediation as the basic procedure for the analysis of possible conflicts of interest that could arise, listening to all parties involved and permitting them to be heard. In no case will unjust complaints be admitted.
2. In such situations, the Directive Board of the Federation will create a Commission formed by its own members for a study of conflict, in a way so that the entire Board is represented except members that have a direct relationship with the conflict
3. Members directly or indirectly involved will be excluded in the composition of said Commission and they will not be allowed to attend the meetings of the Commission. The Commission Members will elect a President and a Secretary. The function of the present will be to coordinate the meetings as well as possible actions derived from them. The function of the Secretary will be to keep the Act of minutes and substitute the President in case of his or her absence.
4. This Commission may make inquiries that it deems necessary for decision making.
5. The decision of the Commission is final and it is necessary that it is adopted by the qualified majority (2/3 of the total members). Each member will have the right to vote and the votes will be secret when necessary.
6. The Commission will ensure the defense of the interests of the Federation in first place, but will also address possible alternative and reasonable solutions.

7. An Act of minutes should be kept of all meetings and actions held by the Commission, incorporating them into the Book of Acts of the Federation.
8. The decision will be communicated by the Commission to those affected in writing in a timeframe of one calendar week. Those affected will have the right to a copy of the minutes of the meetings held and actions carried out.

Links with the Quality and Continuous Improvement Management System of the Federation

The Federation of Associations for the Prevention of Child Mistreatment does not consider it necessary to have a documented process of this regard, given that the management of possible conflicts of interest will be handled in function with the outlined principles.

Validation of the application of the principles

The Federation of Associations for the Prevention of Child Mistreatment guarantees the consideration of the outlined principles in the following documents:

1. Internal Regulations.
2. Book of Acts of the Federation.

Chapter IV.13.

Implementation of the Principles of Good Practice assumed by the Federation and its member entities WITH REGARD TO THE RIGHTS OF THE USERS OF THE SERVICE OF ORIENTATION AND INFORMATION FOR CITIZENS

Basic information about the Service

The Citizen Service is defined as a public service provided to all people who require information and advice on child vulnerability situations: including children, adolescents, offenders, entities, or institutions.

There is a significant lack of knowledge among the general population regarding the social protection system for children and adolescents. Annually, FAPMI receives numerous calls from those who know of a child abuse situation, want to report it, and are not sure to whom or where they should direct their concern.

The Service may be provided through two means of communication:

- a) **By telephone.**
- b) **By e-mail.** To use this method there is a specific form provided on the Federation's website. The use of this form will meet all possible demands and requirements that are available.

Actions provided by the Service:

Information provided by the media to the general public, professionals, and others institutions.

Maintenance of the Informational Database that contains data referring to the Communities' various municipal social services in which FAPMI maintains federal associations in order to respond to solicited informational petitions from Citizens and that encourage the reporting of child mistreatment situations.

A workforce that responds to phone calls and emails that request all forms of information.

Contact with Public Administrations and/or NGOs in order to provide quick responses to the Citizen.

Definitions

The following definitions are provided with the intention to clarify the meaning and purpose of the Citizen Service. These definitions include:

Personnel of the Service: Qualified personnel of the Federation, hired or volunteer, who provide the service and attend to all needs.

User: A person, group, organization, or institution that request information or advice from the Federation regarding the mistreatment or potential mistreatment of children and adolescents.

Case Evaluation: The process used to obtain the necessary information in order to make better decisions in respect to the situation.

Case Intervention: The process that informs and advises the user with the proper measures needed to be implemented in order to provide the best service.

General Principles of the Service

The **general principles** that The Citizen Service includes:

Equality and Universality, catering to all citizens without discriminating based on sex, condition, age...

Gratuitousness, using the Service does not require any monetary compensation from the users.

Collaboration with the network of Public Social Services. The Service does not replace other resources but rather is used to reinforce and strengthen other services.

Basic rights of the Federation with regard to the Citizen Service and Principles of Good Practice.

1. The right to not intervene in a particular case if decided upon by the personnel of the Service.
2. The right to consult other members of the Federation and it's member Associations or outside experts if deemed necessary without disclosing personal data.

- a. In such cases, the user shall be informed in writing. In the cases that require it, the personnel of the Service may request authorization in writing from the user.
 - b. In the case in which the user refuses to authorize the consultation, the Service's personnel may decline to continue working in the benefit of the user.
3. In the case that the inquiry is not related to the principles of the Federation, the Federation's personnel will refer the client to the best resources regarding the evaluation and intervention of the situation.

Basic Rights of users and their families and Principles of Good Practice

The rights presented in the following paragraphs are taken and adapted from Garau Salas, J. (2007): Guidelines for the implementation of the Standard Quality Management for NGOs. Madrid: Platform for Social Action NGOs. The Federation of Associations for the Prevention of Child Mistreatment takes on the following Rights with regard to the relationship established with users of the Citizen Service.

1. The right to free access of the Service.
2. The right to preserve self dignity.
3. The right to preserve personal values.
4. The right to be informed of the customary process provided by the Federation as well as in their own personal case.
 - a. Given that it is recommended to work within the network, the Service's personnel will inform the user that their case will be monitored by professionals who make up the Service at that time.
 - b. Likewise, a copy of the present chapter of the Code of Ethics, Principles of Good Practice, and Disclosure of the Federation shall be provided.
5. The right to be informed of the nature, purpose, and operations of the Federation.
6. The right to confidentiality and privacy of information that the Federation has of the user, except in cases determined as "Exceptions."
7. The right to delegate the responsibility of their treatment to another person.
8. The right to ask for a second opinion and be advised by specialists, resources and other means both in the public and private sectors.
 - a. This said relationship with specialists, resources, and other means can be facilitated through writing. In the case where it is not possible, contact information of the resource that can provide

assistance (for example the Social Services of an Autonomous Community or other population) will be sent to the user.

9. The right to be informed of their Rights.
10. The right to understanding the use of technical language.
 - a. In any case, either orally or written, the personnel of the Service will make sure the user has completely understood all of the information provided.

Other more specific rights of users and their families and Principles of Good Practice.

1. The right to receive the best possible care and services that can be provided with the advance of sciences and applicable legislation.
2. The right to involve oneself in the processing of their case and to know of and comment on the actions that are being carried out.
3. The right to receive adequate information about the staff attending to your case.
4. The right to request consent be provided for certain actions, except in certain cases determined as "Exceptions."
 - a. The personnel of the Service can solicit said consent in writing when they deem appropriate.
5. The right to have the family involved in decisions that affect them.
6. The right to make complaints and claims when considered appropriate.
 - a. In such cases, the Federation will make relevant forms for this purpose, which will be available for the user if necessary.

Rights relating to the assessment, documentation, and treatment of the case and the Principles of Good Practice

1. The evaluation process, data collection, and decision making must be notarized. All documentation of the case must be recorded in the User's File.
2. The user holds the right to be evaluated in a relevant, respectful, and concise manner.

3. The data evaluated will be portrayed in the User's File, with access only granted to the attending professional and others that may assess the case.
4. The recommendations will be fulfilled by a competent professional with knowledge and experience with the type and level of the User's problem and will be multidisciplinary coordinated when necessary.
 - a. In the case where a professional with sufficient qualifications and experience cannot be provided, the personnel of the Service will recommend another professional or means, inhibiting the advancement of the case.
5. The recommendations reflect the care philosophy of the Federation and will consider their own limitations.
 - a. In the case where important limitations prevent proper service, personnel will recommend that the service be provided in a different way with more resources, inhibiting the advancement of the case.
6. In the case it is deemed fit, the personnel of the Service will send the necessary documents to the appropriate person that will take charge of the case.
7. Once the case is derived, personnel of the Service should continue to follow the case through the user and the professional whom was placed in charge. All documentation will be kept in the User's File.

Regarding the protection of personal data and its use in research

1. In any case, the Federation of Associations for the Prevention of Child Mistreatment ensures compliance with current regulations regarding the protection of user's personal data, as well as the monitoring of the User's File.
2. The personnel of the Service will inform the user that their information could be used evidence in research done by the Federation or its member Associations. In any case, the information will be treated scientifically and personal information that could provide the identity of the user or case will not be reveal to third parties.
3. In the case of data transfer to a member entity of the Federation, the transfer must be formalized with the Confidentiality Protocol, and proper use thereof.

Exceptions

The rights relating to confidentiality of information will be inoperative if there is suspicion or evidence provided by personnel of the Service that a criminal, dangerous, or distressful situation may be committed upon a minor. This consideration is applicable in the case in which the victims and perpetrators are both of age.

In this regard, the application of provisions shall be provided by the Organic Law 1/1996 of 15 of January of the Legal Protection of Children (BOE 17.01.96):

“Any person or authority, especially those who by their profession or function, detect a possible risk or neglect of a child, shall inform the authorities or their closest agents, without prejudice of giving the most immediate help.”

Links with the Quality and Continuous Improvement Management System of the Federation

The Federation of Associations for the Prevention of Child Mistreatment has a documented system for managing customer service based on the foregoing principles.

Validation of the application of the principles

The Federation of Associations for the Prevention of Child Mistreatment guarantees the consideration of the principles outlined in the following documents:

1. Internal Regulations
2. Process of the Management of Citizen Service.
3. User Record Files.
4. Website.