



CODE OF CONDUCT

FOR SAFEGUARDING OFFICERS

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Introduction

- 1.1 Safeguarding Officers are persons appointed by sporting organisations and are primarily responsible for being first responders to receive a Report of Concern from Affected Parties.
- 1.2 As the first contact point with Affected Parties, it is important for Safeguarding Officers to reflect high standards of personal conduct and adhere to ethical guidelines when receiving a Report of Concern.
- 1.3 The Code of Conduct (CoC) sets out these guidelines for Safeguarding Officers trained and appointed by the Safe Sport Commission in Singapore. The CoC is not meant to replace any legal directives and Safeguarding Officers are expected to abide by their sporting organisation's policies as well as relevant laws and legislations in Singapore.

General Principles

Respect

- 2.1 Safeguarding Officers should be respectful and mindful of differences including, but not limited to race, religion, ethnicity, culture, gender and disability. They should treat Affected Parties with dignity and adopt a trauma-informed approach when receiving a Report of Concern.

Objectivity

- 2.2 Safeguarding Officers, being personnel associated with the sporting organisation, may have prior interactions with Affected Parties. It is important therefore, for Safeguarding Officers to be objective when receiving Reports of Concern, suspend prior attitudes, and not impose any personal values towards the Affected Parties.

Integrity

- 2.3 The establishment of trust between the Safeguarding Officer and an Affected Party is critical. Safeguarding Officers should act with sensitivity, impartiality and strive to protect the confidentiality of the information received from Affected Parties.

Guideline 1: Confidentiality

Maintaining Confidentiality

- 3.1 Safeguarding Officers have the duty to protect the privacy and information provided by the Affected Parties. Upon receiving a Report of Concern, Safeguarding Officers must:
- ensure all records of documents, whether written or digital, are stored securely in a manner that ensures confidentiality;
 - refrain from discussing about the Report of Concern in public places, or on social media platforms; and
 - refrain from disclosing information about the Report of Concern, including the identity of all parties, to any personnel who do not have the authority to receive such information.

Mandatory Reporting

- 3.2 There are situations where information about the Report of Concern needs to be disclosed to law enforcement, child protection agencies, parents and/or guardians. An example of such a situation is where the Affected Party is at risk of harm to self or to others, or if there are any mandatory legal requirements. In such situations, Safeguarding Officers should:
- inform the Affected Party prior to disclosure of the information;
 - explain the reasons behind the disclosure; and
 - ensure only relevant information is shared to relevant personnel.

Guideline 2: Relationships

Conflict of Interest

4.1 Safeguarding Officers should be aware of situations where an actual or perceived conflict of interest might arise which affects their objectivity and competency as a Safeguarding Officer. Should such situations arise, Safeguarding Officers should:

- fully disclose the conflict of interest to the member organisation and to the Safe Sport Commission; and
- appoint another Safeguarding Officer to handle the Report of Concern.

Avoiding Harm

4.2 Safeguarding Officers must not engage in any behaviours that constitute:

- abuse and harassment (e.g., use of threatening, abusive or insulting words);
- discrimination based on differences including but not limited to race, religion, ethnicity, culture, gender and disability.

4.3 Safeguarding Officers should adopt a trauma-informed approach and take reasonable steps to avoid causing unnecessary distress (e.g., asking repeated or probing questions about traumatic events) to the Affected Party during the process of handling the Report of Concern.

4.4 If the Safeguarding Officer is aware that he/she is unable to discharge his/her duties competently and/or objectively, he/she should appoint another Safeguarding Officer to handle the case.

Guideline 3: Managing Reports of Concern

First Response

5.1 Upon receiving a Report of Concern, Safeguarding Officers should:

- respond timely (within 3 working days) with an acknowledgement via email or phone call;
- arrange an in-person interview with the Affected Party as soon as possible upon first contact;
- inform the Affected Party's parent and/or guardian about the interview should the Affected Party be a Minor.

Interviewing the Affected Party

5.2 When interviewing an Affected Party, Safeguarding Officers should:

- select a location which offers reasonable privacy to conduct the interview;
- explain to the Affected Party the purpose of the interview and address any questions in relation to the process;
- take extra care and sensitivity when asking questions and recording information;
- refrain from making any promises relating to the investigation outcome;
- maintain independence and objectivity, suspend any prior attitudes and avoid imposing personal values on the Affected Party;
- maintain the integrity of evidence, whether in written, oral and any other form, by not editing or removing any evidence provided by the Affected Party; and

- ensure the information provided by the Affected Party are captured factually and accurately.

Liaison with Safe Sport Commission

- 5.3 Upon receiving a Report of Concern, Safeguarding Officers should use the Preliminary Assessment Form¹ to triage the incident and as a guide to an appropriate decision.
- 5.4 If the incident was preliminary assessed to be a Misconduct which falls within the jurisdiction of the Safe Sport Commission and/or if the Safeguarding Officer is unsure, the Safeguarding Officer should inform Safe Sport Commission as soon as possible.

Guideline 4: Improving Competence

Training and Education

- 6.1 Safeguarding Officers must complete the online Safe Sport module and undergo the Safeguarding Officer training before taking on the role as a Safeguarding Officer.
- 6.2 In order to discharge the duty of a Safeguarding Officer competently, Safeguarding Officers are encouraged to undergo continuing education workshops from time to time. These include, but not limited to refresher trainings, communities of practice and workshops to discuss best practices and case scenarios.
- 6.3 Safeguarding Officers should keep themselves up to date on the resources and avenues of support to refer the Affected Party to.

¹ <https://go.gov.sg/preliminaryassessment>

Promotion of Safe Sport Best Practices

6.4 As personnel employed or associated with the sporting organisation, Safeguarding Officers also have the responsibility of promoting safeguarding best practices in their organisation. This can be done by:

- acting as a source of support, advice and expertise to their sporting community in promoting safeguarding best practices;
- ensuring safeguarding best practices are met and implemented within the organisation;
- liaising with the Safe Sport Commission to promote, enhance and advocate safeguarding best practices within the organisation.