



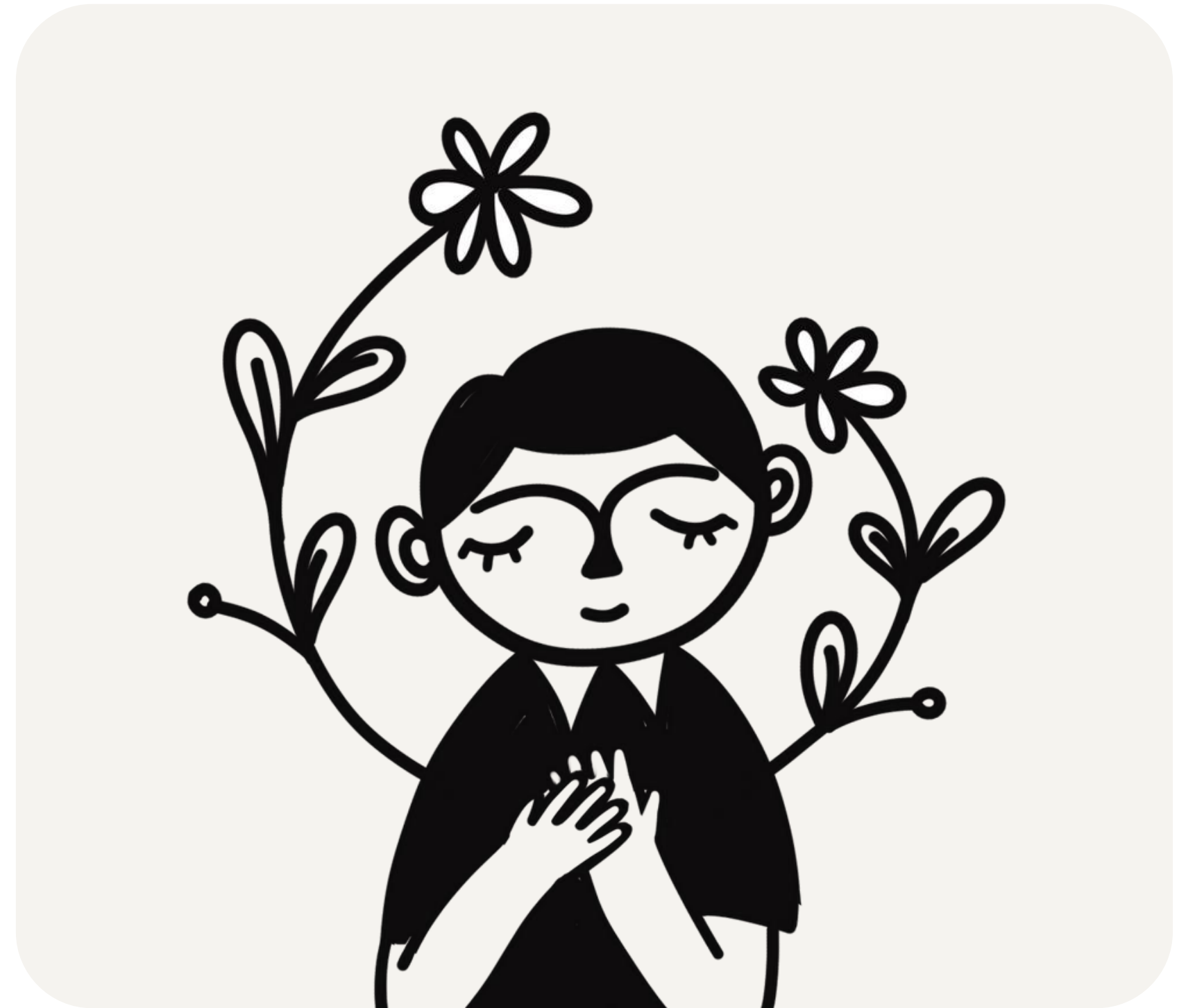
Child Safeguarding

</ Guidelines for Volunteers />

{ Purpose }

Our goal is to ensure that every child engaging with Amazon volunteers feels safe, respected, and positively impacted by the experience.

As volunteers, you hold a position of influence. Your words, actions, and presence can have lasting effects, both positive and negative. By being mindful, prepared, and respectful, you help create an environment where children can participate freely without fear or discomfort.





UNDERSTAND

In an adult-child engagement, the adults are likely to be in a position of power, and hence, there is a risk that the adults' behavior, language, and actions can harm children.



REMEMBER

Whenever you are going to volunteer with children, be mindful of your biases, follow behavioral protocols and take conscious steps so that children feel safe and comfortable.



ENSURE

Before you initiate the conversation with children, ensure they have been briefed and there is a standee, poster or handouts informing them of the reporting process/person/number.



SEEK

Preparedness in Volunteering is important. Attend briefing sessions and read the material shared prior to volunteering. Seek support or raise queries if you need more information.



ACT

During the process of engagement with children, if a child discloses a safety concern or if you feel a child is unsafe, report to XX.





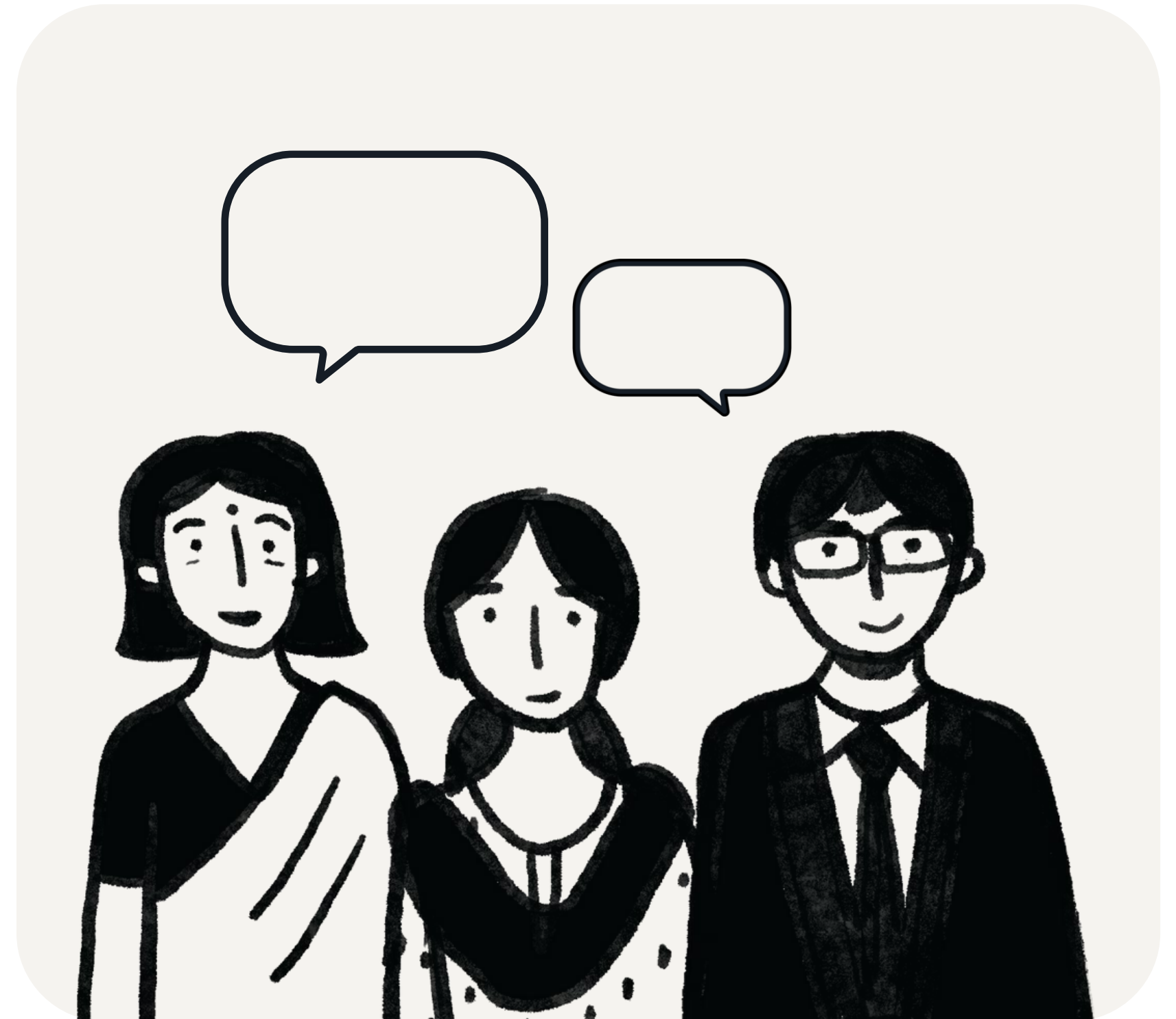
Behavioral

</ Code of Conduct />



At the beginning, introduce yourself and explain the purpose. In the session, use a friendly, respectful, and inclusive language which is suited to their age and culture, free from personal, gender, cultural, or community bias.

Children feel empowered when they have information. Respect every child's background and be mindful that biases can hurt their feelings.





Respect the cultural sensibilities of the geography in language, dressing, etc.

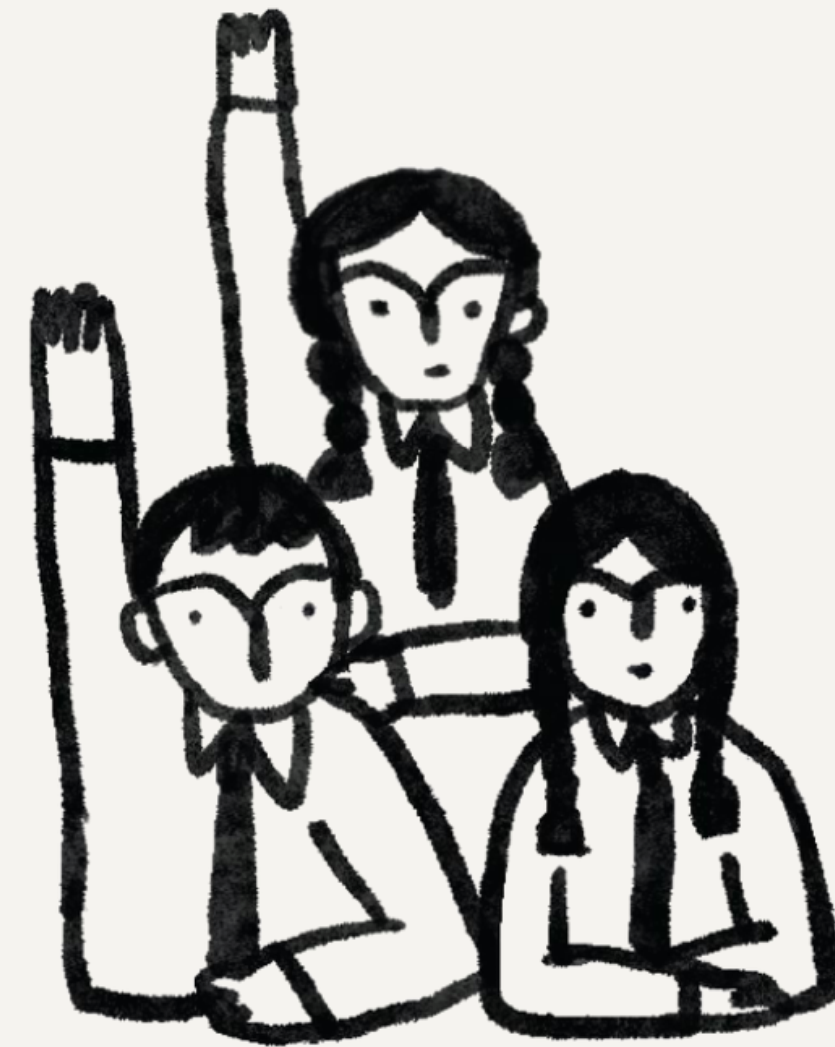
So that it is relatable to children. Helps children feel comfortable and respected





Encourage children to share ideas and ask questions. Encourage participation from all without being pushy or cornering anyone.

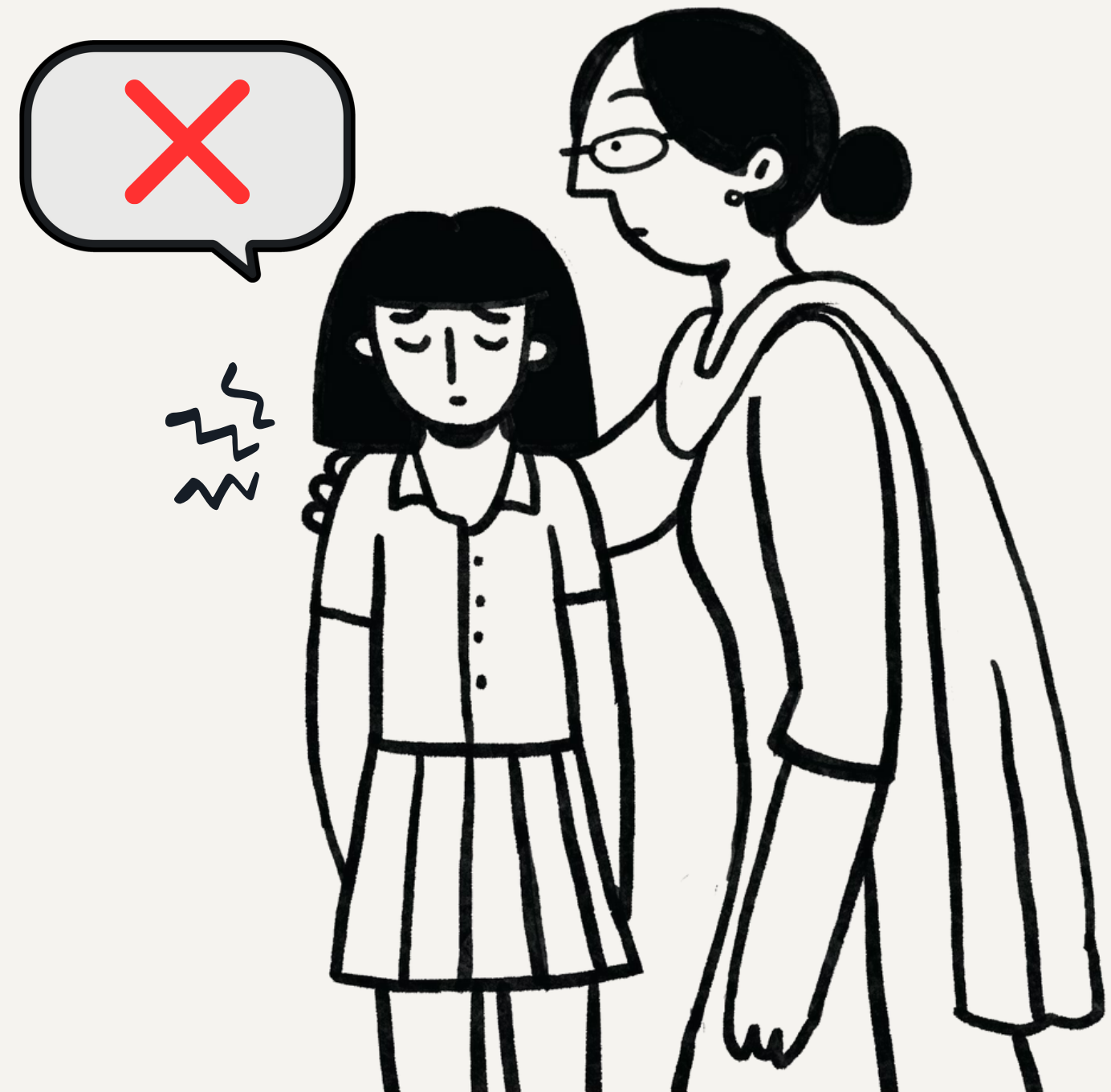
Participation increases when we provide children with an enabling environment and encourage them.





Maintain a fair physical distance from children as far as possible. Totally avoid patting, hugging, embracing, kissing, or even asking them to sit closer to you.

Not all children like being touched or hugged, but they are not able to say no because we seem powerful.



< Behavioral Code of Conduct >

Do's and Don'ts

When working one-on-one with a child, stay in visible spaces. Encourage the child to speak up if they feel uncomfortable or need clarity. If the child seems fearful or hesitant, pause, check in, and continue only after ensuring their comfort or seeking support.

Being in public view reduces risks for both you and the child. Letting children say no builds their agency. Since they may conform to adults, stay alert and give them space if something feels off.





Do not compare, discriminate, or show favoritism among children, such as talking more to those who understand better. Even if some are mischievous or distracting, stay calm and control your emotions; do not express irritation or anger. If children are not listening, seek support from the local organization's representative.

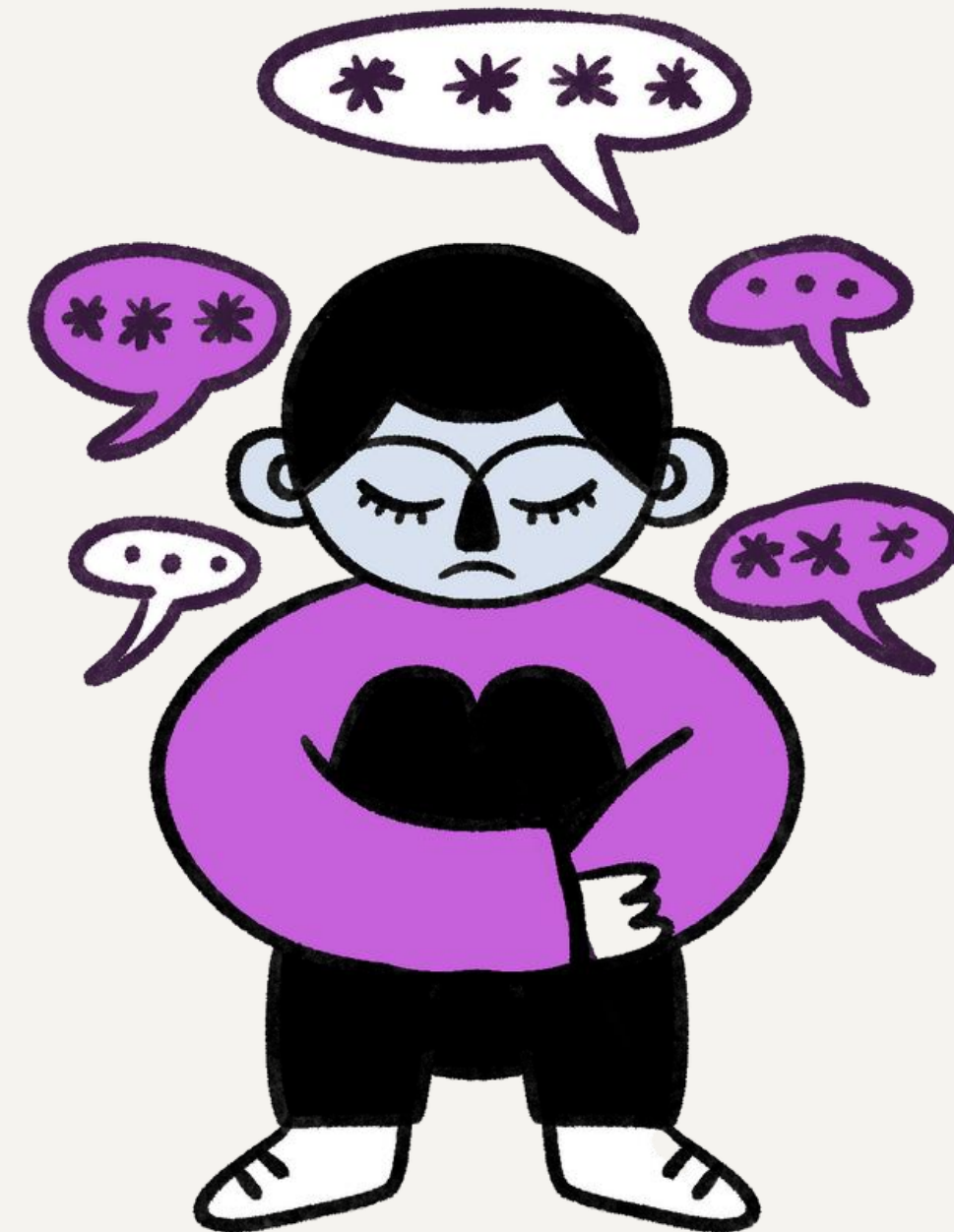
Other children may feel hurt and excluded. As children grow, they may break norms or test boundaries. It is important to give them space, and anger can intimidate and damage trust, while a calm response builds respect.





Do not comment on children's appearance or voice, even in fun and avoid asking personal questions about their lives.

Respecting children's dignity is essential. Teasing can cause lasting hurt, especially for those from different or difficult backgrounds.





Do not give any gifts to children. If you intend to give gifts, inform the local organization and hand them to them to share judiciously.



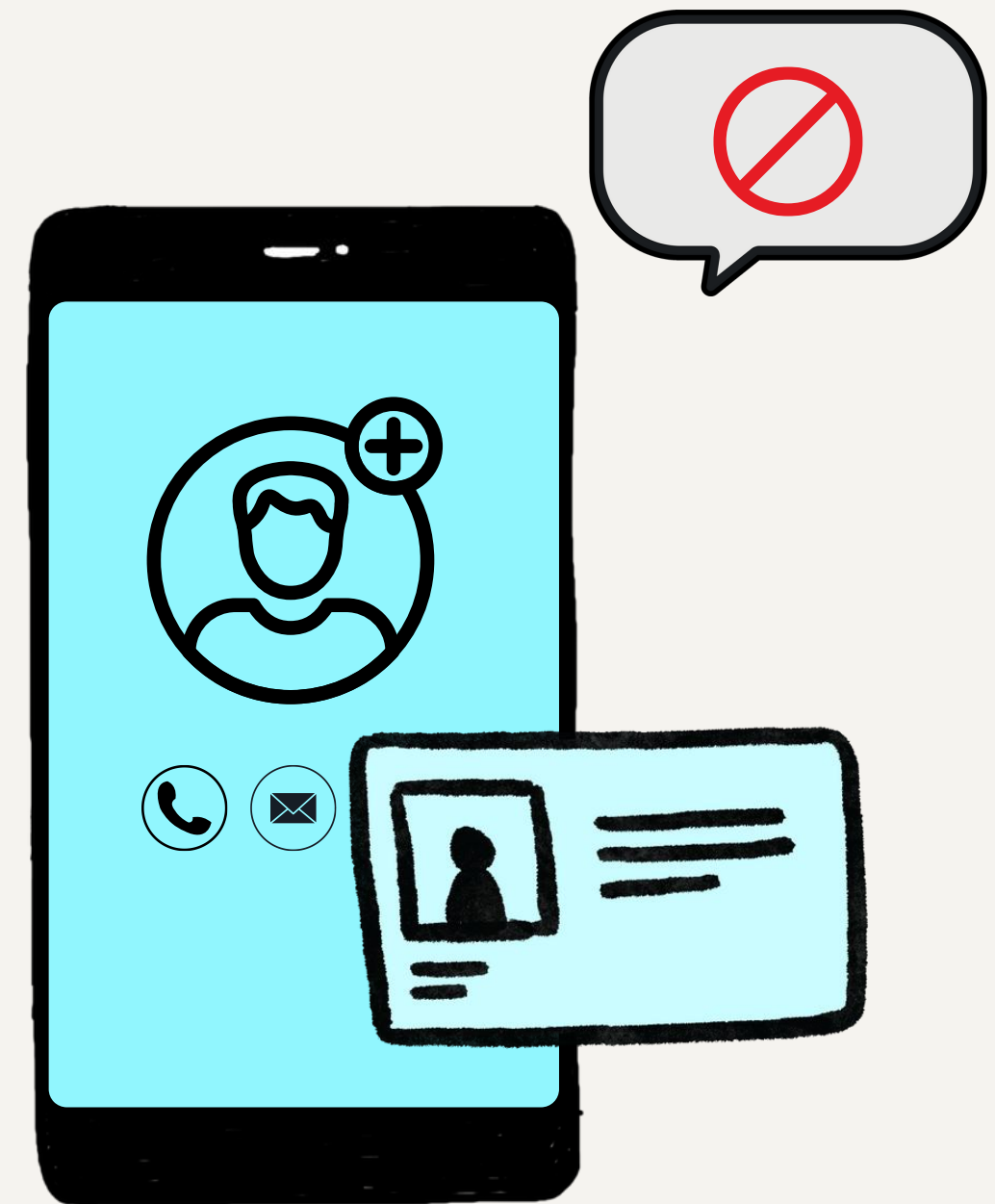
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Do's and Don'ts



Do not exchange personal contact details or contact children beyond the session. Avoid sending or accepting social media requests, or asking them to follow your accounts on any platform, as far as possible.

Sharing personal details can lead to unwanted contact after volunteering and pose risks for both parties. Personal or social media communication can blur safe professional boundaries.





Do not take photos of or with children. If photos are needed for a clear purpose, request the host organisation to take them. Always explain to the child why the photo is needed and ask for their consent, making sure they know it's okay to refuse.

Photographs can risk a child's safety. They have the right to know why a photo is taken and to refuse, as respecting their choice ensures dignity and safety.



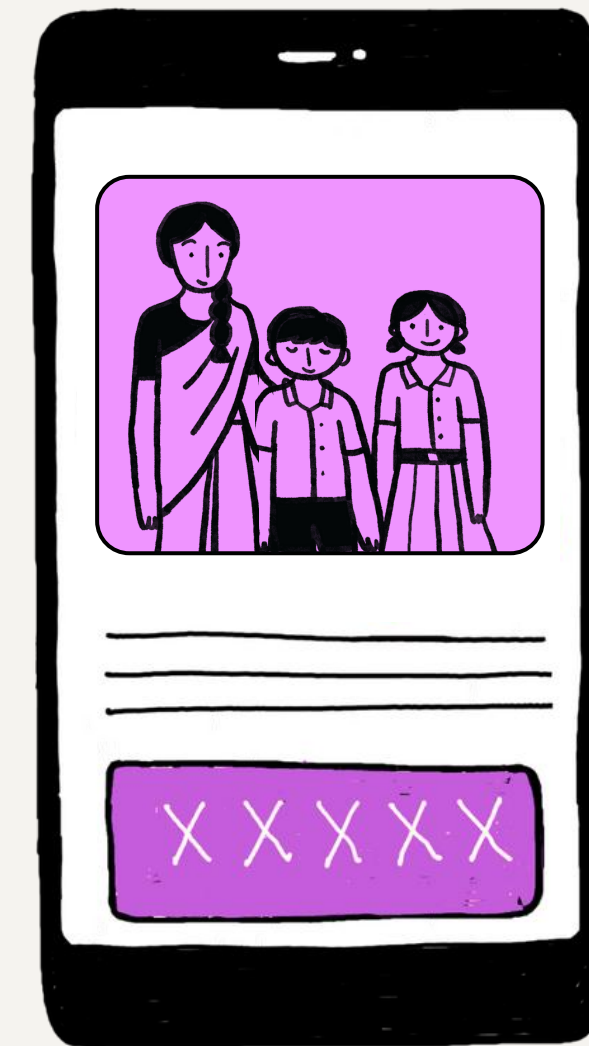
< Behavioral Code of Conduct >

Do's and Don'ts



Do not post photos of or with children on social media without the host organization's consent. If allowed, never share their names or location.

Photographs can be misused and pose privacy risks. Sharing them with details may allow someone with harmful intent to trace or contact the child.





Do not show children any content from your phones, like photos/videos, unless it is an integral part of the session.

There is a risk of exposing children to sexually explicit content or other inappropriate content.





Do not consume alcohol, tobacco, drugs, or smoke before or during the volunteering session.

Children from marginalized communities look up to you as role models. By modeling respectful and responsible behavior, you help create a safe and positive environment.





</ Guidelines /> for **Online Sessions with Children**

< Guidelines for Online Sessions with Children >

Do's and Don'ts



Use a secure platform for the online calls. Do not use a personal phone, WhatsApp, Zoom or Google Meet.

Secure platforms allow controlled access (passwords, waiting rooms, approved links). Prevents strangers or unauthorized people from joining. Reduces the risk of your personal information, phone number or Zoom ID, etc.



Keep your background neutral and formal; avoid any personal information, personal items or inappropriate content in the background. Spell out clearly the purpose of the interaction

Backgrounds can be distracting, reveal personal information. Also reduces the risk of any unwanted communication through images in the background.



In one-to-one mentoring sessions, ensure either another adult (teacher, organizational representative) is present or is able to join. So that children feel secure.



< Guidelines for Online Sessions with Children >

Do's and Don'ts



Disable private chat if the nature of engagement does not need sharing any document.

Prevents risk of the adult/child sharing any inappropriate content.



Ensure screen-sharing is controlled.

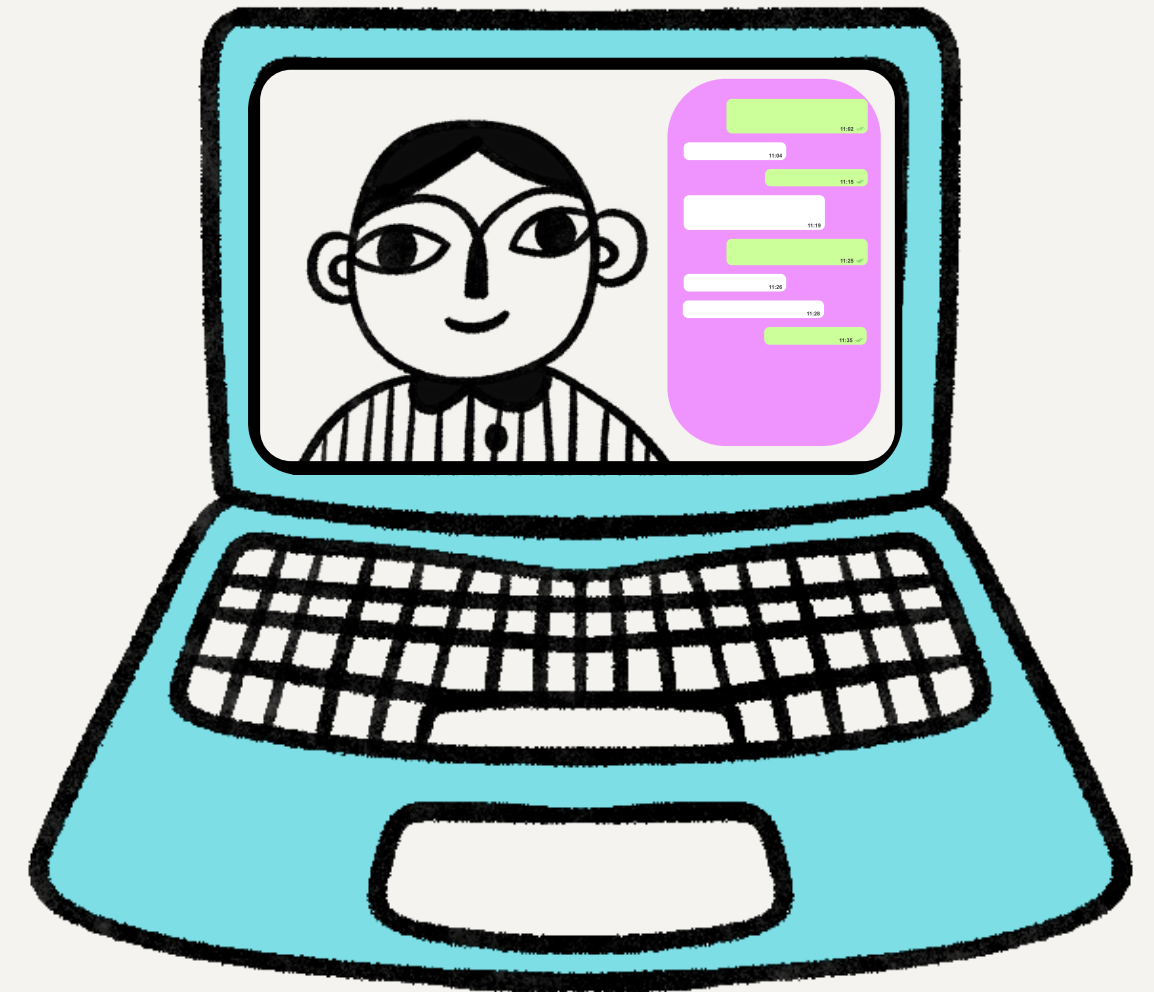
- Be vigilant not to share any inappropriate content - abusive, sexual or discriminatory unintentionally or accidentally through screen sharing or through chat.

So that children/anyone cannot share inappropriate content.



Give time to settle in an online chat and go accordance to their pace.

Many children may be new to the online environment.



< Guidelines for Online Sessions with Children >

Do's and Don'ts



Do not record, screenshot or take photographs unless the organization and children have given consent.
If there is a need to record, request the local organization to do so.
To avoid misuse of identity and respect personal preferences.



Do not continue an online contact after the session is over. Do not have unsupervised calls or private chats.
It poses a significant risk to children.



Do not take photographs of children or with children.
If required, for a definitive purpose, ask the host organization for it.
Photographs are personal identity documents and pose a risk to the child.



**Follow all the Safeguards referred to in
< Guidelines for Volunteering with Children >**



Reflection

[Quiz]



While volunteering if you see that a child in the group has torn clothes. If you feel concerned you shall:

- A.** Go to the child and check if his family needs financial help
- B.** Raise the same with the local organization
- C.** Leave some money with the local organization to get the child clothes
- D.** Do not take any specific action and talk to the volunteer team in Amazon for future action.



You are volunteering with a bunch of students in school and they find you really funny and relatable. A child is a good singer and wants to connect to you on Instagram:

- A.** You will connect
- B.** You will politely refuse
- C.** You shall take his Instagram address and later think about it
- D.** You shall give your Instagram handle and let him send you a request.

 **If you want to give small gifts to children:**

- A.** Hand them directly to the children you like
- B.** Leave them with the host organization to distribute fairly
- C.** Ask the children what they prefer

 **You had a very beautiful day at volunteering and you want a few pictures with children as memory, which of the following would you prefer:**

- A.** You will ask the local organization to take them
- B.** You will ask other volunteers to take them
- C.** You will take selfies with children
- D.** You will ask children's permission and then take a selfie

 **There is a child who is fond of phones and is mesmerized by your Apple phone and wants to see it:**

- A.** You will let the child take the phone but keep it locked so that the child does not access it.
- B.** You will hand over the phone to the child and let him see all applications.
- C.** You will switch on the phone and show him videos or pictures while it is in your hand.
- D.** Tell the child politely that this is a formal session and it may not be a good time to see the phone.

 **You are really keen to post the photographs of volunteering with children on you Instagram. In doing so what are the actions that you can take to safeguard children and their identity:**

- A.** Not post details of children's lives with their identifying details
- B.** Always change names of children and not mention their specific location
- C.** Post group pictures that individual pictures of children so that identity is not very visible.
- D.** Post happy pictures than those showing the vulnerability of children or communities
- E.** You can post any pictures as long as you have taken consent.



Responses

[Quiz]



While volunteering if you see that a child in the group has torn clothes. If you feel concerned you shall:

- A. Go to the child and check if his family needs financial help
- B. **Raise the same with the local organization**
- C. Leave some money with the local organization to get the child clothes
- D. Do not take any specific action and talk to the volunteer team in Amazon for future action.

As a volunteer, the appropriate action is to report concerns through the established safeguarding channel, rather than intervening directly. This ensures the response is assessed properly.



You are volunteering with a bunch of students in school and they find you really funny and relatable. A child is a good singer and wants to connect to you on Instagram:

- A. You will connect
- B. **You will politely refuse**
- C. You shall take his Instagram address and later think about it
- D. You shall give your Instagram handle and let him send you a request.

Maintaining professional boundaries with children is a core safeguarding principle. Connecting on personal social media—even with good intentions—can create risk.

 If you want to give small gifts to children:

- A. Hand them directly to the children you like
- B. Leave them with the host organization to distribute fairly
- C. Ask the children what they prefer

This maintains equity, transparency, and safeguarding oversight. Direct gifting can unintentionally create favoritism, dependency or conflict among children.

 You had a very beautiful day at volunteering and you want a few pictures with children as memory, which of the following would you prefer:

- A. You will ask the local organization to take them
- B. You will ask other volunteers to take them
- C. You will take selfies with children
- D. You will ask children's permission and then take a selfie

Photos of children require organizational consent and safeguarding protocols (including parental/guardian permission and appropriate use of images).

 **There is a child who is fond of phones and is mesmerized by your Apple phone and wants to see it:**

- A. You will let the child take the phone but keep it locked so that the child does not access it.
- B. You will hand over the phone to the child and let him see all applications.
- C. You will switch on the phone and show him videos or pictures while it is in your hand.
- D. Tell the child politely that this is a formal session and it may not be a good time to see the phone.

This allows engagement in a safe, supervised way while maintaining control of the device and boundaries. Giving the phone directly (A or B) risks access to inappropriate content or personal data. Refusing outright (D) may be unnecessarily dismissive if a safe middle option exists.

 **You are really keen to post the photographs of volunteering with children on you Instagram. In doing so what are the actions that you can take to safeguard children and their identity:**

- A. Not post details of children's lives with their identifying details
- B. Always change names of children and not mention their specific location
- C. Post group pictures that individual pictures of children so that identity is not very visible.
- D. Post happy pictures rather than those showing the vulnerability of children or communities
- E. You can post any pictures as long as you have taken consent.

Safeguarding children's identity online requires multiple precautions, not just consent. Good practice includes avoiding identifying details, using group photos to reduce identifiability and avoiding images that portray vulnerability.



Thank you!

