

MINISTRY OF YOUTH AND SPORTS



# SERIOUS INCIDENT REPORTING POLICY

**National Award Operator - Mauritius**

## 1. Serious Incident Reporting Policy

- 1.1 *The Duke of Edinburgh's International Award – Mauritius* ('the Award') is obliged to report to the Ministry of Youth Empowerment, Sports and Recreation (MYESR) through the National Director any serious incident, accident or potential claim that may have adverse impact on the organization.
- 1.2 The Award requires all Operating Partner and Award Centres of the Award Programme to report, as soon as possible, any serious incident, complaint and possible claim to the National Director that may provoke significant adverse publicity or financial or legal liability for an Operating Partner or Award Centre or the National Award Operator (NAO). Operating Partner and Award Centres of Mauritius are required to keep the National Director informed about the progress on any of these matters.
- 1.3 If a serious incident takes place that is associated with the Award, it is important that there is prompt, full and frank disclosure to the Mauritius Police Force as soon as reasonably possible after it happens.
- 1.4 If a reportable incident involves actual or alleged criminal activity, Award Centres must also report it to the relevant law enforcement agencies in the country or jurisdiction where the incident(s) occurred. The obligation to report an incident to the National Director in no way affects the obligation to report actual or alleged criminal activity to the relevant law enforcement agencies.
- 1.5 Award Centres should normally report to the National Director once the relevant authorities have been informed.
- 1.6 The responsibility for reporting serious incidents to the Ministry of Youth Empowerment, Sports and Recreation on behalf of the Award Centre rests with the National Director.
- 1.7 The focus of the Serious Incident Reporting Policy ('SIR Policy') is to provide NAO Office and staff, the Operating Partner and Award Centres (all stakeholders therein e.g Participants, Award Leaders, Assessors, Supervisors and all adults delivering the Award) with guidance to determine what constitutes a serious incident, what to report, to whom and when. The primary purpose of the policy is to govern serious incident reporting to the National Director.

## 2. What Is A Serious Incident?

A serious incident is an event that poses a significant risk to the safety, well-being, and integrity of individuals i.e participants, volunteers, staff, and the organisation. It requires immediate attention, thorough investigation, and appropriate action. Serious incidents can occur in various contexts, such as during Award activities or at partner institutions. Below is a detailed breakdown of what constitutes a serious incident:

### I. Physical Abuse

- Any act that causes physical harm or injury to a person, including hitting, slapping, punching, kicking, or any other form of violence.
- Use of force or restraint that is unreasonable or unjustifiable.

### II. Sexual Abuse

- Any form of sexual activity or behavior with a person without their consent, including rape, sexual assault, or sexual harassment.
- Inappropriate touching, exposing oneself, or making sexually explicit comments or gestures.

### III. Serious Physical Injury or Illness

- Injuries that require immediate medical attention, such as fractures, severe cuts, head injuries, or internal injuries.
- Illnesses that are life-threatening or require hospitalisation, such as severe allergic reactions, infectious diseases, or poisoning.

### IV. Psychological Trauma

- Incidents that cause significant emotional or psychological distress, such as witnessing violence, experiencing bullying, or being subjected to intimidation or threats.
- Long-term mental health issues resulting from traumatic experiences.

### V. Significant Property Damage or Loss

- Vandalism, arson, or other acts that cause substantial damage to property, equipment, or facilities.
- Theft or loss of valuable organisational assets, including funds, equipment, or confidential information. This includes assets belonging to partner organisations if the incidences are as a result of or related to Award related activities.

### VI. Breach of Safeguarding Policies

- Any action or behaviour that violates the organisation's safeguarding policies, including failure to follow protocols for the protection of children and vulnerable adults.

- Neglect or omission that results in harm or potential harm to individuals under the organisation's care or under the care of partner organisation during the course of delivering Award activities.

## VII. **Serious Misconduct by Staff, Volunteers, or Participants**

- Actions that violate the organisation's code of conduct, such as fraud, corruption, or gross negligence.
- Behaviours that undermine the organisation's mission, values, and reputation.

## VIII. **Criminal Activities**

- Any illegal acts committed during organisational activities, including drug use or trafficking, assault, theft, or fraud.

## IX. **Serious Health and Safety Hazards**

- Situations that pose immediate danger to individuals, such as unsafe working conditions, exposure to hazardous substances, or fire hazards.
- Failures in safety protocols that could lead to accidents or injuries.

## X. **Incidents of Discrimination or Harassment**

- Acts of discrimination based on race, gender, age, disability, sexual orientation, religion, or any other protected characteristic.
- Harassment, including bullying, verbal abuse, or unwanted behaviour that creates a hostile environment.

## 3. **Categories of Serious Incident**

- 3.1 Any reportable incident should be fully risk-assessed, and a report should not be made if there is reasonable risk that doing so may cause further harm to the victim/survivors, or where due process and operation of the rule of law is not reasonable assured.
- 3.2 The categories for reporting serious incidents are very broad and are summarized as follows:

**Protecting people and safeguarding incidents** – incidents that have resulted in or risk significant harm to beneficiaries and other people who come into contact with the Operating Partners and Award Centres through its work. Please refer to ***The Duke of Edinburgh's International Award – Mauritius*** Safeguarding Policy for further guidance and requirements.

- I. ***Injury or Fatality*** : Any incident resulting in serious injury during an Award activity.

- II. ***Abuse or Neglect*** : Any suspected or confirmed case of abuse, neglect or exploitation
- III. ***Violation or Aggression*** : Assaults, threats of violence, or aggressive behaviour
- IV. ***Property Damage or loss*** : Significant damage to property or loss of important equipment of the Award (e.g damage to camp sites, Camping tents, maps, compass etc) and personal belongings.
- V. ***Accidental or unexpected incidents*** : Events not covered in other categories, that is, during a natural disaster.
- VI. ***Substance Abuse*** : Zero tolerance
- VII. ***Legal or Regulatory Breaches*** : Any incident that may have legal implications or violates regulations (damage to public property, environmental violations, data protection violations)

#### 4. Determining What To Report To *The Duke of Edinburgh's International Award – Mauritius*

- 4.1 To determine whether or not an incident is reportable under *The Duke of Edinburgh's International Award – Mauritius* SIR Policy, the incident should be evaluated to identify its seriousness based on the risk it presents of provoking significant adverse publicity and financial or legal liability for an Operating Partner or Award Centre or *The Duke of Edinburgh's International Award – Mauritius*.
- 4.2 To identify if there is a significant risk in one or more area you should complete an analysis using the Award's 'tension triangle' outlined below. Analysis using the 'tension triangle' should be conducted using three key areas of consideration: behaviour, proximity and reputation. A significant risk in one or more area deems the incident reportable to the National Director.



- 4.3. Below is a non – exhaustive list of questions specific to each key area which can be used to form part of your analysis.

**4.3.1 Behaviour – questions and considerations:**

- Does the actual or alleged incident reflect a breach of the volunteer Code of Conduct?
- Is the actual or alleged incident illegal in the Republic of Mauritius/under international law?
- Is the actual or alleged incident a result of negligence?
- What other factors need to be considered relating to the behaviour involved in the incident?

**4.3.2 Proximity – questions and considerations:**

- What is the relationship between the alleged or actual perpetrator and Operating Partner or Award Centre or *The Duke of Edinburgh's International Award – Mauritius*?
- Who is/are the human victim(s)? What is the relationship between the victim(s) and Operating Partner or Award Centre or *The Duke of Edinburgh's International Award – Mauritius*?
- Did the incident(s) take place during activity directly associated with the Award?
- What other factor's need to be considered relating to the proximity of the incident to the Operating Partner or Award Centre or *The Duke of Edinburgh's International Award – Mauritius*?

**4.3.3 Reputation – questions and considerations:**

- What is the potential for adverse publicity for the Brand?
- Is there a reputational risk for key stakeholder individuals or organisations?
- What other factors need to be considered relating to publicity connected to the incident?

- 4.4. Finally, the result of the triangulated evaluation or analysis should be cross-referenced against a risk-assessment on any potential risks of further harm to the victim(s)/survivor(s) associated with reporting the incident to *The Duke of Edinburgh's International Award – Mauritius*.

## 5. Who Should Report A Serious Incident?

- 5.1 The responsibility for reporting serious incidents on behalf of an Operating Partner or Award Centre to the National Director of *The Duke of Edinburgh's International Award – Mauritius* is an obligation of Award Coordinators and Award leaders. The latter should consult and inform the management of the Award Centre, before reporting to the National Director.
- 5.2 The National Award Committee of *The Duke of Edinburgh's International Award – Mauritius* should be consulted and informed by the National Director before reporting to the Ministry of Youth Empowerment, Sports and Recreation. In practice, the National Director may report on behalf of the National Award Committee, Operating Partners and Award Centres to the Safeguard Lead designated by Ministry of Youth Empowerment, Sports and Recreation.

## 6. To Whom And When To Report A Serious Incident.

- 6.1 Operating Partner or Award Centre must report an actual or alleged serious incident promptly to the National Director of *The Duke of Edinburgh's International Award - Mauritius*. This means it must be reported as soon as is reasonably possible after it happens, or immediately after the Operating Partner or Award Centre becomes aware of it.
- 6.2 If a serious incident takes place, it is important that there is prompt, full and frank disclosure to the relevant authorities and/or regulator in the relevant country or jurisdiction.
- 6.3 If a reportable incident involves actual or alleged criminal activity, Operating Partners or Award Centres must also report it to the relevant law enforcement agencies in the country or jurisdiction where the incident(s) occurred. The obligation to report an incident to the National Director of *The Duke of Edinburgh's International Award - Mauritius* in no way affects the obligation to report actual or alleged criminal activity to the relevant law enforcement agencies.
- 6.4 Serious incidents should be reported via a form which is available at *The Duke of Edinburgh's International Award – Mauritius* office (Award Office) and the website of the Ministry of Youth Empowerment, Sports and Recreation: [mys.govmu.org](https://mys.govmu.org)

## **Procedures to follow for SIR**

- ***Internal Notification***

To inform the Award Office through Award Supervisors, Coordinators or Leaders

- ***External Notification***

Notify relevant authorities

Communicate with affected parties (e.g parents, guardians) while ensuring confidentiality

- ***Incident Report***

Complete SIR form

Statement from victims and witnesses

Submit form by email or in person

- ***Appoint Investigation Team***

Assign Award Supervisors and NAC members to lead investigation

Ensure the team is impartial and has no conflicts of interest

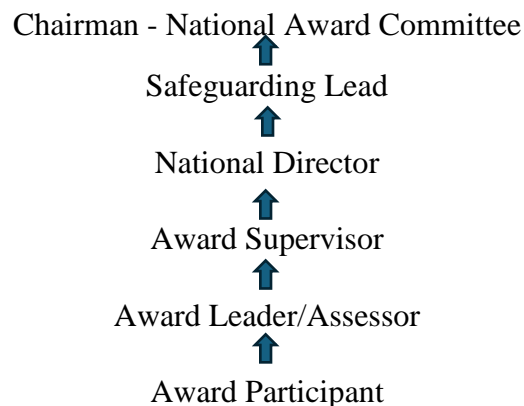
- ***Conduct the Investigation***

Review documentation and evidence

Interview involved parties and witnesses

- ***Root cause and findings report***
- ***Corrective measures & implement changes***
- ***Inform relevant stakeholders of outcomes***
- ***Provide support where needed***
- ***Keep detailed records of all the above***
- ***Ensure compliance with the Policies of the organization***

## **Line of reporting**



## **7. Complaints Procedures**

**Please refer to the Complaint Policy**