Protection Guidelines of the Squash Factory Schengen-Lëtzebuerg

1. Introduction

The Squash Factory Schengen-Lëtzebuerg (SFSL) is committed to promoting the sport and creating a safe, respectful and positive environment. Our aim is for children, young people and adults to develop their sporting skills, achieve their personal goals and enjoy sport.

We believe that all people must be treated with dignity and respect and should be protected from abuse, harassment or exploitation.

This safeguarding policy defines the responsibilities of SFSL and all members to ensure safe participation in sport. SFSL and its members must ensure that all members can participate in sport without fear of abuse, harassment or exploitation and that this right is respected at all times.

These protection rules are designed to protect individuals from abuse, harassment and exploitation. They define how complaints, suspicions or allegations are to be dealt with and how those affected are to be supported.

2. Principles of the protection policy

Everyone has the right to safe and respectful access to sport, free from abuse, harassment or exploitation. SFSL and its members have a shared responsibility to uphold this right for all.

This right applies regardless of personal characteristics such as skin color, age, disability, gender, gender identity, sexual orientation, ethnic origin, religion or belief.

SFSL and its members are determined to prevent any form of abuse, harassment or exploitation of individuals who fall within the scope of this policy. They are committed to providing a safe environment that allows everyone to participate in and enjoy sport to the best of their ability. Athletes, coaches, board members and all other stakeholders are protected by this policy. Everyone involved should know their rights and responsibilities and who to contact if they have a concern or complaint.

This protection policy is based on the following principles:

- **Dignity & Respect:** Everyone has the right to be treated with respect, without discrimination.
- **Safety & Inclusion:** Sport must be a safe place that promotes personal development - free from abuse or harassment.
- **Right to be heard:** Everyone should know who to turn to if they have concerns about another person's behavior.
- **Protection of children:** The safety and welfare of children is a top priority. The protection of minors is a shared responsibility of all parties involved.

SFSL is committed to ensuring the protection of its members and monitoring compliance with this policy. This includes the following measures:

- **Appointment of a protection officer** who coordinates the preventive measures and is available as a central point of contact for all concerns.
- **Passing on information:** All members are informed about their rights and how to deal with complaints.
- **Drawing up and regularly updating** codes of conduct, rules and disciplinary measures to enforce this protection policy.
- **Providing support and advice** to people who make a complaint or need support.
- **Transparent and fair procedures** for dealing with issues and allegations, including regular updates for the individuals concerned.
- **Independent investigations and arbitration procedures** to ensure objectivity and an unbiased assessment.
- **Confidential and secure storage of information** to protect the privacy of all parties involved.
- **Working with relevant bodies** as necessary to ensure the safety of all members.

3. Scope of application

These protection guidelines apply to the following persons:

- Members of the SFSL;
- Board members of the SFSL;
- trainers of the SFSL;
- Parents of members of the SFSL;
- Persons associated with an athlete or their accompanying person;
- All other persons who are directly or indirectly, actively or passively connected with the racket sport.

The aforementioned persons are bound by the following rules:

- Refrain from prohibited behavior in accordance with section 6
- Compliance with the Protection Policy and all other SFSL rules
- Recognize and implement the protective measures of the SFSL

4. Recrutement

To ensure the safety of children and young people, coaches and board members who work with children must submit a criminal record extract (n° 3, 4 and 5) every 2 years.

5. Definition

Abuse, harassment and exploitation can occur in various forms and are often linked to a power imbalance. People in positions of power must take special protective measures to protect vulnerable people and vulnerable people must be protected.

- **Psychological violence:** Unintentional acts such as verbal abuse, humiliation, intimidation or patronization that affect a person's sense of identity, dignity or self-esteem.
- **Physical violence:** Intentional or negligent acts that cause physical injury or trauma, including forced or inappropriate physical exertion, coercion to consume alcohol or drugs, or doping practices.
- **Sexual harassment:** Any unwanted and unwelcome behavior of a sexual nature, e.g., offensive questions about body, dress or personal life, sexually tinged jokes, requests for non-consensual sexual acts or unwanted communications with sexual content (e.g., text messages, phone calls)
- **Sexual Abuse:** Any forced or manipulated sexual act where informed consent cannot be given, including:
    - Inappropriate touching or intimate acts
    - Production or viewing of sexual content by minors
    - Manipulation for the purpose of sexual exploitation
- **Manipulation:** Purposefully establishing a relationship of trust with a child in order to influence and exploit them for one's own purposes, whether online or offline. E.g., isolating the child from family and friends, establishing emotional dependency, control and exercising power to fulfill one's own interests
- **Harassment:** Any act that insults, humiliates or intimidates a person.
- **Exploitation:** Taking advantage of a person or their property for personal gain, e.g:
    - Fraudulent age or nationality declarations of athletes
    - Inappropriate distribution of sponsorship income
    - Illegal use of an athlete's funds or resources
- **Neglect:** Lack of adequate physical or emotional care. E.g., failure to provide water in high temperatures, failure to provide appropriate clothing in cold weather, ignoring athletes' health needs

Actions that may not appear abusive to a person at first glance may be seen as abusive or harmful due to the vulnerability of the person concerned.

Abuse and harassment often arise from a power imbalance between a trusted person (e.g., coach, supervisor) and a vulnerable person (e.g., athlete). Abuse can also take place among peers ("peer abuse"), especially among young people under the age of 18.

SFSL is committed to creating a safe and supportive environment where everyone is respected and protected. Everyone involved must play an active role in preventing abuse, harassment and exploitation. Reports from children and adults are taken seriously and dealt with appropriately. SFSL's aim is to provide equal opportunities for all athletes in an environment of fairness, respect and protection

6. Prohibited behavior

The following behaviors are prohibited and will not be tolerated:

- Behavior that falls under any of the above definitions of abuse, violence, harassment, manipulation, neglect and/or exploitation.

- Behavior that damages the smooth functioning, integrity and reputation of SFSL.
- Criminal acts or violations of applicable laws or regulations.
- Behavior that harms or endangers the physical or mental well-being or safety of another person.
- Failure to act when proven or suspected misconduct becomes known.
- Failure to report a concern, suspicion or allegation in accordance with the safeguarding policy.
- Supporting, assisting, encouraging or covering up behavior that violates or attempts to violate this policy.

These rules supplement the legal requirement and set the standards of conduct for all players in the sport of kickback. Intentional misreporting of potentially prohibited behavior is also a violation of these guidelines. If SFSL becomes aware of any violations, it reserves the right to report the incident to the appropriate authority.

7. Reporting problems

Everyone is responsible for ensuring that no one becomes a victim of prohibited behavior. If anyone suspects that a person, whether a child or an adult, has been the victim of abuse, harassment or other harmful behavior, this should be reported immediately to the Safeguarding Officer (safeguarding.officer@sfsl.lu) or another responsible member of SFSL (squashschengen@gmail.com). In serious cases, it may be necessary to involve the police or social services.

8. Disciplinary proceedings

Violations of this Directive and of the protective provisions of the SFSL will be dealt with either at the level of the SFSL or, where appropriate, by the competent national authorities, depending on the seriousness of the violation.

9. Investigation and risk assessment

The Protection Officer will refer the matter to the SFSL Executive Board depending on the subject matter and discuss the next steps together.
The investigation will be conducted with strict confidentiality and impartiality. All relevant persons must be heard, both to incriminate and to exonerate. Each participant is obliged to cooperate with the Executive Board and the protection officer. Failure to cooperate with the investigation may itself be considered a breach of the policy.

The accused person and the alleged victim must provide all relevant information. Interviews with both parties will be conducted and recorded in writing. The investigation must be conducted objectively, respecting the principle of the presumption of innocence and the adversarial process.

The accused and the alleged victim must be informed of the information gathered in the course of the investigation. The information contained in the file is confidential and may not be disclosed to uninvolved third parties. The accused person and the alleged victim must be given at least 15 days to

comment on the allegations and the file. The minutes of all meetings and decisions shall be kept confidential for at least five years.

10. Sanctions

The Board of Directors may impose sanctions in the event of a proven breach of these guidelines. Prior to the conclusion of an investigation, the Board of Directors may impose provisional sanctions on the suspected person, particularly if they pose an immediate danger to others.

Possible sanctions are :

- Verbal warning,
- Exclusion from a training session,
- Action by a good citizen (e.g., cleaning the premises, washing jerseys, tidying up equipment),
- Written warning (especially to parents of minors)

The decision and the criteria applied must be recorded in writing. Both the accused person and the alleged victim must be informed of the decision and the conditions attached to it. Information to be communicated:

- Reasons for the sanction;
- Conditions of the sanction;
- Date of entry into force of the sanction;
- The right to appeal within 30 days of notification of the decision

11. Appeal

An appeal may be lodged against a decision within 30 days of notification of the decision. The appeal must be served on all parties concerned. The appeal has no suspensive effect, i.e. the sanction remains in force until the final decision is made.

12. Decision

Every decision must be documented in writing and communicated to all relevant persons. Confidentiality and the protection of privacy must be maintained at all times.

13. Useful contact addresses

PROTECTION DE LA JEUNESSE Jugendschutz
475981-2295
475981-2892
475981-2322
475981-2671
Email: pl.signalementsmineurs@justice.etat.lu
https://justice.public.lu/fr/famille/protection-jeunesse.html

Service de Police Judiciaire, Section Protection de la Jeunesse et Infractions sexuelles

Tel : 244 602 210 (Zentralstelle)
Fax : 244 602 298

Parquet de Luxembourg, Section Protection de la Jeunesse et Affaires Familiales
Tel : 47 59 81 - 2259
ou - 2624
ou - 2817
Adresse mail : PL.SignalementsMineurs@justice.etat.lu
Fax : 47 59 81 - 2530

Parquet de Diekirch
Tel : 80 32 14 - 42
Adresse Mail : PDiekirch.SignalementsMineurs@justice.etat.lu
Fax : 80 32 84

Tribunal de la Jeunesse Luxembourg
Tel : 47 59 81 - 2295
ou - 2322
ou - 2671
ou - 2892

Tribunal de la Jeunesse Diekirch
Tel : 80 32 14 – 74

Aide aux jeunes enfants et jeunes gens (Kanner an Jugendtelefon)
Tel : 11 61 11
https://www.kjt.lu/de/
Anonymer Zuhör- und Beratungsdienst.

Office National de l'Enfance (ONE)
Tel : 24 77 36 96
Email: one@one.etat.lu
https://men.public.lu/fr/aide-assistance/aide-enfance.html
Richtet sich an Kinder und Jugendliche in Not und an deren Familien.

Ombudsman für Kinder und Jugendliche
Tel: 28373635
Email: contact@okaju.lu
https://www.ork.lu/

UMEDO – Unité médico légale de documentation des violences
Tel : 621 858 080
Email : info@umedo.lu
https://www.umedo.lu/de

SOS Détresse
Tel: 45 45 45
https://454545.lu/de/

Agence Luxembourgeoise Antidopage
Tel: 247 83453
Email: info@alad.lu
https://www.alad.lu/

Information on violence with additional useful contact details:
https://violence.lu/de/homepage/
https://sports.public.lu/fr/signaler-violence.html

Declaration of commitment
I hereby confirm that I have read the Protection Guidelines of the Squash Factory Schengen-Lëtzebuerg and undertake to comply with it.

Surname and first name: _____

Date: _____

Signature: _____
(For minors, signature of the legal representative)

With the note “read and accepted”