



81 SHANNON ROAD, NOORDHEUWEL
010 100 0075
INFO@CROSSCONNECT.CO.ZA
WWW.CROSSCONNECT.CO.ZA

NPO 189 402
PBO 9300 567 61
REG 2017/183778/08



Volunteer Checklist Form

Name and Surname of the Applicant: _____

| Documents Required | Documents Received: | Checked By: |
|---|---------------------|-------------|
| Volunteer Application Form | | |
| Certified ID Copy | | |
| Waiver and Release Form | | |
| Police Clearance | | |
| Form 29 | | |
| Sexual Offences & Related Matters Affidavit | | |
| CCCO Volunteer Placement Form | | |
| Volunteer Agreement Form | | |
| Child Protection Policy | | |
| Dress Code Policy | | |
| Code of Ethics and Statement of Faith | | |
| Confidentiality Agreement | | |
| General Inemnity | | |

STATUS OF THE APPLICATION

☐ APPROVED

☐ PROCESSING

☐ DECLINED

AUTHORIZED BY:

NAME AND SURNAME

DESIGNATION

SIGNATURE

CCCO VOLUNTEER APPLICATION FORM

| Personal / Contact Details: | |
|------------------------------------|---|
| Date | (dd/mm/yyyy) |
| ID Number | |
| Name & Surname | |
| Age | <input type="checkbox"/> <18 <input type="checkbox"/> 18-25 <input type="checkbox"/> 26-35 <input type="checkbox"/> 36-45 <input type="checkbox"/> 46-55 <input type="checkbox"/> 55+ |
| Gender | <input type="checkbox"/> Male <input type="checkbox"/> Female |
| Home Language | |
| Address | |
| Contact Number | |
| Email address | |
| Preferred method of contact | |
| Current Occupation / Study | <input type="checkbox"/> Work <input type="checkbox"/> Full time <input type="checkbox"/> Part-time <u>Details:</u> <input type="checkbox"/> Study <input type="checkbox"/> Full time <input type="checkbox"/> Part-time <u>Details:</u> |
| Emergency Contact Details: | |
| Name: _____ | <input type="checkbox"/> Male <input type="checkbox"/> Female |
| Contact No: _____ | Relation to You _____ |
| References (non-relatives): | |
| 1. | |
| Name: _____ | <input type="checkbox"/> Male <input type="checkbox"/> Female |
| Contact No: _____ | Relation to You _____ |
| 2. | |
| Name: _____ | <input type="checkbox"/> Male <input type="checkbox"/> Female |
| Contact No: _____ | Relation to You _____ |



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Volunteering Info

Tick the field that apply to you:

- | | | | |
|---|---------------------------------------|---|--|
| <input type="checkbox"/> Administration | <input type="checkbox"/> Holiday Club | <input type="checkbox"/> After School Program | <input type="checkbox"/> Legal |
| <input type="checkbox"/> Bible Club | <input type="checkbox"/> Mentorship | <input type="checkbox"/> Children's Ministry | <input type="checkbox"/> Church Ministry |
| <input type="checkbox"/> Training | <input type="checkbox"/> ECD Program | <input type="checkbox"/> ECD Training | <input type="checkbox"/> Feeding Program |
| <input type="checkbox"/> Fundraising | <input type="checkbox"/> Photography | <input type="checkbox"/> Graphic Design | <input type="checkbox"/> Support |

Please specify any other: _____

Why do you want to volunteer with our organisation?
(In One Sentence)

When are you available to volunteer?
(Give specific days, times, and the length of commitment you want to make)

| Days | Monday <input type="checkbox"/> | Tuesday <input type="checkbox"/> | Wednesday <input type="checkbox"/> | Thursday <input type="checkbox"/> | Friday <input type="checkbox"/> |
|------|------------------------------------|------------------------------------|------------------------------------|-------------------------------------|------------------------------------|
| Time | 1-2 hours <input type="checkbox"/> | 2-3 hours <input type="checkbox"/> | 3-4 hours <input type="checkbox"/> | 4 - 8hours <input type="checkbox"/> | 8 hours + <input type="checkbox"/> |

Privacy statement:

The personal information on this form is being collected for the purposes of recruiting and selecting volunteers wishing to work for Cross Connect Community Outreach. The information may also be required for evaluation purposes. Any evaluation reports developed will not identify individual volunteers by name.

This information may be shared with donors and relevant stakeholders.

By signing this form, I attest that the information supplied is true and accurate.

I understand that submitting this application form does not automatically register me a volunteer but that there is a selection process including completion of a satisfactory Working with Children Check and participation in training.

Signature : _____

Name : _____

Date: _____



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Waiver and Release

| | |
|-------------------------|--|
| Date | |
| Name and Surname | |
| Contact Number | |

RELEASE OF LIABILITY

In return for being allowed to participate in Cross Connect Community Outreach activities and all related activities, including any activities incidental to such participation ("Program Activities"), the undersigned (hereafter referred to using "I", "me", or "my") releases and agrees not to sue the Cross Connect Community Outreach or its officers, directors, employees, sub-contractors, sponsors, agents and affiliates ("the organisation") from all present and future claims that may be made by me, my family, estate, heirs, or assigns for property damage, personal injury, or wrongful death arising as a result of my participation in the Program Activities wherever, whenever, or however the same may occur.

I understand and agree that the organisation is not responsible for any injury or property damage arising from the Program Activities, even if it is caused by ordinary negligence or otherwise.

I understand that participation in the Program Activities involves certain risks, including, but not limited to, serious injury and death. I voluntarily participate in the Program Activities with knowledge of the danger involved, and I agree to accept all risks of participation.

I also agree to indemnify and hold the organisation harmless for all claims arising from my participation in the program Activities.

I understand that this document is intended to be as broad and inclusive as permitted by the laws of the province in which the Program Activities take place and agree that if any portion of this Agreement is invalid, the remainder will continue in full legal force and effect.

I also acknowledge that the organisation has not arranged and does not carry any insurance for my benefit; I represent that, to my knowledge, I am in good health and suffer no physical impairment that would or should prevent my participation in Program Activities.

I also understand that this document is a contract that grants certain rights to and eliminates the organization's liability.

(Signature of the Person/Parent/Legal Guardian if Child is Under 18)

This transaction will be applicable to all personal information as defined in the Protection of Personal Information Act, 4 of 2013 ("POPI").

By donating to Cross-Connect Community Outreach NPO, the Parties unconditionally and voluntarily consent to process personal information for any purposes related to this invoice.

For more information, see our Privacy Policy: <https://www.crossconnect.co.za/>



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| | |
|-------------------------|--|
| Date | |
| Name and Surname | |
| Contact Number | |
| On Behalf Of | |

PUBLICITY RELEASE

In return for being allowed to participate in Cross Connect Community Outreach Program activities and all related activities, including any activities incidental to such participation ("Program Activities"), the undersigned (hereafter referred to using "I", "me", or "my") hereby grants to the organization, and each of its subsidiaries, affiliates, agents, advertising or promotional agencies, and partners, and all such entities' officers, directors, agents, employees, respective successors and assigns (collectively, "Authorized Parties"), the absolute and irrevocable right and permission to use, publish, broadcast and/or copyright the use of child's name, voice, photograph and/or likeness, caricature, and personal information, in its current form or as retouched, digitized, cropped, altered, distorted or modified in any way, in any and all advertising, promotional, or other materials based upon or derived from the Program Activities in any manner, in any media whatsoever for any and all purposes, including by way of example but without limitation advertising, promoting or publicizing products and services throughout the universe, in perpetuity, in any and all media now known or hereafter devised (including without limitation on the Internet), without additional compensation.

I further agree that anything derived therefrom will be owned solely by the Authorized Parties. I shall not authorize the use of any print, negative, or other copy thereof by anyone other than the Authorized Parties.

I understand that this document is intended to be as broad and inclusive as permitted by the laws of the province in which the Program Activities take place and agree that if any portion of this Agreement is invalid, the remainder will continue in full legal force and effect.

(Signature of Person/ Parent/Legal Guardian if Child is Under 1

**INQUIRY BY EMPLOYER TO ESTABLISH WHETHER PERSON'S NAME APPEARS IN PART B OF
NATIONAL CHILD PROTECTION REGISTER**

(Regulation 44)

[SECTION 126 OF THE CHILDREN'S ACT 38 OF 2005]

TO: The Director-General
Department of Social Development
Private Bag xxx
PRETORIA
0001

Dear Sir / Madam

In terms of section 126(1) / 126(2)* of the children's Act, (No. 38 of 2005),
I, Kyle Norman Tolman (full names and surname) wish to inquire whether the name of a
certain person is included in Part B of the National Child Protection Register. The particulars of
the person are:

(* - Delete which is not applicable)

| 1. PERSON DETAILS: | | | | | | |
|--|----------|----------|-----------------------------|-----------|-----------|-------------|
| Surname | | | Full name(s) | | | |
| Gender: | M | F | Date of Birth: | DD | MM | CCYY |
| * He / she is known as: | | | Driver's licence no: | | | |
| * ID no: | | | * Passport no: | | | |
| Physical Address: | | | Postal Address: | | | |
| * Telephone no: | | | Mobile no: | | | |
| The above mentioned person will be/is currently* employed/volunteering in the following position / a prospective foster / an adoptive parent: | | | | | | |

| 2. DETAILS OF EMPLOYER - (My / our details are the following :) | |
|--|--|
| Employer's name or name of NPO: Cross Connect Community Outreach | NPO Registration number: 189-402 NPO |
| Employer's Physical Address: 81 Shannon Road Noordheuwel Krugersdorp 1739 | Employer's Postal Address: |
| Employer's telephone no/s: 010 100 0075 | Other contact details: 079 491 4404 |

| 3. ATTACHED DOCUMENTS: |
|---|
| <p>A certified copy of one of the following documents is attached as verification of my identity (mark with an "x"):</p> <p><input type="checkbox"/> authentic signed letterhead of employer or prospective employer</p> <p><input type="checkbox"/> certified copy of birth certificate, identity document or passport of person who must be screened</p> <p><input type="checkbox"/> certified set of fingerprints</p> <p><input type="checkbox"/> certified affidavit (prospective foster / adoptive parents)</p> |

Please note that section 126(5)(a) of the Act (in the case of prospective employers) requires you to respond to this inquiry within 21 working days, and within six months (in the case of existing employers) in terms of section 125(5)(b).

Yours sincerely

(Signature)

(Designation)

(Date)

| Official Stamp of employer/ Organisation | |
|---|--|
|  <p>CROSS CONNECT Community Outreach NPO 189 402 • PBO 9300 567 61 • REG 2017/183778/08</p> | <p>81 Shannon Road, Noordheuwel Krugersdorp</p> <p>info@crossconnect.co.za www.crossconnect.co.za</p> <p>010 100 0075</p> |

Sexual Offenses & Related Matters Affidavit

I, the undersigned, _____ (*Full Name*), with _____ (*ID Number*)
do hereby make oath and say:

1. I am the applicant in this matter, having applied for appointment as a volunteer, board member, staff member of Cross Connect Community Outreach, working with a child/ or with children as defined in the Criminal Law (Sexual Offences and Related Matters) Act 32 of 2007 (the Sexual Offence Act), and the Children's Act 38 of 2005.
2. To the best of my knowledge and belief:
 - 2.1. I have not been convicted of any Sexual Offence against a child or a person who is mentally disabled.
 - 2.2. There is no allegation against me of having committed a sexual offence against a child or a mentally disabled person.
 - 2.3. I have not been dealt with under Section 77(6) or 78(6) of the Criminal Procedures Act 51 of 1977.
3. My name does not appear in the National Register for Sex Offenders, established in terms of the Sexual Offences Act
4. To the best of my knowledge and belief, none of the current occupants of my residence:
 - 4.1. Has been convicted of any sexual offence against a child or a mentally disabled person.
 - 4.2. Has been alleged to have committed a sexual offence against a child or a mentally disabled person.
 - 4.3. Has been dealt with in terms of Section 77(6) or 78(6) of the Criminal Procedure Act 51 of 1977
 - 4.4. Has his/her name recorded in the National Register for Sex Offenders
5. I have been made aware of the provisions of Section 48(2) and (3) of the Sexual Offences Act. Should my status, as mentioned in paragraphs 2 and 3, or that of the people mentioned in paragraph 4 hereof change, I undertake to draw the court's attention to this immediately.



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_____**Deponent**

I certify that before administering the Oath/ taking the Affirmation, I asked the deponent the following questions and noted his/her answers in his/her presence as indicated below:

1. Do you know and understand the contents of the above declaration? _____
2. Do you have any objection to taking the prescribed oath? _____
3. Do you consider the prescribed to be binding on your conscience? _____

I hereby certify that the deponent has acknowledged that he/she knows and understands the contents of this declaration, which was sworn to/affirmed before me, and the deponent's signature was placed thereon in presence.

Dated and signed at _____, on this the __ (day), of _____ (month),
_____ (year).

Full Name and Surname, Designation

Appointed Physical Address



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CROSS CONNECT VOLUNTEER PLACEMENT FORM

| Personal Information | | | |
|--------------------------------------|--|-----------|---------|
| Name and Surname | | | |
| Identity Number | | | |
| Telephone Number | | | |
| Email Address | | | |
| Volunteer Information | | | |
| Programs of Interest | 1. | | |
| | 2. | | |
| Duration | Start Month | End Month | |
| | | | |
| Frequency | Daily | Weekly | Monthly |
| | | | |
| | | | |
| | | | |
| Time frame | Start Time | End Time | |
| | | | |
| Feedback from References | 1. | | |
| | 2. | | |
| All documents submitted and verified | <input type="checkbox"/> Yes <input type="checkbox"/> No | | |
| Program Allocated | | | |

FOR OFFICE USE ONLY

AUTHORISED BY:

NAME AND SURNAME

DESIGNATION

SIGNATURE

DATE



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Cross Connect Volunteer Agreement

This Volunteer Agreement is a description of the arrangement between us, Cross Connect Community Outreach (the Organisation), and you, _____ (Volunteer's Name), in relation to your voluntary work. The intention of this agreement is to assure you that we appreciate your volunteering with us and to indicate our commitment to do the best we can to make your volunteer experience with us a positive and rewarding one.

Part 1. The Organisation

We, the Organisation, accept the voluntary service of _____ (Volunteer's Name) beginning _____ (Date).

Your role as a volunteer is to assist on a voluntary basis in areas where assistance is required. This work is designed to assist you in learning more about the Organisation and the work it does and assist you in contributing towards making a positive impact in the community.

We commit to the following:

Induction and training

To provide thorough induction on the work of the Organisation, its staff, your volunteering role, and the training necessary to assist you in meeting the responsibilities of your volunteering role.

Supervision, support and flexibility

- To define appropriate standards of our services, to communicate them to you, and to encourage and support you to achieve and maintain them as part of your voluntary work
- To provide a supervisor who will meet with you regularly to discuss your volunteering and any associated problems
- To do our best to help you develop your volunteering role with us and to be flexible in how we use your volunteering.



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Health and safety

To provide adequate training and feedback in support of our health and safety policy.

Problems

To endeavour to resolve in a fair and just manner any problems, grievances or difficulties which may be encountered while you volunteer with us;

In the event of an unresolved problem, to offer an opportunity to discuss the issues in accordance with the procedures set out in our policies and procedures manual.

Part 2 The Volunteer

I, _____ (full name(s) and surname), agree to be a volunteer with the Organisation and commit to the following:

1. To help the Organisation fulfil its community work.
2. To perform my volunteering role to the best of my ability
3. To adhere to the Organisation's rules, procedures and standards, including health and safety procedures.
4. To maintain the confidential information of the Organisation and of its clients.
5. To meet the time commitments and standards undertaken, other than in exceptional circumstances, and provide reasonable notice so that alternative arrangement can be made.
6. To provide referees, as agreed, who may be contacted, and to agree to a police check being carried out where necessary.
7. To understand that the Organisation is founded on Biblical principles and to conduct myself in accordance with those principles.
8. There can be expectation of financial remuneration for this position, however should the company have funds; it reserves the right to pay you a 'thank you' gift from time to time. This gift is in no way be construed as a stipend, salary or other binding agreement.



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My agreed voluntary time commitment is _____

This agreement is binding in honour only, is not intended to be legally binding contract between us and may be cancelled at any time at the discretion of either party. Neither of us intends any employment relationship to be created either now or at any time in the future.

Volunteer signature

Date

Cross Connect Representative

Date

Witness

Date

CHILD PROTECTION POLICY



www.crossconnect.co.za

ABSTRACT

It is in this context that the organisation, as a responsible employer, has formalised the workplace in the form of standard policies and procedures that protect both the employee and the clients (children, their families and the communities within which they exist) as well as ensure transparent and fair expectations and practices.

| | | |
|--|--------------------------------------|---------------|
| Child Protection Policy | Review Date | March 2025 |
| | Next review date: | February 2027 |
| | Document Originator: | Kyle Tolman |
| | Document control and responsibility: | Admin Manager |
| | Authorisation: | Kyle Tolman |

1. PURPOSE

- 1.1. Physical abuse
- 1.2. Emotional abuse
- 1.3. Sexual abuse
- 1.4. Neglect
- 1.5. Effects of Abuse

2. WHY IS THIS POLICY NECESSARY?

3. TO WHOM DOES THIS POLICY APPLY?

4. CODE OF CONDUCT

5. PROCEDURES IN THE CASE OF ABUSE

- 5.1. Reporting Child Abuse by someone outside the organisation
- 5.2. Reporting of Child Abuse by someone inside the organisation

6. IMPLEMENTATION OF POLICY

7. CONFIDENTIALITY

- 7.1. Confidentiality and Children
- 7.2. Confidential record-keeping

1. PURPOSE

The purpose of this document is for all those involved with the Cross Connect Community Outreach and the children/youth it cares for, their families and their communities to be protected in terms of legislation, regulation and ethics.

Cross Connect Community Outreach views a child as a human being under the age of 18 years. Child abuse is a general term used about situations where the child may experience harm. We differentiate between different types of abuse: physical abuse, emotional abuse and sexual abuse.

1.1. Physical abuse

Physical abuse is about an actual or a likely physical injury to a child. It also includes not preventing physical injury or suffering of a child. Physical abuse includes hitting, beating with a stick or other implement, shaking, throwing, poisoning, burning, drowning or suffocating. Physical signs could be bruises, burns, bite marks, cuts, head injury, whiplash, internal injuries and broken bones.

1.2. Emotional abuse

Emotional abuse is about ongoing and severe emotional ill-treatment or rejection of a child. Emotional abuse includes saying things to a child that makes them feel inadequate, that blames them for things or that are sarcastic or threatening. It includes any actions (gestures, words and behaviours) that deliberately cause children to feel afraid, anxious, in danger, corrupted, exploited, annoyed or discouraged. It may involve conveying to a child that they are worthless, unloved and inadequate.

Any act or failure to act by the parent, guardian or caregiver which results in impaired psychological and/or emotional functioning and development of a child which may be expressed as anxiety, withdrawal, aggression, depression or delayed development. Emotional abuse is sometimes hard to detect.

1.3. Sexual abuse

Any act or acts which result in the exploitation of a child, whether with their consent or not, for the purpose of sexual or erotic gratification. This may be by adults or other young persons who are intellectually, emotionally, physically or sexually more mature than the child victim. Types of sexual abuse include, but are not limited to incest, rape, exhibition, sodomy, child prostitution, paedophilia, pornography, voyeurism, and cyber-sex.

Sexual abuse is about encouraging, forcing or enticing a child to take part in or watch sexual activities. It includes any action with sexual intent towards children such as touching the child's breast or genitals, asking a child to touch the genitals of others, encouraging a child to watch or take part in pornography, or having sex with the child, whether or not they appear to be consenting.

1.4. Neglect

Neglect is the persistent or severe failure to meet a child's basic physical and psychological needs or failure to protect a child from danger. It is any action that deliberately neglects the right to live, the right to learn, the right to participate and the right to speak. Neglect is likely the result in serious impairment to the child's health and development.

It may involve a parent or carer failing to provide adequate food, shelter and clothing, failing to protect the child from physical harm or danger, or failing to ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

1.5. Effects of Abuse

The effects of abuse and particularly the long-term consequences for children include the following:

- Death
- Recurrence of abuse
- Permanent physical and intellectual impairment
- Educational and emotional failure
- Criminal and delinquent behaviour
- The possibility that the abused in turn becomes an abuser.

2. WHY IS THIS POLICY NECESSARY?

Given this background, it is of the utmost importance that Cross Connect Community Outreach, as an organisation dealing with children/youth, have such a policy in place to safeguard children from any type of abuse as far as possible.

There is a variety of ways in which the issue of child abuse may come to the attention of Cross Connect Community Outreach's work as an organisation, *inter alia*:

- A child discloses abuse or gives reason to suspect that he/she, or another child or children, are being abused.
- A member of staff or a volunteer abuses a child that they are in contact with through Cross Connect Community Outreach's work.
- A member of staff or a volunteer abuses a child outside work (i.e member of their family).
- A child in The Cross Connect Community Outreach's programme abuses another child.

3. TO WHOM DOES THIS POLICY APPLY?

The policy applies to:

- All staff members
- All trainees
- All Volunteers
- All Partnerships
- All Contractors, Evaluators, trainers, etc.
- All Caretakers of children

4. CODE OF CONDUCT

It is important for all persons mentioned above working with the children at Heartbeat to:

- NO PHOTOS / VIDEO'S OF CHILDREN ARE ALLOWED TO BE POSTED ON SOCIAL MEDIA OR OTHER PLATFORM BY ANY VOLUNTEER, EMPLOYEE OR VISITOR WITHOUT WRITTEN PERMISSION BY THE EXECUTIVE DIRECTOR OF CCCO.
- Be aware of situations that may present risks and manage these.
- As far as possible be visible when working with children (e.g. do not close the door when you visit a home).
- Ensure that a culture of openness exists to enable any issues or concerns to be raised and discussed.

- Ensure that a sense of accountability exists between staff so that poor practice or potentially abusive behaviour does not go unchallenged.
- Raise awareness amongst children around abuse and encourage them to raise any concerns with regard to abuse.
- Empower children – discuss their rights with them, what is acceptable and unacceptable, and what they can do if there is a problem.

It is inappropriate to:

- Spend excessive time alone with a child/children away from others.
- Take a child/children to your home where they will be alone with you for no particular reason.
- Have the child/children with whom any one person mentioned in paragraph 3 works to stay overnight at his/her home unsupervised.
- To sleep in the same room or bed as a child with whom they are working.
- Hit or physically assault or abuse a child/children.
- Develop romantic/sexual relationships with a child/children.
- Act in ways that may be abusive.
- Place a child in a situation where the child/children is/are at risk of abuse.
- Disclose the medical status of a child/children in the programme.

All persons mentioned above should avoid the following actions or behaviour:

- Use language, make suggestions or offer advice that is inappropriate, offensive or abusive. (Example: Swearing at a child)
- Act or dress in a manner that is inappropriate or sexually provocative.
- Condone behaviour of children that is illegal, unsafe or abusive.
- Emotional abuse like humiliating, belittling, or degrading of children.
- Discriminate against children or favouring particular children, thus excluding others.
- Sponsors to visit individual children at their homes.

Everyone to whom this code of conduct applies, should keep the words of section 28(2) of the Constitution of South Africa in mind, namely: “A child’s best interests are of paramount importance in every matter concerning the child”.

5. PROCEDURES IN THE CASE OF ABUSE

5.1. Reporting Child Abuse by someone outside the organisation

If a staff member/ volunteer suspects that a child is being abused by family (e.g. grannies/aunts/uncles) or other people, he/she must follow the procedure described below:

- Report it to the Cross Connect Executive Director who notifies a social worker or in case a social worker is not available directly to FCS (a special SAPS unit that specialises in family and child crimes)
- Record the following information:
 - The child’s name, age and date of birth
 - The child’s home address and telephone number

- Whether or not the person making the report is expressing their own concern or someone else's
- The nature of the allegation, including dates, times and any other relevant information
- A description of any visible bruising or injury, location, size etc; also any indirect signs, such as behavioural changes
- Details of witnesses to the incidents
- The child's account, if it can be given, of what happened and how any bruising/injuries occurred
- Have the parents been contacted? What has been said?
- Has anyone else been consulted? Is so record details.
- Has anyone alleged to be the abuser? Record details.
- Records are signed and dated

5.2. Reporting of Child Abuse by someone inside the organisation

If a staff member/volunteer suspects that a child is being abused by another staff member/volunteer, the following procedure is applicable:

- Report it to the Cross Connect Executive Director who notifies a social worker or in case a social worker is not available directly to FCS (a special SAPS unit that specialises in family and child crimes)
- Record the following information:
 - The child's name, age and date of birth
 - The child's home address and telephone number
 - Whether or not the person making the report is expressing their own concern or someone else's
 - The nature of the allegation, including dates, times and any other relevant information
 - A description of any visible bruising or injury, location, size etc; also any indirect signs, such as behavioural changes
 - Details of witnesses to the incidents
 - The child's account, if it can be given, of what happened and how any bruising/injuries occurred
 - Have the parents been contacted? What has been said?
 - Has anyone else been consulted? Is so record details.
 - Has anyone alleged to be the abuser? Record details.
- Records are signed and dated
- Disciplinary steps will be taken to deal with the situation.

6. IMPLEMENTATION OF POLICY

- All persons mentioned above would be obliged to sign the code of conduct with regard to child abuse.
- If the code of conduct is in any way violated by a staff member, disciplinary action will be taken and potential legal action might follow.

- If the code of conduct is in any way violated by a volunteer, the volunteer would be asked to leave and legal action might follow.

7. CONFIDENTIALITY

7.1. Confidentiality and Children

The issue of confidentiality is of the utmost importance when dealing with issues and concerns regarding possible abuse. Staff and volunteers must exercise extreme vigilance in protecting information and must pass on this information via the reporting process as described.

When working with children, the issue of confidentiality becomes very difficult. When a child discloses abuse, the person who responds to that cannot promise to keep any secrets. For this reason, it is essential to make clear the fact that it may not be possible to keep such information wholly confidential. Ideally this should be done before any such matter arises. A written document or statement could be used to get the child's permission to share the information with selected other people. The process must be discussed with the child to ensure that he/she knows at all times what to expect.

7.2. Confidential record-keeping

Any concerns, allegations or disclosure must be written down at the time or as soon as possible after the concern has been raised. Records should be signed and dated.

Detailed records are very important especially where the child is disclosing abuse or making an allegation. Every detail of the alleged abuse should be recorded and all subsequent actions should be documented.

Records must be kept in a safe place where it is not accessible to everyone. If possible, the records should be locked away. Information may only be shared with relevant parties and it must always be done in such a way that confidentiality is maintained.

Signed aton the.....day of.....2024

Volunteer/Employee/Visitor Name and Surname _____

Signature: _____

Executive Director: _____

Signature: _____



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Dress Code Policy

The Cross Connect Community Outreach dress code policy is designed to help us all provide a consistent professional appearance to our donors, volunteers and colleagues.

Our appearance reflects on ourselves and the company. The goal is to be sure that we maintain a positive appearance and not to offend donors, volunteers, or colleagues.

The dress code company policy outlines how we expect our employees and volunteers to dress at work. Employees should note that their appearance matters when representing our company in front of donors, visitors or other parties. An employee's appearance can create a positive or negative impression that reflects on our company and culture.

Dress Code Policy

This policy applies to all our employers, employees and volunteers.

These dress code rules always apply:

- Employees are expected to dress in [business casual, smart casual, business] attire unless the day's tasks require otherwise. All clothes must be work-appropriate. Clothes that are typical in workouts and outdoor activities are not allowed.
- Employees must always present a clean, professional appearance. Everyone is expected to be well-groomed and wear clean clothing, free of holes, tears, or other signs of wear.
- Employees must avoid clothes with stamps that are offensive or inappropriate or have any political affiliation.
- Clothing should not be revealing.

The following items are considered inappropriate for men:

- | | |
|---------------------------|--------------------|
| • Flip flops | • Sweatpants |
| • Non-natural hair colors | • Sheer clothing |
| • Shorts | • Tracksuits |
| • Demin slacks with holes | • Exercise clothes |



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The following items are considered inappropriate for woman:

- Flip flops
- Non-natural hair colors
- Strapless tops
- Short skirts or dresses
- Shorts or skirts that are excessively short
- Demin slacks with holes
- Sport leggings
- Sheer clothing
- See-through dresses, pants, skirts or tops
- Exercise clothes or any other tight pants for exercise purposes

Dress Code Violations and Disciplinary Consequences

Our company retains the right to monitor how employees and volunteer's dress.

Managers or supervisors are expected to inform employees/volunteers when they are violating the dress code. Employees/volunteers in violation are expected to immediately correct the issue. This may include having to leave work to change clothes.

Repeated violations or violations that have major repercussions may result in disciplinary action being taken up to and including termination. (Refer to CCCO Disciplinary Code and Code of Conduct).

Employees may face more severe consequences up to and including termination, if:

- Their appearance causes irreparable damage, like loss of a major donor.
- They repeatedly violate our dress code.

By signing this document, I, _____ (Employee's Name),
_____, (ID Nr), accept the terms outlined in the policy above.

Employee Signature

Date



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CODE OF ETHICS

| | |
|--------------------------------------|---------------------------------|
| Reference | COE042021 |
| Review Date | March 2025 |
| Next review date: | February 2027 |
| Document Originator: | Kyle Tolman |
| Document control and responsibility: | Personal assistant to the ED |
| Authorisation: | Kyle Tolman |

The following definitions and glossary acts as guidance and should be used to stimulate discussion and debate to enhance personal understanding.

Glossary of Definitions

Code of Ethics: Defines the core values of the field and provides guidance for what professionals should do when they encounter conflicting obligations or responsibilities in their work.

Core Values: The core values are the guiding principles that dictate behaviour and action. Core values can help people to know what is right from wrong; they can help companies to determine if they are on the right path and fulfilling their business goals; and they create an unwavering and unchanging guide.

Ethics: A system of accepted beliefs that control behaviour, especially such a system based on morals. The study of what is morally right and what is not.

Ethical Responsibility: Behaviour that one must or must not engage in. Ethical responsibility is clear-cut and are spelled out in the Code of Ethical Conduct (for example, no one should never share confidential information about a child or family with a person who has no legitimate need for knowing).

Family: Any person who has the care and custody, whether legal or actual, of a child.

Inclusivity: An intention or policy of including people who might otherwise be excluded or marginalized, such as those who are handicapped or learning-disabled, or racially and sexually different.

Our utmost responsibility is to provide care in settings that are secure, stimulating, healthy and nurturing for each child and family. Therefore, speaking out or taking action in the presence of



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unethical practice is a crucial, professional ethical responsibility and we will be held accountable. These principles and Christian Values have been used to formulate the Cross Connect Community Outreach guidelines.

Members, Employees, Volunteers and Board Members shall:

- A. Acknowledge that their profession is to care and develop the children and families and to do so with competence and excellence. They shall strive to maintain and improve his or her competence and that of others in the profession.
- B. Recognise that the vision and mission, their attitude, dedication, self-discipline and conduct of profession determines the quality of services rendered.
- C. Ensure that their behaviour doesn't bring their profession into disrepute, but rather enhances the dignity and status thereof. To act in an ethical manner in his or her dealings with the donors, beneficiaries public, employers, employees, and fellow-members.
- D. Act with proper skill, care and diligence, and exercise independent professional judgement in the conduct of all professional dealings.
- E. Provide full and accurate information to beneficiaries at all times.
- F. Uphold and promote all laws and basic human rights, as embodied in the Constitution of South Africa, United Nations Convention on the Rights of the Children and the Minimum Standards.
- G. Maintain knowledge of and comply with all applicable laws, rules and regulations of a regulatory organisation governing his or her professional, financial or business activities as far as practicably possible.
- H. Not knowingly participate in, assist, or withhold knowledge of any acts in violation of any applicable law, rule or ethical code governing his or her profession, financial or business activities.
- I. They shall know and follow state laws and community procedures that protect children against abuse and neglect.
- J. Conduct themselves in line with Christian Values at all times.

About Cross Connect Community Outreach

Cross Connect Community Outreach was started by Kyle and Nicole Tolman in 2017 after working in ministry and on the mission field for various years. While driving through the streets of Krugersdorp their hearts broke when they saw waves of children wondering the streets without a purpose while drug dealers and criminals were luring these children into a life of destruction. They knew they needed to do something to change the narrative. Cross Connect Community Outreach was born.

The following core values and processes are considered central to the Code of Ethics:



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- Christian Values
- Respect
- Democracy
- Honesty
- Integrity
- Justice
- Courage
- Inclusivity
- Social and cultural responsiveness
- Education

Our Philosophy and Principles

Cross Connect Community Outreach believes:

1. Above all, we shall not harm children and families. We shall not participate in practices that are emotionally damaging, physically harmful, disrespectful, degrading, dangerous, exploitative, or intimidating to anyone. This principle has precedence over all others in this Code.
2. Respect the dignity, worth, and uniqueness of each individual (child, family member, and colleague) and ensure inclusivity according to the Bible. Promote or advocate human rights, democracy and family stability
3. From birth, acknowledge that all children are competent learners. They can be independent, strong, capable, confident, resilient, and self-assured thus building active communities of engagement and inquiry.
4. Children and adults develop, change and learn in numerous ways and at different rates. All areas of learning and development are equally important and interconnected.
5. Cross Connect Community Outreach supports families across all settings in order to deliver effective care that is underpinned with a robust understanding of the development and upliftment of children and their families.
6. All counselling (children, youth, marriage, family or individual) is handled with confidentiality, honesty and driven by biblical principles.

Name:_____ Signature:_____ Date:_____



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STATEMENT OF FAITH

In my Christian Values I believe....

- The Bible to be the inspired, only infallible, authoritative, inerrant Word of God (2 Timothy 3:16; 2 Peter 1:21)
- There is only one God, eternally existent in three persons – Father, Son and Holy Spirit (Genesis 1:1; Matthew 28:19; John 10:30)
- Jesus is the way and the truth and the life. No one comes to the Father except through Him (John 14:6).
- In the deity of Christ (John 10:30)
- His virgin birth (Isaiah 7:14; Matthew 1:23; Luke 1:35)
- His sinless life (Hebrews 4:15; Hebrews 7:26)
- His vicarious and anointing death (1 Corinthians 15:3; Ephesians 1:7; Hebrews 2:9)
- His resurrection (John 11:25; 1 Corinthians 15:4)
- His ascension to the right hand of the Father (Mark 16:19)
- His personal return in power and glory (Acts 1:11; Revelation 19:11)
- In the present ministry of the Holy Spirit (Romans 8:13-14; 1 Corinthians 6:9-16; Ephesians 4:30; Ephesians 5:18)

Name:_____ Signature:_____ Date:_____



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| | | |
|---|--------------------------------------|---------------|
| CONFIDENTIALITY AGREEMENT POLICY | Review Date | March 2025 |
| | Next review date: | February 2027 |
| | Document Originator: | Kyle Tolman |
| | Document control and responsibility: | Admin Manager |
| | Authorisation: | CCCO Board |

1. Policy Statement and Purpose

- 1.1. This Confidentiality Agreement/Policy herein after referred to as “This Policy” sets out our expectations about the way in which confidential information is to be dealt with at Cross Connect Community Outreach herein after referred to as “CCCO”.
- 1.2. CCCO has designed this policy to explain how we expect our employees and volunteers to treat confidential information in anticipation of the unavoidable eventuality of receiving and handling personal and private information about families, children, and partners at CCCO. We want to make sure that information is well-protected.
- 1.3. The reason our information is protected:
 - 1.3.1. It may be legally binding
 - 1.3.2. It may be information of a sensitive nature
 - 1.3.3. To protect the data of our partners and stakeholders

2. Scope

- 2.1. This Policy applies to CCCO’s board members, employees, all contractors, and volunteers working for or at CCCO.

3. General Principles

- 3.1. CCCO recognizes that (employees, volunteers, board members and partners) herein after called colleagues, gain information about individuals and the organization during their work. Colleagues are therefore able to share information with their manager provided that the nature and the purpose of sharing the information is to discuss issues and seek advice.
- 3.2. Colleagues will avoid exchanging personal information or comments about individuals with whom they have a professional relationship.
- 3.3. Colleagues will not disclose to anyone, other than their manager, any information considered sensitive, personal, financial, or private.



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4. Confidential Information

- 4.1. Confidential information is secret, valuable, expensive and/or easily replicated. Any proprietary information that the Recipient may acquire through the course of engagement with the Creator and that is not of public knowledge shall be recognized as Confidential Information. Such information includes but not limited to:
 - 4.1.1. Unpublished financial information
 - 4.1.2. Data of families/donors/partners/vendors
 - 4.1.3. Data entrusted to CCCO by external parties
 - 4.1.4. Documents and processes explicitly marked as confidential
- 4.2. The recipient shall use sound judgment and discretion upon identifying the information whether it is confidential. Should there be uncertainty about the status of the confidentiality of the information, an approval from the relevant authority should be sought prior to the release of such questionable information.
- 4.3. Protection of Personal Information
 - 4.3.1. Information about individuals, whether on computer or on paper, falls within the scope of the Protection of Personal Information Act 4 of 2013, herein forth referred to as POPI Act, CCCO is obliged as stipulated by the constitution of the Republic of South Africa to:
 - 4.3.1.1. to promote the protection of personal information processed by public and private bodies.
 - 4.3.1.2. to introduce certain conditions to establish minimum requirements for the processing of personal information.
 - 4.3.2. Section 14 of the Constitution of the Republic of South Africa, 1996, provides that everyone has the right to privacy.
 - 4.3.3. The right to privacy includes a right to protection against the unlawful collection, retention, dissemination and use of personal information.

5. Responsibilities and Authorities

- 5.1. What should employees do:
 - 5.1.1. Only disclose information to other employees when it is necessary and authorized.
 - 5.1.2. Keep confidential documents inside our company's premises unless it is necessary to move them.
 - 5.1.3. Lock or secure confidential information always.



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5.2. What employees should not do:

- 5.2.1. Use confidential information for any personal benefit or profit. If found guilty, an employee may be face disciplinary action and it may lead to dismissal or be criminally charged.
- 5.2.2. Disclose confidential information to anyone outside of CCCO.
- 5.2.3. When employees stop working for CCCO, they are obliged to return any confidential files and delete them from their personal devices.

6. Access to information

- 6.1. Information confidential to CCCO as an organization may be passed to colleagues, line managers or trustees to ensure the best quality service for users.
- 6.2. Where information is sensitive, involves disputes or legal issues; it will be confidential to the employee dealing with the case and their supervisor/manager. Such information should be clearly labelled 'Confidential' and should state the names of the colleagues entitled to access the information and the name of the individual or group who may request access to the information
- 6.3. Colleagues will not withhold information from their supervisor/manager unless it is purely personal.
- 6.4. Users may have sight of CCCO records held in their name or that of their organization. The request must be in writing to the Chief Officer giving 14 days' notice and be signed by the individual, or in the case of an organization's records, by the Chair or Executive Officer. Sensitive information as outlined in section 6.2 will only be made available to the person or organization named on the file.

7. Exceptions and duties to disclose information

- 7.1. Confidential information may occasionally have to be disclosed for legitimate reasons, these include but not limited to:
 - 7.1.1. If a regulatory body requests it as part of an investigation or audit
 - 7.1.2. If our company examines a venture or partnership that requires disclosing some information (within legal boundaries). Thus, in such cases, employees involved should document their disclosure procedure and collect all needed authorizations. We are bound to avoid disclosing more information than needed.
- 7.2. There is a legal duty to disclose some information including:
 - 7.2.1. Child abuse will be reported to the Social Services Department.
 - 7.2.2. Drug trafficking, money laundering or acts of terrorism will be disclosed to the police. In addition, colleagues believing an illegal act has taken place, or that a user is at risk of harming themselves or others, must report this to the Chief Officer who will report it to the appropriate authorities.



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8. Disciplinary Consequences

- 8.1. Colleagues accessing unauthorized files or breaching confidentially may face disciplinary action and it may lead to dismissal.
- 8.2. Employees who are dissatisfied with the conduct or actions of other colleagues or that of CCCO should raise this with their line manager using the grievance procedure, if necessary, and not discuss their dissatisfaction outside CCCO.
- 8.3. Should any Confidential Information be found to have been disclosed by the recipient without prior consent from CCCO, CCCO may seek the necessary remedies to protect CCCO's interest including, but not limited to:
 - 8.3.1. proceeding for legal remedies and,
 - 8.3.2. termination

By signing this agreement, the parties agree to the stipulations found in this Agreement.

I, _____, (employee number/ ID number) _____
hereby agree that I have read and understood the contents of this policy and agree to comply with the provisions of this policy.

| | |
|----------------------|--|
| Employee name | |
| Signature | |
| Date | |

| | |
|---------------------|--|
| Manager name | |
| Signature | |
| Date | |



General Indemnity

By signing this General Indemnity, you agree to waive (give up) the legal right to sue or claim compensation following an accident.

PLEASE READ THIS INDEMNITY CAREFULLY BEFORE SIGNING.

I, _____ (full name) ID _____ hereby acknowledge and agree that:

1. I shall have no claim against the **Cross Connect Community Outreach (NPC 2017/183778/08, NPO 189 402)** or against its directors, employees, agents, partners, funders, volunteers, and/or contractors. For any loss, damage, injury, accident, costs, expenses and/or other claims of whatsoever nature that I may incur and/or suffer, in respect of my person or property, arising directly or indirectly, in the course and scope of rendering voluntary services and/or attending activities, with or for the **Cross Connect Community Outreach**, including by reason of any act or omission (whether negligent or otherwise) by the **Cross Connect Community Outreach**, its directors, employees, agents, partners, funders, volunteers and/or contractors.
2. Due to the nature of the **Cross Connect Community Outreach**, I understand that voluntary services will be rendered at different locations. This indemnity is not limited to a specific location and includes liability relating to transport from one location to another.
3. I indemnify **Cross Connect Community Outreach**, its directors, employees, agents, partners, funders, volunteers, and/or contractors against any loss, damage, injury, accident, costs, expenses, and/or other claims of whatsoever nature that I may cause to a third party arising directly or indirectly in the course and scope of rendering voluntary services and/or attending activities with or for **Cross Connect Community Outreach**.
4. **Cross Connect uses the Personal Information under its care in the following ways:**
 - Developmentally appropriate education and community programs
 - Administration of agreements
 - Providing products and services to clients
 - Marketing and sales
 - In connection with legal proceedings
 - Program and beneficiary administration
 - Keeping accounts and records
 - Complying with legal and regulatory requirements

By signing, you agree to the above use of your information in terms of the POPI Act as well as the content included in the CCCO POPI and PAIA Manual.

Dated and signed at _____, on this the ____ (day), of _____ (month), _____ (year).

SIGNATURE

This transaction will be applicable to all personal information as defined in the Protection of Personal Information Act, 4 of 2013 ("POPI").

By donating to Cross-Connect Community Outreach NPO, the Parties unconditionally and voluntarily consent to process personal information for any purposes related to this invoice.

For more information, see our Privacy Policy: <https://www.crossconnect.co.za/>