

## Child Protection and Safeguard Policy

### 1. Introduction

At Veranda Learning Solutions Limited and at all Veranda enterprises, we are committed to creating a safe and nurturing environment for all individuals who engage with our services, especially children and young people, who are students and thus customers in many of our ecosystem companies. Our Child Protection and Safeguard Policy outlines our commitment to protecting children (i.e. minors under the age of 18 years) from abuse, exploitation, and neglect. This Policy is designed to address children's unique vulnerabilities and needs through detailed protocols for identifying, reporting, and responding to child abuse including sexual exploitation and abuse, as well as ensuring safe environments for all interactions.

### 2. Purpose

The purpose of this Child Protection and Safeguard Policy is to:

- Protect children from harm and ensure their safety in all Veranda Learning programs and activities across all our enterprises.
- Define procedures for identifying, reporting, and responding to instances of child abuse.
- Establish reporting obligations for staff and partners.
- Implement child protection training for all personnel.
- Create mechanisms for children to report abuse in a safe and child-friendly manner.
- Ensure safe recruitment practices and continuous monitoring of interactions between adults and children.

### 3. Scope

This Policy applies to all employees, contractors and any other individuals working with or on behalf of Veranda Learning or any of the Veranda enterprises in both online and offline capacities. It covers all Veranda Learning programs across Veranda enterprises, including K-12 education, colleges, test preparation, and professional reskilling and upskilling etc.

### 4. Definitions

- **Child:** Any individual under the age of 18 years.
- **Abuse:** Any action or inaction that causes harm to a child, including physical, emotional, sexual abuse.
- **Exploitation:** The use of a child for personal, professional, or financial gain.

## 5. Safeguarding Principles

1. **Children's Rights:** All children have the right to be protected from harm and abuse.
2. **Best Interests of the Child:** The welfare and safety of the child are the primary considerations in all decisions and actions.
3. **Participation:** Children have the right to be heard and to participate in decisions that affect their lives.
4. **Prevention:** We will take proactive steps to prevent abuse and exploitation.

## 6. Procedures for Identifying and Reporting Abuse

### 6.1 Identifying Abuse

Staff should be vigilant for signs of abuse, which may include:

- Unexplained injuries or changes in behaviour.
- Disclosures or hints of abuse from the child.
- Signs of neglect or inadequate care.

### 6.2 Reporting Abuse

If you suspect or are informed of abuse:

1. **Report Immediately:** Inform your direct supervisor or designated Child Protection Officer (CPO) without delay. **Chairperson/Presiding officer of the POSH Committee of the respective Company is also designated as the CPO.**
2. **Documentation:** Record all relevant details of the observation or disclosure.
3. **Report to Authorities:** The CPO will ensure that the appropriate authorities are notified as per mandatory reporting obligations.
4. **Confidentiality:** Maintain confidentiality throughout the reporting process.

### 6.3 Responding to Abuse

- **Immediate Action:** Ensure the immediate safety of the child.
- **Investigation:** The CPO will initiate an investigation in cooperation with relevant authorities.
- **Support:** Provide support to the child and their family as needed.

## 7. Mandatory Reporting Obligations

All staff must adhere to the following mandatory reporting obligations:

- Report any suspected abuse or neglect to the CPO.
- Cooperate with investigations conducted by Veranda or external authorities.

## 8. Safe Recruitment Practices

For all prospective staff and contractors, following must be ensured:

- **Reference Checks:** Where to verify the suitability of the individual for working with children.
- **Interview Processes:** Where interviews will include questions about previous experience and understanding of child protection.

## 9. Child Protection Training

### 9.1 Training Requirements

All staff to receive training on:

- **Recognizing Signs of Abuse:** Identifying indicators of different forms of abuse.
- **Reporting Procedures:** How to report suspected abuse or neglect.
- **Creating Safe Environments:** Implementing practices that protect children in various settings.

### 9.2 Ongoing Education

**Refresher Courses:** Staff will participate in regular refresher courses to reinforce child protection knowledge.

## 10. Child-Friendly Reporting Mechanisms

**Reporting Channels:** Establish confidential, accessible ways for children to report concerns, including:

- **Reporting to designated Child Protection Officer (CPO),** which is Chairperson/Presiding officer of the POSH Committee of the respective Company
- **Directly Reporting:** Reports can be made directly to Veranda Learning HR Department by mailing at [hr@verandalearning.com](mailto:hr@verandalearning.com)

CPO or Veranda HR must keep Veranda CHRO and CFO informed of any report being made under Child Protection or Safeguard category and the progress thereof.

Any reporting made to be handled confidentially and promptly, and individuals making reports will be protected from retaliation.

## 11. Decisioning Authority

Veranda CHRO and CFO in discussion with and support to investigation from the respective CPO.

## 12. Responsibilities

### 12.1 Child Protection Officer (CPO)

- **Oversight:** Responsible for the implementation and monitoring of the Child Protection and Safeguard Policy.
- **Investigation:** In case of complaints that are

**12.2 HR of respective Company:** Ensure all staff are trained and updated on child protection matters.

### 12.3 All Staff

- **Compliance:** Adhere to the Child Protection and Safeguard Policy and report any concerns or violations.
- **Advocacy:** Promote a culture of safety and respect for children.

The Policy may be amended, modified, or supplemented from time to time.