

COMMUNICATION ON ENGAGEMENT (COE)

Period covered by this Communication on Engagement
From: October 31, 2014 To: October 31, 2016



Part I. Statement of Continued Support by the Chief Executive

October 31, 2016

To our stakeholders:

I am pleased to confirm that Child Helpline International reaffirms its support to the United Nations Global Compact and its Ten Principles in the areas of Human Rights, Labour, Environment and Anti-Corruption. This is our Communication on Engagement with the United Nations Global Compact. We welcome feedback on its contents.

In this Communication of Engagement, we describe the actions that our organization has taken to support the UN Global Compact and its Principles as suggested for an organization like ours. We also commit to sharing this information with our stakeholders using our primary channels of communication.

Sincerely yours,

Sheila M. Donovan
Executive Director

Part II. Description of Actions

Child Helpline International's activities in the last two years in support of the Global Compact have been concentrated on partnerships and relationships with corporate entities in the telecoms sector and in the social media sector. We have provided commentary on the CSR efforts of our corporate partners, and have engaged with them to produce guidelines for their relationships with our primary stakeholders, child helplines around the world.

Part III. Measurement of Outcomes

The most relevant partnership concluded in the past two years has been the signing of a Memorandum of Understanding with the GSMA (November 2014) and the subsequent actions undertaken under the MOU: two meetings sponsored by GSMA with participation from many of their members (mobile telephone and internet operators), and the production of guidelines on telecom cooperation with child helplines. In 2016, GSMA and CHI also produced guidelines for child helplines to help children remain safe in their on line interactions.

Concrete outcomes of this agreement was that telecoms waived costs to child helplines in 17 countries.

In addition, CHI's work with social media companies resulted in trainings of 15 child helplines in Africa on their counsellors response to callers on staying safe on line.

Every child has a voice.
childhelplineinternational.org