

## Beneficiary Protection Policy

### First: Purpose and Scope

Al-Yusr Organization is committed to providing humanitarian assistance and implementing its development projects in a safe environment that ensures the preservation of beneficiaries' dignity and protects them from any form of exploitation, abuse, discrimination, or unethical practices by staff, volunteers, suppliers, or field partners.

### Second: Principles of Conduct and Ethics

**Non-Discrimination:** Humanitarian assistance is provided based on internationally recognized, purely field-based criteria of need and eligibility (such as the Sphere criteria), without any discrimination based on race, gender, religion, sect, or political affiliation.

**Prevention of Exploitation and Abuse (PSEA):** The organization absolutely prohibits the exchange of humanitarian assistance or services for any personal gain, services, or material or physical benefits. Violation of this clause is a crime that warrants immediate dismissal and legal prosecution. **Protecting Dignity and Privacy:** Publishing photos or videos of beneficiaries (especially children and women) in situations that violate their human dignity for the purpose of eliciting donor sympathy is prohibited. No media material may be used without the beneficiary's explicit written or documented consent and solely for the professional documentation of projects.

### Third: Complaints and Feedback Mechanism and Confidentiality (FCRM)

**Complaints Channels:** The organization is committed to providing secure, free, and accessible channels for beneficiaries (hotline, dedicated email, and complaint boxes at distribution sites).

**Handling Procedures:** Complaints are treated with strict confidentiality and are directly overseen by the Compliance Unit. Sensitive complaints (such as exploitation or bribery) are classified as "red track" and require the immediate formation of an independent investigation committee, a response to the

complainant, and closure of the case within a maximum of 14 days from the date of receipt.