

Membership Agreement

Between

The Child Helpline of Estonia
(Estonian Social Insurance Board)

and

Stichting Child Helpline International



The Parties

1. **The Child Helpline is a service provided by the Social Insurance Board**, located in Tallinn, Paldiski mnt 80, Estonia. The Estonian Social Insurance Board is a government agency under the Ministry of Social Affairs, registered in Estonia under registration code 70004240 (hereinafter, the "Child Helpline Member"); and
2. **Stichting Child Helpline International**, a foundation established in Amsterdam, The Netherlands in 2003, registered at the Chamber of Commerce of Amsterdam, The Netherlands under registration number 34194999 with its registered offices and corporate seat at Bruggebouw Suite 5.08, Bos en Lommerplein 280, 1055 RW, Amsterdam, The Netherlands (hereinafter, "Child Helpline International").

Therefore, the parties have agreed as follows:

1. Membership Agreement

- 1.1 This Membership Agreement (hereinafter, the "Agreement") is entered into between the parties, and is based on mutual respect, learning and sharing. The Agreement constitutes the final formality of the Child Helpline Member's application process, and upon the signing of this Agreement, the Child Helpline Member joins the global network of Child Helpline International (hereinafter, the "Global Network") as a full member for as long as all of the conditions relevant in order to apply for such full membership remain in place (hereinafter, a "Full Member"). Furthermore, upon the signing of this Agreement, the Child Helpline Member takes a seat on the General Assembly of Child Helplines for as long as it qualifies as a Full Member.

2. Roles and responsibilities of Child Helpline International in relation to the Global Network of Child Helplines:

- 2.1 Convene the General Assembly of Child Helplines every three years.
- 2.2 Facilitate the process by which Full Members can be nominated by the General Assembly of Child Helplines to act as Regional or Deputy Regional Representatives. Regional Representatives will sit on the Supervisory Board of Child Helpline international.
- 2.3 Convene Supervisory Board meetings twice a year.
- 2.4 Collect child helpline data annually from each Full Member and publish this collated data.
- 2.5 Implement the assessment of services offered by Full Members via a quality assessment tool ("Core Quality Standards (CQS) Self-Assessment"), collected annually and utilized to define training needs within the Global Network.
- 2.6 Send invoices for collection of the annual membership fee to each Full Member. Child Helpline International's Management Board shall fix the annual membership fee.
- 2.7 Create manuals, toolkits and trainings for child helplines at all stages of development, including online learning platforms and eLearning curricula.
- 2.8 Organize regional and international meetings to share experiences and learning and further strengthen the Global Network.
- 2.9 Engage and partner with child-focused organizations (INGOs, foundations, networks) and telecoms and the private sector to encourage them to recognize child helplines as a crucial tool in child protection.
- 2.10 Optimize Child Helpline International's effectiveness and efficiency:
 - (i) Conduct a periodical evaluation of Child Helpline International's effectiveness through a written survey circulated to the Global Network;
 - (ii) Maintain and publish annual reports and accurate accounts so that Child Helpline International's information should be available for public view;
 - (iii) Respond to requests by members of the Global Network for information in a timely manner;



(iv) Commit to an open and accessible complaints procedure.

3. Roles and responsibilities of the Child Helpline Member

- 3.1 To inform Child Helpline International of any potential or actual issue relating to, among others, fraud, mismanagement, bribery, embezzlement or any other issue in relation to its organization and /or partners.
- 3.2 Strive to participate in all Regional Consultations and International Consultations to share experiences and learnings and further strengthen the Global Network, subject to availability of funds.
- 3.3 Proactively share experiences and learning with other child helpline members through specific networking and cooperation in country and region and through Child Helpline International's meetings and forums.
- 3.4 To report to Child Helpline International any event or circumstance that might have an adverse effect on the credibility and/or reputation of Child Helpline International, Child Helpline International's proprietary rights or any of the activities undertaken by Child Helpline International or the Global Network.
- 3.5 Not to undertake any act, either alone or jointly with others, which may jeopardize or in any way infringe and/or adversely affect Child Helpline International's proprietary rights.

4. Annual Membership Requirements

- 4.1 Further to maintaining those conditions relevant to the criteria allowing it to function as a Full Member of the Global Network, the Child Helpline Member shall meet the following annual requirements:
 - 4.1.1 The Child Helpline Member must submit data annually to Child Helpline International by the deadline set by Child Helpline International each year (template to be provided by Child Helpline International).
 - 4.1.2 The Child Helpline Member must submit a CQS Self-Assessment annually to Child Helpline International by the deadline set by Child Helpline International each year (template to be provided by Child Helpline International).
 - 4.1.3 The Child Helpline Member must pay the annual membership fee annually to Child Helpline International by the deadline set by Child Helpline International each year.

5. Non-compliance with membership criteria and annual membership requirements

- 5.1 The Child Helpline Member shall inform Child Helpline International timeously of any changes or potential changes in its organizational structure, business operations, legal status or other circumstances that would prevent it from continuing to satisfy the criteria allowing it to be a Full Member. In consultation between the parties, and depending on the circumstances and nature of the changes, it may be decided to re-categorize the membership status of the Child Helpline Member, or the Child Helpline Member may be asked to resign membership of the Global Network altogether.
- 5.2 The Child Helpline Member shall inform Child Helpline International timeously of any circumstances preventing it from meeting any of the annual membership requirements, and parties shall use best efforts to agree upon any alternative arrangements, such as waivers, etc. In the event that the Child Helpline Member continuously fails to fulfil any or all of its annual membership requirements for three consecutive years, and no such alternative arrangements have been agreed upon between parties, then the Child Helpline International Management Board shall recommend to the Supervisory Board that the Child Helpline Member's membership status be reconsidered, including the possibility of removal from membership of the Global Network altogether.

6. Use of Child Helpline International's logo:

- 6.1 For the duration of this Membership Agreement, permission is granted to the Child Helpline Member to use Child Helpline International's logo on its own promotional materials, including but not limited to

