

World Vision Partnership Code of Conduct

“World Vision personnel are expected to conduct themselves in a manner that reflects honesty and integrity, and that maintains the effectiveness, values and mission of the organisation.”

World Vision's Hotline is:

- Accessible 24 hours a day
- Confidential
- Available in 180 languages
- Operated by a neutral third party



“For we are taking pains to do what is right, not only in the eyes of the Lord, but also in the eyes of men.”
— 2 Corinthians 8:21 (NIV)

As a Christian organisation, World Vision is committed to upholding honesty and integrity in every environment in which it operates. Therefore, any activity that does not align with these core values must be reported. If you learn of unethical behaviour or actions that place children, staff or the partnership at risk, you must report it to your manager. However, if you are unable to speak to your manager, or you fear retaliation, call the World Vision Integrity and Protection Hotline for assistance.

Integrity and Protection Hotline

Report Online or
Locate a local toll-free number:
<http://worldvision.ethicspoint.com>
or
Call collect:
+1-503-726-3990

World Vision Integrity and Protection Hotline



World Vision and VisionFund expects that everyone involved with the organisation will follow and adhere to the World Vision Partnership Code of Conduct. This includes management, staff, volunteers, board members, funded partners and contractors.



World Vision operates a confidential hotline in partnership with EthicsPoint, a leading provider of ethics reporting services. This hotline is available to everyone involved in the organisation to report unethical or illegal conduct.

We expect all individuals in the organisation to act with integrity and for the good of the partnership. Therefore, any misconduct must be reported.

We recognise that discovering misconduct may place you in an uncomfortable situation.

To ensure the privacy and safety of each party, the World Vision Integrity & Protection Hotline will maintain complete confidentiality.

What to report

Illegal or fraudulent behaviour

- Criminal activity, including theft and violence
- Behaviour endangering the health and safety of staff
- Activity that endangers the environment
- Fraud, graft, corruption or misuse of World Vision assets
- Improper practices related to accounting, auditing, procurement, contracting
- Violations of legal, tax, or customs requirements
- Business relationships with parties involved in illegal activities

Employee relations issues

- Harassment – general or sexual
- Threat of violence to self or others
- Discrimination or bias

Behaviors that harm children

- Neglect of a child in World Vision's care
- Physical, sexual, or emotional abuse of a child
- Marrying or courting a child
- Actions (or inactions) by World Vision staff that could put a child's life at risk
- Suspected violations of a Child Protection requirement

When not to call

The hotline is not a substitute for meaningful communication with your manager. Neither is it intended to address Human Resources concerns related to pay, promotion, or pending disciplinary action. It should only be used for reporting significant matters and/or when you are unable to or uncomfortable with sharing such concerns with your manager.

Note: This is not a crisis hotline. For emergencies, contact your local authorities.

What to expect when you call

An EthicsPoint specialist or online form will guide you through a series of questions to better understand the basis for your report and to assist you with filing a report. You will be given information allowing you to follow-up on your report. Throughout the reporting and resolution process your identity will be kept confidential.