

## Integrity & Protection Hotline – FAQ (Frequently Asked Questions)

### **Why does World Vision International operate a whistleblower hotline?**

**Answer:** The World Vision International Integrity & Protection Hotline has been established to provide World Vision employees, volunteers, beneficiaries and others outside of World Vision with a means to confidentially report any behaviour or activity that is in violation of the law or of World Vision's policies. This is not intended to encourage employees to bypass "normal" means of reporting concerns to management. Staff are always encouraged to address all concerns to their managers or through mechanisms such as the P&C Grievance process, Child Protection Reporting protocols, and others.

### **Who operates the hotline, and how do I know that they won't trace my call?**

**Answer:** The independent, third party vendor who operates the hotline is NAVEX Global, which has extensive experience and established procedures for operating confidential hotlines. Complaints are referred to the WVI Enterprise Risk Management department who ensures that all reports are handled in accordance with our Integrity & Protection Hotline "Whistleblower" policy.

### **How can I make a toll-free call?**

**Answer:** On the web site (<http://worldvision.ethicspoint.com/>), navigate to the "home page". In the upper right hand corner, there is a "Make a Report" inset; select your country to view the call-in information and place a telephone call to the call centre using a local toll-free number. You also have the option to call collect if a local toll-free number is not available.

### **Who can use the hotline?**

**Answer:** The hotline is publicly available on our website, and therefore complaints may be filed by anyone with internet access. However, the hotline is generally intended for those connected to World Vision in some form.

### **What can my office do to implement the Integrity & Protection Hotline? What will it cost?**

**Answer:** The hotline is free to all WV entities. Every office should ensure that staff are aware of the hotline's existence and its purpose. We estimate orientation and implementation in a larger sized National Office should only consume about 4 hours of time in coordination and orientation sessions for staff. To aid in these communication efforts, we provide a variety of documents including: talking points, general presentation slides, posters and brochures. Other translated materials may be available on request.

### **What if someone files a false allegation against me?**

**Answer:** Standard procedure is to notify anyone named in an allegation during the information gathering process prior to any investigation. If you are directly implicated in an allegation that is investigated, you will generally be notified early on and given an opportunity to respond to the allegations. We are fully committed to keeping the process fair for all parties involved. The goal of any investigation is simply to gather facts and make recommendations to management. Both the accused and the whistleblower are protected through World Vision's "Whistleblower policy." All allegations are screened for indicators that a complaint may be malicious or intentionally false. World Vision reserves the right to discipline staff who intentionally file a false complaint through the hotline.

### **Is the Integrity & Protection Hotline only for reporting financial fraud?**

**Answer:** No. The hotline can be used for any serious misconduct or illegal behaviour. This includes all forms of policy violations, misuse of World Vision resources, or inappropriate or illegal workplace behaviour. We do expect that complaints will only be made (in general) in the following circumstances: if a person feels uncomfortable with reporting the concern to their local manager, if a person is instructed not to report misconduct, if a person has reported the misconduct and no action has been taken, or if a person otherwise fears retaliation for filing a complaint. If possible, complaints should be directed and escalated through normal management channels.

**I am unhappy with the decisions my manager is making, and I have a concern about management. Should I call the hotline?**

**Answer:** The preferred course of action is always to escalate these issues through the chain of management or to your local People and Culture representative as you normally would. In particular, staff should always make use of the P&C Grievance and Harassment process when a concern relates specifically to an employment or Human Resources matter. In general, the hotline is only to be used for serious misconduct.

**If I report something, do I have to identify myself, or can I make an anonymous report?**

**Answer:** We encourage you to identify yourself and provide contact details, so that we can better assess the allegations and follow up with you, if necessary. We will accept anonymous reports, but such reports are more difficult to investigate, can be subject to legal limitations, and are handled with caution as they are subject to abuse.