



## Program Orientation

## World Vision Employees



**INTEGRITY & PROTECTION HOTLINE**

## INTEGRITY &amp; PROTECTION HOTLINE

## What is the Integrity & Protection Hotline?

- A globally accessible reporting service available to all World Vision staff, volunteers, board members, beneficiaries, sponsors, donors and contractors
- A tool to empower management in responding to staff concerns
- Designed only for reporting significant threats to staff, ministry and resources
- Intended to protect our staff, resources and beneficiaries

## INTEGRITY &amp; PROTECTION HOTLINE

## Why Do We Need the Integrity & Protection Hotline?

- Key Reasons:
  - It is industry best practice to offer an employee hotline
  - The International Board of Directors has mandated World Vision maintain a whistleblower hotline
  - Many grant agencies and funding partners (USAID, AUSAID, Private Grantors etc.) require it as a condition of funding
  - Provides an opportunity to deal with issues before they escalate, which limits risk and potential damage

## INTEGRITY &amp; PROTECTION HOTLINE

## When To Make a Report – Allegation Reporting

- Please use the hotline only if:
  - You are a witness to, or become aware of, misconduct, illegal or unethical activities, *or*
  - You believe World Vision is at risk through unethical behaviour  
*And either*
  - You are unable to approach the person without reprisal, *or*
  - Your manager discourages any reporting, *or*
  - You are asked to cover up any unethical behaviour

## IPH “Whistleblower” Policy

### Key Points

- Normal Reporting mechanisms are favoured
  - **IPH Reports are only to be made if normal mechanisms fail**
- All allegations will be taken seriously, investigated as appropriate, and addressed by management
- Whistleblowers who report in “good faith” will be protected from retaliation
- This process supports accountable management in resolving allegations with appropriate oversight

## IPH Complaint Resolution

### Steps to Complaint Resolution

- All reports are referred to a Global Centre whistleblower committee made up of key Sr. Managers
- The majority of allegations are investigated by trained investigative “IPH Teams” positioned in every Region
- IPH Teams are assigned based on a “+1” principle: assigned staff must not report to anyone implicated, and must be positioned one level above them
- Whistleblowers and implicated persons are protected throughout resolution process

## INTEGRITY &amp; PROTECTION HOTLINE

## Available and Accessible

### The Integrity & Protection Hotline is:

- Accessible 24 hours a day, 7 days a week
- Available in over 180 languages
- Confidential and secure
- Available via online form or toll-free number

### Hotline Contact:

- Visit [www.worldvision.ethicspoint.com](http://www.worldvision.ethicspoint.com) to find your local toll-free hotline number or report online  
*or*
- Or call collect to +1-503-726-3990



## Questions?

You should contact your Regional Management with any questions, or the ERM Department directly at

[Robert\\_Nelson@wvi.org](mailto:Robert_Nelson@wvi.org)

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