

World Vision Supplier Code of Conduct

Last updated February 2020

World Vision is a Christian relief, development and advocacy organization dedicated to working with children, families and communities to overcome poverty and injustice. Inspired by our Christian values, we are dedicated to working with the world's most vulnerable people. We serve all people regardless of religion, race, ethnicity or gender.

World Vision is strongly committed to observe the highest ethical and moral standards in all its procurement activities including safeguarding of children and adults in our programmes. This Code of Conduct provides a set of principles and behaviours in our everyday conduct of business, ensuring internationally recognized procurement ethics are followed. Standard elements of good business practice should also be applied. The Code of Conduct is applicable to staff from all World Vision entities, and extends to suppliers, contractors, volunteers, and Board Members. To ensure World Vision is donor complaint, we will adhere to donor procurement requirements, where applicable. Suppliers and their subcontractors must sign the Code of Conduct, acknowledging agreement to abide by the principles herein.

World Vision expects its suppliers to:

- 1) Improve value for money –
 - a) Actively seek to demonstrate and improve results, and reduce costs through the life of the Long Term Agreement, and/or Purchase Orders.
 - b) Price appropriately and honestly to reflect requirements and risks.
 - c) Proactively pursuing continuous improvement to reduce waste and improve efficiency across the organization and wider supply chain
 - d) Earn fair but not excessive rewards
- 2) Act with Professionalism and integrity –
 - a) Be honest and realistic about capacity and capability when bidding.
 - b) World Vision expects that its suppliers encourage and work with their own suppliers and subcontractors to ensure that they strive to meet the principles of this Code of Conduct, and be able to demonstrate this as and when required.
 - c) Work collaboratively to build professional business relationships, including with World Vision staff.
 - d) Act in a manner that supports the development of a mature and ethical business relationship with World Vision.
 - e) Demonstrate clear, active commitment to Corporate Social Responsibility.
 - f) Be cleared of any outstanding legal judgements filed within the past three years.
- 3) Be accountable –
 - a) Apply pricing structures that align payments to results and reflect a more balanced sharing of performance risk.
 - b) Expect to be held accountable for delivery and accept responsibility for their role, including being honest when things go wrong so that lessons can be learned.
- 4) Align with World Vision –
 - a) Apply a strong emphasis on building local capacity by seeking ways to develop local markets and institutions, and avoid the use of restrictive exclusivity agreements.
 - b) Be able to operate across all World Vision offices, including in fragile and conflict affected areas.
 - c) Share and transfer innovation and knowledge of best practices to maximize overall development impact.

- d) Accept we work in challenging environments and act to manage uncertainty and change in a way which protects value for money.
 - e) Reflect World Visions international development goals and demonstrate their commitment to poverty reduction.
- 5) Agree to avoid any Conflict of Interest—
- In order to avoid a conflict of interest, Suppliers or contractors agree to disclose the following to WV: a) whether the Supplier or Contractor, or a relative of the Supplier or Contractor, receive(s) financial benefits from WV/VF. (This would include such things as serving as an employee, agent or independent contractor of WV/VF).
- b) whether the Supplier or Contractor has existing business dealings with WV/VF. (This would include such things as being a consultant, a service provider, or is a supplier for WV/VF)
 - c) whether the Supplier or Contractor has a family or business relationship (outside of WV/VF) with a member of the WVI or VFI board, or with a member of the WVI or VFI senior management team.

In addition, the Supplier or Contractor confirm(s) that they have no relationship, business affiliation, involvement, association, position, financial interest, and haven't received any gift, loan, or have engaged in any other transaction requiring disclosure under the World Vision or VisionFund Conflict of Interest Policy.

- 6) Observe International Labour Conventions –
- a) World Vision expects its suppliers, and their sub-contractors to observe International Labour Conventions
 - b) Prohibit any use of forced, bonded, or indentured labour or involuntary detention labour
 - c) Prohibit the use of child labour
 - d) Prohibit any form of discrimination in hiring and employment practices on the ground of race, colour, religion, gender, ethnicity, age, physical disability
 - e) Comply with local law in terms, of wages, working hours, and freedom to association and right to organize and bargain collectively
 - f) Support and respect the protection of human rights and to ensure that they are not complicit in the abuse of human rights
 - g) Ensure that they operate a safe and healthy workplace or any other place where production or work is undertaken.
- 7) Have a strong Environmental Policy –
- a) World Vision expects its suppliers to have an effective environmental policy and comply with existing legislation and regulations to protect the environment.
 - b) Suppliers are expected to undertake initiatives to promote greater environmental responsibility and encourage the use of environmentally friendly technologies.
 - c) Suppliers should obtain wherever possible, a certified quality management system.
- 8) Anti-corruption and Bribery –
- a) World Vision expects its suppliers to adhere to the highest standards of moral and ethical conduct, including extortion, fraud, and bribery.
 - b) Apply a zero-tolerance approach to corruption and fraud, with top-quality risk management.
 - c) Disclose any situation that may appear as a conflict of interest. Complete disclosure form on page 3 below.

CONFLICT OF INTEREST DISCLOSURE LETTER

World Vision standard form, enhanced for Suppliers

--February 2020 version--

Having read the World Vision (WV) Code of Conduct and examined my(our) relationships with World Vision or Vision Fund (VF), and noting that if in doubt a relationship should be disclosed for further discussion, I have carefully reviewed each of the four statements below and marked either "yes" or "no" for each.

Note that "WV/VF" as used below refers to any World Vision or Vision Fund entity, including affiliated microfinance institutions. "A relative" refers to any individual related by blood or marriage. Circle the appropriate answer for each statement below:

1. Yes / No I/my company/business (or a relative of mine) receive(s) financial benefits from WV/VF. (This would include such things as serving as a volunteer or a beneficiary of WV/VF). [If answer yes, please provide details at the end of this form.]
2. Yes / No I or a relative of mine is a current employee for WV/VF. [If answer yes, please provide details at the end of this form.]
3. Yes / No I/my company (or a relative of mine) has existing business dealings with WV/VF. (This would include such things as being a consultant, a service provider, or is a supplier for WV/VF) [If answer yes, please provide details at the end of this form.]
4. Yes / No I/my company has a family or business relationship (outside of WV/VF) with a member of the WVI or VFI board, or with a member of the WVI or VFI senior management team. [If answer yes, please provide details at the end of this form.]

Please describe below the details of any positive response for items 1 – 4 above, and/or any other potential conflicts of interest, or any comments you may wish to make on the matters disclosed above. If more space is needed, kindly attach an additional sheet.

- ☐ Check this box if you agree to the statement: I hereby certify that my answers to statements 1 – 4 above are accurate. If I have indicated "no" for all of statements 1- 4, I confirm that I have no relationships, business affiliations, involvements, associations, positions, financial interests, gifts, loans or other transactions requiring disclosure under the World Vision or Vision Fund Conflict of Interest Policy.

CHILD AND ADULT SAFEGUARDING BEHAVIOUR PROTOCOL

WVA Child and Adult Safeguarding Policy is aligned with the WVI Partnership Management Policy on Child and Adult Safeguarding, this policy is focused on protecting all children anywhere from harm caused by WV employees and affiliates and protecting adults from harm caused by WV Afghanistan employees or affiliates as part of the WV Afghanistan programme presence. The provisions under this policy will bind all World Vision Afghanistan Representatives at all times in their professional and private capacity. These include:

- a Staff, (whether international assignees or national staff), volunteers, or interns;
- b Female staff male accompaniers (Mahram)
- c Donors, or visitors;
- d Partners, Non-Government Organizations (NGO), Civil society Organizations (CSOs), and contractor agencies and their personnel working with and in partnership with World Vision Afghanistan
- e Independent contractors and Service providers;
- f Consultants, advisers, and contracted individuals;
- g Downstream partners or Organizations (if any) who are subcontracted by WV Afghanistan-funded NGOs, CSOs, consultants, contractors or advisers and their respective personnel

WV Afghanistan employees and affiliates are expected to comply with applicable laws of the Islamic Emirate of Afghanistan and World Vision Partnership policies and procedures that provide for child and adult safeguarding and protection.

1.5 Agreements with Contractors

Contractors engaged in situations where they—or their employees or subcontractors—may have access to children or adults living in WV programming areas, or may have access to personal data about such children or adults' beneficiaries, require the safeguarding language below (or language substantively the same) in their contract with WVA. In addition, a copy of the Safeguarding Behavior Protocols must be attached to the contract. These requirements apply whether the contractor is paid for the services or provides them for free ('pro bono,') and regardless of the contract's duration.

The Contractor and the Contractor's employees will ensure that:

- a) Any of their interactions with adults living where WV Afghanistan has a programming presence, with children, or with identifiable personal data about such persons, will comply with the attached WV Safeguarding Behaviour Protocols, and with any other reasonable safeguarding measures that WVI may specify;
- b) Any incidents of harm or risk of harm to any child or to adults living where WV Afghanistan has a programming presence will be reported immediately to WV;
- c) Any individuals with access to adult program participants, to children, or identifiable personal data about such persons, will have a current clean criminal background check for offenses against children or abuse of adults, to the extent permitted by law (evidence of which will be provided to WV Afghanistan upon request);
- d) They do not use children for labor;

- e) These safeguarding obligations will be communicated to, and acknowledged by, all employees who may have access to children or to adults living where WVA Afghanistan has a programming presence, or to identifiable personal data about such persons, and will be extended in identical form to any subcontractors (if any are authorized) engaged to perform this contract.

2.0 BEHAVIOR PROTOCOLS/CODE OF CONDUCT

2.1 Acceptable Behaviours – WVA employees and affiliates will:

- a) Treat all children anywhere and adults in the WVA programming area with respect regardless of race, color, sex, language, disability, religion, political or other opinion, national, ethnic, or social origin, birth, or other status.
- b) Create and maintain an environment that prevents sexual exploitation and abuse of children and adult beneficiaries and promotes the implementation of these Behaviour Protocols
- c) Be aware of any situations that may present risks and manage and minimize these risks before implementing any activity, project, or program.
- d) Be careful about how their language and actions will be perceived by another person and on digital platforms, both online and offline, and must behave in a manner that demonstrates respect for all children and adults, communities, and their rights.
- e) Ensure that any physical and online contact with children and adults is appropriate in the local culture
- f) Where possible and practical, follow the "two-adult" rule while conducting WVA work,
- g) Ensure that I will "Do No Harm" to both children and adults and will carefully assess the risks associated with children and adult participation, prior to involving them in project or programme planning, implementation, monitoring, and evaluation activities.
- h) Comply with all relevant Afghanistan and local legislation related to protecting children and adults, including labor laws in relation to child labor.
- i) Use positive, non-violent methods to manage children's behavior.
- j) Accept responsibility for personal behavior and actions as a representative of World Vision Afghanistan.
- k) Always be accountable for their response to a beneficiary's behavior,
- l) Behave sensitively within the local context.
- m) Report any safeguarding concerns, known or suspected safeguarding incident, or breach of this Policy by a WVA employee or affiliate, or a humanitarian aid worker from any other agency, through established reporting mechanisms in any event not more than 24 hours.
- n) Ensure a culture of openness and accountability within the WVA to enable all safeguarding issues or concerns to be raised through proper channels so that poor practice or potentially abusive or harmful behavior does not go unchallenged.
- o) Comply with WVA Afghanistan digital safeguarding protocols in any online image or information sharing about beneficiaries in WVA programs and be familiar with and responsible in the use of social media in all communications.
- p) Comply with applicable data privacy laws and with relevant WVA data privacy and information security policies when handling any personal data about individual children or adult beneficiaries.

2.2 Unacceptable Behaviours – WVA employees and affiliates will not:

- a) Develop any sexual relationship with a child (under the age of 18 years) regardless of the country-specific legal age of consent or age of majority.
- b) Develop or seek sexual relationships with any child or any adult living where WV has a programming presence.
- c) Sexually exploit or abuse any child or adults of any age living where WVA has a programming presence ; as such behaviour constitutes an act of gross misconduct.
- d) Exchange money, employment, goods, or services for sex.
- e) Behave in an inappropriate physical manner towards children and adults
- f) Use language or behavior towards children and adults that is inappropriate, harassing, abusive, offensive, or sexual in nature, including any words that cause shame or humiliation or are belittling or degrading in nature.
- g) Spend excessive or unnecessary time alone or taking a child or adults to a location where they may be alone, away from others, behind closed doors, or in a secluded area.
- h) Condone or participate in behavior with or towards children or adults that may be illegal, unsafe, or abusive, including harmful traditional practice (i.e., early and forced marriage, spiritual or ritualistic abuse).
- i) Expose both children and adults living where WVA has programming presence to any risks of harm.
- j) Hire children in any form of child labor.
- k) Hit or use any form of violent or corporal punishment against a child while the child is in WV Afghanistan care or the WV Afghanistan employee.
- l) Take a child alone in a vehicle for WV Afghanistan work, unless it is necessary, and with parental or guardian and managerial consent.
- m) Discriminate against or show preferential treatment to a beneficiary to the exclusion of others.
- n) Communicate with a child in WV Afghanistan's program areas via digital platforms, mobile technology, or online without the consent and knowledge of his or her parents, guardians, or caregivers.
- o) Never use any computers, mobile phones, video cameras, or social media to communicate with children or adult people in ways that are inappropriate or sexual, or permitting children to access child exploitation material through any medium.
- p) Stay silent, cover-up, or enable any known or suspected safeguarding incident or breach of safeguarding policy by a WV Afghanistan employee or affiliate.
- q) Visit children and adults unannounced or participate in visits that have not been approved by WVA.
- r) Misuse or be careless with personal data about individual children or adult programme participants;

2.3 Disciplinary Action

- a) Failure to follow WV Afghanistan Safeguarding Behaviour protocols
- b) Failure to follow other parts of the Safeguarding policy
- c) Other inappropriate behavior toward any children or any adults living where WVA has a programming presence;
- d) Failing to report a known or suspected safeguarding incident committed by WV employees; or
- e) Interference with any investigation or inquiry into a possible policy violation.

7.3 What to Report

The following are the three levels of Safeguarding Incidents to determine WVA's response.

Safeguarding Incident Categories:

Level 1: Abuse of or harm to children in a community where WV has program operations that are not committed by WV employees or affiliates (serious harm that threatens the child victim's survival, safety, or development). These shall be reported within 72 hours of first notice.

Level 2: Any violation of the policy that puts any child anywhere and adults living in the WV Afghanistan programming area at direct risk of potential harm, but where no actual harm is believed to have occurred. Report incidents to WVA Safeguarding within 24 hours of first notice.

Level 3: Allegation or accusation of harm or abuse to any child anywhere or adults living in the WV Afghanistan programming area by a WV employee or affiliate. This can also include death or serious injury of a child participating in or at a WV activity or caused directly by a WVA-related person, and/or a road traffic accident involving a WVA vehicle or driver affiliated with WV Afghanistan in which a child is injured or killed. Report actual or alleged incidents to WVA Safeguarding immediately and the National Office will report to WVI Safeguarding within 24 hours of the first

6.2 Reporting Channels:

Any suspicion or allegation of any such misconduct will be reported immediately to:

- a) WVA Safeguarding Lead/Focal Point (F2F, Telephone, Email, Manual Reporting Form) (+93794906322) by phone or by e-mail (farida_rasouli@wvi.org,)
- b) Zonal office Safeguarding Lead using manual report form
- c) Contact Regional Safeguarding focal point (safeguarding@wvi.org; kate_kobaidze@wvi.org) who then reports on IIM system
- d) Contact WVI Safeguarding Director or Safeguarding Advisor on safeguarding@wvi.org (who then reports on IIM system)
- e) Use Confidential Incident Reporting form in WV's Integrated Incident Management (IIM) system on www.worldvisionincidentreport.ethicspoint.com (trained reporters only);
- f) If confidentiality required/preferred, or if the above options are not available for whatever reason: Use WV Integrity and Protection Hotline (also known as Whistle blower Hotline): Copy and paste the online reporting options available at <http://worldvision.ethicspoint.com> or call the toll free line on +1-503-726-3990.

7.5 Consequences and Outcomes

Violations of any provision contained in this policy may result in:

- a) Disciplinary action which may result in suspension and dismissal from employment, volunteer/internship, partnership, contractual relationship; or b) Termination of working relationship with WV Afghanistan.
- b) file of the said employee marked a "DO Not Rehire" status (especially for substantiated Level 3 sexual exploitation and abuse incidents)

Note: As the disciplinary action for partners and contractors in case of breach of the policy: partners and Contractors may have "Do Not Re-engage" placed on their file based on the nature of the case.

This safeguarding note is taken from the Child and Adult Safeguarding policy and you can refer to that for more clarification and details.

Acknowledge RECEIPT OF THE CHILD AND ADULT SAFEGUARDING POLICY

This is to certify that I-----have received, read, and understood the WVA Child and Adult Safeguarding Policy-Note

Name of/ Contractor Signed.....Date.....

WITNESS: Name of/ Supply Chain Manager.....

Signed.....Date.....