

Vendor Code of Conduct

It is critical that the parties to this Agreement exhibit ethical behavior and character. Vendor (including its Subcontractors) will adhere to the following standard of behavior while conducting business with or on behalf of World Vision, and when engaging with any World Vision employee or beneficiary of World Vision:

Protection of Children and Adult Beneficiaries

Vendor (including its employees & Subcontractors) who have access to children or adult beneficiaries in WV programs, or may have access to personal data about such children or adult beneficiaries shall adhere to the following standard of behavior while conducting business with or on behalf of World Vision:

Vendor will ensure that:

1. Any of their interactions with children or with adult beneficiaries, or with personal data about such persons, will comply with the attached WV Safeguarding Behavior Protocols, and with any other reasonable safeguarding measures that WV may specify;
2. Any incidents of harm or risk of harm to children or to adult beneficiaries will be reported immediately to WV;
3. Any individuals with access to children or adult beneficiaries, or to 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 upon request); and
4. These safeguarding obligations will be clearly communicated to, and acknowledged by, all employees who may have access to children or to adult beneficiaries, or to personal data about such persons, and will be extended in identical form to any subcontractors (if any are authorized) engaged to perform this contract.

Behavior Protocols

Acceptable Behavior:

- a) create and maintain an environment which prevents sexual exploitation and abuse of children and adult beneficiaries and promotes the implementation of these Behavior Protocols;
- b) are careful about perception and appearance in their language, actions and relationships with children and vulnerable beneficiaries. Their behavior—including in person and on digital platforms, both online and offline—demonstrates a respect for children and adult beneficiaries and their rights;
- c) ensure that all physical and online contact with children and beneficiaries is appropriate in the local culture;
- d) use positive, non-violent methods to manage children's behavior;
- e) accept responsibility for personal behavior and actions as a representative of the organization;
- f) are always accountable for their response to a child's behavior, even if a child behaves in a sexually inappropriate manner; adults avoid being placed in a compromising or vulnerable position with children;
- g) where possible and practical, follow the 'two-adult' rule while conducting WV work, wherein two or more adults supervise all activities that involve children, and are visible and present at all times;
- h) comply with safeguarding related investigations (internal and external) and make available any documentary or other information necessary for the completion of the investigation;
- i) comply with applicable data privacy laws and with relevant WV data privacy and information security policies, including WV digital child safeguarding protocols, when handling any personal data about individual children or adult beneficiaries, noting in general that collecting or using such data must be limited to the minimum necessary, and that such data must be maintained and transferred in a secure, confidential manner;
- j) immediately report through established reporting mechanisms any known or suspected safeguarding incident or breach of this Policy by a WV employee or affiliate, or a humanitarian aid worker² from any other agency

Unacceptable Behavior:

- a) behave in an inappropriate physical manner, or develop a sexual relationship with a child (under 18 years old), regardless of the country specific legal age of consent or age of majority. This also includes consenting or condoning the above behavior (including fostering or condoning child marriage (under 18 years old));
- b) develop or seek a sexual relationship with any beneficiary of any age; such relationships are not acceptable and will not be tolerated since they are based on inherently unequal power dynamics. Such relationships undermine the credibility and integrity of WV's humanitarian aid or development work;
- c) sexually exploit or abuse any beneficiaries (adult or child); such behavior constitutes an act of gross misconduct;
- d) exchange money, employment, goods, or services for sex (including sexual favors, other forms of humiliating, degrading, or exploitative behavior, or hiring sex workers) or other exploitative demands is strictly prohibited. This includes exchange of assistance that is already due to beneficiaries;
- e) fondle, hold, kiss, hug or touch children or adult beneficiaries in an inappropriate or culturally insensitive way;
- f) use language, make suggestions or offer advice to a child or adult beneficiary which is inappropriate or abusive, including language that causes shame or humiliation, or is belittling or degrading;
- g) spend excessive or unnecessary time alone with a child or adult beneficiary, away from others or behind closed doors or in a secluded area;

- h) condone or participate in behavior with children or adult beneficiaries which is illegal, unsafe or abusive; including harmful traditional practices, spiritual or ritualistic abuse;
- i) hire children in any form of child labor (including as “house help”) unless it is within the best interest of the child and in alignment with local law and international standards (‘Child labor’ is work that is mentally, physically, socially or morally dangerous and harmful to children, or that interferes with their schooling. ‘Child work’ in contrast may be beneficial if permitted by International Labor Organization (ILO) Conventions and puts the child’s interests ahead of any benefits gained by adults;
- j) hit or use other corporal punishment against a child while the child is in WV care or the WV employee or affiliate is conducting WV work;
- k) take a child alone in a vehicle for WV work, unless it is absolutely necessary, and with parental/guardian and managerial consent;
- l) misuse or be careless with personal data about individual children or adult beneficiaries;
- m) communicate with a child in WV’s program areas via digital platforms (e.g. Facebook, Twitter), via mobile technology (e.g. texting, Whatsapp, Skype), or online without consent and knowledge of his/her parents. Further, WV employees or affiliates never communicate on mobile, digital or online platforms with children or adult beneficiaries in ways that are inappropriate or sexual;
- n) stay silent, cover up, or enable any known or suspected safeguarding incident or breach of Safeguarding Policy by a WV employee or affiliate.

Gifting & Conflict of Interest

Vendor will not provide gifts of more than token value to a Responsible Person*. Examples of acceptable gifts include:

- Gifts such as calendars, pens, mugs, candy, flowers, etc.
- Tickets to events (such as sports, arts, etc.) if Vendor accompanies WVUS employee to event.

Vendor will not engage in any impropriety or conflict of interest. A conflict of interest includes but is not limited to:

- A transaction between WVUS and a Responsible Person or his/her family member.
- A transaction between WVUS and an entity in which a Responsible Person or family member has a material financial Interest or of which such person is a director, officer, agent, associate or other legal representative.
- A Responsible Person competing with WVUS in any agreement, contract or transaction with a third party.
- A Responsible Person having a material financial Interest in; or serving as a director, officer, agent, associate or other legal representative, or consultant to; an entity or individual that competes with WVUS in any agreement, contract or transaction with a third party.

**“Responsible Person” means a WVUS employee, volunteer, or board member.*

Employment Standards

Vendor will:

- Not employ or use children under the age of 15 in any way, including any person younger than the compulsory age to be in school and under the legal minimum age required by any country in which Vendor operates.
- Not use forced labor in any form (prison, indentured, bonded or otherwise).
- Maintain an environment free of any kind of harassment.
- Provide equal opportunity by not discriminating against any employee on any grounds (including race, religion, disability or gender) within the customs and practices of the countries in which Vendor operates.
- Compliance with the required employee wages, benefits, and working hours designated by the laws of each country Vendor operates in. In lieu of any country standard, the prevailing industry standard should apply.