

World Vision UK

Code of Conduct Policy

Functional Owner	Chief People Officer	Prepared By	Head of Risk and Compliance
Approved By	The Board of Trustees	Effective Date	October 2025
Version	4	Review Date	October 2026
Alignment with WVI Policy	WVI Partnership Policy Code of Conduct Guidelines (Date of issue: March 2003. Date of last review May 2023.)		

CODE OF CONDUCT POLICY

1. Overview

The purpose of this document is to confirm World Vision UK's commitment to conduct that is ethical, legal, and consistent with our values and mission. This policy outlines and provides guidelines to all World Vision UK personnel for conducting themselves in a manner that upholds and maintains the World Vision Partnership's Core Values and Mission Statement, as well as the effectiveness and reputation of the organisation.

This policy is to guide individuals in how to best conduct themselves in a manner that positively benefits World Vision UK and respects the needs of others. It supports individuals to conduct themselves with dignity and respect towards one another, the children we work with and the communities we engage with, to ensure compliance with safeguarding measures, to ensure full disclosure and to maintain the professional standing of the organisation.

This policy provides guidance about what is acceptable and appropriate behaviour within the World Vision UK organisational culture.

Employees in positions of leadership are entrusted by World Vision UK with a greater responsibility regarding authority, visibility and accountability.

2. Scope

This policy applies to Trustees, employees, consultants, contractors, volunteers, interns, casual workers and agency workers of World Vision UK.

3. Definitions

Agency worker means someone who has a contract with a temporary work agency to work for a hiring organisation. The organisation they are supplied to is known as the hiring organisation.

Casual worker means someone who occasionally works for World Vision UK for specified work. World Vision UK does not have to offer them work and they do not have to accept it.

Conduct means the way a person acts. Unacceptable conduct is one of the five potentially fair reasons for dismissal permitted under the Employment Rights Act 1996.

Consultant means a self-employed independent contractor who is engaged to provide specific expertise on a particular project.

Contractor means a person or firm that undertakes a contract to provide materials or perform a service or carry out a specified job of work for World Vision UK (a contractor may also be a consultant).

Employee means an individual who works under a contract of employment.

Harassment means unwanted conduct that has the purpose of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that person; or is reasonably

considered by that person to have the effect of violating his or her dignity or of creating an intimidating, hostile, degrading, humiliating or offensive environment for him or her, even if this effect was not intended by the person responsible for the conduct.

Intern means a student or trainee who works, sometimes without pay, in order to gain work experience or satisfy requirements for a qualification.

Misappropriation includes the principal categories of (financial) fraud: Misrepresentation of material facts, concealment of material facts, bribery and conflicts of interest, theft of money or property and theft of trade secrets or intellectual property.

Sexual Abuse means any type of sexual activity, including non-contact activities, inflicted on a child or vulnerable adult, without consent, by someone with whom the child or vulnerable adult is acquainted and is typically where the person occupies a position of power or trust.

Sexual Exploitation means the abuse of a position of vulnerability, differential power, or trust for sexual purposes.

Trustee means a person who shares ultimate responsibility for governing a charity and directing how it is managed and run.

Volunteer means a person who freely offers himself or herself for a service or undertaking.

4. Cross References

World Vision UK Acceptable Use of Technology Policy

World Vision UK Anti-Bribery Policy

World Vision UK Anti-Fraud Policy

World Vision UK Anti-Money Laundering Policy

World Vision UK Behavioural Protocols

World Vision UK Conflict of Interest Policy

World Vision UK Anti-Bullying and Harassment Policy

World Vision UK Disciplinary Policy

World Vision UK Equity Diversity and Inclusion Policy

World Vision UK Ethical Policy

World Vision UK Grievance Policy

World Vision UK International Travel Policy

World Vision UK Safeguarding Policy

World Vision UK Whistleblowing Policy

5. Policy

The World Vision UK Code of Conduct Policy is aligned to the Code of Conduct Guidelines set out by World Vision International:

- World Vision is committed to conduct as an organisation and by its personnel that is ethical, legal and consistent with its values and mission.
- World Vision opposes and does not act as a willing party to wrongdoing, corruption, bribery or other financial impropriety, or illegal acts in any of its activities.
- World Vision takes prompt and firm disciplinary action whenever and wherever wrongdoing of any kind is found among its personnel.
- 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.
- These standards of conduct are maintained despite possible prevailing contrary practices elsewhere.

6. Conduct

It is not possible to list all forms of behaviours that are considered acceptable or unacceptable. For guidance, expectations for acceptable conduct include the following (which is not exhaustive):

- Treat others with respect, dignity and impartiality.
- To treat people as individuals and respect everyone's identity even when it is different from your own. To be respectful and inclusive of diversity, including age, cultural background, sexual orientation, language, disability, religion, gender identity or any other status.
- Avoid practices which force or infer exclusion.
- Behave in an honest, trustworthy and ethical manner.
- Maintain appropriate work ethics (this includes timeliness and adequate preparation for meetings).
- Adhere to applicable laws, regulations and World Vision UK policies.
- Adhere to safety, security and health rules.
- Where appropriate, adhere to attire that respects local custom and policy.
- Properly manage World Vision assets, funds and property.

For the avoidance of doubt, the following list (which is not exhaustive) describes unacceptable behaviours:

- Unlawful or dishonest activities.
- Financial impropriety in any form, including (but not limited to) bribery.
- Sexual or other unlawful harassment.
- Sexual conduct that is inconsistent with World Vision's Christian values and is therefore potentially harmful to World Vision UK's work and reputation.
- Threatening violence or engaging in violent behaviour in the workplace.
- Theft, misappropriation or inappropriate removal or possession of any assets, funds or other property belonging to World Vision, a co-worker or a vendor.
- Allowing personal interests to affect business decisions (conflict of interest). For example, showing an improper preference or allowing inappropriate factors to influence decisions regarding dealings with others, including suppliers, vendors, contractors and employees). Any

conflict of interest must be disclosed and managed in line with the WVUK Conflict of Interest Policy.

- Hiring relatives, friends, or members of one's ethnic group to the exclusion of other qualified persons and/or without following established World Vision UK policies and processes.
- Falsification of records.
- Being on World Vision UK premises or at a World Vision UK project or activity under the influence of substances such as alcohol and/or drugs, such that it impairs one's ability to function, puts the employee or others at risk, and/or has the potential to negatively impact World Vision as an organisation.
- Use and/or possession of any illegal substances.
- Negligence or improper conduct leading to damage of World Vision UK owned or customer-owned property.
- Disrespectful conduct.
- Possession of dangerous or unauthorised materials such as explosives or firearms in the workplace.
- Excessive absenteeism or any absence without notice.
- Unauthorised use of World Vision UK technology.
- Unauthorised disclosure of confidential organisational information (including personal data).

The following principles of sexual behaviour outline international standards for child protection and are considered an integral part of this policy:

- Sexual exploitation and abuse by any World Vision UK worker of any beneficiaries (adult or child) constitute acts of gross misconduct and are therefore grounds for termination of employment.
- Sexual activity between any World Vision UK worker and a child (person under the age of 18) is strictly prohibited regardless of the age of majority or age of consent locally. In such case, mistaken belief by any World Vision UK worker regarding the age of a child is not a defence against disciplinary action or termination of employment.
- Exchange of money, employment, goods, or services for sex (including sexual favours or other forms of humiliating, degrading, or exploitative behaviour) is strictly prohibited and is grounds for termination of employment. This includes exchange of assistance that is already due to beneficiaries.
- Sexual relationships between any World Vision UK workers and beneficiaries 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 World Vision UK's humanitarian aid work.
- Where a World Vision UK worker develops concerns or suspicions regarding sexual abuse or exploitation by a fellow worker, whether in the same agency or not, they must report such concerns via World Vision UK's established reporting mechanisms.
- All World Vision UK workers are obliged to create and maintain an environment that prevents sexual exploitation and abuse and promotes the implementation of World Vision UK's Code of Conduct Policy. World Vision UK managers at all levels have particular responsibilities to support and develop systems that maintain this environment.

7. Clarifying Notes

With regards to personal relationships between staff members, in particular between employees who have a direct or indirect business reporting relationship, it is strongly advised that managers take into

careful consideration the effects that such involvements could have. World Vision UK generally refrains from any involvement in the private lives of individuals. However, there may be some circumstances in which it becomes necessary for World Vision UK to counsel or caution where there is a conflict of interest or a negative impact on job performance. Furthermore, personal relationships of an intimate nature in the workplace can be potentially disruptive to job performance, may negatively impact others, may damage business relationships, and may have an adverse effect on careers and World Vision UK's reputation as a harmonious workplace. Some behaviour could be construed as harassment and thereby subject to the Anti-Bullying and Harassment Policy. Therefore, it is important that employees exercise discretion and good conscience at all times when it comes to behaviour and actions.

When working alongside other humanitarian agencies or other partners, it would be to World Vision UK's interest to influence local management to adopt World Vision UK's principles as specified in this Code of Conduct Policy in order to reduce World Vision UK's risk.

8. Confidentiality

Sharing confidential World Vision UK information outside the organisation without authorisation is prohibited by this policy. Unauthorised sharing of World Vision UK information externally to any entity, whether in electronic or printed format or shared verbally, can result in harm to our reputation, potential legal issues, breach of law and regulation and will be considered as breach of this policy. For any queries over what constitutes confidential information and whether or not disclosure is authorised please contact the Legal team or the Head of Risk and Compliance.

9. How to Report a Concern

A genuine concern should be reported when there is evidence or a strong suspicion that the stipulations contained in this Code of Conduct Policy have been breached.

Concerns should be reported in the first instance to the line manager or supervisor of the person reporting the concern. If that is not possible, or the line manager is suspected to have breached this Code of Conduct Policy, then concerns may be reported as follows:

- To make an online report by email: www.worldvision.ethicspoint.com
- Whistleblowing Helpline telephone number: 08000 328483. (This is a freephone telephone number.)
- A concern can be reported to any member of the Strategic Leadership Team.
- A concern can be reported to the Head of Risk and Compliance.
- A concern can be reported to the World Vision UK Safeguarding Manager.

The person reporting the concern is not expected to take any action themselves in respect of challenging a person or persons who is believed to have breached this Code of Conduct Policy.

Any person receiving a report of about a potential breach of this Code of Conduct Policy must treat such a report as confidential and is expected to inform a member of the People & Culture team immediately.

Concerns may be reported anonymously. However, people are encouraged to provide their name and contact details so that questions arising during an investigation can be followed up with them, as necessary.

10. Non compliance

Failure to comply with this policy may lead to disciplinary action being taken, including dismissal.

11. Reporting and Monitoring

The Risk and Compliance team will report on compliance with this Policy at the Finance, Audit and Risk Committee (FARCom) via the Compliance Report.

12. Document control

Version	Approved by	Date	Detail
2.0 (in new format)	Board of Trustees (ORCom)	March 2019	Policy converted to new template. Section that duplicated Conflict of Interest Policy removed. Small changes made to align with WVI policy. It is noted that as at March 2019 WVI are reviewing their Code of Conduct Policy. This policy will be reviewed when the WVI policy is approved.
3	The Board of Trustees (via FARCom)	23/02/2024	Policy converted into new policy template (font and logo) and updated to align with the WVI Code of Conduct Guidelines (last reviewed May 2023).
3.1	The Board of Trustees	30/7/2025	Policy updated with new Logo and corporate colours following 2025 Brand Refresh of WV visual identity. Note: minor amendments to policy document do not require Board approval.
4	The Board of Trustees	29/10/2025	Policy amended to include explicit prohibition on sharing confidential organisational information externally unless authorised.