



Code of Conduct

The Code of Conduct outlines expected behaviour of War Child representatives towards War Child employees, beneficiaries, partners, donors, suppliers and anyone they come into contact with, in their capacity as a War Child representative.

We expect people to foster a safe, respectful and collaborative environment.

The Code of Conduct is based on our four values: **Accountable to Children, Committed to each other, Transparency and Bold.**

This policy applies to all our representatives, which includes: employees, interns, volunteers, trustees, consultants, service providers, partners, donors, ambassadors and anyone who represents or acts on behalf of War Child.

People are bound by their contracts/agreements to follow our Code of Conduct while carrying out their work and representing War Child.

Representation does not stop after official working hours, and people need to be mindful of their behaviour outside of their usual work environment, especially when representing any of our offices. To work for War Child means that you have signed up to War Child values both inside and outside of the work environment.

Any conduct and behaviour for which War Child has **zero tolerance**, constitutes gross misconduct which normally results in immediate dismissal.

Any conduct and behaviour which War Child does **not tolerate**, may be subject to **disciplinary action**, which can lead to dismissal or other forms of discipline.

Please refer to the **Grievance and Discipline Policy**, which outlines reporting mechanisms and consequences of breach of this Code of Conduct.

Does my action reflect WAR CHILD **values**?

Would I feel comfortable if **all** my colleagues knew about my actions?

Not sure?
Ask Yourself

Is my action **good** for WAR CHILD, all our beneficiaries and partners?

Would I feel OK if my action was reported in the **newspaper** or on **social media** tomorrow?

Would my **colleague** take the same action?

Am I convinced that my action **fully aligns** with this code of conduct?

If the answer is **YES** to all six questions, go ahead! If still not sure, ask a colleague or seek advice from HR!

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Accountable to Children

Follow our Policies

You must read and comply with our organisational policies. The **War Child - Child Safeguarding policy** must be adhered to at all times without exception. The specific Code of Conduct relating to War Child's Safeguarding policy must be signed by and adhered to by all and lays out comprehensive guidelines on appropriate behaviour in relation to children.

Breaching any of War Child policies may lead to **Disciplinary Action**.

Be Professional

We expect that you show integrity and professionalism to uphold the War Child image.

Personal appearance: Wear attire that is culturally sensitive and non-offensive, and observe personal hygiene, for your and other's wellbeing.

Smoking: Smoking is **prohibited** in the premises of any War Child workplace.

Substance Abuse: Substance abuse may affect your health and performance at work, as well as your commitment to War Child and our beneficiaries. Being under the influence of alcohol, drugs and/or other substances while carrying out your work or representing War Child, is not acceptable. We have **zero tolerance** for substance abuse.

Lack of integrity: Do not take advantage of your employment or position in War Child for material benefit. For example, you should not promise a supplier or partner an award that is subject to tender nor should you promise a job to any candidate without going through a proper recruitment process in line with War Child's Hiring Policy. War Child does **not tolerate** any behaviour that shows a lack of integrity.

Reputational risk: We have a responsibility to protect the reputation of the organisation. Organisational reputation can be damaged by actions that are perceived to be dishonest, disrespectful, incompetent, inappropriate or not aligned with our values or organisational commitments. Any breach of our code of conduct could constitute a reputational risk for the organisation and matters that may be deemed as internal could be picked up and be scrutinised by the media. War Child has **zero tolerance** for conduct that may bring War Child into disrepute.

Social media usage: Everything you post on your personal social media account could potentially reflect on us. Simply putting 'these are my personal views' in your profile is not enough to protect us if you then went on to post/share something that could damage our reputation. We have colleagues from different cultures working in dangerous places. Don't put them at risk because of something you post. Follow the advice set out in the

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Brand and Communications Guidelines. War Child does **not tolerate** inappropriate use of social media by its representatives.

Protect our Resources

War Child resources are dedicated to help us reach children and support our programmes. They are not for the personal gain of our employees, interns, volunteers or partners. War Child employees are required to comply with **HQ staff expenses** manual and the **Procurement manual**. Expenses claims should only cover reasonable expenses whilst conducting War Child business.

You must treat War Child resources, whether material or intangible, with respect and care, as per relevant **IT policies**. These resources are designated for War Child work purposes; any use for unauthorised private purposes is prohibited. You must make every effort to protect all War Child property and assets from harm, loss or misuse, especially those that are in your custody or control and are your responsibility. Intellectual property is not to be used to misrepresent War Child. This includes our logo, copyright and other property (information, reports etc.).

Maintaining War Child's reputation for excellence and honesty is the responsibility of all War Child representatives regardless of their place in the organisation's structure. All representatives should be honest and concerned about the organisation's image and its progress toward the organisation's mission.

You should use your working hours to accomplish War Child objectives. Whilst War Child understands that sometimes situations occur in your personal life that will require your immediate attention, in general it is not acceptable to use your working time for private activities.

Fraud, Theft & Corruption: We have a responsibility to protect our assets in order to best serve our beneficiaries. War Child has **zero tolerance** for any activities involving fraud, theft & corruption.

Anti-Bribery: War Child prides itself on high ethical standards and has **zero tolerance** for any activity involving bribery, such as accepting gifts or money in exchange for favours or services.

Money Laundering: Making profits derived from criminal activity appear as if they came from legitimate business activity is a criminal offence, and knowingly failing to report a suspected money laundering scheme is also a criminal offence. War Child representatives must not knowingly initiate or be party to a money laundering scheme. You will be considered to have been party to such a scheme if it is proven that you knew or ought to have known of the activity. War Child has **zero tolerance** for any activities involving money laundering.

War Child does **not tolerate** any behaviour that misrepresents War Child, or damages our intellectual property, facilities and other material property (e.g. company vehicles, laptops, phones etc.) War Child does **not tolerate** abuse of employment benefits, such as per diems/allowances, time off in lieu, flexible working arrangements or other benefits we offer.

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Committed to Each Other

Be Respectful

We treat others with dignity and respect, act appropriately in our relationships with them, and recognise that others have the right to hold views which may differ from our own.

We respect the cultures, norms, practices, and traditions of all people and display cultural sensitivity to host communities and people in countries where War Child works.

We are inclusive and collaborative in our engagement with others, regardless of their individual differences, not disrupting the workplace or present obstacles to your colleagues' work.

We do not make false or malicious allegations or accusations against others, and we treat any disagreement confidentially and in a sensitive manner.

We display integrity, accountability, and create a safe working environment for everyone.

We are courteous in our dealings with others both inside and outside the organisation. We do not accept bullying or intimidating behaviour towards others.

War Child does **not tolerate** any behaviour that is humiliating, victimising, intimidating, bullying, uncourteous or misrepresenting others.

Treat everyone Equally

1. Discrimination is the unequal treatment of individuals or groups on the basis of personal characteristics, including age, disability, gender reassignment, marriage/civil partnership, race, pregnancy/maternity, religion/belief, sex and sexual orientation. These are protected characteristics under the UK Equality Act 2010.
2. Bullying and harassment consists of unwelcome comments or behaviour that is offensive, demeaning, intimidating, or physically/psychologically harmful. Harassment is based on one of the protected characteristics of the UK Equality Act 2010, while bullying pertains to such conduct on any other basis.
3. Sexual harassment consists of unwelcome verbal and non-verbal sexual advances, comments, jokes, or any perceived direct or indirect conduct of a perceived sexual nature.

War Child has **zero tolerance** for discrimination, harassment, sexual harassment or harassment based on any of the protected characteristics or any discrimination, harassment, sexual harassment or bullying based on other personal characteristics not listed in the Equality Act 2010, such as weight, dress etc. It is expected that all War Child representatives are familiar with the UK Equality Act 2010 and undertake Equality, Diversity and Inclusion training.

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Sexual Exploitation and Sex Trafficking

1. We prohibit sexual activity with children (persons under the age of 18) and vulnerable adults regardless of the age of majority or age of consent locally, as outlined in the **Child Safeguarding Policy**. Mistaken belief in the age of a child is not a defence;
2. We prohibit exchange of money, employment, goods, or services for sex, including sexual favours or other forms of humiliating, degrading or exploitative behaviour. This includes exchange of sex for assistance that is due to beneficiaries.
3. We forbid sexual relationships between War Child representative and beneficiaries since they are based on inherently unequal power dynamics. Such relationships undermine the credibility and integrity of the work that we do.
4. If you develop concerns or suspicions regarding sexual abuse or exploitation by a fellow worker, whether in the same agency or not, s/he must report such concerns via established agency reporting mechanisms.
5. You are obliged to create and maintain an environment which prevents sexual exploitation and abuse and promotes the implementation of the code of conduct.
6. You cannot engage in any form of sexual abuse, sexual exploitation, sex trafficking or any other form of trafficking of persons.

War Child has **zero tolerance** for sexual exploitation of any kind.

No matter who **you** are and where **you** are, **you** are the voice of War Child and **you** are empowered to speak up and report people who breach this Code of Conduct.

War Child will hear and **support you**.

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Do Not Abuse Your Power

You must not abuse your power or position, whether that is hierarchical, relationship, reward or any other form of power, for any form of personal or professional advantage.

The abuse of power, where a power difference exists between yourself and another person, using coercion or threats to engage the other person in activities that contradict this Code of Conduct, and/or to get a personal or professional advantage, is unacceptable.

War Child has **zero tolerance** for exploitation or abuse of power of any kind, including sexual exploitation, of any individuals, whether employees, volunteers, interns, partners, children, or members of the community.

Protect Sensitive Information

We deal with very sensitive information, including employee data, personal data of children (including images and stories), internal reports etc. You need to treat this information confidentially and ensure that you do not share it with inappropriate sources that could potentially harm our people and our programmes. You must comply with the War Child data protection policy.

War Child does **not tolerate** any behaviour that exposes sensitive data and information to the public.

Workplace Health & Safety

We promote the health, safety & wellbeing of our employees. You are responsible to ensure that you are fit to work, and that you follow health & safety standards. We expect that all employees promote a healthy work environment and report any incidents or risks immediately, as per War Child Workplace Health & Safety policy.

War Child does **not tolerate** any behaviour that puts others at risk of physical or psychological injury.

Follow Security Protocol

Security starts with the individual. Always follow the security guidelines as per the War Child Organisational Security Policy. Security procedures specific to each country are designed to keep you safe and to protect War Child as an organisation. Behaviour that puts War Child people and others at risk is unacceptable and dangerous. Following security protocols is obligatory.

War Child has **zero tolerance** for failure to comply with organisational security protocol.

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Transparency

Manage Conflict of Interest

We expect you to avoid any personal, financial or other conflicting interests that might hinder your capability or willingness to perform your work.

A conflict of interest may arise where the impartial and objective exercise of your function is compromised for reasons involving personal relations, emotional life, political, or national affinity, economic interest or any other interest. Where an action undertaken by you, presents a potential conflict of interest, you shall refrain from carrying out the action. You should refer the matter to your line manager, who will evaluate and confirm in writing whether or not a conflict of interest exists.

Where a conflict of interest is found to exist, the risk associated with the conflict must be assessed by a third party and mitigating measures must be taken.

Any conflicts or potential conflicts of interest **must be declared** by the person concerned.

Manage Outside Activity

If you wish to engage in work, volunteering or representation outside of your War Child commitment, you need to request approval from your line manager. The activity should not pose a contradiction to War Child values and activities or impede you carrying out your normal work.

Bold

Speak Up

You have **an obligation to report** actual or suspected violations of this Code of Conduct. All representatives are required to cooperate with all investigations, including external, internal, Human Resources and donor audits. This includes attending all necessary meetings, accurately and fully answering all questions and maintaining the confidentiality of the investigation. You may not obstruct, hinder or delay any internal investigation in any way. The obligation to cooperate may extend to providing truthful information as part of legal proceedings and investigations involving War Child or its representatives.

War Child has **zero tolerance** for any form of coercion, intimidation, reprisal, or retaliation against any representative who makes a report regarding a possible violation of this policy or who provides information or assistance in an investigation. War Child has a **Grievance and Discipline Policy** in place that outlines the consequences of breaches to this Code of Conduct and reporting mechanisms. The War Child **Whistleblowing policy** is in place to protect people who *Speak up*. If a breach of the Code of Conduct relates to a child or vulnerable adult, the **Child Safeguarding Policy** must be consulted.

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Any conduct and behaviour for which War Child has **zero tolerance**, constitutes gross misconduct which normally results in **immediate dismissal**.

Any conduct and behaviour which War Child does **not tolerate**, may be subject to **disciplinary action**, which can lead to dismissal or other forms of discipline.

Please refer to the **Grievance and Discipline Policy**, which outlines **reporting mechanisms** and **consequences** of breach of this Code of Conduct.

You are required as a condition of War Child employment and/or representation, to sign the statement of commitment appearing below, on an annual basis.

Statement of commitment:

I attest that I have read and understand War Child's Code of Conduct. I will carry out my work as a War Child representative in line with these principles and commit to monitor others (if applicable) under my supervision do so as well.

Signature

Date

Printed Name

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