

**STANDARD NAME:** Code of Conduct  
**APPROVED BY:** CPAC  
**POLICY OWNER:** Co-Directors  
**CATEGORY:** Human Resources

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## A. CODE OF CONDUCT

### A1. INTRODUCTION

World Renew, together with their partners, support or implement humanitarian, development and justice programmes in countries around the world. World Renew staff are personally and collectively responsible for upholding and promoting the highest ethical and professional standards in their work.

The management of World Renew have a responsibility to ensure that all staff are aware of this Code of Conduct, they understand what it means in concrete behavioural terms and how it applies to their programme context. Dissemination of the Code of Conduct is supported by World Renew guidance and policy documents, namely, the World Renew Policy for the Prevention of Sexual Exploitation and Abuse, World Renew Child Safeguarding Policy and Policy Guidance Document and the World Renew Complaints Policy and Guidelines for Complaints Handling and Investigations.

The Code of Conduct applies to all the work performed by World Renew and defines required behaviour of staff (this term includes all World Renew staff, volunteers, consultants, exposure visit participants, contractors and fieldworkers).

### A2. STANDARDS OF BEHAVIOUR

All World Renew staff members shall at all times:

- i. Treat all people with respect, love, and honour in recognition of the dignity that comes from being created in the image of the Triune God
- ii. Respect and promote fundamental human rights without discrimination
- iii. Treat all communities with whom we work (including crisis- affected populations, internally displaced persons and refugees) fairly with respect, courtesy, and dignity, and according to international and local laws and standards
- iv. Promote the implementation of the World Renew Code of Conduct by creating and maintaining an environment that prevents sexual exploitation,

- abuse of power, and other forms of abuse and corruption. Managers at all levels have particular responsibilities to support, remediate and develop systems that maintain this environment.
- v. Report immediately any knowledge, concerns or substantial suspicions of breaches of the Code of Conduct to her/his direct supervisor, team leader/ agency director, or to the human resources manager of World Renew, who will take prompt and thorough investigative action.
  - vi. Be aware that failure to disclose, or to knowingly withhold information about any reports, concerns or substantial suspicions of breaches of this Code of Conduct constitutes grounds for disciplinary measures up to and including termination of employment and/or services.
  - vii. Be familiar with World Renew's commitment to providing a safe environment through which to voice a concern, without fear of reprisal or unfair treatment as articulated in the CRCNA Grievance Resolution Policy
  - viii. Uphold the highest standards of accountability, efficiency, competence, integrity and transparency in the execution of their job
  - ix. Cooperate with any investigation into alleged breaches related to this Code of Conduct.

### **A3. STANDARDS OF BEHAVIOUR**

#### **A3.1 Sexual Exploitation and Abuse**

Sexual exploitation and abuse are forms of violence. World Renew recognizes that sexual exploitation and abuse (SEA) can occur in any development or humanitarian setting. In humanitarian crises, however, the dependency of affected populations on humanitarian agencies for their basic needs creates an additional ethical responsibility and duty of care on the part of all World Renew staff.

To protect all World Renew stakeholders in all situations, Staff shall, while on duty and off duty, adhere to the following compulsory standards of behaviour:

Must:

- i. Understand that sexual exploitation and abuse by Staff involved in development and humanitarian work constitute acts of gross misconduct and are therefore grounds for termination of employment or services
- ii. When working with children, avoid actions or behaviour which may constitute poor practice, poor judgment, and/or may place a child at risk of abuse
- iii. Inform his or her supervisor when engaging in a long-term relationship with a member of the community which is benefitting from a development or advocacy programme and/or with another staff member of World Renew

in countries where World Renew and its partners undertake long-term development work, to prevent perception of a conflict of interest. World Renew's management is the sole decision-maker on distinguishing a crisis situation from a long-term development situation.

- iv. Adhere to all World Renew policies and procedures and laws.

**Must Never:**

- v. Engage in any sexual activity with children (persons under the age of 18) regardless of the age of majority or age of consent locally (Sexual activity with children is prohibited. Mistaken belief in the age of a child is not a defense.)
- vi. Visit bars, restaurants or other premises where minors are exposed sexually.
- vii. Exploit the vulnerability of any target group in the context of development, humanitarian and advocacy work, especially women and children, or allow any person/s to be put into compromising situations. Never abuse a position to withhold development or humanitarian assistance, or give preferential treatment; in order to solicit sexual favours, gifts, payments of any kind, or advantage.
- viii. Engage in sexual relationships with members of crisis- affected populations given their increased vulnerability and since such relationships are based on inherently unequal power dynamics and undermine the credibility and integrity of aid work
- ix. Accept, solicit or engage in the buying of or profiting from sexual services
- x. Exploit the vulnerability of any target group in the context of development and humanitarian work, especially women, children or vulnerable adults, or allow any person/s to be put into compromising situations
- xi. Exchange money, employment, goods or services for sex, including sexual favours or other forms of humiliating, degrading or exploitative behaviour (This includes exchange for assistance that is due to beneficiaries.)
- xii. Abuse a position by withholding development/humanitarian assistance or giving preferential treatment; in order to solicit sexual favours, gifts, payments of any kind, or advantage

### **A3.2 Harassment**

World Renew staff members shall never commit any act or form of harassment which results in physical, sexual or psychological harm or suffering to individuals --especially women and children. World Renew does not tolerate any form of violation to this policy including harassment (sexual, gender, age and/or racial harassment), bullying, discrimination, unwelcome comments or behaviours that are offensive, demeaning, humiliating, or derogatory, or any other inappropriate behaviour that fails to respect the dignity of an individual.

Therefore, all World Renew staff members must:

- i. Treat everyone with dignity and respect in the workplace, speak with civility and kindness, listen carefully, and consider the other's wellbeing
- ii. Never commit any act or form of harassment which results in physical, sexual, psychological or emotional harm or suffering to individuals
- iii. Never engage in any behaviour, deliberate or otherwise, that makes the recipient feel persecuted, vulnerable and powerless
- iv. Understand what actions constitute harassment, recognize early signs of sexual, gender and racial harassment (among others) and take swift action to prevent and resolve it, including at minimum reporting all examples and suspicions of such behaviour to your supervisor and/or human resources manager
- v. Understand what constitutes bullying, empower staff that are affected by it, develop strategies for reducing and stopping it, and take necessary disciplinary action against those found to have committed an act or form of harassment
- vi. Never commit violent, harassing or discriminatory behaviour of any kind directed toward another person in the workplace or in the communities with whom World Renew works (This behaviour is unacceptable and will not be tolerated.)
- vii. Never engage in any behaviour which you know or ought to know is unwelcome, taking into consideration the culture, morals and norms of the people you are working with

### **A3.3 Fraud and Corruption**

World Renew has a zero-tolerance approach to fraud and corruption as articulated in its 2009 Anti-Fraud and Corruption Policy. World Renew staff members shall never take advantage of their position when working with communities, partners or other World Renew stakeholders. World Renew staff are expected to align with CRCNA Finance Policies and World Renew finance guidelines.

Therefore, World Renew staff members - Must:

- i. Promote a culture of honesty and openness among World Renew staff and management
- ii. Be transparent in all work-related financial transactions, including the reallocation of budget surpluses.
- iii. Ensure that financial and other resources are used solely for the intended purpose.
- iv. Declare any known or potential conflicts of interest to their supervisor (e.g. direct relationship with service provider or suppliers of goods for World Renew programmes).

- v. Create a work environment where communities and staff can safely and confidentially raise and report all concerns about suspected fraud and corruption
- vi. Conduct all business in accordance with internationally accepted practices and procedures and uphold the highest standards of accountability and transparency in relations to finances, management and governance

**Must Never:**

- vii. Steal, misuse or misappropriate World Renew funds or property, ensuring that financial and other resources are used solely for the intended purposes (This also applies to any other income generated such as any interest received/earned on the funds.)
- viii. Knowingly support individuals or entities involved in illegal activities
- ix. Destroy, falsify, alter or conceal evidence material to an investigation or make false statements to investigators in order to materially influence or impede investigations into corrupt, fraudulent, coercive or collusive allegations

### **A3.4 Unethical Business Practices**

World Renew promotes moral and ethical business practices. Therefore all World Renew staff members shall:

- i. Always follow transparent, accountable and honest practices when receiving cash donations from the public earmarked for humanitarian or development purposes
- ii. Never use or accept a bribe in the form of money, goods and/or services to secure a contract for services when dealing with suppliers
- iii. Never take part in activities that generate personal, organisational or collective profit such as buying or selling when such activities may affect or appear to affect World Renew's credibility or integrity
- iv. Never share in the profits or budget leftovers as kick-backs, cuts or discounts for personal or organisational benefits
- v. Never accept any gifts or other favours that may be viewed as influencing the performance of staff functions or duties (Gifts are defined as, but not limited to: services, travel, entertainment, material goods, among others. In order to respect national and local traditions and conventional hospitality, minor token gifts such as pens, calendars, desk diaries, or similar, can be accepted.)
- vi. Never use illegal labour, child labour and/or forced labour in any work or non-work area
- vii. Always pay compulsory income and/or business taxes and comply with national business law and international standards
- viii. Always strive for the highest health, safety and environmental standards in all programme work

- ix. Ensure, where possible, that goods purchased are produced and delivered under conditions that do not involve the abuse or exploitation of any persons and have the least negative impact on the environment
- x. Never use or distribute products or supplies in any development or humanitarian setting that are known to be unsafe

### **A3.5 Security Breaches**

World Renew places the security and safety of all staff members and those with whom we work as a top priority and will strive to do all that it reasonably can to ensure that staff members are secure as they go about their work. Security is an individual as well as an organisational responsibility, therefore all World Renew staff members shall:

- i. Adhere to the World Renew principles of safety and security and the CRCNA Crisis Management policy and procedures
- ii. Never bring weapons onto World Renew property or into the workplace, and never use or have in your possession any weapons or ammunition of any kind while on duty
- iii. Never operate a vehicle under the influence of alcohol, drugs or any illegal substance and always comply with the laws of the home or transit country and/or country of posting

### **A3.6 Violations of rules or regulations**

Staff must not violate any internal rules or regulations, including but not limited to the following.

Staff must:

- i. Use IT technology for the appropriate professional or private use, ensuring not to violate this Code of Conduct.
- ii. Protect and safeguard any personal information collected from communities that could put them at risk by following the World Renew's safeguarding systems.
- iii. Specifically for a child or children (including social media activities):
  - Obtain written permission or verbal informed consent from a parent/guardian of a child when taking a picture of a child in a portrait or individually or when extensive reporting is made of a child, and the child's face or name is visually identifiable in the photo/film footage. As part of this the general way in which the photograph or film will be used must be explained and the extent of the accompanying identification information agreed. (NOTE: where informed consent cannot be reasonably obtained, staff must limit the identifying details of the photographed subject.)

- Obtain written permission or verbal informed consent from parents/guardians of children (ideally to be secured in advance of trip) when taking pictures/filming groups of children. As part of this, the general way in which the photograph/film will be used must be explained and the extent of the accompanying identification information agreed. (NOTE: Where photos/films that include children are taken spontaneously or unexpectedly, or where informed consent cannot reasonably be obtained, such as photographs/films footage of people escaping emergencies or of people taken from a distance, children should in these cases not be identifiable through the information accompanying the photo/film footage).

Staff must never:

- iv. Use or carry, about their person or in their luggage, any weapons or ammunition firearms, including at any site of lodging or work site.
- v. Consume, purchase, sell, possess or distribute narcotic drugs.
- vi. Drink alcohol or use any other substances in a way that affects her/his ability to carry out her/his role or affects the reputation of World Renew and partners.

## B. CHILD SAFEGUARDING CODE OF CONDUCT

### B1. INTRODUCTION

World Renew believes that all children have the right to protection from all forms of violence, abuse and exploitation.

The people who work in and through World Renew and its partners have unique access to children. Rather than adding to risks that children already face, the intention of this policy is to assist World Renew as it seeks to be part of a global effort to, value, support and protect children and childhood. Staff, volunteers, contractors, and others representing or visiting World Renew projects are responsible for maintaining clear professional boundaries that serve to protect everyone from misunderstandings or a violation of the professional relationship. The imperative to safeguard children is informed by three main sources: a reading of Christian scriptures, World Renew values, and an understanding of international development practice:

- Christian scriptures teach that children are to be cared for and protected; children can participate in the community; children are to be taught; children can serve as an example to adults.

- World Renew's values include a commitment to the whole person, which encompasses not just physical, social, spiritual and emotional needs, but also understands needs and opportunities of a range of life stages.
- As an organisation involved in community and international development, we understand that good development for a community must work for the most vulnerable groups in a community. In other words, what is good for children is good for communities.

The expression of this philosophy is found in international law. The UN Convention on the Rights of the Child (UNCRC) is an agreement of which 193 countries are a party. It commits signatory countries to ensure that children's rights are upheld in the domains of safety, survival, development and participation.

This Code of Conduct outlines the behaviour that World Renew expects from all staff and others associated with World Renew.

## **B2. STANDARDS OF BEHAVIOUR**

While working for World Renew, everyone (including staff, consultants and volunteers) must keep to the following standards of behaviour. World Renew representatives are encouraged to be conscious of their behaviour, and how these behaviours may be perceived by others. For the purposes of this document, a child is defined as someone under the age of 18 years.

### **a. I will:**

- i. Conduct myself in a manner consistent with my position as a positive role model for children. This includes self-assessing my behaviours, actions, language and relationships with children.
- ii. Treat children with respect, regardless of race, colour, sex, gender identity, sexuality, language, religion, political or other opinion, national, ethnic or social origin, property, disability, birth, status or other difference.
- iii. Consider children's best interests as paramount.
- iv. Promote a culture that ensures that children are listened to and treated with respect and that empowers children, their families and communities to be knowledgeable of their rights and avenues of redress.
- v. Raise all matters of concern with my supervisor, agency head and World Renew Safeguarding and Complaints Focal Point as soon as possible and make sure that all allegations of abuse are promptly recorded and acted upon.
- vi. Establish and follow practices which minimise and monitor risks of all forms of child abuse and accidental harm to children. This includes complying with the child protection legislation of the region in which we operate.

- vii. Take action to inform myself on the Rights of the Child and World Renew's Child Safeguarding Policy.
- viii. Ensure that information concerning children is kept confidential and that use of images follows the guidelines as outlined in section 3 below.
- ix. Use computers, mobile phones, video and digital cameras in a dignified and respectful manner and in accordance with all World Renew policies, and never to exploit or harass children or to access child pornography through any medium.

**b. I will not:**

- x. Act in ways which shame, humiliate, belittle or degrade.
- xi. Use disciplinary measures which are violent or humiliate children.
- xii. Discriminate against or favour particular children, whether because of race, age, gender, gender identity, disability, religion, sexuality or political persuasion.
- xiii. Massage, hold, kiss, cuddle, touch or play with children in an inappropriate and/or culturally insensitive way or make sexually suggestive comments to a child.
- xiv. Do things of a personal nature that a child can do for themselves, such as going to the toilet or changing clothes.
- xv. Spend time alone with a child. Instead, I will always ensure that another adult is present, either with me directly or with me indirectly within adult eyesight whenever I am interacting with a child.
- xvi. Take a child home or encourage meetings outside the programme activities
- xvii. Sleep with a child in the same bed.
- xviii. Condone or participate in behaviour involving children which is illegal, unsafe or abusive.
- xix. Hire children for domestic or other labour which is inappropriate given their age or developmental stage, which interferes with their time available for education and recreational activities, or which places them at significant risk of injury.
- xx. Photograph or video a child without the consent of the child and his/her parent or guardian.

**B3. USE OF CHILDREN'S IMAGES**

When photographing or filming a child/children, I must:

- i. Assess and endeavor to comply with local traditions or restrictions for reproducing personal images and adhere to all local laws.
- ii. Obtain consent from the child and a parent/guardian of the child. As part of this I must explain how and where the photograph or film will be used. I

- must follow my agency's guidance on obtaining consent for taking photos of groups of children.
- iii. Ensure photographs or films present children in a dignified and respectful manner, not in a vulnerable or submissive manner. Children should be adequately clothed and not in poses that could be seen as sexually suggestive.
  - iv. Ensure images are honest representations of the context and the facts.
  - v. Ensure children are portrayed as part of their community.
  - vi. Ensure file images do not reveal identifying information about a child when sending images electronically.
  - vii. Ensure there is no identifying information of the child used in the publication of images with their location. I will ensure all recorded identifying details are stored confidentially.
  - viii. Ensure all photographers I am supervising are screened for their suitability, including police checks where appropriate.
  - ix. Not post images or details of children associated with World Renew's work on personal social media sites

World Renew representatives are encouraged to establish work and life practices which safeguard themselves and children in both working and private lives. World Renew has a zero tolerance approach to illegal, exploitive, or abusive behaviour which risks the safety or well- being of children. Any such behaviour will be dealt with through World Renew's disciplinary policy and possibly lead to termination of employment or conclusion of volunteer arrangement.

## SIGNATURE PAGE

I, the undersigned, confirm that I have read and understood the contents of the World Renew Code of Conduct and Child Safeguarding Code of Conduct and the related Code of Conduct Policy and Child Safeguarding Policy. These documents are subject to periodic revision and review.

I, the undersigned, accept the consequences of any violation of any of the provisions under these Codes of Conduct.

I, the undersigned, acknowledge that World Renew staff members are also subject to all CRCNA policies and these Codes of Conduct do not supersede or replace those policies, but complement them.

**To sign electronically, please click [here](#).**

**To sign the paper copy, please complete the following:**

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Signature: \_\_\_\_\_

Date and Place of Signature: \_\_\_\_\_