

Operational Policies and Guidelines

March 2020



ChildFund
New Zealand



Company Operation Policies and Guidelines

Our Vision

A world free from child poverty

Our purpose

We build meaningful connections to bring about positive change for children and their communities

NB: Signed documents are held on file at ChildFund New Zealand

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Introduction

ChildFund New Zealand is a not-for-profit organisation changing children's lives for good in developing countries. Lasting change is achieved through development work involving whole communities for a period of up to 20 years.

ChildFund New Zealand recognises *te Tiriti o Waitangi* and its commitment to participation, partnership and protection (*manaakitanga; kaitiakitanga*). We acknowledge the lessons Aotearoa's history brings to the way we work. We are guided by Te Tiriti and by generosity of spirit and selflessness (*aroha*) in how we relate to our partnerships (*rangapū*) as we work together on shared goals with communities, supporters and donors (*whanaungatanga*). We believe in the authority of the communities ChildFund serves and their right to determine their own development pathway (*rangatiratanga*).

ChildFund New Zealand is an affiliate of the ChildFund Alliance, a global coalition of child-focused organisations working to create opportunity for the deprived, excluded and vulnerable children of the world. Operating worldwide, it strives to eradicate the root causes and the effects of poverty on children by implementing meaningful and sustainable solutions leading to positive futures. ChildFund New Zealand holds itself accountable to its donors and beneficiaries and works in close collaboration with local partners to strengthen family, community, and social systems that support children's healthy development and protection. The vision of ChildFund New Zealand is that of a world that:

- Respects the dignity and worth of each child;
- Enables child participation;
- Promotes well-being, hope and resilience for families; and
- Creates positive avenues for social development

CHILD PROTECTION AND SAFEGUARDING POLICY

Title	Child Protection & Safeguarding Policy
Policy Type	Company Operation Policy
Date Effective	March 2017
Last Revised	February 2016
Policy Number	COP 1.0

1. Statement of Purpose

- a.) The purpose of this Policy is to state ChildFund New Zealand’s core values and commitments in relation to the children that it serves
- b.) The core values and commitments set out in this Policy are intended to establish the highest ethical and moral practice standards which are to be employed by ChildFund New Zealand in all of its work and activities

2. Scope

- a.) ChildFund New Zealand acknowledges the Global Child Protection Policy of the ChildFund Alliance and subscribes to its Child Safeguarding Standards. This Policy is to be read in conjunction with the ChildFund Alliance Programme Standards
- b.) For the purpose of this Policy:
 - i.) A ‘child’ is defined as any person under the age of 18 years; and
 - ii.) ‘ChildFund Representative’ is defined as ChildFund New Zealand Directors, employees, contractors, volunteers, sponsors and donors; this entails the singular use of the term ‘ChildFund Representative’, as well as its plural ‘ChildFund Representatives’
- c.) ChildFund New Zealand holds the following values with regard to children:
 - i.) **Dignity and Worth of Every Child**
 Creation of safe environments that promote the dignity and worth of each child, regardless of ethnicity, race, colour, language, religion, opinion, gender, origins, birth status, ability, or belonging to a particular group
 - ii.) **Children’s Rights to Participate**
 Recognition of children as active and competent contributors to their own development, with the right to participate in decisions affecting their lives, in accordance with their development and evolving capacities
 - iii.) **Empowerment**

Empowerment of children to develop capacity for self-protection and to advocate on their own behalf in respect of issues that concern them.

iv.) **Respect for Children's Rights**

Promotion of the four principles which underpin the United Nations Convention on the Rights of the Child (UNCROC), that:

- All children have the right to protection from discrimination on any grounds;
- The best interests of the child should be the primary consideration in all matters affecting the child;
- Children have the right to life, survival and development; and
- All children have the right to an opinion and for that opinion to be heard in all contexts

3. Core Commitments

a.) ChildFund New Zealand will apply the highest ethical, moral and practice standards in all of its work and activities

b.) ChildFund New Zealand will commit to strengthening the protective environments where children live and supporting community-based child protection mechanisms to help support prevention and response to abuse, neglect, violence and exploitation. This will include advocating for policy, regulation and legislation changes that will improve conditions for children

c.) Without limiting the generality of the foregoing, ChildFund New Zealand specifically, emphatically and unequivocally denounces all of the following practices:

i.) **Discrimination**

Definition

Discrimination refers to the unequal treatment of a person or persons, based on personal or group characteristics, including but not limited to:

- Religion;
- Ethnicity
- Gender;
- Language; and
- Disability

Commitments

- ChildFund New Zealand prohibits discrimination against children on the grounds of religion, ethnicity, gender, language, or any other characteristic;
- ChildFund New Zealand supports religious, linguistic and ethnic diversity and tolerance amongst ChildFund Representatives and beneficiaries;
- ChildFund New Zealand shall create environments that protect and enhance the rights and opportunities for children with disabilities in line with the UN Convention on the Rights of Persons with Disabilities

ii.) **Harassment**

Definition

Harassment refers to inappropriate comments, and behavior that is offensive, demeaning, intimidating, or physically harmful. It may include:

- Physical harassment (assault, impeding or blocking movement); and
- Unwanted attention or verbal harassment (demeaning language, labeling or use of nicknames)

Harassment can be relative to:

- Race;
- Ancestry;
- Place of origin;
- Ethnic origin;
- Citizenship;
- Appearance;
- Creed¹;
- Gender;
- Sexual orientation;
- Age;
- Record of offence;
- Marital status;
- Family status;
- Political opinion;
- Health;
- Abilities status;
- Children in conflict with the law; and
- Children without documentation, including birth registration

Commitments

- ChildFund New Zealand prohibits all kinds of harassment of children by ChildFund Representatives;
- ChildFund New Zealand will endeavour to maintain environments that promote and support the dignity and self-esteem of all children that it reaches through work and activities
- In addition, ChildFund Representatives will be screened according to ChildFund Alliance Safeguarding Guidelines

iii.) Sexual Harassment

Definition

Sexual harassment with respect to a child is defined as any conduct of a sexual nature towards that child. It includes, but is not limited to:

¹ A set of beliefs or aims (such as religious beliefs) which guide someone's actions

- Comments or demands of a sexual nature;
- Leering;
- Sexually suggestive gestures; and
- Visual displays or degrading jokes of a sexual nature

Commitments

ChildFund New Zealand expressly prohibits sexual or sexually suggestive behavior towards children or in the presence of children

iv.) Exploitation

Definition

Exploitation of children refers to the abuse of power by coercing or leading children into activities or situations that humiliate and violate their rights. It includes, but is not limited to:

- All forms of child trafficking (selling or buying children for economic gain or in any way supporting such practices);
- Child marriage;
- Hazardous forms of child labour or recruitment or use of children in armed forces or groups; and
- The use of imaged of children and statements by them in the media in any way that is exploitative, or portrays them in ways that are disrespectful or undignified. (Privacy and permission for the use of child images will respect ChildFund New Zealand’s Responsible Fundraising Guidelines and the Fundraising Institute of New Zealand’s Code of Ethics.)

v.) Sexual Exploitation

Definition

Sexual exploitation of children is the abuse of power by an adult or a child to entice or coerce a child or children into sexual activity. It includes, but is not limited to:

- Prostitution of children;
- Sexual abuse;
- Child pornography; and
- Any forms of transactional sex wherein a child is coerced into sexual activities

Commitments

- ChildFund New Zealand strictly prohibits any sexual activity between ChildFund Representatives and children whatsoever. Mistaken belief in the age of a child is not a defence;
- ChildFund New Zealand strictly prohibits exchange of money, employment, goods, or services for sex with children, including sexual favours or other forms of humiliating, degrading or exploitative behavior. This includes exchange of assistance that is due to children and/or their families, or to persons involved as beneficiaries within ChildFund New Zealand programmes

vi.) Neglect

Definition

Neglect of a child occurs when there is a recurring failure to provide a child's basic needs such as food, clothing, shelter and supervision to the extent that the child's health and development are placed at risk. It also includes abandonment and withholding of necessary medical treatment

Commitments

- As far as possible, ChildFund New Zealand will facilitate the provision of basic needs and care for children to enable them to realise their full development potential;
- ChildFund New Zealand prohibits the deliberate neglect of children and will endeavour to facilitate appropriate care and to help secure basic needs for children

vii.) Abuse

Definition

Abuse of a child involves a pattern of verbal, physical, emotional or sexual mistreatment that results in damage to the child's health, emotional and/or psychological development. It can take the form of threatening, ridiculing, ignoring or isolating the child. It may also include exposure to violence, such as when a child witnesses domestic violence or is directly exposed to family violence, civil violence, or armed conflict.

Commitments

- ChildFund New Zealand prohibits all forms of abuse and will endeavour to maintain a positive environment for healthy child development. ChildFund Representatives will refer all cases of abuse to appropriate services;
- ChildFund Representatives will not engage in violent or abuse activity at any time, but in particular towards children, or in the presence of children. All instances of suspected or identified child abuse will immediately be escalated to ChildFund New Zealand's Whistle-blower Policy and appropriate actions will be taken

d.) ChildFund New Zealand's programme design must be aimed at reaching the most deprived, excluded and vulnerable; this may include children with disabilities. ChildFund New Zealand incorporates disability investigations into programme visits by reflecting on how its programmes and projects seek to remove barriers to participation and to achieve equal opportunity and equitable outcomes for children, youth and caregivers with disabilities

e.) At in-country level - where ChildFund New Zealand is not the Alliance-lead - this consideration will fall under the direction of the relevant lead


f.) ChildFund New Zealand must commit to ensuring the projects it supports do not increase rights violations for children. Risk assessments will be made across all stages of the project lifecycles

g.) ChildFund New Zealand will work to minimise the potential risks to children through Child Protection and Safeguarding Policy compliance, supporting partner-organisations with compliance and comprehensive risk assessments and strategies that minimise risks to children

h.) ChildFund New Zealand will uphold international treaties in partnership with government, civil society organisations, families and others to realise the best interests of the child, and will coordinate activities with other actors to ensure best outcomes for children

- i.) ChildFund New Zealand will commit to putting in place child-friendly mechanisms for feedback and complaints in relation to programmes and policies and for determining actions to take in response to breaches in policies
- j.) ChildFund New Zealand will commit to ongoing training of staff in child protection. ChildFund New Zealand Programme staff must commit to ChildFund Alliance learning programmes on the issue of child protection. All new staff will undertake an induction programme that requires them to read and understand the specific material, information and policies relating to child protection, including ChildFund New Zealand and ChildFund Alliance policy statements and procedures
- k.) ChildFund New Zealand will commit to assessing all employees prior to employment to ensure that they do not pose an unacceptable risk to children’s safety or wellbeing. This will extend to the referee-checking process, and mandatory police clearance checks
- l.) All Programme personnel must undergo police-checked every two years

CEO Approved:

CEO's Signature	
Date	11/12/2020

PREVENTION OF SEXUAL EXPLOITATION AND ABUSE (PSEA) POLICY

Title	Prevention of Sexual Exploitation & Abuse (PSEA) Policy
Policy Type	Company Operation Policy
Date Effective	29 April 2019
Last Revised	12 April 2019
Policy Number	COP1.0b

1. Statement of Purpose

ChildFund’s people operate in a privileged position of trust and are often working with children and other community members who are in less powerful and vulnerable situations. ChildFund New Zealand recognises the serious obligation it holds to do everything possible to respect and protect the children and adults with whom it works. Sexual exploitation and abuse of the very children we aim to protect, or vulnerable adults in communities, are among the most grievous ways that ChildFund can fail in its mission.

The purpose of this policy is to set out the expectations, systems and processes aimed at preventing sexual exploitation and abuse of children and other community members, as well as the actions that will ensue if incidents of sexual exploitation or abuse are identified.

2. Scope

This policy applies to all ChildFund Employees and Related-Personnel (People).

ChildFund categorically prohibits, and has zero tolerance for, any actions by its People that constitute sexual exploitation or abuse of children and adults. ChildFund New Zealand has a strict obligation to take all possible steps to strengthen protection, prevent sexual exploitation and abuse, and to promote the rights of children and other community members with whom we work. Immediate steps will be taken to protect and support those affected, and to impose disciplinary action as outlined in this Policy and the related Procedure, including referral to law enforcement agencies as appropriate.

This Policy should be read in conjunction with the Child Protection and Safeguarding Policy and related Procedure; Code of Conduct; Whistleblowing Policy; Harassment & Complaints Policy; Human Resources Policy and Overseas Travel Policy.

This Policy and Procedure applies to All People.

3. Core Commitments

ChildFund adapts and applies the core principles as defined by the UN Secretary-General (ST/SGB/2003/13):

- 1) Sexual activity with children is prohibited regardless of the age of majority or age of consent locally. Mistaken belief in the age of a child is not a defence.
- 2) Exchange of money, employment, goods or services for sex, including sexual favours or other forms of humiliating, degrading or exploitative behaviour, is prohibited. This includes any exchange of assistance that is due to beneficiaries of assistance/programme participants.
- 3) ChildFund People are typically in a position of power in relation to beneficiaries of assistance/ programme participants. Any actual or attempted abuse of this power for sexual purposes is exploitative, undermines the credibility and integrity of the work of ChildFund, and is prohibited.
- 4) Where a ChildFund Person develops concerns or suspicions regarding Sexual Exploitation or Abuse by someone, whether in the same agency or not and whether or not within ChildFund, he or she must immediately report such concerns via established reporting mechanisms.
- 5) ChildFund People are obliged to help create and maintain an environment that prevents Sexual Exploitation and Abuse. ChildFund managers at all levels have a particular responsibility to support and develop systems that maintain this environment.

Sexual Exploitation and Abuse by ChildFund People constitute acts of serious misconduct and are therefore grounds for termination of employment, or professional relationship severing in the case of non-employees, and may require referral to law enforcement agencies.

Commitments

ChildFund's Code of Conduct sets out core expectations of ChildFund's People including respectful relationships, non-exploitative behaviour and child safeguarding. More detailed expectations on child safeguarding are included in the Child Safeguarding Policy and related procedures.

The PSEA Policy provides more detail, below, about the expectations of our People concerning the prevention and reporting of Sexual Exploitation and Abuse.

Any violation of these expectations is a serious breach of policy and may result in disciplinary action, including termination for our Staff, interns, volunteers, directors, contractors and consultants, and could lead to the cessation of any partnership agreement with our Partners. Criminal behaviour will be reported to law enforcement agencies.

ChildFund People:

- Will not request any service or sexual favour from Children or Vulnerable Adults in return for protection or assistance and will not engage in sexually exploitative or abusive relationships.

- Will not exchange money, employment, goods or services for sex, including sexual favours or other forms of humiliating, degrading or exploitative behaviour.
- Will not engage in sexual activity with any Child regardless of the local age of consent in the country in which the Person works or is visiting. Ignorance or mistaken belief of the Child's age is not a defence.
- Will not participate in or support any form of Sexual Exploitation or Abuse activity including, for example, child pornography or people trafficking.
- Will treat all beneficiaries with respect and not use language or behave towards them in an inappropriate way, including in any harassing, abusing, sexually provocative, demeaning or culturally inappropriate manner.
- Will not hire Children for domestic labour or other work which is inappropriate given their age or mental capability, which interferes with their time available for education and recreational activities or which places them at risk of injury.
- Will immediately report any concerns or suspicions regarding possible violations of this Policy via the defined reporting approach within the Child Safeguarding Procedures, Complaints Policy and Procedure or the Whistleblower Policy and Procedure. Failure to report such conduct could lead to disciplinary action.
- Will take all reasonable steps commensurate with their role to prevent, oppose and combat all Sexual Exploitation and Abuse.
- Will, wherever possible, work with another adult present when working directly with Children.
- Will immediately disclose charges, convictions and other outcomes of an offence that relates to Sexual Exploitation or Abuse including those that may be acceptable under traditional law.
- Will always strive to create and maintain an environment that promotes adherence to and implementation of this Policy.

Policy in Action

Reporting incidents or concerns

Any ChildFund Person having reasonable grounds to suspect that Sexual Exploitation or Abuse has occurred has an obligation to report the matter immediately to their Manager, CEO or a Leadership Team Member.

Children, vulnerable adults, other community members or any other external person is strongly encouraged to immediately notify a ChildFund Person if they, or someone they know, is thought to have been the victim of Sexual Exploitation or Abuse perpetrated by a ChildFund Person.

The process for receiving and managing allegations and concerns under this Policy will be according to ChildFund's Whistleblower Policy.

Confidentiality

Sexual Exploitation and Abuse instances raised under this Policy will be treated confidentially. However, when an incident is identified it may be necessary to reveal its substance to people such

as other ChildFund personnel, external persons involved in the investigation process or law enforcement agencies.

Where there is a suspicion of criminal offence, the matter should be immediately reported to the appropriate law enforcement agency and any action by ChildFund will be guided by such an agency.

ChildFund will take reasonable precautions to store any records or files relating to a matter of Sexual Exploitation and Abuse securely and to permit access by authorised persons only.

Unauthorised disclosure of information relating to a matter will be taken seriously and may result in disciplinary action, which may include dismissal.

Governance and management responsibilities

1. Management will include in the organisational risk review process, identification of risks relating to PSEA and actions to mitigate such risks.
2. ChildFund's standards on Sexual Exploitation and Abuse are to be included in induction materials and related training courses for ChildFund's People. ChildFund New Zealand's Director of Programme Impact or CEO and Country Directors are responsible for ensuring that our Partners and staff are aware of our expectations in regards to this policy and will highlight that any failure on their part to report or take action where Sexual Exploitation or Abuse has occurred shall constitute grounds for the termination of any Agreement or partnership with ChildFund. Contracts and Agreements with Partners will reflect this expectation in compliance with our commitment to PSEA.
3. Leadership team/managers are responsible for implementing robust recruitment and hiring practices to screen candidates and such screening will be especially rigorous for any roles that have direct or indirect contact with Children. This includes use of background and criminal reference checks along with targeted and objective reference checking.
4. The Leadership Team and Country Directors are responsible for implementing ChildFund's Complaints Policy and Procedure and ensuring this is accessible for reporting any instances of Sexual Exploitation and Abuse.
5. The Leadership Team is responsible for reporting all incidents arising under this Policy to the ChildFund New Zealand Board.
6. All ChildFund managers and Country Directors are responsible for taking appropriate action to ensure that retaliatory actions are not taken against the victim or reporter.
7. The Leadership Team and Country Directors are responsible for managing organisational investigations of allegations of Sexual Exploitation and Abuse. All investigations will be conducted in a timely and professional manner. ChildFund may utilise the services of external experts to support any such investigation.
8. The Leadership Team and Country Directors will take swift and appropriate action in relation to People who commit Sexual Exploitation and Abuse. This may include suspension while investigations are conducted; disciplinary action including dismissal; and/or referral to relevant

external authorities including referral to law enforcement agencies in the event of suspected criminal action.

9. Wherever possible the Leadership Team and Country Directors will provide or arrange support to victims of Sexual Exploitation and Abuse. This may include assistance with medical/health treatment, counselling, referral or legal support.
10. The Leadership Team and Country Directors are responsible for regularly informing our People, Partners and communities on measures taken to prevent and respond to Sexual Exploitation and Abuse. Such information should be developed and disseminated in country in cooperation with other relevant agencies and should include details on complaints mechanisms, the status and outcome of investigations in general terms, feedback on actions taken against perpetrators and follow-up measures taken as well as assistance available to complainants and victims.
11. The ChildFund New Zealand Board has overall responsibility for this Policy. The Board will review reported incidents and will periodically review the systems and processes in order to continually strengthen the organisation's approach to the prevention of sexual exploitation and abuse.

Summary of roles and responsibilities

ChildFund New Zealand's Leadership Team and Country Directors will:

- Ensure child safe recruitment, including screening of all Staff.
- Monitor and ensure compliance with this Policy, Staff Code of Conduct, Child Safeguarding Policy and all other Policies.
- Induct new staff, including information and training on Sexual Exploitation and Abuse prevention.
- Arrange regular Sexual Exploitation and Abuse prevention refresher training.
- Conduct screening and risk assessment of partners.
- Ensure monitoring and supervision of interactions between supporters and children/communities.
- Undertake Sexual Exploitation and Abuse risk assessment as part of program design.
- Monitor Sexual Exploitation and Abuse risks during program implementation.
- Undertake humanitarian response in accordance with the UN Global Protection Cluster's Minimum Standards for Sexual Exploitation and Abuse prevention in Emergencies.
- Ensure information held about Children and Vulnerable Adults is safely stored.
- Report to authorities suspected or known instances of Sexual Exploitation and Abuse in line with our procedures.

All ChildFund People will:

- Ensure compliance with this Policy, Staff Code of Conduct, Child Safeguarding Policy and all other applicable Policies.
- Follow the Sexual Exploitation and Abuse prevention Procedures.
- Be alert to Sexual Exploitation and Abuse risks and incidents in their work and activities.

- Identify and seek continued understanding of Sexual Exploitation and Abuse prevention through training.
- For our Partners, ensure that staff and associated personnel are aware of ChildFund's Policy and uphold this Policy and Procedures.

Our Country Directors will, in addition to the above:

- Ensure this Policy is easily accessible to Staff, Children and Vulnerable Adults in the local applicable language/s.
- Ensure that culturally appropriate community-based complaint and reporting mechanisms are in place and any such complaint is immediately acted upon in accordance with ChildFund procedures.
- Ensure that appropriate support actions are initiated for any victims in accordance with this Policy.

Raising Concerns and Incidents

The process for receiving and managing allegations and concerns under this Policy will be guided by ChildFund's Complaints Policy & Procedure, with the following additional considerations:

- All ChildFund People have an obligation to immediately report incidents of Sexual Exploitation or Abuse to their Manager, Country Director, or a Leadership Team Member.
- The Leadership Team and/or Country Director will manage organisational investigations of allegations of Sexual Exploitation and Abuse.
- Matters that involve suspected criminal behaviour will be referred to appropriate law enforcement agencies.
- Swift and appropriate action will be taken in relation to ChildFund People who commit Sexual Exploitation and Abuse. This may include suspension while investigations are conducted; disciplinary action including dismissal; and/or referral to relevant external authorities.
- Incidents will be reported to the ChildFund New Zealand Board; MFAT and other external agencies, if required.
- Wherever possible, ChildFund New Zealand's Leadership Team and Country Directors will provide or arrange support to victims of Sexual Exploitation and Abuse.

Definitions

People/Person refers to all employees, interns, volunteers, Board members, contractors, consultants, partners, suppliers and service providers.

Partners refers to organisations that ChildFund works with in the delivery of project or country services.

Staff refers to permanent or contract employees of ChildFund.

Child/Children (sometimes referred to as ChildFund "beneficiaries"). A child is any individual under the age of 18, irrespective of local country definitions of when a child reaches adulthood.

Vulnerable Adults are defined as:

- those aged over 18 years
- who, due to their gender, mental or physical health, disability, ethnicity, religious identity, sexual orientation, economic or social status, or as a result of disasters and conflicts, are deemed to be at risk.

Sexual Exploitation means any actual or attempted abuse of a position of vulnerability, differential power, or trust, for sexual purposes, included but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another (*from the United Nations Secretary General's Bulletin: Special measures for the protection from sexual exploitation and sexual abuse (ST/SGB/2003/13)*).

Sexual Abuse means the actual or threatened physical intrusion of a sexual nature, whether by force of under unequal or coercive conditions (*from the United Nations Secretary General's Bulletin: Special measures for the protection from sexual exploitation and sexual abuse (ST/SGB/2003/13)*).

Sexual Exploitation and Abuse incorporates the definitions of "Sexual Exploitation" and "Sexual Abuse" as defined above and refers to Children as well as to Vulnerable Adults.


Child Exploitation and Abuse involves one or more of the following:

- a) **Physical Abuse** – the use of physical force against a child that results in harm to the child. Physically abusive behaviour includes shoving, hitting, slapping, shaking, throwing, punching, kicking, biting, burning, strangling or poisoning;
- b) **Emotional Abuse** – a continuing pattern of inappropriate verbal or symbolic acts toward a child or failure over time to provide a child with adequate nurturing and emotional availability. Emotionally abusive behaviour includes threats, rejection, isolation, belittling, and name calling.
- c) **Neglect** – the failure by a parent or caregiver to provide a child (where they are in a position to do so) with the conditions that are culturally accepted as being essential for the child's physical and emotional development and well-being.
- d) **Child Sexual Abuse** – the use of power or authority to involve a child in sexual activity by an adult or significantly older child or adolescent. Sexually abusive behaviours can include touching genitals or breasts, masturbation, oral sex, vaginal or anal penetration by a penis, finger or any other object, and exposing the child to sex or pornography.
- e) **Grooming** – generally refers to behaviour that makes it easier for an offender to procure a child for sexual activity. This can occur in person or through electronic equipment. For example, an offender might build a relationship of trust with the child, and then seek to sexualise that relationship by encouraging romantic feelings or exposing the child to sexual concepts through pornography.

Workplace is the business location where the Staff usually undertake work activities, or where they are working remotely undertaking work activities (for example, undertaking a field visit or overseeing a program at a partner's location). This includes working outside usual business hours

and any work-related events including conferences and social events either at the usual business location or an external location.

CEO Approved:

CEO's Signature	
Date	11/12/2020

GENDER POLICY

Title	Gender Policy
Policy Type	Company Operation Policy
Date Effective	March 2017
Last Revised	New
Policy Number	COP 1.1

1. Statement of Purpose

- a.) ChildFund New Zealand recognises that gender inequities and inequalities worsen the challenges faced by deprived, marginalised and vulnerable children and their communities.
- b.) The purpose of this Policy is to state ChildFund New Zealand’s commitments to gender equality in its aid and development activity and programmes.

2. Scope

- a.) The equal treatment of people of all genders is a fundamental human right protected by the Universal Declaration of Human Rights (1948), the Elimination of All Forms of Discrimination against Women (1979), the United Nations Conventions on the Elimination of All Forms of Discrimination against Women (1979) (CEDAW), the Rights of the Child (1989) and the Sustainable Development Goals (2015)
- b.) Gender inequities play a devastating role in maintaining conditions of exclusion, vulnerability and deprivation impacting children, their families and communities around the world
- c.) ChildFund New Zealand is committed to equitable opportunity for girls, women, boys and men and people of all genders to participate in and benefit from through the programmes and projects it supports
- d.) ChildFund New Zealand’s commitment to gender equality extends to its own organisation, and it is committed to implementing equal pay for the same work (equal pay) and equal pay for work of the same value (pay equity) ensuring there is no gender pay-gap present among employees, and supporting an environment free of discrimination

3. Core Commitments

- a.) ChildFund New Zealand will design programmes and projects which address gender-based inequalities facing communities and which empower girls and women to claim their rights and celebrate their contributions to sustainable development

b.) These projects and programmes will ensure that resources and opportunities are accessible to people of all genders as a means of advancing the collective development goals of a community

c.) ChildFund New Zealand will aim to ensure that girls and women are not at risk of physical or any other form of danger, discrimination, exploitation or retaliation as a result of their participation in these programmes and projects; the same aim applies to boys and men

d.) In the countries where ChildFund New Zealand currently works, ChildFund Alliance-leads will provide regular gender and human rights training to in-country staff and local partners

e.) Amongst the communities in which ChildFund New Zealand works, gender and human rights training must be a standard feature in community-development programmes; these are common trainings to be held with community members, funded either through sponsorship funds or incorporated into projects

f.) Monitoring and evaluation will be conducted at different phases of each projects to ensure that all aims are being met; ChildFund New Zealand's practice of participatory assessment will ensure that data relevant to gender, age, ethnicity, disability, participation and impacts are gathered and shared appropriately

g.) ChildFund New Zealand will assess the gender and human rights policies and processes of partners in-country during monitoring visits as part of the visit terms of reference

h.) For projects, ChildFund New Zealand will consider:

i.) How the project or intervention will result in a shift in gender inequalities and inequalities contributing to fairness and justice in the distribution of responsibilities and benefits


ii.) How the project addresses women and girls' home and work responsibilities, including paid and unpaid care work and vulnerabilities in the project

iii.) How discrimination, especially all forms of violence and exploitation are being actively eliminated in the project, including in structures, trainings, beneficiary selection, etc.

h.) To better address gender equity and uphold gender equity, ChildFund New Zealand staff will hold sharing and learning sessions with partners at each annual visit as a means of advancing collective knowledge and capacity. These sessions will involve mutual exchanges of best practice and lessons learned that will feed forward into monitoring and evaluation

i.) ChildFund Alliance partners will also provide a range of topic-specific training, including disaster risk management and climate change adaptation; child protection, grants management; gender and human rights awareness and conflict resolution. These trainings may involve or be cascaded to local partners and community boards

CEO Approved:

CEO's Signature	
Date	11/12/2020

ENVIRONMENT POLICY

Title	Environment Policy
Policy Type	Company Operation Policy
Date Effective	March 2017
Last Revised	New
Policy Number	COP 1.2

1. Statement of Purpose

- a.) This Policy places a focus on environmental sustainability in relation to ChildFund New Zealand aid and development activity
- b.) ChildFund New Zealand is committed to maximising positive impacts and reducing negative impacts on the environment through the programmes and projects it supports
- c.) ChildFund New Zealand affirms the principles of environmental and resource management recognised under New Zealand law and strives to apply these within our own organisation. These include kaitiakitanga as recognised under the Resource Management Act 1991, as well as the principles of the Treaty of Waitangi/Te Tiriti o Waitangi where relevant and as recognised under New Zealand law

2. Scope


- a.) This Policy acknowledges that environmental degradation worsens deprivation, exclusion and vulnerability and perpetuates conditions that enable discrimination, exploitation and violence. ChildFund New Zealand recognises the role of the surrounding environment towards the quality of life and wellbeing of all children, presently and for future generations
- b.) As an affiliate of the ChildFund Alliance, ChildFund New Zealand fully honours the commitments to environmental management measures comprised in its Programme Standards
- c.) ChildFund New Zealand is satisfied with the environmental policies and guidelines of the Alliance in-country leads

3. Core Commitments

- a.) ChildFund New Zealand will continue to support the Disaster Risk Management plans developed by each in-country lead and community. The organisation will ensure that these plans are sustainably implemented in gender-responsive and human rights friendly ways

- b.) ChildFund New Zealand will also aim to ensure that all programmes and projects maximise positive impacts and mitigate negative impacts on the environment
- c.) Programmes and projects will be designed to comply with relevant international and local environmental protocols and policies (including the New Zealand Aid Programme Environmental and Social Impact Guideline/Screening Checklist), best practice UN and non-profit guidance and local government policies and guidelines
- d.) ChildFund New Zealand staff will be provided with training on environment-friendly development practices
- e.) ChildFund New Zealand will also provide adequate resources to enable thorough environmental assessments, and where appropriate, will plan and implement actions in response to these
- c.) ChildFund New Zealand will acknowledge the New Zealand Aid Programme Environmental and Social Impact Guideline/Screening Checklist and accepts that it will be guided by this document in implementing this Environment Policy

CEO Approved:

CEO's Signature	
Date	11/12/2020

NON-DEVELOPMENT ACTIVITY POLICY

Title	Non-Development Activity Policy
Policy Type	Company Operation Policy
Date Effective	March 2017
Last Revised	August 2015
Policy Number	COP 1.3

1. Statement of Purpose

- a.) The purpose of this Policy is to communicate ChildFund New Zealand’s stance on aid and non-aid development activity
- b.) ChildFund New Zealand is a non-religious, non-political, not-for-profit, non-governmental organisation. This Policy puts in place checks to ensure that ChildFund New Zealand remains true to this claim
- c.) This article is a cross-organisation Policy covering, but not limited to, ChildFund New Zealand’s programming, advocacy, communications, and fundraising activity

2. Scope


- a.) This Policy is applicable to all ChildFund New Zealand employees and volunteers, and will be shared with ChildFund New Zealand’s key partners with the aim of incorporating monitoring into the organisation’s regular monitoring schedule
- b.) ChildFund New Zealand is committed to its status as a non-political, non-religious organisation and to abiding by the principles of transparency, accountability and honesty
- c.) This Policy reinforces and should be read in conjunction with ChildFund New Zealand’s combined Company Operation Policies and the ChildFund Alliance Fundraising, Programmes and Governance Standards

3. Core Commitments

- a.) ChildFund New Zealand will commit to ensuring that funds and other resources designated for the purpose of aid and development are only used for that purpose
- b.) Towards this end, aid and development activities will be defined as:
 - i.) Activities designed to improve conditions for the most deprived, excluded and vulnerable children and families;
 - ii.) Activities designed to address the root causes of poverty and address global injustice

- c.) Activities will encompass community projects, emergency management and humanitarian response, community empowerment, advocacy, volunteer sending, provision of technical and professional services and resources, environmental protection and restoration, and the promotion and protection of human rights, and in particular child rights
- d.) Non-development activities will include but are not limited to:
- i.) Evangelical activities that promote a particular religious adherence or are undertaken with the intention of converting individuals to a certain faith;
 - ii.) Partisan political activities that are associated with facilitating or supporting specific political individuals or parties to gain power. This does not include advocacy which is aimed at persuading and influencing decision-makers and leaders, and is not aimed at promoting partisan political objectives; and
 - iii.) Commercial activities undertaken for profit or gain where the proceeds are not applied back to support ChildFund New Zealand's aid and development activities and programmes
- e.) ChildFund New Zealand will ensure that the organisation and its partners differentiate between development and non-development activity, and that there is a clear understanding that ChildFund New Zealand does not fund non-development activity
- f.) Checks will be in place, as follows:
- i.) **Programme assessments** – checks to be incorporated into all monitoring visits;
 - ii.) **Project assessments** – specific design, planning, implementation and evaluation checkpoints, ensuring any aspect of the project should be closely monitored over the life of the project;
 - iii.) **Partner assessments** – ChildFund New Zealand will ensure clear delineation between a partner-organisation's non-development activities and development activities. ChildFund New Zealand will only fund development activities. A due diligence process will be enforced before new partnerships are entered into to ensure alignment of values, including an assurance that non-development work can clearly be separated from development work; that the partner is non-discriminatory; and that ChildFund New Zealand's reputation as a non-religious and non-political organisation is not jeopardised by the association. The Memorandum of Understanding (MoU) with any new partners will include clear definitions of aid and development activity and non-development activity as well as ChildFund New Zealand's position on this. Ongoing partner assessment will be incorporated into all monitoring visits
- g.) Where non-development activity is found to occur, this will be dealt with in accordance with ChildFund New Zealand's Whistle-blower Policy and a process to be outlined in the MoU (relevant to the due diligence findings)
- h.) Resources to be used in support of this Policy include:
- i.) New Partner Due Diligence form
 - ii.) Project Appraisal process
 - iii.) Monitoring Visit report-sheet

CEO Approved:

CEO's Signature	
Date	11/12/2020

RESPONSIBLE FUNDRAISING GUIDELINES

Title	Responsible Fundraising Guidelines
Policy Type	Company Operation Policy
Date Effective	March 2017
Last Revised	New
Policy Number	COP 1.4

1. Statement of Purpose

- a.) Marketing and fundraising are essential to ChildFund New Zealand's engagement with supporters and towards facilitating effective aid and development activity
- b.) This Policy addresses ChildFund New Zealand's commitment to responsible fundraising through ethical, honest and accountable fundraising and marketing practices

2. Scope


- a.) ChildFund New Zealand adheres to the Fundraising Institute of New Zealand's Code of Ethics and Professional Conduct, the ChildFund Alliance Fundraising Standards, and the Council of International Development's Public Engagement Principles
- b.) ChildFund New Zealand is committed to transparency in all activity, ensuring that all marketing and fundraising is conducted in a truthful manner and that the organisation's identity, purpose and relevant programmes are evident in marketing materials
- e.) As a precept of its fundraising activity, ChildFund New Zealand reserves the right to accept or decline fiscal donations or donations-in-kind which do not support the organisation's mission and values; this extends to donations which are not in response to fundraising and marketing activity

3. Core Commitments

- a.) ChildFund New Zealand's fundraising activity will rely on evidence-based assertions and marketing
- b.) Any marketing material portraying people affected by aid and development activity will be done in a contextually-appropriate manner, reflecting reality and protecting the dignity of those portrayed

- c.) Marketing materials will not exaggerate facts, use false images, photos or footage, or mislead donors, sponsors and other supporters with its depiction of beneficiaries of development activity
- d.) Fundraising materials will communicate ChildFund New Zealand’s mission and values whilst clearly conveying the purpose of the appeal and identifying how funds will be used to achieve strategic goals
- e.) Donor requests for further information will be enabled through appropriate communication channels
- f.) ChildFund New Zealand will adopt a position of respect and integrity in communicating with and about other non-governmental organisations and other actors in the international development sector

CEO Approved:

CEO’s Signature	
Date	11/12/2020

COMPLAINTS AND REFUNDS POLICY

Title	Complaints and Refunds Policy
Policy Type	Company Operation Policy
Date Effective	March 2017
Last Revised	October 2015
Policy Number	COP 1.5

1. Statement of Purpose

- a.) The purpose of this Policy is to ensure that ChildFund New Zealand’s address of complaints and refunds meets standards of excellence
- b.) ChildFund New Zealand recognises the importance of complaints to the organisation and regards these as an opportunity to improve customer service
- c.) This Policy relates to any complaint made by a person or organisation that provides financial contributions or other material support to ChildFund New Zealand as well as those who do not provide financial or material support
- d.) It also relates to complaints made by the people served by ChildFund New Zealand-funded activities or partners in programme countries

2. Scope

- a.) A complaint is defined as feedback sourced either internally or externally and expresses dissatisfaction about a person or a process
- b.) ChildFund New Zealand is committed to respecting complaints from a broad range of stakeholders
- c.) This includes not only ChildFund New Zealand’s supporters and donors, but ChildFund New Zealand staff, Alliance partners, other NGOs and institutions, partners in-country, and beneficiaries in the communities served
- d.) As a first step and as relevant, these complaints should be addressed according to complaints policies established in ChildFund New Zealand’s programme countries. However, where these complaints relate to programme countries and the child, parent or other complainant chooses to lodge the complaint with ChildFund New Zealand, this will be respected and handled in a manner which ensures the child’s or beneficiary’s protection and safety in-line with ChildFund New Zealand’s Whistle-blower Policy and ChildFund Alliance protocols and policies

3. Core Commitments

- a.) The Donor Services team will acknowledge a supporter's complaint within 1 working day
- b.) The Programmes department will acknowledge any partner, NGO, child or parent complaint within 1 working day
- c.) Even if a complaint appears to be frivolous or vexatious, or is difficult to understand in the form that it is received, all staff are under an obligation to take reasonable steps to clarify the complaint and obtain additional information that will assist in the assessment and ultimate resolution of the complaint
- d.) The Chief Executive Officer or relevant team leader will also acknowledge any complaint lodged by a staff-member
- e.) If the complaint is of a serious nature, the employee receiving the complaint may escalate the handling of the complaint according to the Whistle-blower Policy
- f.) All team-members are empowered to handle complaints, as defined in the Statement of Purpose, and it is preferred that they are dealt with promptly at the initial point of contact
- g.) If the complaint is unable to be resolved immediately, an acknowledgement of the complaint will be notified to the donor or beneficiary/partner within 1 working day of the complaint being received and an approximate timeframe given for the complaint to be fully resolved
- h.) If the complaint is of a more serious or complex nature, or cannot be resolved immediately, it must be referred to the Manager of the Donor Services team, Director of Fundraising and Marketing or Director of Programmes to follow up the complaint directly
- i.) Delegating this matter to another staff-member to respond to with a resolution, or referring the matter for a more detailed or complex response to be made, may also be permitted
- j.) Complaints that have not been resolved to the satisfaction of the donor following completion of the first three steps will be forwarded to the Chief Executive Officer to review
- k.) The Chief Executive Officer may:
 - i.) Reconsider the original decision and take any appropriate corrective action;
 - ii.) Overturn previous decisions and institute any new measures considered necessary; and
 - iii.) Endorse the action that has already been taken with no further action required
- l.) The Donor Services Manager will extract complaints on a weekly basis and make calls to those who have complained to check that the complaint has been resolved
- m.) The Programme Director will discuss handling of all complaints issues received with the Chief Executive Officer
- n.) Complaints will be reviewed at leadership meetings and any follow-on actions will be instructed
- o.) Where the complaint involves a child or parent, ChildFund New Zealand will immediately respond in a manner which ensures that person's immediate and long-term protection and safety
- p.) In handling the complaint, the complainant's identity will be vigilantly protected to guard against any reprisal which may ensue, and complaint records will be kept confidential. The best interests of the child or parent should always govern decisions regarding what action

should be taken in response to complaints. This process will also observe ChildFund Alliance protocols


q.) All concerns, allegations or disclosures must be recorded in writing, signed and dated, and communicated as soon as possible, in the first instance to the ChildFund New Zealand Director of Programmes or to ChildFund New Zealand's Chief Executive Officer who will determine a safe and appropriate response

r.) A decision can be made to escalate complaint-handling to the Whistle-blower Policy should this be appropriate

s.) When dealing through an interpreter all care must be taken that the interpreter, who may be from the partner-organisation, does not place the complainant at risk of reprisal

t.) When complaints are received by email, issues of privacy (or lack of privacy) should be observed

CEO Approved:

CEO's Signature	
Date	11/12/2020

DONATION IN KIND GUIDELINES

Title	Donation in Kind Guidelines
Policy Type	Company Operation Policy
Date Effective	March 2017
Last Revised	October 2015
Policy Number	COP 1.6


1. Statement of Purpose

- a.) The purpose of these Guidelines is to provide direction for supply and service providers who are keen to deliver voluntary services to ChildFund New Zealand
- b.) This set of Guidelines is relevant to those who might apply for tax rebates following their commitment

2. Core Commitments

- a.) ChildFund New Zealand must establish that the donor is genuinely interested in providing a voluntary service to the organisation and that the intention is not to utilise tax rebate legislation for their own advantage
- b.) ChildFund New Zealand must establish that such services or supplies would have been procured during the normal course of business, in order to identify a legitimate need
- c.) In order to minimise the risk of an external party using these Guidelines for their own benefit, in all instances where a party offers relevant voluntary services at least two other quotations should be obtained to ensure that the process has not been abused through over-charging
- d.) Since only cash payments qualify for company tax rebates, the service or supplies must be carried out in the normal course of business and classed as a normal business transaction
- e.) It is up to the provider to pay the settlement back to ChildFund New Zealand as a donation which would then be processed as any normal donation with a tax rebate receipt issued at the end of March annually
- f.) The Finance and Risk Committee will receive a report on all annual aggregate donations over \$20,000 from a single party and on any single donation over \$20,000 falling within this category

CEO Approved:

CEO's Signature	
Date	11/12/2020

BEQUEST GUIDELINES

Title	Bequest Guidelines
Policy Type	Company Operation Policy
Date Effective	March 2017
Last Revised	March 2015
Policy Number	COP 1.7

1. Statement of Purpose

a.) The purpose of these Guidelines is to provide core commitments for the treatment of bequest funds

2. Scope

a.) There will generally be two types of bequest funds received by ChildFund New Zealand:


- i.) Tagged or specific bequests where the donor has clearly stated where the funds are to be applied; and
- ii.) Untagged bequests where the donor has not specified how the bequest funds are to be applied

3. Core Commitments

a.) With regards to tagged bequest funds, the donor wishes are to be followed. Unless otherwise stated, bequest funds will be treated with the same 70-30 division as other restricted donations

b.) With regards to untagged bequest, the Finance and Risk Committee is to be informed of the receipt of such bequests and ChildFund New Zealand management is to determine the best use of these funds

CEO Approved:

CEO's Signature	
Date	11/12/2020

SOCIAL MEDIA GUIDELINES

Title	Social Media Guidelines
Policy Type	Company Operation Policy
Date Effective	March 2017
Last Revised	August 2012
Policy Number	COP 1.8

1. Statement of Purpose

- a.) The purpose of these Guidelines is to advise all ChildFund New Zealand employees of their responsibilities and provide them with the principles upon which they should communicate when using online social media networks,
- b.) These Guidelines also provide direction on ChildFund New Zealand's expectations where social media engagement concerns ChildFund New Zealand, its work helping children in need, its people, its partners, the international development sector and those who work in it

2. Scope

- a.) Social media is the use of web-based and mobile technologies to turn communication into interactive dialogue
- b.) These Guidelines apply to ChildFund New Zealand employees:
 - i.) In relation to all authorised work-related social media use;
 - ii.) In relation to all non-work-related, personal social media use;
 - iii.) Irrespective of whether employees are using work technology or not;
 - iv.) Irrespective of whether an employee's social media usage occurs outside normal working hours; and
 - v.) Irrespective of an employee's location
- c.) These Guidelines provide 'guard rails' to ensure that the use of social media protects ChildFund New Zealand, its employees, its partners, sponsored children and communities (current and former)

3. Core Commitments

- a.) Protection of Information

i.) When using social media, employees should not disclose any information that is confidential or proprietary to ChildFund New Zealand, whether it is organisational information, or information relating to the supporters or children it serves

ii.) The internet is public space and employees must be aware that:

- All postings, irrespective of privacy settings, can be read by other employees, supporters, other organisations, and the media;
- All postings are permanent and readily identified using search engines; and
- All postings can spread rapidly, and once posted, cannot be retracted

iii.) Employees should not include ChildFund New Zealand logos, trademarks, branding or other intellectual property unless they have express authority to do so

b.) Honesty and Transparency

i.) ChildFund New Zealand personnel should be honest and transparent when posting a comment about ChildFund New Zealand or the development sector in an open forum and should respect ChildFund Alliance values and standards

ii.) In an open forum, employees should disclose that they work for ChildFund New Zealand and should identify that the opinions expressed are their own and do not necessarily reflect that of the organisation. This is both ethical and also clarifies to readers the employee's role and accountabilities

c.) Authenticity

i.) Employees should be authentic in all messaging and include their name and position at ChildFund New Zealand, where appropriate;

ii.) Any content that is published must be based on fact;

iii.) Employees should correct their own mistakes if an error is made, and should also be upfront and prompt

d.) Respect

i.) Employees should be responsible and respectful in all social media postings;

ii.) Employees should not engage on a subject that they are not an expert on when responding as a ChildFund New Zealand representative, nor should they give an official ChildFund New Zealand response unless approved to do so;

iii.) Social media enables discussion, and differences of opinion should be acknowledged – however employees should not post comments that may be seen as abusive, threatening, offensive, demeaning or inappropriate. Employees must respect all individuals and communities they interact with online, including respecting copyright and privacy laws;

iv.) Employees are required to respectfully withdraw from conversations that veer off topic or become profane;

v.) Employees should also refrain from bringing in offline conversations to their online postings, unless they have the written permission from the parties involved with the offline conversation;

vi.) Before any person's personal information is posted or published online, their consent must be secured

e.) Ownership

i.) Employees will be personally liable for their postings and must adhere to the laws of New Zealand. Employees should not post anything (e.g. comments, information or images) that damages or is likely to damage ChildFund New Zealand's brand or reputation or bring the ChildFund New Zealand name into disrepute

f.) Child/Sponsor Contact

i.) If a current/former sponsored child requests to get in contact with their current/former sponsor on one of ChildFund New Zealand's social media platforms, a ChildFund New Zealand employee should immediately request that the conversation be continued offline by asking the sponsored child to send an email to the employee

ii.) The employee should then put the current/former sponsored child in contact with the Head of Child Sponsorship and Cash Giving, who will consult and abide by the ChildFund Alliance's Child Safeguarding Standards before initiating an offline process

g.) Child/Sponsor Contact Policy

i.) The same procedure should be followed if a current/former sponsor requests to get in contact with their current/former sponsored child online

ii.) If a ChildFund New Zealand employee becomes aware of contact already made between a current/former sponsored child and a current/former sponsor, the employee should contact the Head of Child Sponsorship and Cash Giving, who will initiate the offline process

g.) Good Judgment

i.) Employees should refrain from comments that can be interpreted as slurs, demeaning, inflammatory, etc. or are otherwise offensive or inappropriate

ii.) Work-related issues or disputes should be resolved off-line in a professional manner and through established business practices, not via social media


iii.) Employees must use factually-correct information and perspectives and in avoidance of unnecessary or unproductive arguments

iv.) If employees have any doubts regarding the use of social media, they should discuss these doubts with their manager

i.) Non-compliance

a.) Failure of an employee to comply with these Guidelines may lead to the instigation of the relevant disciplinary procedures and, in certain circumstances, legal action may be taken

CEO Approved:

CEO's Signature	
Date	11/12/2020

MISUSE OF FUNDS POLICY

Title	Misuse of Funds Policy
Policy Type	Company Operation Policy
Date Effective	March 2017
Last Revised	September 2015
Policy Number	COP 1.9

1. Statement of Purpose

a.) This Policy provides a framework addressing how ChildFund mitigates the misuse of funds in ChildFund New Zealand’s dedicated programme areas and programme countries

2. Scope

a.) Development is never linear and the challenge remains to balance tolerance within the essence of partnership with accountability, while also recognising ancillary/un-associated positive outcomes

b.) ChildFund New Zealand recognises that it is primarily a donor, with limited influence and no direct authority over partners. It recognises that Alliance partners have policies and procedures to mitigate the risk of misuse of funds and to address misuse should it occur. It does not attempt to duplicate or substitute for those agencies’ policies and procedures, but provides checks to ensure compliance

c.) ChildFund New Zealand remits funds to up to 22 countries within the ChildFund Alliance. These funds are generated by child sponsorship, New Zealand Government grants, appeals, restricted and unrestricted donations and bequests

d.) As part of the organisation’s partner strategy, ChildFund New Zealand has progressively concentrated its remittances to seven partner-countries (Kenya, Zambia, Sri Lanka and Timor-Leste managed by ChildFund International; Papua New Guinea and Viet Nam managed by ChildFund Australia; and Kiribati managed by ChildFund New Zealand).

e.) ChildFund New Zealand has developed partnership agreements with ChildFund Australia and ChildFund International which detail policy commitments and compliance (including audits), reporting requirements and schedules, sponsorship arrangements, funding and remittance arrangements, and the scope of participation in programme planning and implementation


- f.) The rationale of this partner strategy is to build deeper relationships with these communities, and to therefore better understand the context of ChildFund New Zealand's work and the associated challenges faced when implementing activities in selected projects
- g.) Note that although the funds for these dedicated projects are solely or largely from ChildFund New Zealand, the organisation neither controls nor holds authority over these projects, with the exception of Kiribati. It must also be recognised that although these partner-countries are important to the organisation, the weighting is not reciprocal
- h) ChildFund New Zealand maintains oversight for funding remittances and acquittals in Kiribati
- i) In line with its registration commitments in Kiribati, ChildFund Kiribati will be independently audited in Kiribati annually

3. Core Commitments

- a.) For appeals, grants and large donations (for non-sponsorship activities) ChildFund New Zealand will specify in the Memorandum of Understanding:
- A detailed project description and budget, by outputs;
 - Acceptable use of contingency and unexpended funds;
 - Reporting processes and schedules (financial and narrative);
 - Variance approval process (affecting significant changes to the outcomes or timing of the project or 10% variance in any budget line);
 - Procurement expectations
 - The stipulation that procurement of capital items must be for the benefit of the project and community;
 - Representation protection;
 - Right of audit and right of termination
- c.) Grants and large donations will be required to list outputs against the budget and project timeline. Spot checks will be made on the output spending against documentation held
- d.) Funds will be remitted in local currency so that any exchange rate fluctuations will be managed by ChildFund New Zealand and applied for by the project for variations to budget
- e.) The Programmes department will maintain regular email, phone and Skype contact with partners as part of remotely monitoring projects
- f.) A Programme Manager or Programme Officer should also visit dedicated projects at least once each year to ensure outputs are being achieved to plan and budget
- g.) Each field visit made by ChildFund New Zealand staff should include a sponsorship audit check and financial audit check at dedicated project and national level
- h.) The Programme Manager will view all reports produced and will be able to make specific audit checks at will
- i.) Each year, each ChildFund New Zealand programme country (National Office) will undergo a thorough independent audit by local, independent auditors, according to Collaboration

Agreements with ChildFund Australia and ChildFund International. There will always be the option for ChildFund New Zealand to carry out an independent audit on projects
j.) ChildFund New Zealand's grant funders will also retain that right

CEO Approved:

CEO's Signature	
Date	11/12/2020

CREDIT CARD POLICY

Title	Credit Card Policy
Policy Type	Company Operation Policy
Date Effective	February 2017
Last Revised	New
Policy Number	COP 2.0

1. Statement of Purpose

a.) This Policy will be used to define the standards governing the use of credit cards for ChildFund New Zealand

2. Scope

a.) Procurement costs can be minimised by placing both the authority to buy and the means to pay for low-value goods or services or capital purchases with authorised employees. This expedites small value purchases, reduces the reliance on petty cash and staff reimbursements, and reduces the number of small payment transactions processed by the Finance department

c.) There is also a need for ChildFund New Zealand employees to have access to funds on international travel for business related expenses, as addressed in this Policy and the Overseas Travel Policy

3. Core Commitments

a.) Process for Issue of Credit Cards

i.) Credit cards will only be issued to staff-members who are authorised by the Chief Executive Officer

ii.) Credit cards are only to be issued by the approved credit card supplier

iii.) All requests to the bank for credit cards to be issued will only be made by the Director of Finance and Accountability

iv.) Credit cards will be supplied for genuine business expenditure only and are not to be used for personal purchases

v.) An appropriate financial delegation will be in place before a card is issued. The limits set for credit card use will not exceed the overall financial delegation of the cardholder, as set

out in the Schedule of Delegations. Any variations require Board and Finance and Risk Committee (FRC) approval

vi.) Staff must undertake training in the use of the card and comply with the terms of the card and this Policy

vii.) Prior to the card being issued, the recipient must sign a copy of this Policy to signify that they have read and understood it

viii.) The cardholder will be the only person authorised to use their card

ix.) Credit cards that have not been used for a period of six months will be reviewed for continuation

b.) Cardholder Responsibilities

i.) The cardholder must only purchase within the credit limit applicable to the card

ii.) The cardholder must notify the credit card company and ChildFund New Zealand immediately if the card is lost or stolen

iii.) Credit cards are to be returned and will be cancelled when the cardholders is no longer employed by ChildFund New Zealand or upon request by the Chief Executive Officer

iv.) The credit card statement should be certified by the cardholder as evidence of the validity of expenditure

v.) All purchases should be accounted for within 5 working days of receiving a credit card statement

vi.) The cardholder must be aware that transactions incurred on the credit card are subject to audit and/or review at any time and must provide information and explanations of credit card use promptly

vii.) The cardholder must retain all receipts and tax invoices for goods and services charged on the credit card

viii.) The cardholder must be liable for all unauthorised payments


ix.) The cardholder must be liable for interest charges as a result of any action that results in delaying the payment to the card issuer, e.g. evidence/source documents not submitted on time, or inadequate

x.) The cardholder must not attempt to alter the limit on their credit card without the approval of the Chief Executive Officer

xi.) The cardholder must ensure that the expenditure is within existing budgets

xii.) The cardholder must acknowledge and adhere to all card issuer terms and conditions

CEO Approved:

CEO's Signature	
Date	11/12/2020

FOREIGN EXCHANGE RISK MANAGEMENT POLICY

Title	Foreign Exchange Risk Management Policy
Policy Type	Company Operation Policy
Date Effective	March 2017
Last Revised	March 2016
Policy Number	COP 2.1

1. Statement of Purpose

a.) This Policy establishes ChildFund New Zealand's Foreign Exchange Risk Management strategies

2. Scope

a.) Transaction Risk

i.) When ChildFund New Zealand remits cash overseas, it becomes exposed to foreign exchange (FX) transaction risk due to the requirement to convert the funds from New Zealand Dollars (NZD) into relevant foreign currencies

b.) Hedging Activity

i.) Hedging activity is defined for the purposes of this Policy as ChildFund New Zealand entering into any binding arrangement with a third party to exchange any amount of any currency for another currency at a rate other than the spot exchange rate relating to the two currencies in question, at the date of the actual transaction

ii.) ChildFund New Zealand is permitted to hedge the foreign exchange risks that it incurs within the risk control limits described by using the instruments permitted in this Policy and so long as the conditions described in this Policy are met

c.) Transaction Risk Control Limits

i.) If ChildFund New Zealand hedges exposures then the level of cover for the exposures in any calendar month must be maintained between the upper and lower control limits

ii.) A committed exposure is defined as when ChildFund New Zealand has advised the offshore recipient of the amount (in foreign currency) that will be remitted at any future point in time

iii.) Budgeted/Forecasted exposures are those exposures implied in board approved budgets and forecasts

3. Core Commitments

a.) Permitted hedging instruments

i.) ChildFund New Zealand will be permitted to hedge foreign exchange risks using the following instruments:


- Foreign Exchange Contracts (“FECs”);
- Vanilla Options (“Options”); and
- Participating Collars and Participating Forwards – on condition that approval is met from the Chief Executive Officer and the Finance and Risk Committee

b.) Conditions

i.) ChildFund New Zealand will be permitted to hedge foreign exchange risks as long as the following conditions are met:

- The Director of Finance and Accountability will maintain a log of every hedging instrument utilised, including the relevant rates (the FX amount hedged; the currency; the spot rates at date of contracting and delivery; the actual exchange rate achieved on the date of delivery; and the gains or losses in NZD realised on the date of delivery - the FX amount purchased in NZD using the actual achieved rate as against the FX amount purchased using the spot rate applying at the time of delivery)
- If at balance date the mark-to-market valuations of all undelivered instruments is deemed to be material then the unrealised gains or losses shall be recognised and financial assets or liabilities disclosed according to the relevant reporting standards
- If the cumulative realised gains or losses from hedging activity are deemed to be material then the Director of Finance and Accountability shall account for the impacts of hedging activity on an instrument-by-instrument basis in line with the relevant reporting standards
- The log of all hedging activity (both delivered and undelivered) must be tabled and reported at each meeting of the Finance and Risk Committee
- For monthly remittances, any forward contracts materialising in the same month will not fall within the above reporting requirements

CEO Approved:

CEO's Signature	
Date	11/12/2020

WHISTLE-BLOWER POLICY

Title	Whistle-Blower Policy
Policy Type	Company Operation Policy
Date Effective	March 2017
Last Revised	November 2011
Policy Number	COP 2.2

1. Statement of Purpose

- a.) ChildFund Zealand is committed to the highest standards of ethical, moral and legal business conduct
- b.) In line with this commitment, and ChildFund New Zealand's commitment to open communication, this Policy aims to provide an avenue for ChildFund New Zealand's employees, Board members, contractors and third parties to raise concerns and complaints
- c.) The Policy is intended as reassurance that complainants will be protected from reprisals or victimisation for whistle-blowing

2. Scope

- a.) ChildFund New Zealand will not tolerate retaliation, harassment, or victimisation against its Board of Directors, employees, volunteers, contractors or visitors, or any member of the public, partner or beneficiary, for reporting concerns or complaints in good faith
- b.) Retaliation refers to any direct or indirect detrimental action recommended, threatened, or taken towards an individual who has reported misconduct or real or suspected child abuse, or provided information concerning the same
- c.) When established, retaliation in itself constitutes misconduct, for which appropriate action will be taken
- d.) Concerns and complaints may include but are not limited to:
 - ChildFund New Zealand's accounting, auditing and internal controls practices and procedures;
 - Matters involving harassment, unsafe practices, exploitation, victimisation, child abuse or other inappropriate behaviour towards a child;
 - Retaliation for raising complaints or concerns; and
 - Misconduct by employees, or other inappropriate behaviour by ChildFund New Zealand's Board of Directors, employees, volunteers, contractors or visitors

3. Core Commitments

a.) Responsibilities

- i.) ChildFund New Zealand's Board of Directors, employees, and contractors must report any misconduct or wrongdoing through the appropriate channels; confidentiality clauses in employment and consultancy contracts do not preclude such reporting
- iii.) It will be the responsibility of management to take appropriate action and to report outcomes to the Board of Directors

b.) Reporting misconduct

- i.) Submitting a complaint is confidential and initially should be directed to the employee/contractor's manager
- ii.) If the complaint is related to the employee/contractor's manager, the complaint should then be escalated to the manager at the next level up, i.e. to the Chief Executive Officer, or to the Chair of the Board of Directors (if the complaint relates to the Chief Executive Officer)
- iii.) The manager must inform the Chief Executive Officer of the complaint within two working days
- iv.) Complaints can be made in writing, in email, or via a telephone call, and must remain strictly confidential
- v.) Except when he/she is involved in the complaint, the Chief Executive Officer shall promptly conduct an initial screening of the complaint to assess the nature, legitimacy, and significance of any complaint received
- vi.) If necessary, upon conclusion of the initial screening the Chief Executive Officer, in consultation with the respective manager, shall make a determination whether to:
 - Undertake a thorough investigation, which should involve consultation with appropriate management in ChildFund New Zealand not implicated in the complaint;
 - Seek the advice and guidance of a legal counsel and other professional services in making a decision; and/or
 - Close the complaint with no further investigation

c.) When complaints involve children

- i.) When a complaint involves a child, ChildFund New Zealand will respond in a manner which ensures children's or young persons' immediate and long-term protection and safety
- ii.) ChildFund New Zealand will take positive steps to ensure the protection of children and will maintain a focus on the best interests of children
- iii.) When there are suspicions of abuse by a staff-member, both staff and children's rights are to be attended to
- iv.) This means that the safety of the child is of first concern and that the staff-member must have access to legal and professional advice and support

- vi.) ChildFund New Zealand will not act alone; all suspected situations of child abuse will be referred to the relevant legal authority
- vii.) The safety of the child will be the primary consideration; no person within ChildFund New Zealand will collude to protect an adult or an organisation
- viii.) The designated person addressing child protection must immediately ensure that the suspected individual does not have any contact with the child making the allegation
- ix.) A risk assessment must be undertaken to determine what level of access, if any, that person should have, to other children
- x.) If the police decide to undertake a criminal investigation then that member of staff may be suspended, without prejudice, as a precautionary measure
- xi.) It is important that no internal investigation is undertaken, and no evidence gathered that might prejudice the criminal investigation
- xii.) If there is insufficient evidence to pursue a criminal prosecution, then a disciplinary investigation may still be undertaken if there is reasonable cause to suspect that abuse may have occurred
- xiii.) The allegation may represent inappropriate behaviour of poor practice by a member of staff which needs to be considered under internal disciplinary procedures

d.) *Protection for individuals submitting complaints*

- i.) Protection against retaliation applies to Board members, employees, and contractors who:
 - Report the failure of a Board member, employee, or contractor to comply with his or her obligations under ChildFund New Zealand's policies and procedures; this includes any request or instruction from any Board member, employee, or contractor to violate ChildFund New Zealand's policies and procedures;
 - Provide information in good faith on wrongdoing perpetrated by a Board member, employee, or contractor; and
 - Cooperate in good faith with an audit or investigation
- ii.) In order to receive protection under this Policy, the individual must:
 - Make the report in good faith;
 - Have a reasonable belief that the misconduct or irregularity has occurred; and
 - Report any retaliation as soon as possible and no later than 90 days after the alleged act of retaliation has taken place
- iii.) The transmission or dissemination of unsubstantiated rumours is not a protected activity
- iv.) Making a report or providing information that is intentionally false or misleading constitutes misconduct and may result in disciplinary or other appropriate action
- v.) The procedures for the submission of complaints shall allow those persons reporting complaints to do so confidentially
- vi.) Irrespective of the merits or outcome of the complaint process, anyone filing a complaint must be proceeding in good faith

vii.) Retaliation by the Board, employees, or contractors against any person who files a complaint is prohibited

viii.) ChildFund New Zealand shall take all appropriate steps, and comply with all applicable laws and regulations, to prevent retaliation against the Board, employees, or contractors of ChildFund New Zealand who submit a complaint where retaliation is due to the fact that such person has submitted such complaint

e.) Reporting

i.) Where a complaint alleges or otherwise suggests the existence of (a) material inaccuracies in ChildFund New Zealand's financial reporting, or (b) fraud or other intentional misconduct with respect to ChildFund New Zealand's accounting, auditing, and internal controls by management or those responsible for such functions, the Chief Executive Officer shall report such a complaint to the Chair of the Board promptly after the initial screening thereof

ii.) If the Chief Executive Officer is involved in a complaint then the Chair of the Board shall report to the Board

iii.) Other complaints will be reported by the Chief Executive Officer to the Chair of the Board at the next regularly scheduled Board meeting unless the Chief Executive Officer determines that earlier reporting is necessary

f.) Reporting retaliation

i.) Individuals who believe that retaliatory action has been taken against them because they have reported misconduct or cooperated with an audit or investigation should make their complaint directly with the Chief Executive Officer, or to the Chair of the Board (if the complaint relates to the Chief Executive Officer)

ii.) This will be treated with the utmost confidentiality. If in the view of the Chief Executive Officer or Chair of the Board, there is a credible case of retaliation then a thorough investigation will be completed with a written report provided to the Chair of the Board

iii.) Pending the completion of this investigation, the Chief Executive Officer (or Chair of the Board), may decide to take appropriate measures to safeguard the interests of the complainant, including but not limited to, temporary suspension of the parties involved and, in consultation with the complainant, temporary reassignment of the complainant or placement of the complainant on special leave

iv.) When the investigative report has been completed, the Chief Executive Officer will inform the complainant, in writing, of the outcome of the investigation


v.) If retaliation against an individual is established, the Chief Executive Officer (or Chair of the Board) may, after taking into account any recommendations from the investigations and after consultation with the complainant, take appropriate measures aimed at correcting negative consequences suffered as a result of the retaliatory action

vi.) Such measures may include, but are not limited to, the rescission of the retaliatory decision, including reinstatement or if requested by the complainant, transfer to function for which the individual is qualified, independently of the person engaged in retaliation

vii.) Acts of retaliation constitute misconduct, and some instances, serious misconduct

viii.) Should an investigation establish that an individual engaged in such action, that person may be subject to administrative or disciplinary action, including dismissal

CEO Approved:

CEO's Signature	
Date	11/12/2020

INFORMATION SYSTEMS POLICY

Title	Information Systems Policy
Policy Type	Company Operation Policy
Date Effective	January 2017
Last Revised	April 2015
Policy Number	COP 2.3

1. Statement of Purpose

- a.) ChildFund New Zealand’s Information Systems are critical components of its communication systems and are valuable organisational assets that need to be managed accordingly
- b.) The purpose of this Policy is to:
- i.) Protect ChildFund New Zealand’s Information Systems assets and data;
 - ii.) Promote effective use of ChildFund New Zealand’s Information Systems;
 - iii.) Establish rules to minimise disruption, unacceptable and offensive behaviour in the use of ChildFund New Zealand’s Information Systems;
 - iv.) Clarify issues of privacy, ownership and security of electronic communications and confidential organisational information and data; and
 - v.) Protect the interests of ChildFund New Zealand, its employees, contractors and associates

2. Scope

- a.) ChildFund Zealand encourages the use of computer applications, telephones, mobile phones, email and the internet (collectively “Information Systems”) to their fullest potential to further the quality of the work it does and services provided at ChildFund New Zealand, to discover new ways of using resources to enhance business performance, and to promote staff development
- b.) This Policy provides a framework for management of the ChildFund New Zealand’s ‘Information Systems’
- c.) Employees will be provided access to ChildFund New Zealand’s Information Systems, on signing this document acknowledging they have read and understood this Policy
- d.) This Policy should be read in conjunction with ChildFund New Zealand’s:
- Child Protection and Safeguarding Policy; and
 - Social Media Guidelines
- e.) This Policy is informed by the New Zealand Copyright Act (1994), Privacy Act (1993), Unsolicited Electronic Messages Act (2007), Harmful Digital Communications Act (2015),

Human Rights Act (1993), Harassment Act (1997), and the Films, Videos and Publications Classification Act (1993)


3. Core Commitments

- a.) ChildFund New Zealand will make Information Services available to authorised users for the purpose of contributing to ChildFund New Zealand business activities
- b.) All information, data, applications, electronic communications created, received or stored on ChildFund New Zealand's Information Services will be considered the property of ChildFund New Zealand
- c.) This data and information must not be disclosed to non-ChildFund New Zealand related parties, and employees will be obliged to uphold this obligation after their employment with ChildFund New Zealand ends
- d.) ChildFund New Zealand will hold ownership over any intellectual property that employees discover, produce or conceive which is related in any way to ChildFund New Zealand's business
- e.) This will include intellectual property discovered or conceived while working for ChildFund New Zealand (whether or not it is during office hours or on ChildFund New Zealand premises)
- f.) ChildFund New Zealand will encourage the use of Information Services by authorised users for legitimate purposes to facilitate communication and the sharing of information. Reasonable personal use of such facilities will also be permitted provided it does not:
 - i.) Interfere with use for legitimate business purposes;
 - ii.) Adversely affect the work performance of any employee; or
 - iii.) Conflict with ChildFund New Zealand's business objectives
- g.) Further to this, ChildFund New Zealand will reserve the right to recover costs and seek contribution to personal calls, texts and usage of ChildFund New Zealand mobile phones
- h.) ChildFund New Zealand Information Services facilities may not be used for non-ChildFund New Zealand commercial purposes, for personal gain or for any use that contravenes this Policy or any other ChildFund New Zealand Policy without express written permission from the Chief Executive Officer
- i.) It is good practice to ensure that unwanted files are regularly deleted from the system. Employees will be asked to ensure that all files are filed in accordance with ChildFund New Zealand's electronic filing procedures, which include requests to not store non-business related data
- j.) Authorised users may not rely on the confidentiality of information, including information transmitted via email
- k.) ChildFund New Zealand will reserve the right to examine any information held on its Information Services and disclose this to individuals who have a duty to review such content, if authorised to do so by the Chief Executive Officer or Chair of ChildFund New Zealand

- l.) ChildFund New Zealand can at any time access and/or monitor use of the facilities it provides to employees and contractors
- m.) ChildFund New Zealand will reserve the right to access and disclose the contents of employee email messages but will only do so when it has a legitimate business need and the urgency of the need is sufficiently strong to offset the organisation's commitment to employee privacy
- n.) To protect both authorised users and the reputation of the company, ChildFund New Zealand prohibits the following types of use and abuse (and any behaviour of a similar nature):
- i.) Distributing any material that is protected by copyright;
 - ii.) Unauthorised use, access, alteration, damage, destruction, or removal of ChildFund New Zealand information;
 - iii.) Unauthorised use, access, alteration, damage or destruction of external information or facilities from within ChildFund New Zealand or with the aid of ChildFund New Zealand facilities;
 - iv.) Access to, propagation, or storage of unacceptable or offensive material including pornography or language that is abusive or insensitive to matters such as race, ethnicity, sex, sexual orientation, disability or religion;
 - v.) Harassment, including sexual harassment;
 - vi.) Making any material available in the public domain that could damage the reputation of ChildFund New Zealand (not being information to which the Protected Disclosures Act 2000 relates);
 - vii.) Masquerading as another user or any other misrepresentation;
 - viii.) The generation of SPAM (unsolicited) email using ChildFund New Zealand Information Services; and
 - ix.) Any activity that may interfere with the integrity or performance of the ChildFund New Zealand Information Services
- o.) This includes commenting, discussing or using images of ChildFund New Zealand, its employees and associates, in the public domain (such as via Facebook, Twitter or blogs) that could reflect adversely on the reputation of ChildFund New Zealand, its employees and associates
- p.) Employees must act responsibly and ethically when using the ChildFund New Zealand email system, the telephone, servers and the internet generally, remembering at all times that access to all internet facilities is provided by ChildFund New Zealand as a business resource
- q.) All communications via email should conform to normal standards for professional communication in terms of language and content.
- r.) Email is recognised as the most common source of destructive computer virus and worm transmissions. All employees should exercise care when opening all attachments and if in doubt about the source of an email or the contents of an attachment, employees should seek assistance from the designated support person within the office

- s.) Specific personnel within ChildFund New Zealand will be appointed to manage email and internet connections and to assign access to employees. This responsibility may be shared between an external provider and designated ChildFund New Zealand employees
- t.) Unless approved by the Chief Executive Officer, employees must not load non-ChildFund New Zealand software including games onto ChildFund New Zealand computers because of the proliferation of computer viruses that can endanger the rest of the system
- u.) Employees should also not load ChildFund New Zealand-owned software onto individual personal computers as this breaches copyright laws
- v.) Anyone who inadvertently contravenes, or is caused to have contravened one of the above, through their own actions or those of another individual should immediately disclose this to their senior manager or to the Chief Executive Officer
- w.) Failure of an employee or any systems user to comply with this Policy may lead to the instigation of the relevant disciplinary procedures and, in certain circumstances, legal action may be taken
- x.) Failure of a contractor to comply with this Policy is likely to lead to the cancellation of their contract

CEO Approved:

CEO's Signature	
Date	11/12/2020

SERVICE PROVIDERS PCI DSS COMPLIANCE POLICY

Title	Service Providers PCI DSS Compliance Policy
Policy Type	Company Operation Policy
Date Effective	March 2017
Last Revised	New
Policy Number	COP 2.4

1. Statement of Purpose

- a.) ChildFund New Zealand needs to ensure all cardholder data is protected appropriately and all service providers maintain their policies and processes supporting PCI DSS requirements
- b.) The purpose of this Policy is to ensure:
 - i.) All service providers protect ChildFund New Zealand's supporter cardholder data in-line with PCI requirements
 - ii.) Service providers acknowledge that they are responsible for the security of cardholder data
 - iii.) Service providers continue to maintain a programme of PCI DSS compliance
 - iv.) Liability for breaches of PCI DSS are accepted by the service provider

2. Scope


- a.) A service provider is any external party that is contracted to provide a service to ChildFund New Zealand
- b.) PCI (Payment Card Industry Data Security Standard) refers to any company that handles payments for ChildFund New Zealand and can also include other companies which don't handle payments but do see masked cardholder data

3. Core Commitments

- a.) Service providers must accept the responsibility to maintain and implement policies and procedures to manage the security of cardholder data
- b.) Service providers must notify ChildFund New Zealand immediately of any incidents or changes affecting cardholder security
- c.) Service providers must notify ChildFund New Zealand of any changes to their process that manage or handle cardholder data

- d.) Service providers will provide (annually or, as requested) proof of their PCI DSS compliance status
- e.) Service providers must notify ChildFund New Zealand immediately if they lose their PCI DSS compliance status
- f.) In the event of a service provider breach of PCI DSS compliance, the service provider will accept liability for the breach
- g.) If a service provider is not PCI DSS compliant but handles cardholder data on ChildFund New Zealand's behalf then the principles of the above points are still valid
- h.) Failure of the service provider to comply with this Policy may lead to cancellation of their contract

CEO Approved:

CEO's Signature	
Date	11/12/2020

PCI DSS VOUCHER HANDLING POLICY

Title	PCI DSS Voucher Handling Policy
Policy Type	Company Operation Policy
Date Effective	March 2017
Last Revised	New
Policy Number	COP 2.5

1. Statement of Purpose

- a.) The purpose of this Policy is to ensure paper-based voucher cardholder data is handled securely by the appropriate use of the following:
- i.) Access control into the control;
 - ii.) Access control within the office;
 - iii.) Masking of cardholder data on vouchers after processing; and
 - iv.) Secure transport and storage of processed vouchers

2. Scope

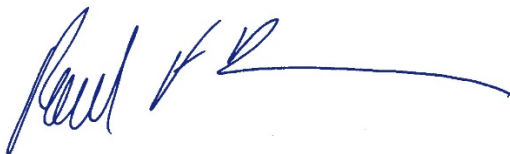
- a.) PCI DSS refers to the Payment Card Industry Data Security Standards and is relevant to ChildFund New Zealand's handling of credit cards

3. Core Commitments

- a.) The following access controls within the office are to be followed: visitor logbook signed, briefing on escorting of visitors, and reporting suspicious persons
- b.) Immediately after processing a payment for a voucher, the card number must be blanked out using appropriate measures to ensure that it is unreadable
- c.) All documents that contain cardholder details must be securely locked in the office when not under direct control of approved staff. This includes every night and over the weekends. Only authorised persons in the Finance team will have access to the in-office secure storage
- d.) Documents with cardholder data must be securely transported. For offsite storage, the boxes must be labelled and tagged with pre-recorded serial numbers. The Finance department must be able to prove all documents have been securely transported and stored.
- e.) Only the Finance Manager shall have the authority to request pick-up or recall of offsite storage that contains cardholder data
- f.) Only the Chief Executive Officer can approve the destruction of offsite storage no longer required. No cardholder data should be stored any longer than legally required

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CEO Approved:

CEO's Signature	
Date	11/12/2020

HEALTH AND SAFETY MANAGEMENT POLICY

Title	Health and Safety Management Policy
Policy Type	Company Operation Policy
Date Effective	March 2017
Last Revised	March 2015
Policy Number	COP 2.6

1. Statement of Purpose

a.) ChildFund New Zealand is committed to providing and maintaining a safe and healthy working environment for their employees, visitors and all persons using the premises as a place of work or conducting work elsewhere on behalf of ChildFund New Zealand

2. Core Commitments

- a.) To ensure a safe and healthy work environment, ChildFund New Zealand:
- i.) Will maintain injury-prevention objectives for all work areas
 - ii.) Will review these objectives annually
 - iii.) Will identify risks for workers travelling on work-related assignments and do all that is reasonably practicable to keep them safe
 - iv.) Will use a Health and Safety system that is compliant with the Health & Safety at Work Act 2015
- b.) ChildFund New Zealand is committed to the reporting of all health and safety issues by:
- i.) Actively encouraging the accurate and timely reporting and recording of all accidents, incidents, near-misses and unsafe conditions; and
 - ii.) Investigating all accidents, incidents, near-misses and unsafe conditions to ensure all contributing factors are identified and, where appropriate, plans are formulated to take corrective actions
- c.) Hazards and hazardous conditions will be managed by:
- i.) Identifying all existing and new hazards, and taking all practical steps to eliminate, isolate or minimise the exposure to any hazards deemed to be significant; and
 - ii.) Ensuring all employees are made aware of the hazards in their work area and are adequately trained to enable them to perform their duties in a safe manner
- d.) ChildFund New Zealand will honour its health and safety obligations to staff by:
- i.) Encouraging consultation and participation in all matters relating to health and safety;
 - ii.) Ensuring that all managers have an understanding of the health and safety issues in their area of responsibility;

iii.) Ensuring all workers receive a health and safety briefing prior to travel

iv.) Conducting performance reviews which address health and safety responsibilities;

v.) Promoting a system of continuous improvement;

vi.) Meeting obligations under the Health and Safety at Work 2015, Codes of Practices, relevant standards and/or guidelines and local authority requirements;

vii.) Ensuring that every employee is expected to share in the commitment to this Policy;


viii.) Ensuring that every team manager has a responsibility for the health and safety of employees under their direction; and

ix.) Communicating that every employee is expected to play a vital and responsible role in maintaining a safe and healthy environment through:

- Observing all safe work procedures;
- Early reporting of any pain or discomfort; and
- Ensuring all incidents, near-misses and accidents are reported

e.) ChildFund New Zealand will maintain its commitments to the rehabilitation of injured/ill staff and support the safe and early return to work of affected employees, as detailed in the Return to Work Guidelines

CEO Approved:

CEO's Signature	
Date	11/12/2020

RETURN TO WORK GUIDELINES

Title	Return to Work Guidelines
Policy Type	Company Operation Policy
Date Effective	March 2017
Last Revised	March 2015
Policy Number	COP 2.7

1. Statement of Purpose

a.) The purpose of these Guidelines is to ensure that all ChildFund New Zealand staff, Directors and approved contractors follow correct procedures following a personal injury/illness

2. Core Commitments

a.) The Return to Work Guidelines are an expression of the commitment by both ChildFund New Zealand and all employees that following a personal injury/illness:


- i.) Treatment, return to work activities, and any necessary occupational rehabilitation services will begin immediately;
- ii.) Or, if not required immediately, then as soon as is necessary to achieve an early return to employment wherever possible;
- iii.) Return to suitable employment occurs as soon as medical opinion agrees it is possible;
- iv.) Appropriate modifications to equipment, work practices or duties will be made to allow an employee to remain at work or return to suitable work while recovering following an injury/illness;
- v.) Suitable employment opportunities will be made available wherever possible, where an employee's injury/illness precludes an immediate return to pre-injury/illness duties;
- vi.) An individual rehabilitation plan will be developed as soon as possible, jointly by the employer and the injured/ill employee, taking into account medical recommendations and the ability of the employer to provide light duties within its current operational setup;
- vii.) The return to suitable employment of an employee following injury/illness will be appropriately monitored and reviewed and the rehabilitation plan will be adjusted to reflect any changes in the employee's condition and capacity for work

b.) To ensure effective rehabilitation outcomes are achieved, the following actions need to be implemented:

- i.) Employees must report the injury/illness as soon as possible;
- ii.) Employees must fully cooperate with the rehabilitation process;

- iii.) Employers must take all reasonable steps to maintain an employee at work; and
- iv.) Employers must facilitate the employee's return to work, following an injury/illness

CEO Approved:

CEO's Signature	
Date	11/12/2020

HUMAN RESOURCES POLICY

Title	Human Resources Policy
Policy Type	Company Operation Policy
Date Effective	March 2017
Last Revised	August 2015
Policy Number	COP 2.8

1. Statement of Purpose

a.) This Policy establishes ChildFund New Zealand’s commitment to the rights of its staff and the organisation’s stance on workplace diversity and inclusion

2. Scope

- a.) ChildFund New Zealand is committed to developing, maintaining and supporting a culture of diversity and inclusion in employment.
- b.) ChildFund New Zealand provides equal employment opportunity to all persons regardless of age, colour, national origin, citizenship status, physical or mental disability, race, religion, creed, gender, sex, sexual orientation, gender identity, marital status, status with regard to public assistance, or any other characteristic protected by New Zealand law
- c.) As a development and aid organisation, ChildFund New Zealand understands that disability can be both a cause and a consequence of poverty and that children with disability are especially vulnerable to marginalisation; within all ChildFund New Zealand workplaces the organisation will not support practices which segregate individuals with disability and those without disability
- d.) ChildFund New Zealand’s goal is to ensure representation of people from diverse cultural backgrounds, identities and abilities in the workplace


3. Core Commitments

- a.) Chief Executive Officer approval will be required prior to initiating recruitment of all positions, including new positions, the recruitment of replacement staff and the appointment of contracted staff, irrespective of budget availability
- b.) The Chief Executive Officer may only approve recruitment:
 - i.) If the cost of the position is approved within the business plan; or
 - ii.) If there is an agreed additional revenue stream that fully covers the salary costs of the position
- c.) Recruitment for all positions will be based on finding a person best suited for the role

- d.) Vacancies will be advertised, as a minimum internally to all ChildFund New Zealand staff and then externally if it is decided that ChildFund New Zealand would obtain a more appropriate candidate from outside the organisation
- e.) A fair and transparent contestable process will be undertaken for each appointment
- f.) All ChildFund New Zealand employees are expected to follow professional conduct, as befitting the workplace
- g.) ChildFund New Zealand values the diversity brought by its individual members and will maintain an environment where staff-members with religious beliefs, or none, are treated fairly and with dignity and respect
- h.) ChildFund New Zealand will ensure that all lesbian, gay, bisexual, transsexual, queer, intersex and asexual members of staff are treated fairly and with dignity and respect
- i.) ChildFund New Zealand will adhere to the United Nations Convention on the Rights of Persons with Disabilities; this commitment will extend to all involved in the delivery of its programmes and projects
- j.) Senior management will ensure that all ChildFund New Zealand meetings, professional development opportunities, communications and office facilities are accessible and inclusive
- k.) ChildFund New Zealand employees will use appropriate and respectful language and terminology, and challenge staff and partners who perpetuate discrimination against people with disability
- l.) The organisation will provide reasonable workplace accommodations for qualified individuals with disabilities
- m.) Any staff-member who has a conflict of interest arising in the recruitment process must absent themselves from the selection and appointment process
- n.) All candidates will undergo a second interview with another member of the management team, preferably the Chief Executive Officer
- o.) The Chief Executive Officer or due to absence, the Director of Finance and Accountability, will sign all employee contract agreements on behalf of ChildFund New Zealand
- p.) Adjustment to staff remuneration and conditions may be required from time-to-time to reflect performance, address market relativities, prevent resignation, etc.
- q.) Chief Executive Officer approval will be required for salary adjustments - including benefits and performance payments - for all staff and managers
- r.) Where applicable, performance payments will be made annually on the basis of documented performance objectives agreed between managers and their staff, and on the overall performance of ChildFund New Zealand
- s.) The Chief Executive Officer will determine the amounts to be paid to individuals, within the overall amount approved by the Board
- t.) Managers will be authorised to undertake formal discipline with their staff, provided:
- i.) The Chief Executive Officer has been consulted and advice on process has been provided;
 - ii.) There has been consultation with appropriate advisors specialising in employment law (if required);
 - iii.) A formal record of all actions taken is retained; and

- iv.) The advice provided is followed through the entire discipline process
- u.) All managers will complete annual performance and development reviews with their staff – with annual reviews scheduled for July. Additional (6 monthly) reviews may be scheduled to accommodate team-members who join midway through the financial year
- v.) All managers will complete development plans with their staff to identify training and development needs which will be reviewed on a 90 day cycle. Managers will be able to approve one-off courses and conferences for up to \$200 per team-member. Development needs beyond this are to be approved by the Chief Executive Officer
- w.) Exit interviews will be completed for all staff resigning from ChildFund New Zealand
- x.) The exit interview will be completed on a one-up basis, i.e. the resigning employee will be interviewed by their manager’s manager
- y.) Resigning managers who report to the Chief Executive Officer will have their exit interviews conducted by a Board member, usually the Chair, or an independent person, or both.

CEO Approved:

CEO's Signature	
Date	11/12/2020

HARASSMENT AND COMPLAINTS POLICY

Policy Type	Company Operation Policy
Date Effective	October 2019
Last Revised	March 2017
Policy Number	COP 2.9

1. Statement of Purpose

- a.) ChildFund New Zealand is committed to maintaining a safe and respectful working environment for all staff, volunteers and visitors
- b.) With this Policy, ChildFund New Zealand upholds a zero-tolerance approach to harassment and expects all people to be able to work in an environment where they can feel dignified and respected
- c.) Harassment in any form is deemed misconduct or serious misconduct, and disciplinary action may be taken (up to and including dismissal) if this policy is breached

2. Scope

- a.) Harassment occurs when a person (the individual being harassed) suffers a detrimental impact and is offended, humiliated or intimidated by the action of others. Harassment may also have a detrimental impact on an individual's employment, job performance, opportunities or job satisfaction
- b.) Harassment includes, but is not limited to, the abuse of or the improper assumption of power and is aggravated by the abuse of authority by one person over another
- c.) Harassment based on gender, race, ethnic or national origin, religious or ethical belief, political affiliation, age, physical disability, sexual orientation, health status or other grounds is unacceptable
- d.) Harassment can arise from jokes or innuendo; the public display of offensive material; offensive questions, comments, abuse or gestures; offensive physical contact or physical assault; and bullying
- e.) Such behaviour is considered harassment when it is unwelcome and/or offensive to the recipient and is repeated or of such a significant nature that it has a detrimental effect on the recipient's ability to engage in her/his normal work activities
- f.) Sexual harassment is unlawful. It can arise from sexually-oriented jokes or innuendo; the public display of offensive material, unnecessary physical contact; offensive gestures; inappropriate inquiries into the private life of the other person, particularly a subordinate; persistently and inappropriately inviting out another person, particularly a subordinate; requesting sexual favours; and physical sexual assault

g.) Such behaviour is considered sexual harassment when it is unwelcome and or offensive to the recipient (whether or not offence is conveyed to the person demonstrating the unwanted behaviour, and is repeated or of such a significant nature that it has a detrimental effect on the recipient's ability to engage in normal work activities

h.) Social interaction or relationships freely entered into do not in themselves constitute sexual harassment

3. Core Commitments

a.) Employees who are victims of discrimination or sexual harassment in the workplace can advance a complaint under the Human Rights Act to the Human Rights Commission who will then investigate the complaint and endeavour to resolve it

b.) If a complainant elects to take a personal grievance under the Employment Relations Act 2000, the grievance must be submitted to the employer within 90 days of the incident occurring

c.) A grievance is considered to have been raised with an employer as soon as the employee has taken reasonable steps to make the employer aware of the alleged personal grievance.

The grievance need not be in writing but it must be clear that a grievance is being raised

d.) The following procedure is designed to provide a confidential and impartial process for dealing with harassment-related complaints. The process will allow for both formal and informal complaint procedures. A personal grievance must be lodged within 90 days of the incident(s) however other complaints may be made at any time

Informal Procedures

i.) An informal complaint may be raised by the complainant approaching a manager (or other person that the employee feels comfortable speaking with), asking for advice and support

ii.) Informal options include self-help, managed intervention and/or facilitated discussion between the parties. Where a managed intervention and/or facilitated discussion are deemed appropriate a facilitator or manager must be involved to assist in the prompt management or resolution of the complaint

iii.) Remedies may include recommendations such as referral to counselling, medical assistance, rearrangement of work duties, education including harassment-training, special leave and a formal apology

Formal Procedures

i.) Formal procedures are invoked when informal procedures have not produced a satisfactory resolution, where the situation is considered urgent or of a serious nature, or where the complainant wishes to make a formal complaint (and may not wish to use self-resolution or informal processes)

ii.) In this situation the complaint must be documented in writing

iii) The complaint should include as much detail as possible for example:

- Date time, place, who was present

- What was said or done
- How the employee felt
- Any subsequent steps taken

iv.) The process may involve an investigation and/or possible mediation/facilitation.

v.) In some cases, ChildFund may engage a third party expert to carry out the investigation

vi.) Formal complaints are to be made to the Chief Executive Officer, or in the event that the complaint involves the Chief Executive Officer, to the Chair

Protections

i.) Parties involved with or affected by complaints dealt with under these procedures are entitled to:

- A fair hearing
- Be kept fully informed during the process
- Full confidentiality


ii.) Complainants will retain the right to withdraw from the process at any stage, however, ChildFund may nonetheless continue an investigation process where there is a risk to personal safety or property, or where there would be legal implications for ChildFund New Zealand if action does not follow

iii.) Nothing in these procedures is to be construed as restricting the recourse of any person to other avenues of dealing with cases of harassment

f.) The appropriate outcome will depend on whether the allegations have been substantiated.

g.) For completeness, complaints will normally only be investigated where a staff member elects to make a formal complaint. However, in some circumstances, ChildFund may investigate a situation if there is evidence to suggest that there are grounds for it (e.g. where there are serious health and safety concerns about a person's behaviour). The possible actions available to ChildFund to address harassment may be limited, however, if a complaint is made but on an anonymous basis, or where no complaint is made.

CEO Approved:

CEO's Signature	
Date	11/12/2020

Bullying Policy

Policy Type	Company Operational Policy
Effective Date	1 October 2019
Policy Number	COP 2.X

1. **Statement of Purpose**

- (a) ChildFund New Zealand is committed to maintaining a safe and respectful working environment for all staff, volunteers and visitors
- (b) With this Policy, ChildFund New Zealand upholds a zero-tolerance approach to bullying and expects all people to be able to work in an environment where they can feel dignified and respected
- (c) Bullying in any form is deemed misconduct or serious misconduct, and disciplinary action may be taken (up to and including dismissal) if this policy is breached

2. **Scope**

- (a) Bullying is unreasonable and repeated behaviour towards a person or group that creates a health and safety risk. Repeated behaviour is persistent and can include a range of actions
- (b) Unreasonable behaviour covers actions which a reasonable person wouldn't do in similar circumstances, including victimising, humiliating, intimidating or threatening a person
- (c) A single incident is not considered bullying but can escalate if ignored
- (d) Bullying can be overt. This is usually intentional, direct and "obvious" behaviour
- (e) Bullying can be covert. This is usually identified by others less easily and can sometimes be done out of sight
- (f) Bullying can include (but is not limited to):
 - (i) **Physical violence, threats, name calling, creating rumours, deliberate exclusion, ridiculing, public humiliation, attacking a person's lifestyle, interfering with someone's personal property or work equipment, unwarranted emails or text messages, unwarranted teasing, abusing authority or unfairly disciplining someone, discrediting a person**
- (g) Bullying does not include:
 - (i) **Disciplinary action followed in a reasonable manner, honest and constructive feedback, one off occasions of forgetfulness rudeness or tactlessness, expectation of having high standards of work quality, managers monitoring and reviewing performance or issuing reasonable instructions**

3. **Core Commitments**

- (a) If a complainant elects to take a personal grievance under the Employment Relations Act 2000, the grievance must be submitted to the employer within 90 days of the incident occurring
- (b) A grievance is considered to have been raised with an employer as soon as the employee has taken reasonable steps to make the employer aware of the alleged personal grievance. The grievance need not be in writing but it must be clear that a grievance is being raised
- (c) The following procedure is designed to provide a confidential and impartial process for dealing with bullying-related complaints. The process will allow for both formal and

informal complaint procedures. A personal grievance must be lodged within 90 days of the incident(s) however other complaints may be made at any time

Informal Procedures

- (a) An informal complaint may be raised by the complainant approaching a manager (or other person that the employee feels comfortable speaking with), asking for advice and support
- (b) Informal options include self-help, managed intervention and/or facilitated discussion between the parties. Where a managed intervention and/or facilitated discussion are deemed appropriate a facilitator or manager must be involved to assist in the prompt management or resolution of the complaint
- (c) Remedies may include recommendations such as referral to counselling, medical assistance, rearrangement of work duties, education including harassment and bullying training, special leave and a formal apology.

Formal Procedures

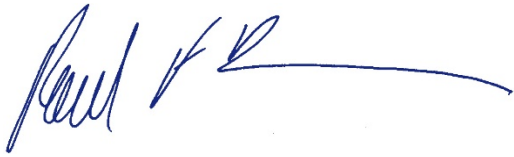
- (a) Formal procedures are invoked when informal procedures have not produced a satisfactory resolution, where the situation is considered urgent or of a serious nature, or where the complainant wishes to make a formal complaint (and may not wish to use self-resolution or informal processes)
- (b) In this situation the complaint must be documented in writing
- (c) The complaint should include as much detail as possible for example:
 - (i) **Dates times, places, who was present**
 - (ii) **What the pattern of behaviour has been**
 - (iii) **How the employee felt**
 - (iv) **Any subsequent steps taken**
- (d) The process may involve an investigation and/or possible mediation/facilitation.
- (e) In some cases, ChildFund may engage a third party expert to carry out the investigation
- (f) Formal complaints are to be made to the Chief Executive Officer, or in the event that the complaint involves the Chief Executive Officer, to the Chair
- (g) The process will involve a prompt investigation and possible mediation/facilitation.
- (h) It may be advisable to introduce a third party expert to carry out the investigation
- (i) Formal complaints are to be made to the Chief Executive Officer, or in the event that the complaint involves the Chief Executive Officer, to the Chair

Protections

- (a) Parties involved with or affected by complaints dealt with under these procedures are entitled to:
 - (i) **A fair hearing**
 - (ii) **Be kept fully informed during the process**
 - (iii) **Full confidentiality**
- (b) Complainants will retain the right to withdraw from the process at any stage, however, ChildFund may nonetheless continue an investigation process where there is a risk to personal safety or property, or where there would be legal implications for ChildFund New Zealand if action does not follow
- (c) Nothing in these procedures is to be construed as restricting the recourse of any person to other avenues of dealing with cases of bullying
- (d) The appropriate outcome will depend on whether the allegations have been substantiated.
- (e) For completeness, complaints will normally only be investigated where a staff member elects to make a formal complaint. However, in some circumstances, ChildFund may

investigate a situation if there is evidence to suggest that there are grounds for it (e.g. where there are serious health and safety concerns about a person's behaviour). The possible actions available to ChildFund to address bullying may be limited, however, if a complaint is made but on an anonymous basis, or where no complaint is made.

CEO Approved:

CEO's Signature	
Date	11/12/2020

OVERSEAS TRAVEL POLICY

Title	Overseas Travel Policy
Policy Type	Company Operation Policy
Date Effective	March 2017
Last Revised	April 2015
Policy Number	COP 3.0

1. Statement of Purpose

a.) The purpose of this Policy is to ensure that staff travelling on ChildFund New Zealand business do so in a legitimate, physically-safe, well-supported and cost-effective manner

2. Scope

- a.) ChildFund New Zealand supports programmes and projects in countries that may be affected by poverty, natural disaster or conflict
- b.) ChildFund New Zealand staff may at times travel to these countries to meet and work with local staff and visit programmes and projects. The organisation is motivated to ensure the safety of its staff when they travel to another country on its behalf
- c.) ChildFund New Zealand seeks to minimise risk to its staff by ensuring that they do not enter a situation which carries threats to their safety
- d.) It is also pertinent that this Policy minimise any potential risks to ChildFund New Zealand as an organisation
- e.) It is the responsibility of ChildFund New Zealand to monitor the real and potential risks for its staff when they travel, however it is the traveller's personal responsibility to take all prudent precautions as well as those stipulated in this Policy
- f.) This Policy applies to all ChildFund New Zealand staff, Directors and approved contractors undertaking international travel, regardless of how it is funded, and entails approval procedures, responsibilities and the payment of travel expenses
- g.) All ChildFund New Zealand employee Policies and Guidelines will continue to operate and apply to staff when overseas on ChildFund New Zealand terms

3. Core Commitments

- a.) Approval of Travel

- i.) All decisions as to whether a staff-member should be permitted to travel to, or remain in, an overseas destination for ChildFund New Zealand purposes must take into account Ministry of Foreign Affairs and Trade (MFAT) advice
- ii.) All dates and travel locations should be coordinated with staff at the partner-organisation central to the visit and where possible, at least three months before the departure date
- iii.) When the person travelling has confirmed that their visit and the timing of their visit are approved by the partner-organisation, their travel plans are to be forwarded to the Chief Executive Officer for final approval. The Chief Executive Officer's travel is to be approved by the Chair.
- iv.) The Chief Executive Officer has the authority to determine whether the proposed travel is safe and necessary for ChildFund New Zealand's purposes, but where threats exist or travel is contrary to MFAT advice the Chief Executive Officer will consult with the Board Chair
- v.) Staff cannot be required to travel for ChildFund New Zealand purposes to any country which MFAT has advised the deference of all or non-essential travel to that country
- vi.) Staff who are overseas for ChildFund New Zealand purposes are required to immediately comply with any direction given by the Chief Executive Officer as a result of changes to safety-level assessments specific to that overseas destination
- vii.) Staff must provide ChildFund New Zealand with current and accurate information regarding their overseas whereabouts and contact details so that this information may be accessible at short notice. This provision of this information is necessary for health and safety purposes
- i.) When a visit has been approved to an area where there are any security or safety concerns, one month and then one week prior to departure the traveller must contact the partner-organisation central to a visit to confirm that it is still safe to travel to their country and to the intended areas. Travel will depend on the recommendation of the partner-organisation and approval of the Chief Executive Officer
- ii.) The traveller should highlight to the partner-organisation that ChildFund New Zealand is concerned for the safety of *their* staff, as well. This is done to avoid local staff feeling that they must accommodate a donor. Local staff may be put at even greater risk than visitors when hosting a foreign traveller

b.) Ministry of Foreign Affairs and Trade (MFAT) and International SOS

- i.) When considering travel, one month and then one week prior to departure the traveller must check the MFAT travel advisory website (www.safetravel.govt.nz) for updates on security and safety in the country that they will be visiting
- iii.) If there is a High Risk or Extreme Risk status, the traveller should discuss travel safety with International SOS, ChildFund New Zealand's Health, Security and Safety Support Provider

iii.) It is advisable to register travel plans with MFAT before departing so that in case of any emergency, the nearest New Zealand Embassy will be able to attempt contact with the traveller or their relatives

c.) Insurance Policy

i.) ChildFund New Zealand will provide travel insurance for all staff travelling on behalf of the organisation

ii.) The traveller must thoroughly check what is covered by this travel insurance before leaving. It is also the responsibility of staff to check any personal health or life insurance policies to know if they will be covered whilst overseas

iii.) If any loss or damage is incurred or if healthcare is required while travelling, the traveller must contact the Chief Executive Officer of ChildFund New Zealand immediately for advice on how to proceed or call International SOS

d.) Organisational Risk

i.) The traveller must have a police-clearance check in the last 12 months before their departure date

ii.) The traveller must be briefed about child protection issues by the Programmes Director/Chief Executive Officer using ChildFund New Zealand's Child Protection and Safeguarding Policy

iii.) The traveller must sign ChildFund New Zealand's Child Protection Statement

iv.) As a representative of ChildFund New Zealand, the traveller must consider how their behaviour and involvement in a visit might be perceived by others, especially by the media

v.) The traveller must discuss potential brand risks with the Director of Fundraising and Marketing one week prior to departure

e.) Default Position

i.) In the event that information regarding safety is inconclusive or if available information suggests a pending change in status that increases the threat level, the default decision will be to delay travel

f.) Expenses

i.) ChildFund New Zealand will pay staff for approved overseas travel or reimburse necessary and reasonable travel costs and related expenses while conducting business on behalf of ChildFund New Zealand on condition that this Policy is adhered

ii.) While staff are overseas, ChildFund New Zealand will meet all reasonable expenses related to the visit

iii.) Staff travellers must remember that all expenses are in effect paid for by sponsors and donors

iv.) When preparing their travel plans with the partner-organisation and developing terms of reference, the traveller should agree on what expenses will be met by ChildFund New Zealand and what expenses will be met by the partner-organisation

v.) The traveller must keep all receipts as these will be needed for financial acquittal of travel expenses. Where it is not possible to obtain a receipt, the traveller must keep a detailed account of this expense

vi.) A full financial acquittal must be completed within 10 working days of returning to work at ChildFund New Zealand. This time-period should be sufficient to accommodate any delays with regards to charges appearing on credit card statements

vii.) Any travel advance granted should be settled in full with all supporting documents and a claim form within 10 working days of returning to office

viii.) If any balance of the advance is left it should be handed over to the Finance department with the claim. In the case that no advance is granted, the claim should still be submitted within 10 working days of returning to the office with all supporting documents

ix.) When claims are submitted they should be submitted separately for New Zealand Dollars and foreign currency advances

g.) Health

i.) It is essential that the traveller visit a travel doctor for advice on vaccinations and health advice specific to the area that will be visited, and record this in the vaccination register

ii.) The cost of visiting the travel doctor and related medical costs will be met by ChildFund New Zealand

iii.) A letter from a GP will also be required to indicate fitness for travel. This letter must be obtained within two weeks of the travel date. This cost will be met by ChildFund New Zealand

iv.) The ChildFund New Zealand traveller's first aid kit must be restocked and taken on the visit

v.) The traveller should be aware that if they fall ill while travelling, the people they are visiting may have reduced immunity

h.) Safety

i.) Before leaving on overseas travel, the traveller must review the partner's recommended safety and security policies

ii.) The traveller must assess whether they will need any specialist safety equipment for overseas duties before departure. Any such need should be raised with the traveller's manager

iii.) If staff violate safety standards or cause a hazardous or dangerous situation or fail to report to ChildFund New Zealand as required in this Policy, staff may be subject to recall and disciplinary action


iv.) All staff-members are expected to exercise caution in all activities carried out for or on behalf of ChildFund New Zealand and its partners

v.) The traveller is required to report all injuries, regardless of how insignificant, to ChildFund New Zealand. This is necessary to assist ChildFund New Zealand to comply with its legal and insurance obligations

vi.) Staff must not carry out an activity that they are not legally qualified to do in the host country

vii.) The travelling staff-member will need to be conscious of health and safety requirements and at all times expected to exercise reasonable care to adhere to best healthy and safety practice

CEO Approved:

CEO's Signature	
Date	11/12/2020

Family Violence Policy

Policy Type	Company Operational Policy
Effective Date	1 October 2019
Last Revised	21 March 2019
Policy Number	COP 2.X

1. Statement of Purpose

- a) The purpose of this Policy is to detail ChildFund New Zealand's policy in relation to supporting employees who are dealing with family violence to stay in paid employment; to provide for family violence leave; to allow for flexibility of working arrangements; and to provide protection for staff affected by family violence.
- b) This Policy is also intended to make staff aware that ChildFund New Zealand has zero tolerance for those who perpetrate family violence and that it will hold to account any staff member who uses the workplace, company time or resources for this purpose.

2. Scope

- a) This policy applies to all staff within ChildFund New Zealand.

3. Policy

- a) Our business is committed to doing all we reasonably can to support employees who are victims of family violence. Our employees who are victims of family violence will not be discriminated against. Wherever possible, we will maintain the confidentiality of employees who are victims of family violence, unless the business believes that there is a threat or risk to employees' health and safety. All requests for family violence leave or short-term safety measures at work will be considered urgently.

4. Leave Provisions

- a) An employee seeking leave due to family violence is entitled to up to 10 days of paid family violence leave (in addition to their existing entitlements to leave such as annual leave, sick leave and bereavement leave as applicable).
- b) The purpose of family violence leave is to allow persons affected by family violence time away from work to manage issues relating to family violence, such as (but not limited to) court appearances, legal matters, child care and relocation.
- c) An employer may request supporting documentation from the police, government departments, a health professional or a family violence support service. This will be at the discretion of the key/designated staff member or manager.
- d) Unpaid leave may be available for employees who are supporting a victim of family violence to go with them to court, to hospital or to mind children (at the discretion of the manager).

- e) Unpaid leave may be available for users of violence who are committed to rehabilitation (at the discretion of the manager)

5. Staff Training

- a) All of our staff will be trained to become aware of the support available for family violence issues. We will encourage and enable all staff to take intranet-based training such as Shine's "Working Together" module.

6. Short-Term Safety Provisions

- a) A workplace safety plan will be developed between the employee who is concerned about their safety at work due to family violence, a specialist agency where appropriate (such as Shine or Women's Refuge), and a key staff member. This might cover areas like:
 - i. Stopping the perpetrator from contacting the victim at work
 - ii. Giving the employee a car park close to the workplace door
 - iii. Flexibility in work hours
 - iv. Re-routing payslips and deposits if needed
 - v. Designating a person to monitor attendance and follow up in the event of unplanned absences, including an appropriate emergency contact or potential code word to use in the event of danger
 - vi. Change of work phone number and email address
 - vii. Relocating the employee to a new site or workspace
 - viii. Reassigning the employee's work duties
 - ix. Changing access codes/locks to a worksite
- b) An employee is entitled to request a short-term (up to two months) variation to their working hours to enable the employee to deal with the effects of being a victim of, or affected by, family violence. We will respond to any request for a short-term variation in working hours within 10 days in accordance with our statutory obligations under the Domestic Violence – Victim's Protection Act 2018. Variations to working arrangements may include hours of work, days of work, place of work or any additional terms that need variation.
- c) A request for either a workplace safety plan or a short-term variation to employment terms can be made by managers using Bamboo HR.
- d) In some circumstances, we may ask a staff member who requests support in accordance with this policy for information which demonstrates that they are a person affected by family violence. Examples of relevant information include a medical opinion from a medical practitioner, a statement from an approved family violence service provider (applicable providers can be found on the website for the Ministry of Social Development by searching "family violence"), or a complaint to the police or a government department.

7. Longer-Term Safety Provisions

- a) An employee who is a victim of family violence is entitled to request flexibility in their work hours and/or a change in the location of their work to ensure their safety.

- b) An employee who is a victim of family violence is entitled to request a permanent change to their working hours.
- c) An employee who is a victim of family violence is entitled to request a permanent change in their work location to another office, location, site or city (if possible).
- d) An employee who is a victim of family violence is entitled to request that GPS is turned off on work cell phone.
- e) If the victim and perpetrator of family violence are both employed in the organisation, we will create a “safe zone” to ensure there is limited contact between the two at work.
- f) Employing a security guard to be on site if required.
- g) Employees can contact EAP Services by calling 0800 327 669, as well as discussing their concerns in confidence with the CEO, at any time.

8. Referrals to Support Services

- a) Our employees will know what the key support services for victims of family violence are, and the appropriate services for those employees who want to stop using violence. This will be included in our induction for all new employees.
- b) For the avoidance of doubt EAP Services is available at any time on 0800 327 669.
- c) We will pay for a user of violence to attend at an accredited support programme to help them to stop using violence.


9. Education and Awareness

- a) All of our staff are made aware of our family violence policy.
- b) Our organisation supports the financial independence of employees.
- c) Wages will not be paid into a bank account that does not include the name of the employee, in order to ensure employees are not subjected to financial coercion and control.
- d) Family violence policies are incorporated into individual employment contracts.

Key Relevant Legislation

- [Domestic Violence—Victims’ Protection Act 2018](#)
- [Family Violence Act 2018](#)
- [Health and Safety at Work Act 2015](#)
- [Employment Relations Act 2000](#)
- [Human Rights Act 1993](#)
- [Holidays Act 2003](#)

CEO Approved:

CEO's Signature	
Date	11/12/2020