



War Child Alliance

War Child Alliance

# CODE OF CONDUCT (COC)

## POLICY DETAILS

<b>Name of Policy</b>	War Child Alliance (WC) - Global Code of Conduct
<b>Owner of Policy</b>	Safeguarding & Integrity Team
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## APPROVAL SIGNATURES

	<b>Policy owner:</b>	<b>CEO:</b>
<b>Date</b>		WC Alliance
<b>Signature</b>		
<b>Name</b>	Romee Pameijer - Head of Integrity & Safeguarding	Rob Williams WC Alliance CEO

## I. SCOPE

Integrity is paramount to War Child Alliance. War Child Alliance believes that no child should be part of war, ever. We engage with children, youth and caregivers impacted by conflict through vital child protection, education, psychosocial support and youth empowerment programmes. We work on the basis of equity and integrity as a crucial part of our identity. We treat everyone who engages with War Child Alliance with respect, dignity and integrity. We use all assets, resources, and funds entrusted to us appropriately. All War Child Alliance representatives must foster a safe, inclusive and collaborative environment, this is both an individual as well as a collective/joint responsibility. Together we create lasting impact and strive to reach as many children as we can.

**Every WC representative must behave according to the WC Code of Conduct while carrying out their work and/or representing War Child Alliance.** The War Child Alliance Code of Conduct (CoC) outlines expected behaviour and it applies to all War Child Alliance representatives<sup>1</sup> (e.g., WC staff members, Management Team and Supervisory Board, consultants, partners, donors, volunteers, ambassadors, suppliers). The CoC defines individual and shared standards of behaviour all War Child Alliance representatives must adhere to always; 24 hours a day, 7 days a week and 365 days a year. Representation does not stop after official working hours. You always need to be mindful of your behaviour, including outside of your usual work environment.

## TYPE OF CONCERNS

**This Speak Up! Procedure applies to any concern regarding:**

- ✓ the conduct of an individual working for or on behalf of any of the War Child Alliance representatives<sup>2</sup>, or anyone representing a War Child Alliance member towards a project participant (child, youth or adult)
- ✓ the conduct of an individual working for or on behalf of any of the War Child Alliance, or anyone representing the War Child Alliance in any capacity which is not in line with the Global Integrity Policies: Code of Conduct, Safeguarding Policy, Protection from Sexual Exploitation, Abuse and Harassment Policy, Anti-Fraud and Anti-Corruption Policy
- ✓ the performance of the organization in general and/or management decisions. This is defined as any act, neglect or failure of the organization in general to comply with any of its commitments or global policies and procedures or other unwanted behaviour involving social or hierarchical (systemic) power dynamics. For example, management decision or practise which conflicts with existing integrity policies and/or discriminating a certain group of people.

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1. The term, 'War Child Alliance representatives' will be used to refer to all people associated with War Child Alliance in any capacity. This includes but is not limited to:  
All permanent and temporary Staff; Volunteers and Interns; Consultants; Translators; Ambassadors and their assistants / staff; Invited visitors (including donors / funders); Media / Journalists; Board of Trustees; Partner Organisations (NGOs, Ministries, local Community-Based Organisations (CBOs)); Accompanying family members of expat employees; Third-party contractors (e.g. suppliers, builders etc.); Members of research bodies, academic institutions and associates

## II. THE WAR CHILD ALLIANCE INTEGRITY FRAMEWORK

This CoC sits at the core of the Integrity Framework. The CoC further supports the War Child Alliance's Global Safeguarding Policy, the PSEAH (Prevention of Sexual Exploitation Abuse and Harassment) policy, the Anti-Fraud and Corruption (AFAC) policy and the SpeakUp Procedure (the WC reporting and feedback mechanism which provides safe and confidential reporting channels) and other related policies, guidelines, procedures and other documents that outline specific obligations and commitments, including responsibilities of different roles within the organisation. These policies complement and reinforce each other in a robust policy framework.

Misconduct towards people we engage and work with our own staff, and assets, resources and funds may come from inherent power imbalance between (individuals of) historically marginalized groups and others (like War Child Alliance and its representatives). War Child Alliance is aware that for generations societies and people have been marginalized and experienced inequalities, people have different access to resources and power, and this creates discrimination. Power dynamics can lead to harm, abuse and exploitation by those in a position of power and/or authority. War Child Alliance aims to overcome historical barriers to historically marginalized groups by taking action. We also ask all War Child Alliance representatives to be mindful of this and aim to incorporate an inclusive approach in our work related to the Integrity Framework.

War Child Alliance's organisational culture is critical in preventing misconduct from occurring, as well as building and maintaining an open, transparent and equitable culture where all representatives, the individuals and communities we serve and work with feel safe to speak out about unacceptable behaviour. War Child Alliance is committed to building and maintaining an open, transparent and equitable culture, as we believe this is critical to preventing misconduct.

All War Child Alliance representatives must sign and re-commit to all policies of the Integrity Framework on a bi-yearly basis. **As a War Child Alliance representative, we expect you to always behave in full compliance with our organizational core values and our integrity values.** Managers at all levels have a particular responsibility to lead by example and support and develop systems which maintain this environment. War Child Alliance treats any concerns shared via the Speak Up! channels, including (alleged) violations against the Code of Conduct, with utmost priority in line with our standard operating procedures. War Child Alliance never tolerates any behaviour that is disrespectful, abusive, harassing, humiliating, victimising, intimidating, bullying and /or discourteous. WC has **zero tolerance for misconduct of any kind that is proven, whether that is exploitation, abuse of power,** including but not limited to sexual exploitation, abuse and harassment (SEAH), of any individuals.

War Child Alliance treats any violations against the Code of Conduct with utmost priority. Investigations into reported violations will be conducted fairly and without preferential treatment, regardless of length of service and/or position/title/role within War Child Alliance. Any representative not acting in line with the Integrity Framework policies, and/or proven to have breached any of the Integrity Policies will face disciplinary measures and/or other legal action. War Child Alliance will use all legal means available to take appropriate action against confirmed Integrity violations in a firm manner. This may include but is not limited to corrective control measures, disciplinary actions, suspension or termination of your contract, civil or criminal legal action (including but not limited to recover costs or damages), involvement of law enforcement agencies (including but not limited to reporting of the misconduct), pursuing asset recovery and any other action available to War Child Alliance in the respective situation.

### III. EXPECTED RESPONSIBLE BEHAVIOUR

#### A. WHEN REPRESENTING WAR CHILD ALLIANCE:

- ✓ **Do not use your/our position of power or authority** for your own personal, financial, professional, political or social benefit or that of family and friends.
- ✓ Be mindful that you are **representing** the organization both during and beyond working hours. Be **courteous** and always treat others with **dignity and respect**, act appropriately in all our dealings with people both inside and outside the organization.
- ✓ **Respect the cultures**, norms, practices and traditions of all people and display cultural sensitivity to colleagues, communities and people in and outside the countries where War Child Alliance works.
- ✓ **Be inclusive and collaborative** in your engagement with others
- ✓ **Display integrity and accountability** and actively create and always maintain a safe (working) environment for everyone, everywhere.
- ✓ **Protect the reputation of the organisation.** Organisational reputation can be damaged by actions that are perceived to be dishonest, disrespectful, incompetent, unprofessional, inappropriate or not aligned with our values or organisational commitments. Any breach of our Code of Conduct could constitute a reputational risk for the organisation. War Child Alliance has zero tolerance for proven conduct that may bring War Child Alliance into disrepute.
- ✓ Maintain a **decent and respectful personal appearance.** Wear clothes that are appropriate to the local context, are culturally sensitive and non-offensive, and observe personal hygiene, for the wellbeing of yourself and other people.
- ✓ **Refrain from smoking inside War Child Alliance properties:** Smoking is prohibited inside the premises of any War Child Alliance workplace. **Please note that this also includes e-cigarettes and vapes**
- ✓ **Do not enter in any sexual relationships with a project participant adult**, youth or child despite different cultural habits or laws. For a War Child Alliance representative any sexual relationship with a participant is strictly prohibited
- ✓ **Being under the influence of alcohol, drugs and/or other substances** while carrying out your work or representing War Child Alliance is never tolerated. We have zero tolerance for substance misuse and/or abuse.
- ✓ **Parties or celebrations on War Child Alliance premises must always be approved** by the (Country) Management Team and/or responsible line manager. This includes also the consumption of alcoholic drinks which must be moderate, purchased through staff's personal funds, and never from the projects' budget.
- ✓ **Ensure to always adhere to this Code of Conduct, the Global Safeguarding Policy, the Global PSEAH Policy and the Anti-Fraud Anti-Corruption (AFAC) Policy.**
- ✓ **You undertake to participate in trainings and awareness sessions on AFAC, Code of Conduct, Safeguarding and PSEAH** through the available platforms.
- ✓ **You must proactively report actual and suspected cases of fraud and corruption, Code of Conduct breaches, Safeguarding Policy breaches, PSEAH Policy breaches or breaches of other policies** as per the WC SpeakUp! procedure.
- ✓ **You must be willing to support investigation and remediation processes** into any suspicions of fraud & corruption, and alleged breaches of the Code of Conduct, Safeguarding Policy, PSEAH Policy or other War Child Alliance policies.

## **B. AVOIDANCE OF CONFLICT OF INTEREST:**

All War Child Alliance representatives must avoid or actively manage any potential, real or perceived, financial or non-financial conflict of interest (inter alia by refraining from any decision making or voting on matters subject to a potential conflict of interest). We expect you to avoid any conflicting interest that may hinder or negatively impact War Child Alliance.

Any conflicts or potential conflicts of interest must be declared by the person concerned. Where a conflict of interest is found to exist, the risk associated with the conflict must be assessed by a third party and mitigating measures must be taken.

Recruitment and procurement procedures must be fully transparent and in line with relevant policies and procedures.

- ✓ **Avoid** all forms of **nepotism** and/or **favouritism**.
- ✓ **Restrain from offering and accepting gifts** (however modest they may be) or gestures of hospitality to avoid any conflict of interest.
- ✓ **Manage outside activity**. If you wish to engage in work, volunteering or representation outside of your War Child Alliance commitment, you need to request approval from your line manager. The activity should not pose a contradiction to War Child Alliance values and activities or impede you from carrying out your normal work.
- ✓ **Staff Relationships**. If you enter into a romantic relationship with another staff member or a staff member of a partner organisation (or any other organisation or institution directly involved with War Child Alliance ), you must discuss this and any possible implications for the organisation / programme with your direct line manager (or the next in line in the event it concerns a relationship with your line manager) as soon as possible, so that conflict of interest can be appropriately mitigated.

For more information and details see the conflict-of-interest policy.

## **C. CONFIDENTIALITY:**

### **Protect Sensitive Information**

We deal with very sensitive information, including employee data, personal data of children (including images and stories), internal reports etc. All data and information you process in your work must be treated confidentially and in alignment with data protection policy. War Child Alliance does not tolerate any behaviour that exposes confidential or sensitive data and information.

- ✓ As a War Child Alliance representative, you need to **respect** and **protect personal data** that you come across in your daily work.
- ✓ Before signing this Code of Conduct, make sure that you **read and understand the Global Data Protection Policy**, which can be found at Privacy@work.
- ✓ **Talk to your line manager during your first working days** to understand the implications of personal data protection on your role and have a look at Privacy@Work to find the documents referred to above and more relevant information.

## D. RESPONSIBLE USE OF (SOCIAL) MEDIA:

- ✓ **Use the Internet Appropriately:** You are not permitted to visit any internet sites and/or chat rooms that are home to a pornographic, racist, discriminatory, offensive or abusive content, download, stream any offensive and abusive material or visit any sites that host illegal content.
- ✓ As a War Child Alliance representative, you are not permitted to use the e-mail system for spamming, sending messages of a bullying, pornographic, (sexually) harassing, racist, discriminating, insulting or offensive nature or any messages that (may) incite hate and/or violence.
- ✓ **Use social media very carefully.** Only content approved officially and posted officially from the WC communications colleagues of your respective country can be reposted in personal social media channels. Taking photos or videos of project participants takes place only after approval of management of your respective country and consent of project participants. For detailed information please refer to the Safeguarding and Communications Guidance (insert hyperlink). When in doubt, ask the Communications and Integrity/Safeguarding team for guidance.
- ✓ Be mindful of the fact that your **personal social media posts can have a negative impact on War Child Alliance.** Therefore, don't post anything on your personal social media channels that might put War Child Alliance, its colleagues, community members or partners at risk (including but not limited to expression of political views that can have a negative impact).

## E. PROMOTE DIVERSITY, EQUITY, INCLUSION AND BELONGING

War Child Alliance works to increase wellbeing and promote resilience of children and youth affected by conflict and violence. We live and work in a world and sector in which certain groups are advantaged and other groups are disadvantaged, leading to inequality, power difference and privileges. This has an impact on the work we do with and for the children in our programs, as we – as an organisation and as individuals - are also part of their system. People with different identities have different lived experiences. We acknowledge this and therefore promote diversity, equity, inclusion and belonging of anyone who engages with War Child Alliance. We aim to ensure fairness, justice and equality for all people who engage with War Child Alliance in different contexts. Especially for children, youth, other program participants, the communities and partners we work with, historically marginalized groups and our own staff members. We want everyone to feel they belong.

- ✓ **Treat everyone with fairness, respect, equally, and never discriminate** against or favour individuals or groups (treat them better or in a kinder way than you treat other people) regardless of social origin, disability, gender, religious or political beliefs, sexual orientation, gender identity, gender expression or sex characteristics (SOGIE), ethnic or national origin, age, belief, partnership status, pregnancy or parental status, health status or any other status, appearance, feature or anything else that may distinguish them from others. Nuanced discriminatory behaviour, including but not limited to microaggressions and “performance managing” (e.g. negative evaluation / performance appraisals / not promoting someone based on unlawful criteria like religion, age or sexual orientation), is also not tolerated.
- ✓ **Behave in such a way that everyone feels safe and can bring their full, unique selves to work** and not feel like they're a different person there than at home.

## **F. PROMOTE SAFETY & WELLBEING:**

We promote the **safety & wellbeing** of anyone who engages with War Child Alliance. WC continuously assesses and reduces potential risks of our activities and will explore the need and if so, how specific safe spaces for historically marginalized groups can be created.

- ✓ **Behaviour that puts people at risk is unacceptable and dangerous.** Following security protocols and guidelines as per the War Child Alliance Security Policy is obligatory. You must always take appropriate measures to prevent harm to children, young people and adults. We have a zero tolerance for failure to comply with organisational security protocol. Security procedures specific to each country are designed to keep you safe and to protect War Child Alliance as an organisation.
- ✓ **Do not use, carry, or store any weapons or ammunition.** Armed civilian or military personnel is also not permitted in War Child Alliance vehicles, office premises or accommodation.
- ✓ **WC assets such as cars, offices, activity spaces etc. are never to be used** for personal use or any abusive, exploitative purpose or illegal work.

## **G. ADHERENCE TO THE LAW:**

WC adheres to the international humanitarian and human rights legal framework, including that as an organisation, we believe it is vital we respect the laws and culture of the countries we work in. We expect you to familiarise yourself with and adhere to the applicable laws of the country in which you are working / visiting. You are also expected to familiarise yourself with and respect the local culture, structures, beliefs, customs and common laws, as long as these do not contradict international human rights norms and humanitarian law. If in doubt, always talk to your line manager or global legal advisor via [legal@warchild.net](mailto:legal@warchild.net).



## IV. RESPONSIBLE BEHAVIOUR WHEN INTERACTING WITH CHILDREN AND YOUTH

**ALWAYS REMEMBER THAT WITHIN WAR CHILD ALLIANCE CHILDREN COME FIRST IN ALL WE DO!**

**Child Safeguarding is paramount within War Child Alliance.** We work with and for children who are vulnerable due to the impact of war or conflict. War Child Alliance representatives have the obligation to keep children safe and to always act appropriately towards children. Any conduct that is not in line with our safeguarding principles embedded in the Global Safeguarding Policy and this CoC is subject to disciplinary and/or other legal action, which may include immediate dismissal or other forms of discipline.

**A. As a War Child Alliance representative, you must adhere to the following principles when interacting with children and youth project participants:**

- ✓ Treat all children and youth with **respect, equally, and never discriminate or favor** someone (treat them better or in a kinder way than you treat other people).
- ✓ Always ensure the **four-eyes principle** when interacting with children and youth. This means that there must always be at least two adults present when engaging with children. Where this is not possible, seek alternatives such as the presence of adult community members and/or use of open spaces that are visible to others in the area, as well as inform your supervisor. If you cannot find an alternative, don't engage with the child or youth.
- ✓ Work in partnership with colleagues and other agencies to **promote and safeguard the welfare** of children and youth in everything that we do. This includes ensuring children and youth's personal needs are met and never neglected.
- ✓ Keep **clear personal boundaries** and rules when conducting activities that involve children and youth to keep them safe. The interaction with children and youth must be and remain professional.
- ✓ You must participate in relevant and **appropriate training and accept technical support** so that you can ensure War Child Alliance participants are always safe and will not be subject to any form of mental, physical or corporal punishment treatment.
- ✓ Always use **language that is respectful**, non-threatening, encouraging, constructive that allows children to express themselves and their opinions freely. Any form of bullying is prohibited.
- ✓ Ensure that **confidential, sensitive and personal information** concerning children and youth and their families and communities is not shared on social media, or with others including donors, except through formal War Child Alliance reporting processes with full informed consent (insert the link to the Guidance on Safeguarding and Comms). Exchange of personal contact and links to communication channels, use of suggestive conversations, comments, texting, instant messaging and emails via phones or other communication channels with a child project participant is only possible with the supervision of the parent/caregiver and the project coordinator and/or manager.
- ✓ Be aware that the children and youth that we work with may have witnessed or experienced traumatic events and therefore ensure that any activity undertaken is **cognisant** and **sensitive** to their physical, emotional and cognitive state.
- ✓ Be aware of and recognise the **power imbalance** both between employees, volunteers and War Child Alliance associates and child/youth participants and behave in an appropriate, accountable and transparent way at all times.

- ✓ Provide a **safe and conducive environment** for activities complying with the Child Safety Check list (insert link)
- ✓ **Greet programme participants in a polite way that is culturally and gender appropriate** in the context. A “hi five” can be accepted in certain contexts but not in others. Stay mindful and safe by avoiding initiating any physical contact (such as hugging, kissing, holding a child up in the air, taking them in your lap etc).
- ✓ Wear appropriate **photo identification** always when in direct contact with programme participants and present yourself at work with children and youth at your best behaviour, refraining from smoking or consuming alcohol.

**B. The following (non-exhaustive) examples are UNACCEPTABLE behaviour when interacting with children and youth:**

- × **Do not engage in any sexual activity with children and youth** (persons under the age of 18) nor **exchange money, employment goods or services for sex** - including sexual favours or other forms of humiliating, degrading or exploitative behaviour. They are strictly prohibited regardless of the local age of maturity or age of consent.
- × **Do not allow children, youth or adults with whom you work to stay overnight** in the same house and/or to sleep in the same, room/bed, or spend time alone/unsupervised. Nor physically restrain them to stay behind the programme activities.
- × **Do not encourage or assist others** - including children, youth or at-risk adults - to **break the law** in any way.
- × Do not engage or pay a child, youth or adult for any service that is not part of an activity that has been organised and agreed upon by War Child Alliance or that is not considered exploitative labour. War Child Alliance does not engage in any form of child labour.
- × **Do not marry or carry out traditional/cultural practices involving children, youth or at-risk adults** that could be harmful to them or affect their wellbeing and development stages (for example including but not limited to child marriage). This includes supporting others to participate in exploitative behaviours such as paying ‘dowries’ or attending marriages where either party is underage.

## V. PROTECT OUR RESOURCES

War Child Alliance resources are solely dedicated to help us reach children and support our programmes. They are not for the personal gain of our employees, interns, volunteers or partners or any other War Child Alliance representative. We expect all War Child Alliance representatives to adhere **to the Anti-Fraud Anti-Corruption (AFAC) Policy** at all times.

**Fraud, Theft & Corruption:** We have a responsibility to protect our assets to best serve our project participants. War Child Alliance does not accept any activities involving fraud, theft & corruption.

**Anti-Bribery:** War Child Alliance prides itself on high ethical standards and has zero tolerance for any activity involving bribery or exercising undue influence to obtain a benefit for ourselves, War Child Alliance, or a third party, such as accepting gifts or money in exchange for favours or services.

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

War Child Alliance conducts its activities in accordance with national and international laws and standards. We make best efforts to ensure that resources are not knowingly sourced, used or connected to terrorist activity or from money laundering activity.

War Child Alliance does not tolerate any behaviour that misrepresents War Child Alliance, or damages our intellectual property, facilities and other material property (e.g. company vehicles, laptops, phones etc.)

We do not tolerate abuse of employment benefits, such as per diems/allowances, time off in lieu, flexible working arrangements or other benefits we offer.

### **You must:**

- ✓ **Always treat War Child Alliance resources with respect and care.** You must safeguard organisational assets and resources, both tangible and intangible, from loss, and damage.
- ✓ **Make every effort to protect all War Child Alliance property and assets from harm, or loss** particularly those that are in your custody or control and are your responsibility.
- ✓ Any harm or loss of equipment should be reported to your line manager immediately.
- ✓ Intellectual property is not to be used to misrepresent War Child Alliance . This includes our logo, copyright and other property (information, reports etc.).
- ✓ **Comply with staff expenses manual and the Procurement manual.** Expenses claims should only cover reasonable expenses whilst conducting War Child Alliance business.
- ✓ **Use your working hours to accomplish your objectives.** Whilst War Child Alliance understands that sometimes situations occur in your personal life that will require your immediate attention. Make sure to obtain the approval of your line manager when you need to use working time for e.g. medical appointment, family duty tasks etc.
- ✓ **You must adhere to all War Child Alliance policies and procedures** within our areas of operations and our day-to-day work.

## **VI. SPEAK UP!**

You have an obligation to report actual or suspected violations of this Code of Conduct. War Child Alliance protects anyone who speaks up, except for when false or malicious allegations or accusations are made against others. If proof of malintent reporting is found the reporter may face disciplinary action.

All representatives are required to cooperate with all investigations, including external, internal, Human Resources and donor audits. This includes sharing relevant and necessary documentation and information, attending all necessary meetings, accurately, honestly and fully answering all questions and maintaining the confidentiality of the investigation. You may not obstruct, hinder or delay any internal investigation in any way. The obligation to cooperate may extend to providing truthful information as part of legal/administrative proceedings and investigations involving War Child Alliance or its representatives.

You must display any form of revenge, threats, pressure, revenge or retaliation against anyone who makes a report regarding a possible violation of this policy or who provides information or assistance in an investigation (see the War Child Alliance SpeakUp Procedure).

War Child Alliance has an Appeal Procedure in place under the SpeakUp Procedure.

## **CLARIFICATION OF TERMINOLOGY**

Clear definitions are essential to ensure that the proper reporting of, and responses to, instances of abuse or exploitation can be handled in a consistent manner. This section provides War Child Alliance's definitions of the terminology used in this Code of Conduct. In addition, War Child Alliance representatives are also bound by the local laws of the countries in which they work.

**Abuse:** Abuse is any act which individuals, institutions or processes do - or fail to do - which directly or indirectly results in a negative impact on another. Refer to forced child labour, trafficking, emotional abuse, exploitation, modern slavery, financial/material abuse, grooming, neglect, online abuse, physical abuse, sexual abuse, spiritual abuse, and traditional harmful practices for specific definitions.

**Belonging:** is the feeling of being part of something and mattering to others. It is an emotional outcome, it is ensuring that everyone feels safe and can bring their full, unique selves to work and not feel like they're a different person there than at home.

**Bullying** is repetitive, intentional hurting of one person or group by another person or group, where the relationship involves an imbalance of power. It can happen face to face or online. Examples of bullying include but are not limited to:

1. Manipulation of the victim's reputation by rumour, gossip or ridicule.
2. Preventing the victim from speaking by making repeated vocal criticisms or obscenities.
3. Social exclusion or isolation.
4. Manipulating the nature of the work or the ability of the survivor to perform the work e.g. by overloading, withholding information or setting meaningless tasks.

**Bribery** is the offer, promise, giving, acceptance or soliciting of money, gifts or other beneficial items as an inducement to do something that is illegal or a breach of trust in the course of carrying out an organisations' activity.

**Child:** A person under the age of 18 years.

**Corruption:** is the abuse of entrusted power for private gain.

**Diversity:** refers to a reality, to the fact of welcoming all of the dimensions that can be used to differentiate groups and people from one another.

**Emotional abuse:** Persistent emotional maltreatment that impacts negatively on an individual's emotional state. This can include restriction of movement, degrading treatment, humiliation, bullying (including cyber bullying), threats, discrimination, ridicule or other non-physical forms of hostile or exclusionary treatment.

**Equality:** each individual or group of people is given the same resources or opportunities.

**Equity:** recognizes that each person has different circumstances and allocates the exact resources and opportunities needed to reach an equal outcome.

**Exploitation:** Exploitation is using one's position of authority, influence or control over resources, to pressure, force or manipulate someone to do something against their will. Exploitation encompasses threats to withhold project assistance, threats to make false claims about a person in public, or any other negative repercussions in the workplace or community. Examples of exploitation can include:

- Offering special benefits to project participants or War Child Alliance representatives in exchange for expressed, implied or demanded (sexual) favours.
- Threats or insinuations that an individual's refusal or unwillingness to submit to any demands will affect that person's entitlement to project assistance and support, or terms and conditions of employment.

**Fraud** is the wrongful or criminal deception by an individual with the intention of obtaining any personal gain, either directly or indirectly and immediately or later. Fraud is defined as the actual or attempted use of deceit, falsehood, or dishonest means to secure a personal benefit, and includes fraudulent conduct, corrupt conduct, forceful conduct and obstructionist conduct.

**Financial/material abuse:** Includes theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, corruption or the misuse or misappropriation of property, possessions or benefits.

**Forced labour:** Any work that is undertaken by an individual involuntarily under the threat of punishment. It deprives individuals of their dignity and is harmful to their physical and mental well-being.

**Grooming:** Behaviour that makes it easier for an offender to procure an individual for sexual activity. It happens when there is a power differential or well-planned manipulation in a relationship, which the abuser exploits for their own satisfaction. This is a common tactic used by perpetrators against children for sexual activity. However, adults can also be groomed. This can occur during face-to-face or online contact.

**Harassment:** Unwanted conduct, including threats and demands, which offends, intimidates or humiliates someone. It can be a one-off or repeated act. Examples of harassment include:

- verbal harassment, jokes, comments, ridicule or songs
- physical harassment including jostling, shoving, or any form of assault
- intimidating harassment including gestures, posturing or threatening poses
- visual display such as posters, emblems, or badges
- isolation or exclusion from social activities
- pressure to behave in a manner that the War Child Alliance representative or project participant thinks is inappropriate - for example, being required to dress in a manner unsuited to a person's ethnic or religious background.

**Harm:** Any detrimental effect on an individual's physical, psychosocial, or emotional wellbeing. Harm may be caused by abuse, exploitation, harassment, bullying, assault, or any action that puts the person at risk, whether intentionally or unintentionally.

**Historically marginalized groups:** Some groups have been historically excluded by dominant groups. These are women, elderly and youth, LHBQTIA+ people, as well as people with disabilities, among others. Although race is a social construction, racialised groups have been among the most marginalised communities historically. Racialisation is the very complex process through which groups come to be designated as being part of a particular "race."

**Inclusion:** is about a proactive attitude and practice, the mindful step an organisation takes to make sure diversity happens, creating an environment where all different kinds of people can thrive and succeed.

**Intimidation:** to frighten or threaten someone, usually to persuade them to do something that you want them to do whether verbal or physical

**Microaggression:** A micro-aggression is a subtle, often unintentional, form of prejudice towards someone from a historically marginalized group. Rather than an overt declaration of for example racism or sexism, a microaggression often takes the shape of an offhand comment, an inadvertently painful joke, or a pointed insult or neglect. For example, a person might comment that a colleague from a historically marginalized group speaks English well. Or a woman may cross the street when she sees a man from a historically marginalized group walking toward her at night. These individuals may not have intended to offend anyone, but the comment or action still reminds the person who receives micro-aggression that they are not fully accepted or trusted at work or in the community.

**Neglect:** Persistent failure to meet an individual's basic physical and/or psychological needs or provide adequate care and support for them. This includes the failure to protect children, youth and adults from harm as well as provide adequate nutrition, shelter and safe living conditions.

**Online abuse:** Any form of abuse that happens whilst interacting with digital technology. It can happen anywhere, for example social media, text messages and messaging apps, email, online chats, online gaming, and live-streaming sites. Examples of online abuse include cyberbullying, grooming, sexting, sexual abuse, psychological/emotional abuse and sexual exploitation.

**Physical abuse:** Actual or potential physical harm perpetrated by another person, adult or child. This may involve hitting, shaking, poisoning, burning or other physical acts.

**Retaliation:** the action of harming someone because they have harmed oneself. This typically is defined as an act of revenge.

**Sexual abuse:** An actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions. All sexual activity with a child (defined as anyone under 18) is sexual abuse, regardless of local age of consent. Mistaken belief that a child is over the age of 18 is not an acceptable defense.

**Sexual Harassment:** Any unwelcome sexual advance, request for sexual favour, verbal or physical conduct or gesture of a sexual nature, or any other behaviour of a sexual nature that might reasonably be expected or be perceived to cause offence or humiliation to another. Sexual harassment is particularly serious when it interferes with work, is made a condition of employment or creates an intimidating, hostile or offensive environment. Sexual harassment may be unintentional and may occur outside the workplace and/or outside working hours. While typically involving a pattern of behaviour, it can take the form of a single incident. Sexual harassment may occur between or amongst persons of the opposite or same sex. Examples of sexual harassment can include:

- a. Verbal abuse: requests or demands for sexual favours, suggestive remarks, degrading abuse or insults, jokes or tricks of a sexual nature.
- b. Physical abuse: gestures of a sexual nature, unnecessary touching, indecent exposure, and assault.
- c. Visual abuse: displaying/circulating pornographic materials.
- d. Any single incident can be regarded as an act of sexual harassment. Sexual harassment can be imposed by anyone upon anyone, regardless of gender and can include harassment of a person due to sexual orientation or preferences. Instances of sexual harassment will be treated as gross misconduct and may result in dismissal.

**SOGIE:** acronym for sexual orientation, gender identity, and gender expression.

**Spiritual abuse:** Using cultural norms and practices or text from spiritual books or quoting scripture as an excuse to perpetrate abuse and violence on children, youth and adults or instilling fear into them.

**Traditional Harmful Practices:** Practices based on cultural and religious beliefs and values that have harmful consequences for children, youth and adults e.g., witchcraft, early or forced marriage, female genital mutilation.

**Trafficking:** Any involvement in the recruitment, transportation or receipt of an individual for the purpose of exploitation, by means of threat, force or other forms of coercion.

**War Child Alliance Representative:** this term covers all employees, interns, volunteers, members of the Management Team and Supervisory Board, consultants, service providers, partner organizations and their (staff) members, ambassadors, accompanying family members, as well as anyone representing War Child Alliance in any capacity.

**NO CHILD SHOULD BE PART OF WAR. EVER.**