



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

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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
Effective Date	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

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

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:

- 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 images 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	10 April 2019

GENDER POLICY

Title	Gender Policy
Policy Type	Company Operation Policy
Effective Date	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

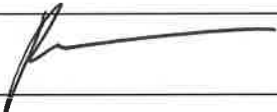
- a.) The equal treatment of people of all genders is a fundamental human right protected by the Universal Declaration of Human Rights (1948), the Elimination of All Forms of Discrimination against Women (1979), the United Nations Conventions on the Elimination of All Forms of Discrimination against 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	10 April 2018

ENVIRONMENT POLICY

Title	Environment Policy
Policy Type	Company Operation Policy
Effective Date	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	10 April 2018

NON-DEVELOPMENT ACTIVITY POLICY

Title	Non-Development Activity Policy
Policy Type	Company Operation Policy
Effective Date	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	10 April 2018

RESPONSIBLE FUNDRAISING GUIDELINES

Title	Responsible Fundraising Guidelines
Policy Type	Company Operation Policy
Effective Date	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	10 April 2016

COMPLAINTS AND REFUNDS POLICY

Title	Complaints and Refunds Policy
Policy Type	Company Operation Policy
Effective Date	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	16 April 2018

DONATION IN KIND GUIDELINES

Title	Donation in Kind Guidelines
Policy Type	Company Operation Policy
Effective Date	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	10 April 2018

BEQUEST GUIDELINES

Title	Bequest Guidelines
Policy Type	Company Operation Policy
Effective Date	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	10 April 2018

SOCIAL MEDIA GUIDELINES

Title	Social Media Guidelines
Policy Type	Company Operation Policy
Effective Date	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	16 April 2018

MISUSE OF FUNDS POLICY

Title	Misuse of Funds Policy
Policy Type	Company Operation Policy
Effective Date	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	10 April 2018

CREDIT CARD POLICY

Title	Credit Card Policy
Policy Type	Company Operation Policy
Effective Date	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	10 April 2016

FOREIGN EXCHANGE RISK MANAGEMENT POLICY

Title	Foreign Exchange Risk Management Policy
Policy Type	Company Operation Policy
Effective Date	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:

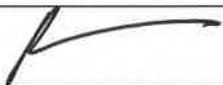
- Foreign Exchange Contracts ("FECs");
- Vanilla Options ("Options"); and
- Participating Collars and Participating Forwards – on condition that approval is met from the Chief Executive Officer and the Finance and Risk Committee

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	10 April 2018

WHISTLE-BLOWER POLICY

Title	Whistle-Blower Policy
Policy Type	Company Operation Policy
Effective Date	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

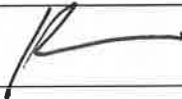
after consultation with the complainant, take appropriate measures aimed at correcting negative consequences suffered as a result of the retaliatory action

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	10 April 2018

INFORMATION SYSTEMS POLICY

Title	Information Systems Policy
Policy Type	Company Operation Policy
Effective Date	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	10 April 2018

SERVICE PROVIDERS PCI DSS COMPLIANCE POLICY

Title	Service Providers PCI DSS Compliance Policy
Policy Type	Company Operation Policy
Effective Date	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	10 April 2018

PCI DSS VOUCHER HANDLING POLICY

Title	PCI DSS Voucher Handling Policy
Policy Type	Company Operation Policy
Effective Date	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

CEO Approved:

CEO's Signature	
Date	10 April 2018

HEALTH AND SAFETY MANAGEMENT POLICY

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

1. Statement of Purpose

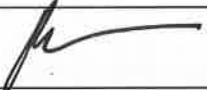
a.) ChildFund New Zealand is committed to providing and maintaining a safe and healthy working environment for their employees, visitors and all persons using the premises as a place of work or conducting work elsewhere on behalf of ChildFund New Zealand

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
- 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 in Employment Act 1992, 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	20 April 2018

RETURN TO WORK GUIDELINES

Title	Return to Work Guidelines
Policy Type	Company Operation Policy
Effective Date	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;

HUMAN RESOURCES POLICY

Title	Human Resources Policy
Policy Type	Company Operation Policy
Effective Date	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 women and people from diverse cultural backgrounds 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.) 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


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CEO's Signature	
Date	10 April 2011

- ii.) 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 a religious belief, 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.
- o.) Chief Executive Officer approval will be required for salary adjustments - including benefits and performance payments - for all staff and managers
- q.) 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
- r.) The Chief Executive Officer will determine the amounts to be paid to individuals, within the overall amount approved by the Board
- s.) 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
- t.) 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
- u.) 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
- v.) Exit interviews will be completed for all staff resigning from ChildFund New Zealand
- w.) The exit interview will be completed on a one-up basis, i.e. the resigning employee will be interviewed by their manager's manager
- x.) 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	10 April 2014

HARASSMENT AND COMPLAINTS POLICY

Title	Harassment and Complaints Policy
Policy Type	Company Operation Policy
Effective Date	March 2017
Last Revised	April 2015
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

2. Scope

- a.) Harassment occurs when a person (the individual being harassed) is offended, humiliated or intimidated by the action of others
- 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 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, 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. All complaints must be lodged within 90 days of the incident(s)

Informal Procedures

- i.) An informal complaint may be raised by the complainant approaching a manager or the Chief Executive Officer, 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 or where the situation is considered urgent or of a serious nature
- ii.) In this situation the complaint must be documented in writing
- iii.) The process involves both mediation and investigation
- iv.) It may be advisable to introduce a third party expert to carry out the investigation
- v.) 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

e.) 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;
- Apply, where relevant, for a change in supervision, work duties or workplace while the investigation proceedings are undertaken;
- Apply for assistance in obtaining counselling, medical or legal assistance where it is recommended as part of the process;
- Apply, where relevant for special leave with pay;
- Request a formal apology;
- Full confidentiality

ii.) Complainants will retain the right to withdraw from the process at any stage, however, this will not necessarily halt further action 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

CEO Approved:

CEO's Signature	
Date	10 April 2018

OVERSEAS TRAVEL POLICY

Title	Overseas Travel Policy
Policy Type	Company Operation Policy
Effective Date	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
- 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	10 April 2018

Schedule for Review of Policies and Guidelines

Article	Responsible for Review	Date of Next Review
Introduction	Chief Executive Officer	March 2020
Child Protection and Safeguarding Policy	Director of Programmes	January 2018
Gender Policy	Director of Programmes	March 2018
Environment Policy	Director of Programmes	March 2018
Non-Development Activity Policy	Director of Programmes	March 2019
Responsible Fundraising Guidelines	Director of Fundraising and Marketing	March 2019
Complaints and Refund Policy	Director of Fundraising and Marketing	January 2018
Donation in Kind Guidelines	Director of Fundraising and Marketing	March 2018
Bequest Guidelines	Major Donor Manager	March 2018
Social Media Guidelines	Manager of Communications	January 2018
Misuse of Funds Policy	Director of Finance and Accountability	January 2019
Credit Card Policy	Director of Finance and Accountability	January 2019
Forex Risk Management Policy	Director of Finance and Accountability	January 2019
Whistle-Blower Policy	Director of Finance and Accountability	January 2019
Information Systems Policy	Director of Information Systems	March 2018
Service Providers Policy	Director of Information Systems	March 2018
Voucher Handling Policy	Director of Finance and Accountability	January 2018
Health and Safety Management Policy	Chief Executive Officer	January 2018
Return to Work Guidelines	Chief Executive Officer	March 2019

Human Resources Policy	Chief Executive Officer	March 2018
Harassment and Complaints Policy	Chief Executive Officer	March 2019
Overseas Travel Policy	Chief Executive Officer	January 2018