



## **CODE OF CONDUCT**

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**Purpose:** The purpose of the code of conduct policy is to define guidelines regarding employee behaviour with respect to their supervisor, colleagues, and organization.

**Scope:** This policy applies to all employees of the organization.

**Objective:** The objective of code of conduct policy is to make sure that Organisation code of conduct is followed in all its business. The organization is meant to form a work environment which is free from any kind of discrimination. It is also meant to make employees aware of NGO code of conduct which is expected from all employees of the Organisation.

**Purpose:** The purpose of this policy is to lay down rules and regulations regarding code of ethics and professional conduct so as to maintain the trust of employees in the organization they are working for and to increase transparency which in turn help bring good name to the Organisation. This model code of conduct is planned to focus the employees on the fields related to any risk related to ethics, and to provide them with a solution which helps to deal with such issue and to help them build a culture of transparency and honesty.

#### **Clauses under the code of conduct:**

##### **3.1 Dress Code**

An employee position may also inform how they should dress up. If an employee is in the Donor interaction department wherein meeting and customer is a regular practice in such case employee is expected to follow a formal dress code. Employee is also expected to come well dressed and clean.

##### **3.2 Cyber security:**

It is necessary to define guidelines for the use of the computer, phones, internet usage, social media to protect the assets and to enhance security.

##### **3.3 Internet Usage:**

The Organisation provides internet to employees basically for business purpose. However, occasionally it can be used for a personal purpose, to the point; it is not obstructing normal job responsibilities of employees. There are points which are to be followed while using the Organisation's internet.

- Downloading of obscene, offensive material.
- Sharing of confidential information with others.
- Interfering with other employee's privacy.
- Downloading or uploading pirated movies or related material.
- Surfing of websites which can damage the Organisation's network
- Doing any illegal action like hacking, fraud etc.

##### **3.4 Mobile Phone:**

Use of cell phone is a necessity today. We as an Organisation allow the use of Mobile phone for business purpose or personal purpose. However, few points to be kept in mind which are:

- Use cell phone maximum for business use like business calls or use of any cell phone app for business purpose, calendars etc.
- Keep cell phone minimum for personal use in office hours. Try using common area or meeting room for personal use as it does not disturb colleagues.
- Using a cell phone for playing games etc in office hours is strictly prohibited.

- Use of cell phone is not allowed in the area where the Organisation's confidential records are being kept. Also sharing of confidential information is not allowed with cell phones.
- Uploading or downloading of inappropriate or illegal material is prohibited with the use of cell phones.

### 3.5 Organisation's Email:

As per code of conduct policy at the workplace use of email is being guided as follows

1. **Use NGO email id for business purpose:** The use of email for the official purpose can be without any limitation.
2. **Use for the personal purpose:** Organisation's email can be used for the personal purpose as far as it is safe for the Organisation's server. It must not have spasm and an employee should not use it for sending confidential information belonging to NGO.
3. An employee should implement the model code of conduct for use of emails.
  - The general expectation regarding the use of email is as follows:
  - No Signing up for illegal websites etc.
  - No Sending of marketing content or email etc.
  - Registering for competitors services unless you are authorized to do it.
  - No Sending of discriminatory messages and content
  - No spamming other employee emails.

### 3.6 Social Media:

The Organisation provides access to social media for its employees. Code of conduct for employees defines the use of social media. Generally, social media can be used both for the personal and professional purpose.

**Certain guidelines to be followed by the employee while using social media on Organisation premises:**

- No excessive use of social media for personal purpose while in office.
- It must not interfere with the normal routine of employees
- No exchange of any offensive or derogatory material
- Organisation's confidential information not to be shared on the social media platform. Any breach or rules and regulations will demand disciplinary action against the employee.

### 3.7 Conflict of Interest:

Conflict of interest arises when any personal benefit from another source interfere with the employee's responsibility towards the Organisation. Examples of conflict of interest under the code of conduct policy can be explained as:

Accepting any kind of bribes etc from a third-party source. A conflicting kind of situation happens when an employee takes some action which interferes with the normal working of the employee within the organization. Conflict of interest also arises when an employee or any immediate member accept something from a competitor or third-party basis his/her position.

Some situations have been explained wherein the conflict of interest is observed:

**a. Simultaneous employment:** It implies that an employee is working side by side with a competitor, supplier, and customer along with the Organisation. It is generally not allowed to work as a consultant or board member until unless permitted by the management of the Organisation you are currently employed with.

**b. Money or compensation from other sources:** Any kind of money or compensation must not be allowed to be taken from competitor, supplier, or customer other than the Organisation you are currently working with.

**c. Gifts:** Acceptance of gifts from the PNGO, Vendor etc. Which are given with an aim to influence any person's action etc. should not be accepted. Offering/ receiving /giving any such gift is an example under the conflict of interest.

**d. Employment of a relative:** As per the Organisation's code of ethics any employee is hired, promoted in the Organisation basis merit. There is no phenomenon of nepotism, favouritism, etc with the Organisation. A relative is related by blood or marriage within the third degree to an employee. Before employing a relative in the Organisation, the following points must be considered:

- There must not be any reporting relationship with the employee.
- One can't be promoted or hired within a reporting relationship with a relative.
- You cannot directly / indirectly involve in the hiring process of a relative.

**e. Workplace visitors:** The code of conduct for employees also says that if an employee wishes to invite a visitor at the workplace it is necessary that permission is taken from HR and immediate reporting manager. While visiting the premises visitors are requested to give complete details in the entry register and carry an identity proof with them. They will receive an Organisation pass to enter the premises and must return the Organisation passes on exit.

- Sharing of any confidential information with the visitor must be strictly prohibited.
- Visitors cannot gather donation etc. in the office premises.

**f. NGO opportunity:** An employee is expected to advance the legitimate interest of the Organisation whenever an opportunity to advance arises. This is done while following the Professional code of ethics. Employees are therefore guided to prohibit the following:

- Making use of opportunity which belongs to business for personal use
- Use of the Organisation's property, information etc for personal use.

**g.** Use of professional vehicle for personal reasons such as sight- seeing, visiting friends, family etc. during visits to the field, is to be absolutely avoided.

**h.** All IIMPACT staff needs to pay for the 'hospitality' provided by the partner / partner staff in the field including use of vehicles of partner staff during visits to the centres – all such things should be adequately recorded and paid for by the concerned staff from his / her monthly / field travel reimbursement / daily allowance charged from the office for each of the field visit.

**i.** All staff should completely stay away of asking for special favours from partner staff, non - payment of any purchases done by the partner staff on their behalf/ request during field visit.

**j.** All staff needs to stay away of unnecessarily influencing partner team selection, interfering with internal partner processes and systems

### **3.8 Confidential information:**

Employees of the Organisation to maintain the confidentiality of information which is not to be shared outside as it might be harmful to the Organisation and gainful for the competitor.

Sometimes confidential information is shared with senior management basis their position. Such information when entrusted must not be shared in public. Disclosure of confidential information can be done only when permitted by senior management or bylaws to do so.

### **3.9 Fair Dealing:**

One of the examples of the code of ethics is to deal rightly with employees, suppliers, contractors, customers etc. No one is allowed under the code of conduct policy to take unfair advantage of anyone through manipulation, abuse of privileged information, misrepresentation of material facts or any other unfair dealing practice.

### **3.10 Organisation assets:**

Organisation assets should be used with caution. There must not be any wastage, misuse of Organisation assets as it results in loss of Organisation's profitability. All business assets shall be used only for the legitimate business purpose.

### **3.11 Professionalism:**

All staff is expected to maintain high degree of professionalism in all aspects of professional life which include action, behaviour and statements. The employees are expected to follow the Professional code of ethics under which they must behave professionally in their work and while dealing with other colleagues, customer, supplier etc. They are also expected to maintain integrity & honesty in all their work. Ethical and legal standards should be maintained in business. Employees must help the Organisation to maintain an open and supportive environment. The employees must also try that there should not be any misrepresentation of facts. Consumption of alcohol is strictly prohibited during field visit / professional travel as it adversely affects organisational reputation in the field.

### **3.12 Financial information:**

Financial information is needed to make the proper management decision. Many employees working in finance department come across such information. Employees must try not to share such information outside. Also, employees are expected not to disturb financial data. All financial transaction must be recorded accurately in case there is any discrepancy. It must be reported immediately to the manager or supervisor.

### **3.13 Gifts and other benefits:**

The model code of conduct says that employee should not be given or accepts benefits or privilege arising because one's position in the Organisation and which are given or taken with intent to influence any business decision. Acceptance of money, gifts or other benefits is strictly prohibited.

However, as per code of conduct policy **acceptance** of gifts of minor values like a pen, diaries etc are acceptable. In case of any doubt with the acceptance of gifts one can discuss the same with his/her supervisor and can take the decision accordingly. HR can also be consulted on the same.

### **3.14 Harassment:**

The Organisation is committed to providing an environment which is free from any kind of discrimination based on religion, caste, creed, marital status etc. Employees are also expected to support the Organisation on the same. However, if an employee comes across any kind of harassment as an act by any Partner/ Vendor the Organisation will provide the affected employee with all the support and will also provide preventive measures on the same.

Use of abusive language, slur, expletives with / for colleagues are strongly prohibited. All staff needs to be dealt with dignity, respect, and mutual consideration always.

Women colleagues should be always treated with utmost dignity. Usage of unhealthy/ disparaging remarks which put them in an awkward position, abusive/offensive language for / in front of women colleagues, unwanted comments come under sexual harassment and will be liable for strict action.

All staff should stay away of spreading rumours and such gossip which can create unhealthy atmosphere in the field and, in result, hamper girls' education

No staff is to be ridiculed, insulted or de-motivated for his /her accent, knowledge, and usage of English language or for any other aspect of his/ her personal life

### **3.15 Compliance with laws and agreement:**

All employees shall conduct business in compliance with all applicable laws and regulations of the district, state, or country.

### **3.16 Financial integrity and Fraud:**

- Financial integrity and probity are the hallmark of IIMPACT. Any staff found indulged in any such activity which indicates towards financial impropriety, once proven, will be liable to strict organisational action

Any kind of fraud intentionally is subject to strict disciplinary action:

Some examples of Fraud are:

- Misrepresentation of financial data
- Submission of false financial report
- False reporting of any kind of financial transactions
- Forged cheques

### **3.17 Bribe:**

Abiding by the values under "Code of ethics" bribe of any kind is not accepted in the Organisation. There should not be any incidence of offering directly or indirectly any types of gifts, anything of value to the partners, customers, colleagues, etc. to:

- Get business
- Affecting business decisions
- Taking unfair advantage for one's position.

### **3.18 Charitable contribution:**

The charitable contribution is allowed under the "Organisation's code of conduct in the workplace" but some points to be kept in mind:

- The Organisation or individual receiving the contribution must be a registered organization.
- It should be valid as per the government laws.
- The Contribution is made without any self-interest.
- Any person or Organisation receiving the contribution must not be related to management.
- No contribution to be made to private account of an individual
- All expense made under contribution should be updated by the finance department in accounts book.

### **3.19 Relationship at work:**

Any personal involvement with a colleague, vendor, donor, and the supplier can distract the normal working of the team. Any such issue must be discussed with manager or HR and corrective actions can be taken accordingly.

### **3.20 Lobbying:**

Lobbying or any such related activity must be regulated. There should be no representation of the Organisation in any such meeting until unless it is specifically designated by the Organisation to do so.

### **3.21 Improper opportunity:**

To abide by the Code of conduct for employees we should not trade it for employee's self-interest and personal benefit. Employees by any means must not compete with the Organisation.

### **3.22 Records and Audits:**

For any Organisation's operation of business, it is crucial to have correct records and financial transactions. There are certain standard and laws which are to be followed in managing accounts for the Organisation. It is possible by maintaining proper internal controls and procedures.

### **3.23 Accounting practice:**

It is the policy of the Organisation to disclose the financial condition of the organization fully and according to laws, rules, and regulations. All record of the Organisation must reflect all the transactions made so far.

### **3. 24 Reporting of unethical or illegal behaviour:**

It is generally promoted in the Organisation that any kind of unethical or illegal behaviour must be reported to the superiors immediately. As the Organisation relies on Organisation code of conduct in the workplace such matters should be reported to protect the Organisation from any far-off damage. In case the employee is not comfortable sharing it with superiors, such matters should be reported to the audit committee. The Organisation does not believe in retaliation of any kind by or on behalf of the Organisation and its employees.

### **3. 25 Penalties for failure to comply:**

All employees in the organization are expected to abide by the code of conduct. Any violation of code will result in disciplinary action against the employee.

Strong disciplinary actions will be taken against the employee found violating the code of conduct. Corrective action will be taken:

- Violation of Organisation's code of conduct, policy or procedure or any applicable law.
- Guiding others to violate the policy or procedure.
- Seeing breaching of the code of conduct but not reporting to it.
- Non-cooperation in Organisation's audit and investigation.
- Un-reasonable absence from professional meetings, trainings etc.... will be treated strictly unless explained and found justified
- Revengeful behaviour against anybody reporting a concern in good faith.

## **4. Responsibilities in following the code of conduct**

Following the NGO code of conduct is every employee responsibility. It, however, varies from position to position but responsibilities can be documented:

### **Employee responsibility:**

It is employee responsibility to understand the code of conduct well.

The Employee must adhere to the guidelines mentioned in the code of conduct to make the decision.

### **Manager's responsibility:**

A manager must act as a role model following code in everyday working.

- Provide motivation to employees in raising concern in case they come across any incidence wherein codes of conduct guidelines are violated.
- Promotion of Code of conduct within the Organisation.
- Arranging training programmes for the team to follow the code of conduct in all they do in the Organisation.
- Responding well to employee concern or issues.

**Management responsibility:**

Management responsibility lies in proper implementation of policy.

**5. Revision of the policy**

The Organisation reserves the right to revise, modify any or all clauses of this policy depending upon the demand of business.

**Signature**

**Name :**

**Designation :**

**Date:**

**Place:**