

## Code of Conduct and Ethics For IGSSS Members at Workplace

The Code of Conduct and Ethics (CCE) has been formulated to ensure that all members of IGSSS understand and uphold IGSSS' values and standards while interacting with internal and external stakeholders in relation to the IGSSS' work. The codes articulate the values that IGSSS aspires to foster among all IGSSS members and in doing so, defines a desired uniform and acceptable set of standard behaviour. We specifically aspire for a well-organized, respectful and collaborative environment.

### **The guiding star of the policy is IGSSS' vision, mission, and values.**

**Vision:** Help establish a humane social order based on equity, freedom and justice in which human rights and the dignity of every individual is upheld.

**Mission** To implement and support quality development programmes across India to empower individuals and communities belonging to the poor, marginalised and vulnerable sections of society with special focus on women and children.

#### **Values:**

We at IGSSS are committed to strive for EQUITY and JUSTICE in all that we do.

We at IGSSS are committed to ensure the INCLUSION of vulnerable and diverse communities.

We at IGSSS are committed to building PARTNERSHIPS for SUSTAINABLE CHANGE in marginal contexts.

Above all, we at IGSSS are committed to the belief that all human beings have the right to a LIFE with FREEDOM and DIGNITY.

Members refers to Board of Governors, employees, volunteers, interns, consultants, and those who are representing / carrying out the work of IGSSS. The code of conduct applies to all members when they are conducting IGSSS' work (working in office, traveling for work, attending meetings, workshops, representing IGSSS at external forums, communicating on social media about IGSSS, part of official WhatsApp groups, emailing, in field with communities, interacting with vendor, media, partner, colleagues, and any other work situation)

CCE, aims at encouraging staff to achieve and maintain the highest standards of conduct and performance. It is, therefore, stated as a pledge which all of us make to the organisation and the organisation makes to us.

**Members are expected to follow the Code of Conduct and Ethics that are as follows:**

## **1. Values**

- 1.1. Act in alignment with the IGSSS' vision and mission.
- 1.2. Ensure that dignity of each human being is respected and valued in all interactions.
- 1.3. Demonstrate organisational values – Equity, Justice, Inclusion, and Diversity in their work.
- 1.4. Be guided by the organisational principles of Integrity, Transparency and Accountability.
- 1.5. Ensure that their work is not harming the environment in anyway.

## **2. Compliances**

- 2.1. Conform to the laws of India. No member of IGSSS shall break the law while carrying out their duties with the organisation.
- 2.2. That programmes and activities do not affect prejudicially, the sovereignty and integrity of India; or the security, strategic, scientific or economic interest of the State; or the public interest; or freedom or fairness of election to any Legislature; or friendly relations with any foreign State; or harmony between religious, racial, social, linguistic or regional groups, castes or communities.
- 2.3. Members comply with all the policies of IGSSS like HR policy, Child Safeguarding policy, Gender Policy, Prevention of Sexual Harassment at Workplace Policy, Information and Technology guideline, Communication policy. Partnership Policy, and any other policy as circulated time to time.

## **3. Working with the Community and Partners**

The members of IGSSS will always behave in a manner that reflects our commitment to bring uplifting and liberating transformation to the people and communities we work with. This must be seen in all our interactions within and outside IGSSS. We will act responsibly as stewards of resources, knowledge and the goodwill of all we work and engage with.

Our language, behaviour and actions will be gender sensitive, culturally tolerant, communally unbiased and at no time promoting or encouraging any form of discrimination on the grounds of sex, sexual orientation, gender, caste, race, religion, age, community, and/ or physical challenges.

- 3.1. Make continuous efforts in reaching out to the most marginalised communities in the projects.
- 3.2. Act as a facilitator and base our actions on the belief that all people and communities have a right to play an active and influential part in shaping decisions that affect their development.
- 3.3. Follow “Do No Harm” principles in anticipating and responding to intended/unintended consequences of the actions.
- 3.4. Be a steward of resources.
- 3.5. Work with partners on the principles of equity, justice and accountability by facilitating mutual respect and recognition of each other’s skills, knowledge, capacities and differences.
- 3.6. Exercise due care and understanding in participating in political/religious/ cultural events such that the image of IGSSS is not associated with any community / cultural group, religion or political group/ party and that the sentiments, feelings of those we work with are not hurt or slighted in any manner.
- 3.7. **Member must not engage in sexual act with any child (anyone under the age of 18).**

## **4. Conduct at Workplace**

- 4.1. Abstain from intake of alcohol or drugs during working hours or within office premises.
- 4.2. Refrain from carrying arms and explosives in the workplace.
- 4.3. Not indulge in sexual harassment, sexual misdemeanours to any colleague
- 4.4. Treat IGSSS’ property, whether material or intangible, with respect and care. The equipments are not to be misused or used frivolously.
- 4.5. Do not abuse employment benefits which will include time off, insurance, facilities, subscriptions or other benefits as offered by IGSSS.
- 4.6. Refrain from physical violence and verbal abuse towards staff, partners, and communities.

## **5. Financial Integrity, Accountability and Transparency**

- 5.1. Comply with IGSSS’ zero tolerance policy towards misappropriation of funds and property, fraud, providing false information, accepting any form of gratification, and abuse of administrative rules and procedures for monetary gain.
- 5.2. Avoid accepting gifts or hospitality from clients, communities or partners.
- 5.3. Discourage and abstain from participating in any ostentatious display organized by community, partners, etc to celebrate or acknowledge visits/presence/achievements.

## **6. Communication**

- 6.1. Not disclose any confidential information relating to the organisations work to any outsider, nor defame IGSSS or a colleague.
- 6.2. Do not misrepresent facts, situation about IGSSS' and/or any staff member at external/internal forum, communication.
- 6.3. Do not use IGSSS' email platform and social media platform to communicate things that violates IGSSS' and its employee's credibility, CCE or any other policy of IGSSS.
- 6.4. Take permission before sharing organisation's work for publication or dissemination to any person, group or agency.
- 6.5. Agree that any report, document, tape recordings, speeches, photographs, manuals, plans, model programme designs, proposals, research materials, charts, audio-visual presentation and other training material or devices, articles or manuscripts, or public relations materials or any other products requested by the organisation as part of employee's job will remain, in their entirety, as the exclusive property of the organisation.

## 7. Conflict of Interest

- 7.1. Not get into commercial dealings on behalf of IGSSS with parties in whom they, their friends, families or colleagues have a direct financial interest or connection, or indulge in any dishonesty with its funds and work, or act in a way which will procure undue enrichment for ourselves or others.
- 7.2. Not exercise their authority as conferred by IGSSS in eliciting favours of any kind from staff or external stakeholders / parties.
- 7.3. Disclose conflict of interest in advance of any official work and follow organisational guidelines as prescribed in HR manual.

## 8. Working with Colleagues

- 8.1. Respect the dignity of all colleagues, particularly women, transgender, person with disabilities and other marginalized groups.
- 8.2. Not discriminate, harass or victimize any one and conform with the equal opportunity policy in all aspects of their work, from recruitment and performance evaluation to interpersonal relations.
- 8.3. Be friendly and collaborative and demonstrate behaviour of trust and mutual respect.

The above code of conduct and ethics shall be followed by all members of IGSSS.

IGSSS will take disciplinary action against employees who repeatedly or intentionally fail to follow the code of conduct. IGSSS reserves the right to take legal action in cases of corruption, theft, embezzlement or other unlawful behaviour.

## Implementation of the Policy

1. Compliance Officer is responsible for the implementation, review and monitoring of the policy.
2. Every member of IGSSS has to sign the declaration to confirm their acceptance as per the format (Annexure 1).
3. In the event of non-observation of the code of conduct, in its full meaning, or indulgence in unacceptable standards of work, action or behaviour, staff renders themselves liable for disciplinary action.
4. If any member of staff, community, partner or any other person wish to report any violation, then he/she must report the details immediately on the designated e-mail id or at the designated postal address.
5. IGSSS wishes to assure that all reported concerns and names will be kept confidential, as per the clauses mentioned in Whistle Blower Policy, if desired by the complainant.
6. All reports made in good faith will be viewed as evidence of the individual's concerns for IGSSS's best interests and will be treated as such, regardless of the outcome of any subsequent investigation. However, in case of intentionally filed false complaint, action will be taken against the complainant.
7. The complaints will be received on the designated e-mail id: [wecare@igsss.net](mailto:wecare@igsss.net) and at the following postal address:

Indo-Global Social Service Society ( ATTN: WECARE)  
28, Institutional Area, Lodi Road, New Delhi, 110003

8. The Compliance Officer will be the designated First Information Person. S/he will share the recommendations for further action, after receiving the written complaint.
9. Executive Director will set up an inquiry committee, with a set timeline to complete the process.
10. Inquiry committee will submit the report to Compliance Officer and Executive Director within the prescribed timeline.
11. Appropriate actions will be taken as per the findings of the inquiry.
12. The code of conduct and ethics will be publicised at website, information board within office, and shared in community meetings and interaction with other stakeholders / Partners. Stakeholder should be aware of channels to report violation.
13. Managers, Lead Organisation and Program Sustainability, HR department are responsible for training of staff in Code of Conduct and Ethics.
14. This policy will be followed in conjunction with the following policies and manuals of IGSSS:
  - a. Human Resource Manual (applicable only for Employee)
  - b. Direct Implementation Manual (applicable only for Employee)
  - c. Prevention of Sexual Harassment at Work place policy
  - d. Child Safeguarding Policy
  - e. Anti Bribery Policy (to be approved)
  - f. Anti Terrorism and Anti Money Laundering Policy

- g. Policy on Conflict of Interest
- h. Whistle Blower Policy
- i. Communication Policy
- j. IT Policy

Annex 1:

**Declaration on Code of Conduct and Ethics**

From:	To: HR Dept.
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I have carefully read and understood the contents of the Code of Conduct and Ethics. I thereby confirm that I shall abide by the same and to any further amendments made during the course of my contract / association with IGSSS.

I have also received the related policies of IGSSS.

Thank you.

Signature:

Name:

Relationship with IGSSS (Employee/Member of the Board/Consultant/Volunteer/Vendor/Partner):

If staff, mention designation and location

Date:

Place:

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**Policy Approved by Board on 11/12/2019**  
**Submitted for Amendment to Board after Review: 18/2/2022**