

CODE OF CONDUCT POLICY

1. OBJECTIVE

To provide guidance to all employees of the IPE Global Centre for Knowledge and Development (CKD) (hereinafter referred to as, "Organisation") on how and in which manner they should conduct themselves while at work.

2. SCOPE

The Code of Conduct is applicable to all employees of CKD.

3. TERMS AND CONDITIONS

At CKD, employees are expected to maintain the highest standard of conduct at all times. Their personal appearance, their actions, and the impressions they make both during and after office hours are important to their growth and to the enhancement of the reputation of the employee and the Organisation. It is, therefore expected that they would conduct themselves as per the high standards of social and corporate citizenship. Any lapse in this regard may call for disciplinary action as per the existing norms of the Organisation.

The circumstances of conduct as set out below, although not exhaustive, are intended to cover situations that may occur. In case an employee encounters any circumstance that is not covered hereunder or in case of any doubt, s/he should seek guidance from the Human Resources Department and act accordingly.

i. Personal Conduct

Working in a team would require some alignment of individual habits to create a mutually conducive work environment. It is every employee's responsibility to refrain from the following:

- Use of abusive language with friends / colleagues
- Loud talking disturbing work in the office
- Sending unsolicited mails.

Every employee is expected to treat clients and colleagues with respect and courtesy.

ii. Conflict of Interest

As a part of the Organisation, employees are expected not to engage themselves, directly or indirectly, either honorary or on remuneration, in any other service, trade, business, vocation or occupation (including agent of any other organisation) or in any advisory capacity. All employees must abide by the Conflict of Interest (Col) Policy (documented separately).

iii. Confidentiality

The Organisation owns certain exclusive proprietary information which is valuable. Misuse or unauthorized disclosure of any confidential information would constitute an act injurious to the Organisation and that the unauthorized disclosure or use of any confidential information may adversely affect the Organisation's business, competitive position, and goodwill.

By signing the Offer & Appointment letter at the time of joining the Organisation, employees are bound by a confidentiality and non-solicitation agreement to refrain from disclosing any information that is of confidential nature. This shall apply while the employee is in employment of the Organisation and post separation until such information becomes part of public domain.

iv. Talking to Media

Employees are refrained from talking to media unless authorised by the management.

v. Compliance with Rules & Regulations

The employees are expected to follow the following rules and regulations. In case an employee is found to be not observing the same the Organisation would apply the disciplinary policy.

Employees are expected to adhere to all rules/policies/instructions / notices applicable.

Employees are discouraged from making false complaints, statements, and representation to anybody that is likely to bring the Organisation into disrepute, disrespect, or defamation in the eyes of the public or in the eyes of law.

Employees are expected to be absent only when their leave has been sanctioned and are not allowed to overstay beyond sanctioned leave.

Employees are expected to receive/ accept official communication.

Employees are not expected to distribute or exhibit newspapers, handbills, pamphlets, or posters of any kind inside the Organisation's premises without the written sanction of the management.

Employees should not raise false grievance/s.

vi. Gifts

The Organisation as a matter of policy, discourages its employees to take the clients out for meals/ drinks and give them gifts.

The Organisation does not support the action of employees securing material benefits from any institution/individual for the purpose of securing projects or for any other benefits. If any employee is found resorting to such means, then legal action would be taken by the Organisation.

The Organisation strongly prohibits its employees from offering bribes to any authorities/institutions and hence would not support such acts of misconduct.

Likewise, any gifts received by any person from a client, vendor, or any other party must be brought to the notice of the management and handed over to the Organisation. The only exceptions are diary, calendar, and planners.

However, the Organisation encourages its employees to send greeting cards/email to its external client during Diwali/ New Year. For this, each year, the Organisation prepares greeting cards with the Organisation logo. Each employee would send their request to the Corporate Communication Department at least 45 days before Diwali or New Year so that the cards/e-cards can be sent to them. Standard formats for email greetings should be used.

vii. Fraud

Employees should produce genuine and authentic bills to seek reimbursements for travel, food, medical, petrol, etc. **If found guilty strict action will be taken, including termination from the services of the Organisation.**

Employees should provide accurate personal information regarding the name, age, father's name, qualifications, previous service any other personal data sought at the time of confirming the employment to CKD or thereafter.

All employees must abide by the Anti-Fraud and Anti-Corruption Policy (documented separately).

viii. Bullying at workplace

The Organisation as a policy condemns any act of bullying at workplace. Workplace bullying would include any act which falls under the following points:

- a) Threatening, humiliating, or intentionally intimidating an individual at workplace by acts such as violence, blackmailing etc.
- b) Any kind of verbal abuse including shouting or raising your voice in public or in private
- c) Publicly humiliating an employee in any manner including spreading rumours or defaming someone
- d) Any action that prevents any employee from completing/getting their work done
- e) Any kind of personal insult, mocking, using obscene gestures or addressing an employee with offensive nicknames
- f) To not allow an employee to speak or express himself (For example interrupting or ignoring an individual).

The Organisation condemns all the actions mentioned above and is strictly against any act of bullying at workplace. Any employee who performs an act of bullying at workplace would be breaching the Anti-Bullying Policy (documented separately) of the Organisation and would be subject to disciplinary action if proved guilty.

ix. Child Protection

CKD is committed to the dignity and equality of all people in all the programmes and projects it undertakes, especially to the principle that our projects should 'do no harm'. The organisation has a zero-tolerance approach towards child exploitation or abuse. The organisation respects the rights of children and is committed to upholding & safeguarding their rights to protection against violence, exploitation, and abuse. The organisation expects its workforce including others who work with the organisation to have children's best interests at the heart of their involvement with the organisation and conduct themselves ethically & with integrity, whether during normal course of conducting business or out of working hours.

The commitment to Child Protection is informed by set of principles which include:

- a. Zero tolerance of child exploitation or abuse.
- b. All children have equal rights to protection from abuse and exploitation.
- c. Each child has a fundamental right to life, survival and development.
- d. All children should be encouraged to fulfil their potential, and inequality and discrimination should be challenged.
- e. Children will be assured the right to express their views freely and this will be given 'due weight' in accordance with their age and level of maturity. The organisation will not discriminate against the child. The child will be treated with respect irrespective of gender, nationality or ethnic origin, religious or political beliefs, age, physical or mental health, sexual preference and gender identity, family, socio-economic and cultural background, or any history of conflict with the law.
- f. Everybody has a responsibility to support the care and protection of children.
- g. No child must come to harm as a result of their engagement with CKD as a sponsored child, a participant in programme/ project or as part of any advocacy campaign of the Organisation.

All employees must abide by the **Child Protection Policy** (documented separately).

x. Prevention and Protection from Sexual Exploitation and Abuse

CKD is committed to create a safe environment for beneficiaries and communities, including vulnerable groups, especially women & children. The Organisation considers an act of sexual exploitation and abuse as serious misconduct, which may constitute grounds for disciplinary measures, including dismissal and criminal prosecution. All employees must adhere to the following conduct at all times:

- a) Ensure that personal and professional conduct is, and is seen to be, of the highest standard and in keeping with the Organisation's Values and does not bring the Organisation into disrepute
- b) Take reasonable action to protect others from harm and to challenge infringements of the rights of others. The duty to protect others is greater in the case of vulnerable beneficiaries
- c) Take measures to protect children, young people and vulnerable adults, including refraining from physically and verbally abusing vulnerable adults including children (even where this is culturally acceptable) and use non-violent methods to manage beneficiary's behaviour (both within and outside the workplace)
- d) Always create and maintain an environment that prevents all forms of abuse and exploitation. Managers at all levels have a particular responsibility to support systems that maintain this environment
- e) Not use their position to sexually abuse or exploit those who are beneficiaries of services provided by or channelled through the Organisation
- f) Not use language or behaviour towards beneficiary that is inappropriate, harassing, abusive, sexually provocative, demeaning or culturally inappropriate
- g) Not engage in any type of sexual relationships with any person under the age of 18 regardless of the age of majority or age of consent locally. Mistaken belief in the age of a child is not a defense
- h) Never exchange money, employment, goods or services for sex, including sexual favours or other forms of humiliating, degrading or exploitative behaviour
- i) The Organisation's expectation is that all contact with vulnerable beneficiary especially female individual (whether by phone, email or direct contact) should be supervised, accompanied, or at least in sight of other adults. We recognise that situations may arise where this cannot be the case for urgent or practical reasons. Where a lone adult is working with one or more beneficiaries, especially vulnerable, the line manager should be informed upfront or as soon as possible
- j) Never take beneficiaries, especially women and children with whom the staff member has established contact through their work, to their home where they will potentially have lone contact with the beneficiary
- k) Staff member will not be intoxicated under the influence of alcohol or drugs while in the presence of the beneficiary
- l) Refrain from showing favouritism to a particular individual to the exclusion of others, or inconsistent application of rules, nor will they engage in any corrupt practice that may bring favour or disfavour onto particular individuals
- m) Take permission from individual and her/his parent/ guardian before clicking photos or taking videos of them.