

# EFICOR HR Manual



Vision Statement



Child Protection Policy



Anti-Fraud Policy



Environment Policy



Mission Statement



People with Disability Policy



Grievance Redressal Policy



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Anti Sexual Harrassment



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# EFICOR HR MANUAL

## ORGANISATION POLICIES

### CODE OF CONDUCT POLICY

#### Code of Conduct Policy

#### **Preamble:**

EFICOR is working to establish a just, responsible and compassionate society,

- It is committed to promote an environment that is of mutual respect and understanding.
- It believes in creating a safe and secure environment that enables people and communities to achieve their full potential to Glorify God.
- It believes in the principles of stewardship, transparency, accountability and inclusivity.
- To further the objectives and the principles it embodies, the board of EFICOR has resolved to create policies and guidelines to achieve its stated objectives.

#### **The Source of its Values, Principles and Practices**

1. Our understanding, principles, and practices are guided by the Bible and the law of the land.
2. Our involvement will be based on the voices of different groups in a community and primary and secondary data.

#### **Application of the Policy**

This Policy applies to

- Any Staff Member who are defined in EFICOR Employment Policy.
- Any Representatives, which includes: Board and Society Members, Guests, Visitors, Supporters. Consultants, Journalists, Photographers, Media Persons, Interns etc.

The Board directs the Management to draft and implement appropriate rules, guidelines and actions to be taken to fulfil the Code of Conduct policy.

#### **EFICOR Code of Conduct rules, regulations and processes**

The Board of Management at its meeting dated July 26, 2019, adopted “EFICOR Code of Conduct Policy”. The Board of Management approved the rules, regulations and processes as recommended by the Management for the implementation of the policy.

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# EFICOR HR MANUAL

## ORGANISATION POLICIES

### CODE OF CONDUCT POLICY

#### EFICOR Code of Conduct rules, regulations and processes

#### INTRODUCTION

The aim of this Code of Conduct is to formalise the standards by which staff and representatives of EFICOR need to behave in all circumstances. They undertake to discharge their duties and to regulate the conduct in line with the requirements of this Code of Conduct. This is apart from the person signing an agreement with EFICOR to adhere to the Policies of EFICOR.

The Code of Conduct is intended to provide direction for all EFICOR staff and representatives to perform their duties and conduct their private, professional and public life in a manner that avoids possible conflicts of interest with the values of EFICOR.

By following this Code of Conduct, it is intended that all staff and representatives will contribute to strengthening the professionalism and impact of the work of EFICOR and have a shared understanding of who they are and how they behave.

This Code of Conduct supports the achievement of EFICOR's vision, mission and values. It underpins the behaviours that are expected of EFICOR staff and representatives to demonstrate their commitment to EFICOR's ways of working. It is supported by various EFICOR policies and procedures.

EFICOR is fully committed to ensuring that individuals are not discriminated against because of caste, creed, religion, gender, disability, or because they work part time or on a fixed-term contract.

#### SCOPE

While this is an internal policy, EFICOR expects its Staff and Representatives to act in accordance with the key principles contained within it.

The Code of Conduct has been written to reflect the organisation's fundamental beliefs and values (as outlined below), to support its vision and mission to work with others to strengthen a Just, Responsible and Compassionate Society and its commitment to ensuring that everyone is respected and valued.

#### CODE OF CONDUCT – STANDARDS

##### 1. Adherence to EFICOR's Employment Policy and guidelines:

- 1.1. I will not be involved in any act subversive of discipline or employer-employee relationship or in wilful insubordination or disobedience of any lawful and reasonable order of the superior.
- 1.2. I will not abet or incite to go on illegal strike, stage a strike against the management.

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- 1.3. I will not be habitually late or irregular in attendance, be absent without leave or extend leave without any information or grounds or satisfactory explanation on the extension of leave.
- 1.4. I will not steal, involve in fraud or dishonesty in connection with EFICOR's property, money and assets.
- 1.5. I will not be in an inebriated state at work due to alcohol, drug or any other addiction.
- 1.6. I will not behave in an indecent or unbecoming behaviour or be involved in acts of immorality, gambling and other vices.
- 1.7. I will not wilfully damage the property of EFICOR or any other property of partner organisations.
- 1.8. I will not use defamatory statements or issue threats through any mode of communication.
- 1.9. I will not indulge in gossip be it malicious or otherwise.
- 1.10. I will not discriminate against people due to caste, creed, religion, gender or disability.
- 1.11. I will treat all colleagues in EFICOR with respect whether they be part time or on a fixed-term contract.
- 1.12. I will wear suitable attire at work, which is appropriate and also does not compromise health and safety regulations.
- 1.13. I will use the Grievance Redressal guidelines and mechanisms to share grievances to the concerned authorities.
- 1.14. I will report to the Management instances of unethical behaviour, actual or suspected, fraud or violation of the EFICOR's code of conduct or ethics using the Whistle Blower's Policy procedure. I will raise these with the appropriate manager or through the following email addresses: [whistleblowing@eficor.org](mailto:whistleblowing@eficor.org) or [safeguarding@eficor.org](mailto:safeguarding@eficor.org).

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## **2. Adherence to EFICOR's Safeguarding and Protection Policies**

- 2.1. I will not physically assault or physically abuse children or vulnerable adults.
- 2.2. I will not develop inappropriate relationships whether physical/sexual relationships with children or vulnerable adults which may be deemed exploitative or abusive.
- 2.3. I will not abuse or exploit children under the age of 18 in any way and will report any such behaviour of others to the line management and/or Convener, Vulnerable Adult/Child Safeguarding Committee.
- 2.4. I will not abuse or exploit or engage in inappropriate or sexual behaviour with any members of affected communities regardless of age especially the vulnerable adults.
- 2.5. I will not put myself in a position where I could be accused of sexually abusing a child, young person or vulnerable adult, i.e. holding or hugging a child, young person or vulnerable adult, or physically touching children, young persons or vulnerable adults in a way that could be considered

abusive in ways described in the Policy documents.

- 2.6. I will plan activities so that more than one person is present or, at least, other people are within sight and hearing when interacting with child and vulnerable adults. Wherever possible I will ensure that another adult is present to supervise the activity.
- 2.7. I will allow a child or a vulnerable adult to enter the office only when they are accompanied by either the parent or guardian.
- 2.8. I will not take children/vulnerable adults alone in a car, even on short journeys unless there is a compelling reason to do so.
- 2.9. I will not act in ways that may be abusive or may place a child or vulnerable adult susceptible to abuse.
- 2.10. I will not use language, make suggestions or offer advice, which is inappropriate, offensive or abusive.
- 2.11. I will not offer benefits such as food, favours, clothes, jobs, money or show favouritism in exchange for sexual favours.
- 2.12. I will not act in ways intended to shame, humiliate, belittle or degrade children or vulnerable adults, or otherwise perpetrate any form of emotional abuse.
- 2.13. While planning residential programmes, I will make appropriate arrangements to ensure that children and vulnerable adults are not put in a situation that can compromise their safety.
- 2.14. I will behave in an appropriate and respectful manner towards all guests and representatives staying in accommodation associated with EFICOR's work.
- 2.15. I will not be involved in domestic violence but adhere to EFICOR's zero tolerance policy on domestic violence.

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### **3. Be responsible for the use of information and resources to which I have access by reason of my employment or association with EFICOR:**

- 3.1. I will use EFICOR information, funds and resources entrusted to me in a responsible and cost-effective manner and account for all money and property, following the appropriate policy and procedural requirements. Resources and property include:
  - 3.1.1. Money entrusted to EFICOR, vehicles owned or hired for official purpose.
  - 3.1.2. Telephones, photocopiers, fax machines and stationery.
  - 3.1.3. Other equipment or equipment/resources such as camera, laptops, mobiles belonging to EFICOR.
  - 3.1.4. Computers including the use of email, internet and intranet.
  - 3.1.5. Information that is confidential or restricted concerning EFICOR and individuals.
  - 3.1.6. Any personal information collected from communities and beneficiaries.
  - 3.1.7. EFICOR information and EFICOR name and logo.

- 3.1.8. EFICOR premises (Office, field office, transit houses)
- 3.2. I will demonstrate commitment to the environment and sustainable development by adhering to EFICOR policies on travel, recycling and the use of resources.
- 3.3. I will abide by EFICOR's External Communication Policy. I will commit to comply with privacy and data protection laws, including the Data Protection Act 2018 (DPA) and the General Data Protection Regulation (GDPR).
- 3.4. I will not post statements or photos relating to EFICOR's work that are offensive or which may cause conflicts and hurt either individuals or communities that we work with.
- 3.5. I will not pay journalists/media houses to cover news.
- 3.6. In the matter of external communication I will act within the limitations as mentioned in the Communication Policy.

#### **4. Ensuring the safety, health, welfare and wellbeing of myself and all EFICOR representatives:**

- 4.1. I will adhere to all legal and organisational health and safety requirements in force at the location of my work.
- 4.2. I will comply with all security guidelines, including those of local offices, and be proactive in informing management of any necessary changes to such guidelines.
- 4.3. I will behave in such a way as to avoid any unnecessary risk to the safety, health, welfare and wellbeing of myself and others, including partner organisations and beneficiaries.
- 4.4. I will undertake and act on appropriate risk assessments.
- 4.5. I will not carry or take up arms or weapons under any circumstance and will not use or hire armed personnel either directly or indirectly.
- 4.6. I will not handle a weapon or allow arms and armed personnel in EFICOR premises or vehicles, except if staff are threatened or coerced.
- 4.7. Not carry cash above Rs. 50,000 when travelling.
- 4.8. While using a two/four wheeler I will ensure that the vehicle has all the necessary certification.
- 4.9. I will follow all safety guidelines including the use of helmets, seat belts, observing speed limits and ensuring that drivers of hired vehicles also follow regulations.
- 4.10. I will always travel in a group in trouble prone areas.
- 4.11. I will keep the line manager informed about my travel plans.

#### **5. Performing duties and conducting private life in a manner that avoids possible conflicts of interest with the work of EFICOR:**

- 5.1. I will declare any financial, personal, family (or close intimate relationship) interest in matters of official business which may impact on the work of EFICOR – e.g. contract for goods/services, employment or promotion

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within EFICOR, partner organisations, civil authorities, beneficiary groups and I will abide by EFICOR's Conflict of Interest Policy. I will exempt myself from any procurement or other situation where a conflict of interest may arise. If it comes to my knowledge that there is a conflict of interest with another representative, I will raise this with the relevant higher authorities.

- 5.2. I will not receive any gifts from suppliers, partners or others connected with EFICOR's work, unless permitted by the guidance on accepting gifts. I will never accept a personal gift of money.
- 5.3. As an employee, I will not be involved with any political party or contest election recognizing that EFICOR receives foreign donation and the money received through FCRA prohibits the same.
- 5.4. As an employee, I will not accept any additional assignments or consultancy work outside EFICOR, without the permission from Senior Management.

#### **6. Avoid involvement in any criminal activities, activities that contravene human rights or those that compromise the work of EFICOR:**

- 6.1. I will not do an enquiry by myself if I become aware of any form of illegal activity, relating to EFICOR, its representatives or beneficiaries or where there is a safeguarding risk. I will make it known to the relevant authorities and use either Whistle Blower Policy or Anti-Fraud Policy procedures.
- 6.2. I will notify the organisation if I am found guilty of any criminal charges during my employment.

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#### APPLICATION OF THE CODE OF CONDUCT

By following this Code of Conduct, it is intended that all EFICOR staff and representatives will contribute to strengthening the professionalism and impact of the work of EFICOR and have a shared understanding of who we are and how we behave.

The Code of Conduct forms part of the terms and conditions of employment of staff and of all representatives. Further information and details of specific aspects of this Code can also be found in EFICOR's Policies and Procedures.

1. EFICOR Society are the owner of the policy and EFICOR's Executive Director is in charge of its application.
2. All representatives will be given a copy of this Code of Conduct and be required to familiarise themselves with its requirements, by reading and discussing the Code of Conduct with their relevant member of staff where appropriate.
3. All EFICOR staff and representatives will be required to confirm this by signing their agreement to the Code of Conduct and by keeping a copy. A further copy of the signed agreement will be appropriately filed. An annual update through online or residential training is mandatory where appropriate.
4. Further information on the provisions within the Code of Conduct can be found in EFICOR's policies, procedures and guidelines. If needed, members of staff can also seek further clarification from their manager or a member of the Human Resources team.
5. Programme Coordinators, Managers and Directors also have a responsibility to uphold the standards of conduct and set an example.
6. In the recruitment and selection of representatives, managers and directors should seek to ensure that candidates selected support the beliefs and values of EFICOR.
7. Any representative who has concerns about the behaviour of another representative must raise these with the appropriate manager or through the following email addresses: [whistleblowing@eficor.org](mailto:whistleblowing@eficor.org) or [safeguarding@eficor.org](mailto:safeguarding@eficor.org). Any concerns will be treated with urgency, consideration and discretion.
8. Any breaches to the requirements of this Code of Conduct may result in disciplinary actions which could lead to dismissal and will be notified to future employers; similarly, volunteers may be removed from their roles.
9. This Code of Conduct should be used by partner or representative of EFICOR if they do not have a Code of Conduct that meets EFICOR standards.

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#### DECLARATION OF COMMITMENT

To be signed by all EFICOR staff (regular, contracted and project) and volunteers.  
A copy will be kept on file at the appropriate EFICOR office or personnel file.

I have an obligation to report if I have ever been dismissed or disciplined by a former employer or organisation I have been volunteering for, for a breach of their Code of Conduct or anything covered by EFICOR's Code of Conduct here above. Failure to do so will result in disciplinary action.

I am aware and will adhere to the following policies and procedures (see list below) that support the above Standards.

- Anti-sexual harassment Policy
- Whistleblowing Policy
- Children Safeguarding and Protection Policy
- Vulnerable Adult Safeguarding and Protection Policy
- Grievance Redressal Policy
- Staff Employment Policy
- Anti-fraud Policy

#### SIGNATURE

I have carefully read and understood EFICOR's Code of Conduct and hereby agree to abide by its requirements and commit to upholding the standards of conduct required to support EFICOR's aims, values and beliefs.

Name : \_\_\_\_\_

Signature : \_\_\_\_\_

Date : \_\_\_\_\_

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