



YOUTH for seva[®]
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POLICIES & PROCEDURES

**HUMAN RESOURCES &
ADMINISTRATION**

(Released on March 2023)

PART 1 CODE OF CONDUCT

Youth for Seva

Jnanagiri, 75/76, 4th Cross, 2nd Main, Soudamini Layout,
Konanakunte, Bengaluru – 560062

www.youthforseva.org

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FOREWORD

Through constant communication and dialogue with the Organization, the employees working for Youth for Seva, [YFS] strive to build and share the fundamental values. YFS, endeavors to improve its societal achievements, so that YFS can continue to engage volunteers & Full timers in a fair and stable working conditions.

Stakeholders, form an integral part of our operations, and ensuring our actions, are supporting the core interest of the stakeholder, works in the best interest of YFS, and promotes "Mutual Trust".

Simultaneously, YFS promotes a work environment in which each of us can work in harmonious and dynamic manner. In return, each of the Employee at YFS, is requested to adhere to and implement the 'Code of Conduct', "Human Resources Policies & Procedures" and fulfil his/ her duties with utmost integrity, which will go a long way to build the Organization as an admirable Non-Governmental Organization, and enhance the scaling prospects of YFS and ultimately the prospects for Community, Society at large.

YFS aims to become the most valued, respected, and trusted Organization by its stakeholders and Society. It is therefore essential that each of one of us act, as articulated over the years, in a "steadfast, sure-footed and thorough" way and in accordance with common sense and good judgment. I therefore expect that each one at YFS, to carefully read this "Code of Conduct" & the other Policies and Procedures, and implement the spirit within.



Jagadeesh Maiya
President

PART 1 – CODE OF CONDUCT



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Ver No.	Date	Prepared by	Reviewed by	Purpose
1.0	25th Nov 2022	Vishwanath	National Executive Team	Roll out

Authorized Signatory	Authorized Signature
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PART 1 – CODE OF CONDUCT

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1. INTRODUCTION

Applicability – This Code of Conduct, would be applicable for all Full timers, including fellows, and recognized as “Employees” in general.

Work area – Unless otherwise mentioned, the work area, shall mean the registered office, regional offices, Chapter Center, events, and place of interaction with the Stakeholders / Community Partners.

Stakeholders – Unless otherwise mentioned, Stakeholders shall comprise of following individuals / bodies.

- All Full timers including Fellow employees.
- Trustees.
- Advisory Boards and Steering Teams.
- Government / Government bodies.
- Community Partners (Beneficiary.)
- Partner NGO’s.
- Volunteers (Corporate, College, Interns, General, & others.)
- Philanthropic Foundations.
- Corporate Partners.
- Individual Donors.

All the Employees, as they act and work, will form the activities of the Organization. The Character, Conduct and Attitudes of the Employees will form the core of the business of the Organization and affects all aspects of the affairs of the Organization and Employees themselves.

It is, therefore, very essential that certain Business Conduct, which fit in with the Organization’s Vision, Mission, Values & Culture, guide the Employees.

2. OBJECT / PURPOSE OF CODE OF CONDUCT AT YES

- a) Code of Conduct, basically comprising of Business Conduct and Values, aim at building a good Organization, and Work Culture; to be an admirable Non-Governmental Organization while achieving Organization’s Vision and Mission, Goals.
- b) Guiding principles in running the affairs of the Organization in Decision-Making, Management, and day to-day jobs.
- c) Assist the Employees in handling dilemmas and contradictions in their work environment.
- d) Prevent occurrence of any incident that might undermine public trust in our organization.

3. ORGANIZATION VISION, MISSION AND VALUES



Vision:

Self-reliant society powered by socially conscious individuals.

Mission:

To build and facilitate a movement of organised volunteering for societal well-being.



Values:

Nation First

Pluralism

Integrity

Respect

Innovation

4. GUIDING PRINCIPLES AT YFS

- a) To comply with domestic and international laws
- b) To respect local customs, social rules, traditions.
- c) To maintain integrity.
- d) To develop and practice Team Work.
- e) To be fair and transparent in all transactions.
- f) To avoid conflict of interest.
- g) To avoid indulgence in unfair trade practices and unlawful activities.
- h) To adhere to Safety and Health practices.
- I) To protect and safeguard properties and environments and provide high quality products and services.

5. COMPOSITIONS OF CODE OF CONDUCT

- a) The Code of Conduct for Employees are categorized in two categories. The first, the Basic Code, covering all Employees, irrespective of the Department, and area (Geographically), in which they work, and the Second, the Code of Conduct covering their Specific Areas. Both the Codes are like two sides of the same coin, and will collectively always guide the activities of the Employees.
- b) Employees at all level at YFS are expected to carefully read and understand the Code of Conduct and implement the spirit within. Any employee, found to be violating any of the provisions/guidelines of this policy would be liable to disciplinary proceedings as per the policy of the organization prevailing from time to time.
- c) The Code of Conduct are designed to govern the Employees while discharging functions on behalf of the Organization. Yet it is desirable that all the Employees will adhere to the Code of Conduct even in their activities falling outside the Organization.

6. BASIC CODE

6.1 To comply with domestic and international laws

All employees shall respect and obey the laws of the land and laws of the country they transact. Violation of law shall be strictly prohibited, even if such violation is conducted, for the sake of the Organization or Stakeholder. Ignorance of law will not be an excuse. Where in doubt, the Employees should be transparent with the law enforcers and shall obtain legal guidance.

6.2 Be aware of local customs, social rules, tradition

All employees shall function in harmony with the local people. Employees should respect the local customs, social rules, and traditions of the society in which they function and shall act sensibly and with circumspection.

All Employees shall deal with the local people with due respect and cordially as the co-operation of local people, is an essential and key factor in ensuring success of the Project.

6.3 To maintain integrity

All Employees shall maintain integrity in all their acts and deeds. They shall also not act in a manner affecting the image of the Organization.

7. SPECIFIC CODE

7.1 Team Work & Good Working Environment

- a) All Employees shall develop and practice Team Work, and good and effective communication.
- b) All the coordinated efforts at every level are essential, to have an excellent Team Work. Team Work within different members, different teams, different groups, department Employees etc, is essential to produce a Quality product / service at required time.
- c) All Employees shall maintain and promote cordial, healthy and constructive interactions with other Employees, Stakeholders with a view to accomplish the organizational goals.

7.2 Contribute to Organization

All Employees:

- a) Shall develop and practice Professionalism in each job area.
- b) Shall, to the best of their abilities and capabilities, endeavor to fulfil their duties and accomplish their goals, promptly and on schedule faithfully and diligently.
- c) Shall contribute in achieving their department goals in turn the organizational goals.
- d) Shall exercise good judgement in all their acts and deeds in the overall interests of the Organization and, without being influenced by external or extraneous considerations.

7.3 Safety & Health

Employees are the most important assets of the Organization. Not only will the Organization do all that is reasonably practicable to safeguard their wellbeing but team members also have a responsibility for safety and health of themselves and others.

Employees shall therefore ensure safety and shall, always, adhere to the basic discipline at workplace, and always follow all traffic rules.

7.4 Comply with Working Regulations

All Employees:

- a) Shall strictly adhere to and comply with all the applicable Labor Laws and Regulations, Rules, Code of Conduct and Directions of the Organization.
- b) Shall maintain fairness among themselves irrespective of caste, creed, color, religion, sex, or social status and shall not act in any discriminatory manner against any person in the team including in recruitment, appraisal, transfer, training etc.
- c) Shall have respect for all religion and caste. They shall not use the religion or caste in derogatory terms. The religious practices of each Employee is completely a private affair. Therefore, every employee shall ensure such religious practices do not affect the work. Any form of religious practices, if at all, need to be consulted with HR, before celebration.
- d) Shall not indulge in any type of activities which shall be construed as Sexual Harassment.
- e) Shall not enter in his / her work area in an intoxicated state, and shall ensure non consumption of "Substance of Abuse".
- f) Shall at times, ensure implementation of task as per laid down Policy, Procedure, and processes (not only own dept, but also others viz . HR, F & A).
- g) Shall not indulge in any kind of financial transactions (lending, borrowing) with fellow employees or other stakeholders, which may affect the interpersonal relationship, and affect the image of YFS with the stakeholder.
- h) While there is no prescribed dress code, employees are expected to be mature enough to dress appropriately befitting YFS way of being.

7.5 Human Resources Development

All Employees:

- a) Promote team spirit amongst the Employees and adopt policies and practices conforming to the rules and regulations of the statutory authorities.
- b) Promote healthy policies to maximize human resources asset value at minimum cost.
- c) Fulfil the accountability to explain Human Resources Management Schemes / Policies / Rules / Judgment so that Employees can understand the Organization's point of view.
- d) Maintain / Improve quality of life from mid to long term point of view.

7.6 Protecting Environment

All employees shall be aware of, and practice and always comply with the Environmental Practices both within and outside of the Organization.

Also, Employees activities must be planned in such a way, that total environment inside and outside the work place, should be protected as per organization's culture and practices.

7.7 Donor / Fundraising / Stakeholder Interaction



- a) Each employee, shall behave/ conduct with the stakeholder, in a way, that will uphold the Core Organizational Vision, Mission & Values.
- b) Employees shall always grasp the need / expectations of the stakeholder, and take action to satisfy Stakeholder's requirement.
- c) Will always give fair, timely and accurate response to the donors and other stakeholders.
- d) Shall be fair in all their dealings with the Donors and all Stakeholders.
- e) Shall not indulge in any unfair trade practices and shall maintain a high level of integrity and reputation in conforming to trade practices within the ambit of law of the land.
- f) Shall not indulge in any sort of cartels with the Implementation Partners or price negotiations with the competitors while participating in any bids / proposals.
- g) Shall not publish or cause to publish materials or advertisements with false or exaggerated claims.

7.8 Develop Technology & Innovation

- a) We want our organization to be a Leader in all our domains, and hence all the Employees from all departments, must know, understand and use the Top-Class Technology and emerging trends.
- b) Employees shall create and develop advanced technologies and provide outstanding products and services that fulfil the needs of Stakeholders.
- c) Employees shall conform to all standards of Quality and shall dedicate to sustainability of the projects / interventions.

7.9 Protect Organization's Assets / Tangible & Intangible

- a) All employees shall maintain strict confidentiality on all matters of the Organization like Technical, Cost, Finance, Vendors Development etc.
- b) Confidentiality of business and knowledge acquired through business shall be strictly kept in an appropriate manner even in organization and even after employees terminate employment with the organization.
- c) Employees shall take care and protect the assets of the Organization in general and shall be specifically responsible for those assets of the organization entrusted in their custody.

7.10 In relation with Suppliers, Financial Institutions, Service providers etc.

7.10.1 To practice fair transaction

All Employees:

- a) Shall comply with all contractual obligations of the Organization in all transactions with outsiders, Stakeholder, Supplier, Service Provider etc.
- b) Shall adopt an Open-Door Policy and be fair, transparent and have sincere attitude towards transactions with Suppliers, Contractors and Service Providers as equal partners of business and make effort to establish mutual trust for a long-term business relation.
- c) Shall make sourcing and pricing decisions on a fair competition basis taking into consideration all aspects of the matter concerning Quality, Cost and Delivery. Employees shall keep in mind that a mutual benefit and a long-term business relation of the organization and its suppliers can be enjoyed only as a result of the decisions which are right and competitive.
- d) Shall get to mutually agree with Suppliers on a logical basis when making a discussion and entering into an agreement with them.
- e) Shall make every effort to effect purchases at the most possible competitive price, without compromise on the quality and the specifications desired by the User Divisions / Departments.

7.10.2. To avoid conflict of interest

All Employees shall take care to ensure that conflict of interest, if any arising out of factors like having a business interest in another organization, hiring the services of friends and relatives, doing business with friends and relatives, insider trading etc, will not affect the interests of the Organization in any way and where such interests are involved, they shall make proper disclosure promptly to the Management.

7.10.3. To ensure conformance of Law / Regulations

All Employees:

- a) Shall affect purchases of goods / services only after due conformance to internal regulations as well as all applicable statutory laws like those relating to GST, Sales Tax, Customs, Excise, RBI Regulations & any other statutory levy, applicable at the time of transaction.
- b) Shall not do business with those who do not conform to the applicable statutory laws, like those relating to Child Labour, Environment, Tax, Customs etc. and such nonconformance shall be brought to the notice / knowledge of the Organization.

7.10.4 Prohibit Personal Favour

All Employees:

- a) Shall not ask Suppliers / vendors for any personal favor / gift.
- b) Shall not gain any personal profit, either by virtue of information available to him/her or by any authority vested in him/her by the Organization.
- c) Will refrain from taking any advantage of the policies of the Organization in terms of accepting any gifts etc. from the supplier / vendor / service provider, for giving / granting any official favour.

8. In relation with Government

- a) Employees shall deal with the Government Authorities and Public Servants with due respect, shall extend co-operation to, and maintain cordial relations with, the Government Authorities, Central / State / Municipal Corporations / Local Panchayats etc.
- b) Employees are required to transact with the Government officials in fair and transparent manner.
- c) Employees are strictly prohibited from offering any undue monetary or benefit convertible in money on behalf of the organization to any Government Authorities. However, providing occasional corporate gift befitting the occasion, is permitted but shall report the same to his/her Managers.

9. DISCIPLINARY ACTIONS:

Failure to comply with any part of the Code of Conduct's guidelines will result in appropriate disciplinary action. The employee responsible will be subject to repercussions that vary depending on their violation. Possible consequences will include reprimand, detraction of benefits for a definite or indefinite time, demotion, suspension or termination for more serious offences. We may have to pursue legal action in cases of corruption, theft, embezzlement, or other unlawful behaviour.

HR will conduct a formal enquiry to validate the complaint and advise the reporting manager/function heads or whoever is in authority regarding an appropriate action.



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