



November, 2019

HESPL - CODE OF CONDUCT

1. Scope of the Code of Conduct:

- a) The norms under this Policy shall be applicable to all working members of HESPL irrespective of the scope and terms of role, including the 'Haqdarshaks', any field or community worker associated with the work of HESPL, any other person associated with HESPL including volunteers.
- b) Hereby the term 'working member of HESPL' shall be referred to anyone who falls under the purview as explained in point 'a'.
- c) This code will also be applicable towards HESPL employees' conduct with Partner Associates – who will be expected to follow the norms as stated below, though not binding.
- d) For Partner Organizations, the code shall be mentioned under the "Dispute Resolution" and related sections in the MoUs, which shall then be applicable to Partner Associates or anyone associated with HESPL from the Partner Organization.

2. HESPL Representation:

1. All working members of HESPL – including the Haqdarshaks – should have an ID card and should wear it when on field / partner meeting / official meeting.
2. The ID card is the representation of the Organization and hence should be handled with respect.

3. Ideal Behaviour:

1. Behavior of every working member of HESPL should be respectful towards everyone at the Organization and outside, since you represent the Organization and a part thereof.
2. Do not demean HESPL, its policies or norms, in any way, by way of words, actions, or thoughts.
3. Be respectful and helpful towards everyone.
4. Be a supportive, motivating mentor and a confidante to your team (reporting to you).
5. Be a disciplinarian, an inspirational yet not authoritative leader for your team.
6. Maintain a cordial yet professional relation with your Line Manager.
7. Give space to innovation and new processes.
8. Taking accountability of one's actions, implications of actions, responsibilities and errors alike.
9. Be appreciative of everyone's successes and considerate of failures.
10. Behavior in words, thought and action should not be disrespectful of any other member, in any way, associated with HESPL.
11. Hygiene is very important and hence one should act towards keeping the work environment a neat and clean place (especially one's work area/office), as one's own responsibility.
12. Relation with any working member of HESPL should be professional within office hours.

13. If any personal bonds are developed among employees, these should be taken care of by the concerned employees independently and in a way which will not hamper the Organization in any way.
14. Willingness on both parties is necessary if the relation goes beyond office hours.

4. Work culture:

1. Work towards building a harmonious, work environment, instead of a conflicting and over-competitive one for your team.
2. The work environment should be such that it harbors respect, discipline and yet ease of working.
3. There should be clear communication between peers, within the team and with the Line Manager.
4. Information should not be held back when required to be shared by protocol and reporting norm.
5. Any undue Organization and/or confidential information should not be shared within and outside the Organization if not meant to be shared.
6. Adherence to the administrative code with respect to work timings, policies, service rules and honest communication to HR, Finance and Line Manager.
7. Work towards team wins rather than individual wins.
8. Create a conducive and safe environment such that it supports the team focus and achievement of goals.

5. Culture outside office hours:

1. Organization does not mandatorily demand any working member of HESPL to work outside of office hours
2. However, given the nature of the work and the growth stage of the company, there could be a space of work outside office hours basis individual willingness and ability, the scope of work and mutual understanding on urgency of completion.
3. Similarly taking official calls outside office hours is not mandatory.
4. However, there may be calls basis mutual understanding and availability to respond and urgency of matters.
5. Taking partner calls / meeting them outside office hours can be politely turned down if unavailable.
6. Working members are expected to be matured individuals to understand the urgency of completion, nature of work and should be cognizant of the timeline of completion.
7. The Organization expects employees to decide their capabilities on their own and not resort to excruciating working conditions that may result in a drop in productivity.

6. Work culture with Partners

1. Relation with Partners is recommended to be strictly professional.
2. No Partner is liable to behave inappropriately and disrespectful towards any working member of HESPL – (Inappropriate can be defined as anything which makes the said employee uncomfortable. This needs to be duly reported on email and the Organization shall take the necessary decision of deeming it inappropriate or not)

3. Partner meeting / partner calls after office hours can be politely turned down basis unavailability or unacceptable (late evening) time for the call/meet. Line Managers should be kept in loop in all such communication.
4. Place of the meeting, if not the HESPL location office, ideally can be any place with public access. Hence, the employee should inform the Line Manager formally on e-mail in case of a meet outside of office hours of the place, time and the purpose of the meet with the Partner.
5. Line Manager has to be kept posted on return from the meeting, in case of all teammembers especially female team members.

7. Reporting Channel

1. Any breach of code of conduct should be informed (formally) to the HR. Write only to hesplhr_hearingcell@haqdarshak.com.
2. The HR will then set up a formal investigation/enquiry and take necessary action, in consultation with the Senior Management and if required with the Line Manager.
3. Keeping the Line Manager in the loop of communication or otherwise is the discretion of the individual.
4. In case of breach of COC by the Partner, the HR shall bring to the notice of the relevant vertical dealing with the Partner and the Senior Management.
5. The channel of communication and sharing of information in this regard, is strictly recommended to be routed through the HR only and not through any other.
6. In case of breach of the code of conduct by the HR, it should be informed to the Senior Management, who shall look into the needful and take necessary action.

8. Dress code:

1. Smart casuals, decent and appropriate dressing for office hours and official meetings, and
2. Power dressing for partner meetings is recommended.

9. Conflict of interest –

Vendors:

1. No favoritism towards any particular vendor shall be entertained.
2. Contracts / purchases shall be given /taken from vendors solely on the basis of fair practices, following the process of quotation and fair purchase order.
3. The formal process of quotation complete with fair purchase order should be followed with the HR and Finance.
4. As a policy HESPL aims to get the best quality at lowest price vendors

Hiring:

Hiring from Partner Organization would not be conflict of interest provided:

- HESPL gets the NOC from Partner Organization and vice versa.
- It is not conflicting with any of the terms under the MoU signed between HESPL and the Partner Organization
- It is not conflicting with the code of conduct / any other policy of the Partner Organization

- The regular hiring and selection process as per the HR-HESPL procedure has been duly completed.

Hiring from a Partner Organization and other hiring, including hiring within the family of HESPL team members, shall be handled directly only by the HR in consultation with the Senior Management.

10. HESPL Celebration:

1. HESPL Foundation Day shall be earmarked as the Annual Team Celebration.
2. HESPL wins / prestigious nominations / recognitions shall be announced for celebration by the Organization, under Company cost.
3. Any other celebration/holiday /other shall be the discretion of the team at any location / office to celebrate and shall not be accounted under Company cost.

11. Disallowance:

1. Alcohol shall not be permissible for consumption at any of the HESPL locations during and after office hours.
2. No working member of HESPL shall be permitted to consume alcohol during office hours (if not on leave).
3. Smoking and/or consumption any other abusive substance shall not be permissible at any of the HESPL location offices.
4. None of the above consumption by any working member /Partner Associate shall be permitted at any of the field locations during HESPL operational hours on the field.

12. Maintain moral integrity and embrace professional integrity

1. Focused and commitment towards our own work.
2. Meet our goals with honesty, dedication and fulfillment
3. Adhere to the Organizational protocol, Policies and decorum
4. Respect and adhere to data confidentiality
5. Do not demean, humiliate or ridicule your juniors and colleagues, or any working member (working directly or indirectly with HESPL) in any way.
6. Be a motivating mentor and strive to derive the best from one's Team
7. Be cognizant of the language used in communication within the Organization and outside
8. Be honest to self, your work and to the Organization
9. Be positive and hopeful and spread of the sentiment alike within one's team and vertical.
10. Do not judge others by what you hear. Do not defame anyone.
11. Do not demean or spread incorrect information about the Organization at large.
12. Respect work and work will respect you
13. Work towards a safe and clean environment within and outside the Organization
14. Every HESPL working member to be moral responsible citizen embracing true moral values and development for self and for the society at large.

This Policy and norms under it are subject to revision which shall be communicated to the Team in accordance. The Policy would be in effect till further revised notification.