

Code of Conduct & Alert System

Balasore Social Service Society (BSSS)



(Revised in 2024)

**Balasore Social Service Society
Vivekananda Marg
Balasore 756 001**

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ETHICAL BEHAVIOUR & CONDUCT EXPECTED FROM THE STAFF

- 1. Loyalty:** Every volunteer, collaborator, probationary or regular staff of BSSS is required to exhibit loyalty to the Organization and is to work with a commitment to translate its mission statement into a reality. No member is allowed to simultaneously work for another organization while being part of BSSS. Each member is to work hard to create a sense of belongingness and care for each other.
- 2. Team Spirit:** Every volunteer, collaborator, the probationary or regular staff of BSSS is required to cultivate 'Team Spirit' and work together respecting each other's experiences, skills, efficiency, competencies and limitations. *Those among the staff who are hares are to carry the tortoises on their back and likewise, the tortoises are to carry the hares on their back while crossing a river.* Everyone is required to help the other in completing the much needed job on time and give rise to an atmosphere of mutual trust and helping mentality.
- 3. Faith in God and in the Equality of Human Beings:** The staff members of BSSS are to draw inspiration and strength from their faith in God. Faith in God needs to be manifested in their commitment and whole hearted devotion to promote the truth, beauty and goodness of every human person, especially the poor. That is why every staff of BSSS is also required to believe in humanity and the equality of all. No volunteer, collaborator, probationary or regular staff of BSSS is to be discriminated against because of his faith, caste, or ethnicity. To promote the above spirit, all the staff members of BSSS are obliged to start the day with a prayer service at 9.00 AM.
- 4. Discipline:** Every volunteer, collaborator, the probationary or regular staff of BSSS is required to report on time, be punctual for events, workshops, seminars, and submit timely reports and performance appraisals. They are to practice self-discipline in expressing personal opinions on issues and persons. Each staff is to respect and mind the immediate supervisor to whom he/she is assigned to report.
- 5. Competence:** The member should continually strive to increase their professional knowledge and skills to apply them in practice and aspire to contribute them to others.
- 6. Aid:** Aid is given regardless of the race, creed, or morality of the recipients and without adverse distinction of any kind. Aid priorities are calculated on the basis of need alone.
- 7. Conduct:** Every volunteer, collaborator, the probationary or regular staff of BSSS is required to behave with other staff members and other stakeholders ethically. No one is allowed to lie, cheat or steal. Every staff member is to exhibit good character, decency in the public and proper attitude. No one is allowed to pass lewd comments, propositions or sexually harass staff members.
- 8. Care of BSSS Property:** Employees should take care of all BSSS properties in the right way including all movable and immovable objects. No one should misuse any of the

materials of the organization. Special care is to be taken for the proper use of lights, electronic items, motor vehicles, etc.

- 9. Use of Internet & Mobile Phone:** The use of the mobile phone should be reasonable in the main office room but strictly prohibited during any meeting and in the training hall. The staff needs either to switch off or to keep them in the silent mode while working or attending meetings and seminars. During working hours only important personal calls are to be made or received. No one is allowed to browse through the internet for personal purposes during office hours. It is strictly prohibited to browse through or download pornographic material.
- Refrain from carrying any weapons in BSSS premises or its operational areas at any time.
 - No member shall ever use any resources of the organization for any kinds of anti-social activities or personal revenge for which the organization will take strict action against the offender immediately.
 - One should hold himself/herself responsible to those he/she seeks to assist and those from whom he/she accept resources
- 10. Use of Language:** No one is allowed to use filthy or offensive language during the office hour. There should not be double meaning words or sentences to utter in the office hours and in front of the community members. Official decorum should be maintained in the office compound. Official matter should not be spoken outside the office compound. Backbiting against the organization/authority/staff and the stakeholder is not expected from us.

SUBSTANCE POLICIES

- 1. Alcoholic Beverages:** Coming to the workplace in a state of intoxication or drinking alcohol during work hours by the staff is strictly prohibited. No one should be drunk during duty hours such as during field visits, training, meetings and family visits.
- 2. Drugs:** Use of any drugs is not permitted. If the staff is found using drugs then the 'Core Team' will discuss this matter with the concerned staff.
- 3. Help for Staff with Substance Dependency:** Staff members needing help with a substance dependency problem are encouraged to contact their supervisor or a treatment facility. No person will be penalized for seeking or accepting counseling or treatment for a substance abuse problem.

ALERT SYSTEM:

- If there is any violation of the Code of Conduct by any member, the one who witnesses should inform the supervisor or Director immediately. And the Supervisor should deal with the situation by maintaining confidentiality or take to the Director who should give sufficient chance to correct or take appropriate decisions for the good of the organization.
- Any stakeholder of BSSS holds the right to report facts reacting to any area that falls under the policies and codes mentioned in the organization's legal/HR/ policy manual. Any person who interacts with BSSS, be it volunteers, employees, consultants, donors, partners,


beneficiaries, hosts, and any other in one way or the other related to BSSS may be listed as a stakeholder of the organization.

- If any member of the organization is bullied because of body structure, sex, behavior etc. by any other staff, he/she should directly inform the Supervisor or to Director.
- One should hold himself/herself responsible to those he/she seek to assist and those from whom he/she accept resources.
- Any potential or actual conflicts of interest (financial, personal or familial) in matters relating to BSSS's field of activity shall be reported to the concerned supervisor in writing and a copy of the same shall be forwarded to the Director.
- If there is a need that staff doesn't feel free to share with the supervisor, he or she could directly contact the Director.
- If the office staff feels that there is any grievous issue concerning the organization which they don't feel fine to report to the Director, then they have the provision to take the matter to the governing body as a whole or the president.
- The supervisor must check the authenticity of the alert before processing it to the higher authority by carrying out all necessary investigations to ensures that the information given is adequate, relevant, and not misleading.
- Any serious issue concerning one or more staff, which is likely to affect the functioning of the organization, Director shall inform and seek the support of the governing body.
- Carrying any weapons in any BSSS premises or sites (owned or rented) while carrying out the organizational assignments are strictly prohibited. When the same is noticed by any stakeholders in an alarming situation, he/she holds the entire obligation to report to the concerned authority.
- The recipients of the alert are strictly obliged to keep the confidentiality.
- All alerts falling within the scope of BSSS mandates, regardless of the recipient of the alert, as well as the action is taken, are to be recorded appropriately in a secure file and in line with the BSSS' principles of confidentiality and dignity and worth of the individuals.
- No sanction measures are taken against a stakeholder having issued in good faith and selflessly an alert contained in the scope of the alert procedure and respecting its conditions.
- On the other hand, any alert that is intentionally abusive or defamatory is proved to be ill-intended will be destroyed without delay and sanctions could be taken against its author on account of his/her slanderous denunciation.

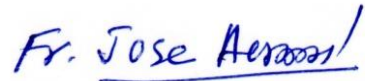
- All alerts must comply with the following reporting procedures:
The alert must in principle be reported in writing to be confirmed. The facts must be stated in a precise and objective manner. The author of the alert may also produce relevant documents that may support his/her alert to the concerned recipient of the alert. S/he is to be provided with an acknowledgment of receipt and is to be duly updated about the progress of the course of action on the alert received.
- The implicated person of the alert shall duly be informed about the alert concerning him/her as soon as the alert is recorded. However, the recipient of the alert holds all the right to delay this information in such situations in which certain precautions are deemed to be necessary to prevent manipulation and damage.
- The persons implicated by the alert has the right to defend himself or herself on the facts reported and may seek the assistance of relevant stakeholders during his hearing with the recipient of the alert.

Approval of the Governing Body

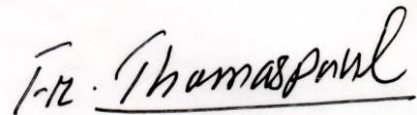
Signature of the Board members



Bishop Varghese Thottamkara Souru, (President)



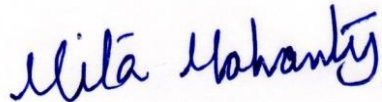
Fr. Jose Areserril. (Member)



Fr. Paul Koonamparampath, (Member)



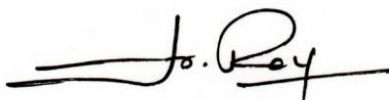
Beena Varkey (Member)



Mrs. Mita Mohanty, (Member)



Fr. Cherian Kizhikandayil, (Member)



Roy Antony K. (Director)