

Chapter-III

Employee/s Code of Conduct

1 Behavioral Norms:

All KMSS employees should adhere to the highest standards of professional behavior in their dealings, attitude and behavior with colleagues, counterparts, beneficiaries and community people. Each individual employee represents KMSS in their personal and professional lives. The norms include, but not limited to;

1.1 Dealing with colleagues/stakeholders/participants

- i) All employees are strictly prohibited from asking any of her/his colleagues/stakeholders/participants to perform any personal task either in the office or out of office.
- ii) All employees should show their reciprocal respect to others irrespective of designation.
- iii) All employees are discouraged to taking or giving any personal loan from or to other colleagues/stakeholders/participants.
- iv) All employees are discouraged to taking or giving any personal gift from or to others (especially; vendors, partner organizations or any service provider). Personal gift does not include calendar or Dairy.
- v) Program staffs are also prohibited to take any meal, gift or avail accommodation at the cost of partner organizations while visiting the program activities.

In case of happening of the above and the concerned employee/s make any allegation against the wrongdoer employee/s in written to the wrongdoer employee's supervisor. Then the supervisor will ask her/his subordinate to show cause.

1.2 Dealing with the workplace

- i) **Telephone:** Office telephone is for official use. In case of emergency personal call can be made. Personal call should be for short duration and that should not be disturbing to other colleagues;
- ii) **Visitors:** Visitors for official business are always welcome. Personal visits are discouraged;
- iii) **Dress:** The employees who are entitled for uniform must wear during official business. Office staff should dress themselves appropriately (e.g. staff should not wear dirty and/or greasy clothing).
- iv) **Drug Free Environment:** KMSS expects a drug free workplace for all employees. No drugs including smoking are allowed in the office premises.
- v) **Health & Hygiene:** All KMSS employees are responsible to ensure a healthy and hygienic environment in the office. No employees are allowed to make the workplace dirty and unhygienic.
- vi) **Disturbance to others:** All KMSS employees are responsible to keep her/his other colleagues free from disturbance and interruption. For example unnecessary/unofficial discussion, joking, laughing, romantic discussion, flirtation etc. that leads to break of attention to work to other colleagues.

1.3 Daily Attendance

All KMSS employees should attend the office timely. The time in and time out must be mentioned while sign on the attendance sheet. A sample attendance sheet is given in the Annex-1. The concerned supervisor will monitor the attendance of the employees. In case of random retard in the office, the concerned supervisor may ask the employee or if necessary issue a show cause letter to the employee/s, in consultation with the Executive Director.

1.4 Office Days & Timing:

KMSS office day runs through Saturday to Thursday. KMSS office remained closed in Friday as weekend and in all other Government holidays. But in case of urgent and emergency needs employees may be asked for serving extra time for the organization other than the regular schedule. Staffs involving in clinical services will provide their service on shifting basis duty roster.

2. Grievance and its Settlement:

KMSS encourages resolving any problem in a professional manner. If an employee does not feel secured and comfortable to discuss any problem with her/his immediate supervisor, or if an employee has valid concern/complain about her/his supervisor, s/he could notify the grievance to the supervisor's Supervisor. Any Grievance should be in written & specific. As soon as the grievance received, the following process will be followed to investigate and resolve the matter;

- i) The Executive Director will form a committee which will independently Interview the concern staff;
- ii) Necessary evidence & documents will be collected to proof the grievance and action will be taken according to the findings;
- iii) All action against the grievance will be taken according to the policy or other punishment procedures;

2.1 Gender Sensitivity:

KMSS strictly follow the gender sensitivity as per its approved gender policy. All employees will strictly maintain the gender sensitivity with colleagues/stakeholders/participants and also in family. As soon as the complaint received against any employee, the following process will be followed to investigate and resolve the matter;

- i) The Gender Working Committee (GWC) chaired by Gender Focal point will interview the accused staff and the complainer;
- ii) Necessary evidence & documents will be collected to proof the complaint and action will be taken according to the findings;
- iii) All action against the gender discrimination/harassment will be taken according to the gender policy or other punishment procedures;

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