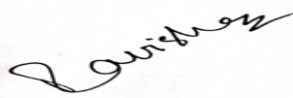


TASKEEN HEALTH INITIATIVE

CODE OF CONDUCT

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Approved by:
COO / CEO



Date: 20th July, 2022

PURPOSE

Code of conduct governs Taskeen's professional and inclusive work environment. It outlines expectations of integrity and workplace ethics and protocols to guard clients', employees' and Taskeen's rights and interests.

CODE OF CONDUCT

POLICY STATEMENT

This policy is to lay down rules and regulations regarding code of ethics and professional conduct so as to maintain the trust of employees in the organization they are working for and to increase transparency which in turn will help maintain the reputation of the organization.

PURPOSE

The purpose of the code of conduct policy is to define guidelines regarding employee behavior with respect to their supervisor, colleagues and organization as a whole.

SCOPE

The policy is applicable to all permanent, temporary, part-time or contractual employees and consultants or third parties working for the organization. As per the policy, they are expected to follow these principles.

CLAUSES COVERED UNDER CODE OF CONDUCT

- **PROFESSIONALISM**

The employees are expected to follow the professional code of ethics under which they must behave professionally in their work and while dealing with other colleagues, customer, vendors etc. They are also expected to maintain integrity and honesty in all their work.

A health care professional shall render professional services only within the scope of his or her license or registration and in a manner that conforms to applicable standards of care, job description and to the ethics of his or her profession.

- No employee that is a health care professional is permitted to render professional services unless he or she possesses all valid, current and unrestricted state and federal licenses, registrations and certifications necessary to legally practice his or her profession.
- Each individual is obligated to report violations and suspected violations. Any individual that becomes aware of or has reasonable grounds to suspect a violation of any of the standards by another individual is obligated to report the violation or suspected violation by one of the following methods:
 - a. Directly to any supervisor;
 - b. Directly to the HR Department

- **CONFIDENTIALITY**

Employees of the company must maintain the confidentiality of information which is not to be shared outside as it might be harmful to Taskeen and its beneficiaries.

Adhering to confidentiality, all clients' reports and information will be treated as confidential to the extent allowed by Taskeen's Safeguarding Patient Rights Policy. Any detail whatsoever will only be shared with others on a bona-fide need-to-know basis.

All Taskeen employees, trainees, interns, and volunteers are obligated to:

- Treat beneficiaries and their family members with dignity and respect.
- Provide service that meets the beneficiary's medical needs, as identified through clinical assessment.
- Not discriminate based on race, color, national origin, ancestry, religion, age, sex, and marital status, physical or mental disability. Taskeen has zero tolerance for any such conduct. Anti-Harassment & Non-Discrimination Policy to be referenced for further details.
- Provide consumers and families with all information concerning services and treatment when and to the extent required by applicable regulations and sound clinical practice.
- Not have intimate relationships of any kind with any client.
- Not engage in or permit any third party to engage in studies, surveys or clinical investigations involving beneficiaries or beneficiaries' personally identifying information without the prior written approval by Taskeen management.

- **CYBER SECURITY**

It is necessary to define guidelines for the use of the computer, Mobile, internet, social media to protect the assets and to enhance security. Use of Organization Resource Policy to be referenced for further details.

- **INTERNET USAGE:** Taskeen provides internet to employees for business purpose. However, occasionally it can be used for a personal purpose, to the point; it is not obstructing normal job responsibilities of employees.
- **CELL PHONE:** Use of mobile is a necessity today. We as an organization allow the use of mobile for business purpose or personal purpose. However, few points to be kept in mind which are:
 - ◆ Use mobile maximum for business use like consultancy calls or use of any mobile app for business purpose, calendars etc.
 - ◆ Keep cell phone minimum for personal use during office hours. Try using common areas or meeting room for personal use as it does not disturb colleagues.
 - ◆ Using a cell phone for playing games etc. in office hours is strictly prohibited.
 - ◆ Use of cell phone is not allowed in the area where the company's confidential records are being kept. Also sharing of confidential information is not allowed with cell phones.
 - ◆ Uploading or downloading of inappropriate or illegal material is prohibited with the use of cell phones.
- **COMPANY'S EMAIL:** As per code of conduct policy at the workplace use of email is being guided as follows:
 - ◆ The use of email for the official purpose can be without any limitation. An employee can go to the company's newsletter and other services required for professional growth.
 - ◆ Company's email can be used for the personal purpose as far as it is safe for the company's database. It must not have spam and an employee should not use it for sending confidential information belonging to the company.
 - ◆ The general expectation regarding the use of email is as follows:
 - No signing up for illegal websites etc.

- No sending of marketing content or email etc.
- No registering for any social media services unless you are authorized to do it.
- No sending of discriminatory messages and content
- No spamming other employee emails.

- **CODE OF BUSINESS CONDUCT**

- **FINANCIAL INFORMATION:** Financial information is needed in order to make the proper management decision. Many employees working in finance department come across such information. Employees must try not to share such information outside. Also, employees are expected not to disturb financial data. All financial transaction must be recorded accurately in case there is any discrepancy. It must be reported immediately to the manager or supervisor.
- **GIFTS & OTHER BENEFITS:** All Taskeen employees, volunteers, trainees, and interns are prohibited from offering, soliciting, or accepting money or anything else of value from Taskeen vendor or provider.
However, acceptance of gifts of minor values like a pen, diaries etc are acceptable. In case of any doubt with the acceptance of gifts one can discuss the same with his/her supervisor and can take the decision accordingly. HR can also be consulted on the same. Conflict of Interest Policy may be referred for further clarity.
- **COMPLIANCE WITH LAWS & AGREEMENT:** All employees shall conduct business in compliance with all applicable laws and regulations of the state.
- **REIMBURSEMENT:** Any reimbursement claims are eligible only when the services have been provided and documented in the manner required by regulations and Taskeen's policies. All employees should know and carefully follow the applicable rules for submission of bills and claims for reimbursement, whether those claims are submitted to Taskeen for payment or to a third party for payment by Taskeen. In case any employee suspects that a bill or claim for reimbursement is incorrect, this should be conveyed to the supervisor or Finance Department.
- **PROCUREMENT:** Vendors of goods and services shall be selected based on objective criteria including quality, technical excellence, price, delivery, and adherence to schedules, service, and maintenance of adequate sources of supply. Procurement Policy may be referred to for further detail.
- **PRIVATE GAIN:** Taskeen employees may not engage in or retain the profits of any private activity, business or transaction arising out of or in any way related to information acquired in the course and scope of their employment or other relationship with Taskeen.
- **DONATIONS/ZAKAT:** Donors either organization or individual must be a registered and it should be valid as per the government laws. The donation received is without any self-interest. No donations to be made to private account of any management. All expense made under donations should be updated by the finance department in accounts book.
- **THIRD PARTY CONTRACT:** The Company tries to be in touch with the government agencies all by itself, however, any situation may arise wherein third party agent is needed to carry on the transaction further. A formal contract must be signed between the company and the third party. Such a relationship should be based on the "Code of ethics". A copy of the code of conduct must be given to the third party. It is to be ensured that any fee, commission or the remuneration is paid to the third party

is reasonable, bonfire and commensurate with the functions and services performed. Such matter must be reflected in the book of accounts.

- **WORKPLACE CONDUCT:**

- **CONTROLLED SUBSTANCES:** Taskeen prohibits the consumption of alcohol and the unlawful possession, use, manufacture or distribution of illicit drugs or alcohol on or in its property, including Taskeen's owned or leased vehicles. In addition, no employee, volunteer, trainee, intern shall consume alcohol or be under the influence of illicit drugs or alcohol while acting in the course and scope of his or her employment or while operating a Taskeen vehicle. Smoking is allowed only at smoking allocated area. All health care professionals must comply with all Federal and Provincial laws regulating controlled substances. An employee, volunteer, trainee, intern who knows or suspects the consumption, unlawful or unauthorized possession, use, manufacture or distribution of illicit drugs or alcohol by another employee, volunteer, trainee, intern in violation of this code of conduct must promptly notify his or her supervisor or the HR Department.
- **RELATIONSHIP AT WORK:** Taskeen prohibits any personal relationship at office. Any personal involvement with a colleague, customer, and the supplier can distract the normal working of the team. Any such issue must be discussed with manager or HR and corrective actions can be taken accordingly.
- **HARRASMENT:** Taskeen practices zero tolerance towards any act of harassment which may include any unwelcome conduct, whether verbal, physical or visual, that is based on a person's race, color, religion, sex, age, national origin, height, weight, marital status, veteran status or disability or any other legally protected characteristic.
- **SEXUAL HARRASMENT:** Taskeen has zero tolerance for any act of Sexual harassment. Harassment Policy maybe referred to further details.
- **WEAPONS:** No employee, volunteer, trainee, intern shall possess, maintain, keep or bear any rifle, pistol or other firearm, whether licensed or unlicensed, registered or unregistered, concealed or not concealed, holstered or unholstered, cased or uncased in or on any building, grounds, property or vehicle owned, rented or operated by Taskeen. No employee, volunteer, trainee, intern shall possess, maintain, keep or bear any knife (except a folding pocket knife with a blade under three inches in length), explosive or other weapon in or on any building, grounds, property or vehicle owned, rented or operated by Taskeen.
- **PERSONAL USE OF TASKEEN RESOURCES:** Personal use of any office equipment is strictly prohibited. Use of organization resources policy may refer to further details.
- **NEPOTISM:** An employee, volunteer, trainee, intern shall not advocate a relative for appointment, employment, promotion, or advancement. An employee, volunteer, trainee, intern shall not appoint, employ, promote, or advance a relative to any position over which he or she has supervisory responsibility. The term "relative" means an individual related to the Member by blood or marriage. For the purpose of this section, the term "advocate" means the referral or recommendation of a relative to be an employee, volunteer, trainee, intern standing lower in the same chain of command for appointment, employment, promotion, or advancement.
- **POLITICAL ACTIVITIES & CONTRIBUTION:** An employee, volunteer, trainee, or intern may not directly or indirectly contribute Taskeen's property, equipment, funds, resources or other tangible or intangible assets or the use thereof to political campaigns, candidates, political parties or any agent or affiliate thereof.

Prohibited conduct includes, but is not limited to, the use of work time and/or Taskeen's equipment to solicit or canvas on behalf of a political cause or candidate. No employee, volunteer, trainee, intern shall publicly or privately represent his or her political views as those of Taskeen.

RESPONSIBILITIES:

Employee Responsibility: It is employee responsibility to understand the code of conduct well. The employee must adhere to the guidelines mentioned in the code of conduct to make decisions.

Manager/Supervisor Responsibility: A manager must act as a role model following code in everyday working. Provide motivation to employees in raising concern in case they come across any incidence wherein codes of conduct guidelines are violated. Promotion of Code of conduct within the company. Responding well to employee concern or issues.

Management Responsibility: Management responsibility lies in proper implementation of policy.

VIOLATION OF CODE OF CONDUCT:

In the event of any violations of Code of Conduct, strict disciplinary actions including immediate termination and if applicable will be undertaken