
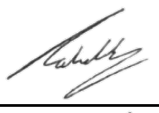
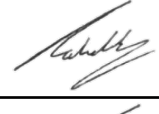



TASKEEN HEALTH INITIATIVE

CODE OF CONDUCT POLICY

Prepared By	Department: Human Resource	Date: 13th June, 2020
Approved By COO/CEO	Signature: 	Date: 16th June, 2020

Revision History Table			
Revision	Date	Description of Change	Approved by COO/CEO
1.0	1st July, 2023	First Annual Revision	
2.0	1st July, 2024	Second Annual Revision	
3.0	1st January, 2025	Third Annual Revision	

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CODE OF CONDUCT POLICY

POLICY STATEMENT

Taskeen Health Initiative is a mission-driven organization committed to upholding integrity, respect, accountability, and inclusivity in all its operations. This policy serves as a comprehensive framework to guide the behavior of all individuals associated with Taskeen.

The policy ensures a shared understanding of professional responsibilities, ethical boundaries, and expected conduct across all functions and levels. It reflects our collective responsibility to maintain a safe, equitable, and ethical working environment that promotes dignity, trust, and organizational excellence.

SCOPE

This policy applies to all individuals associated with Taskeen Health Initiative, including:

- Employees (Part Time and Full Time)
- Interns and volunteers
- Consultants and contractors
- Board members and management
- Partner organizations, where applicable

1. CORE PRINCIPLES OF CONDUCT

1.1 Professional Integrity

Employees must demonstrate professionalism at all times by:

- Acting honestly and ethically in every interaction;
- Respecting organizational boundaries and roles;
- Delivering duties diligently, free from misconduct or negligence;
- Ensuring services are provided within the scope of their credentials and job descriptions;
- Promptly reporting any observed or suspected violations to their supervisor or the Human Resources department.

1.2 Confidentiality and Client Privacy

Protecting the confidentiality of sensitive information is a cornerstone of ethical practice at Taskeen. All client data, internal records, and program documents must be handled with utmost discretion. Disclosures may only occur on a documented, legitimate need-to-know basis and in accordance with the **Safeguarding Patient Rights Policy**.

Employees are expressly prohibited from:

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- Sharing confidential information through unsecured channels;
- Discussing client cases outside professional settings;
- Using personal devices to capture, store, or transmit sensitive data.

2. INFORMATION AND CYBER SECURITY

Employees are expected to use Taskeen's digital infrastructure responsibly to protect organizational data and digital assets.

2.1. Internet Use

Internet services are provided primarily for professional use.

2.2. Mobile Phone Use

While personal mobile phones are allowed, employees should minimize their use during working hours and refrain from using phones.

2.3. Email Usage

Taskeen email accounts must be used for official communications. Personal use is permissible only if it does not compromise organizational security or data integrity. Unauthorized sharing of sensitive data or use for discriminatory or unlawful purposes is strictly prohibited.

3. ETHICAL BUSINESS CONDUCT

This section outlines the expectations and responsibilities related to conducting business ethically, ensuring that our decisions and actions support the long-term sustainability and reputation of Taskeen.

3.1 Financial Responsibility

Financial integrity is a fundamental aspect of ethical business conduct. Taskeen is committed to maintaining the highest standards of accuracy, transparency, and accountability in all financial matters. All employees, especially those involved in budgeting, procurement, accounting, and financial reporting, are expected to act with integrity, ensure proper use of resources, and comply with applicable financial regulations and organizational policies.

Key principles of financial responsibility include:

- **Accurate Reporting:** All financial records must be complete, timely, and accurately reflect transactions. Fabrication, falsification, or misrepresentation of financial data is strictly prohibited.
- **Accountability and Internal Controls:** Staff must follow established procedures and internal controls to prevent fraud, misuse of funds, or other financial irregularities.

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- **Proper Use of Funds:** Organizational funds must be used only for legitimate business purposes. Personal expenses must not be charged to Taskeen, and all claims for reimbursement must be truthful and supported by valid documentation.
- **Compliance with Donor and Legal Requirements:** Employees must ensure that all financial practices adhere to donor agreements, statutory regulations, and best practices in nonprofit financial management.
- **Transparency and Disclosure:** Financial operations must be open to scrutiny. Staff must disclose any real or perceived conflicts of interest that could affect financial decisions.

Employees are required to proactively disclose any actual or potential financial conflicts of interest to HR or management. Failure to disclose such conflicts, or any involvement in financial misconduct such as fraud, embezzlement, or misappropriation of funds, may lead to disciplinary action, up to and including termination of employment. The **Anti-Corruption, Bribery and Fraud Policy** provides additional details.

3.2 Gifts and Conflicts of Interest

Acceptance of gifts or favors from vendors, partners, or clients is generally discouraged. Items of nominal value (under PKR 5,000) may be retained; anything above must be declared and submitted to HR. When in doubt, employees should consult with their supervisor or HR to avoid perceived conflicts of interest.

3.3 Donations and Zakat

All financial contributions to Taskeen must be lawful and documented. Donations may not be accepted in personal accounts under any circumstances. The Finance Department shall maintain transparent records for audit and compliance.

3.4 Engagement with Third Parties

Third-party representatives must be contracted based on fair and ethical principles. All agreements must be documented and must include acknowledgment of Taskeen's Code of Conduct. Fees must be reasonable and recorded appropriately in financial records.

4. WORKPLACE BEHAVIOR AND DISCIPLINE

4.1 Substance Use

The use or possession of alcohol or illicit drugs on Taskeen premises or during work hours is strictly prohibited. Smoking is permitted only in designated areas.

4.2 Relationships and Nepotism

Taskeen Health Initiative is committed to promoting a professional, respectful, and equitable work environment where employment decisions are based on merit, qualifications, and

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organizational needs. To preserve integrity, fairness, and objectivity in the workplace, employees must avoid personal or romantic relationships that could interfere with their professional responsibilities or influence organizational decision-making.

4.2.1. Romantic or Personal Relationships:

Employees who are engaged in a romantic or close personal relationship with another employee are required to promptly disclose this relationship to the Head of HR. This disclosure is essential so that HR can assess and ensure that the relationship does not compromise or appear to compromise workplace objectivity, impartiality, or fairness.

HR will take appropriate steps, such as modifying reporting lines or reallocating decision-making responsibilities, to avoid any real or perceived conflicts of interest. This is particularly critical in cases where one individual may have influence over another's:

- Hiring or recruitment
- Performance evaluations
- Salary and compensation adjustments
- Promotions or career advancement
- Disciplinary actions or terminations

4.2.2. Nepotism and Family Relationships:

Employees must not directly supervise, report to, or make employment decisions concerning a family member or close relative. Participation in hiring panels, salary recommendations, or performance assessments involving a relative is strictly prohibited.

This policy applies to all levels of the organization and aims to maintain an unbiased, transparent, and inclusive work environment for all staff.

Failure to disclose such relationships in a timely manner may lead to disciplinary action, up to and including termination of employment.

4.3 Harassment and Discrimination

Taskeen enforces a zero-tolerance policy toward harassment and discrimination of any kind. All staff are entitled to work in a safe and respectful environment. The **Anti-Harassment & Non-Discrimination Policy** provides additional details.

4.4 Weapons

No employee or visitor may bring firearms, explosives, or unauthorized weapons onto Taskeen premises, including vehicles and offices.

4.5 Use of Resources

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Taskeen's resources, including office equipment, software, and supplies, must be used solely for business purposes unless explicit permission is granted. The **Use of Organization Resources Policy** provides additional details.

4.6 Political Activities

Employees must not use organizational time, resources, or identity to promote or engage in political activities. Personal political opinions must not be presented as representing the organization.

5. ROLES AND RESPONSIBILITIES

5.1 Employees

Must understand and comply with the Code of Conduct and report concerns or violations promptly.

5.2 Supervisors and Managers

Are responsible for modeling ethical behavior, addressing misconduct, and supporting employee awareness of conduct standards.

5.3 Leadership

Must ensure consistent enforcement, periodic reviews, and alignment with legal and organizational standards.

6. REPORTING AND CONSEQUENCES OF VIOLATIONS

6.1 Reporting Violations

Concerns may be reported to supervisors, HR, or COO/CEO, depending on the nature of the complaint. Reports may be submitted confidentially.

6.2 Investigation Process

HR will review the complaint and may initiate an investigation involving a written email, interviews, document reviews, and, where necessary, temporary suspension of the involved parties.

6.3 Outcomes and Disciplinary Action

Violations may result in:

- Verbal or written warnings
- Suspension or penalties

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- Termination of employment
- Legal reporting, where applicable

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