
ABBREVIATIONS AND DEFINITIONS

“Organisation” refers to Global Shepherds Berhad.

“Employee” refers to any person who is employed by the organisation under a contract of employment.

“Full-time Employee” refers to any person who is employed by the organisation under a full-time permanent contract of employment (open-ended without specified duration) and whose working hours are forty (40) hours but not more than forty-eight (48) hours in a week.

“Part-time Employee” refers to any person who is employed by the organisation, as and when required, under a fixed term contract of employment to perform an on-going full-time role and whose working hours is at least fifty (50) percent of the normal working hours of a full-time employee in one week. A part-time employee does not enjoy the full employee benefits similar to full-time employee but on a pro-rata basis.

“Casual Worker” refers to any person who is employed occasionally by the organisation to perform a certain job on an ad-hoc basis and whose working hours in a week does not exceed thirty (30) percent of the normal hours of work of a full-time employee. Casual employee is normally paid a salary on an hourly or daily basis and is not eligible for employee benefits.

“Service Provider” refers to an individual or company who offers services to the organisation under a contract for service. A service provider is not an employee of the organisation and is not eligible for employee benefits.

“Hiring Manager” refers to an employee in the organisation who works with the Human Resources Officer to fill a new position in his department. The hiring manager is the person who leads a job function/department and this person is also one to whom the new employee will report to when hired.

“Immediate Family” refers to an employee’s first legal spouse, children (including legally adopted children), parents, brothers, sisters, grandparents, parents-in-law and legal guardian.

“Immediate Superior” refers to any person who leads a job function/department in the organisation and who has authority to manage one or more employees reporting to him. This person generally carries the job title of Centre Manager, Head of Division or Executive Director in the organisation.

“Salary” refers to the basic remuneration payable to an employee whether on a monthly or daily basis. It does not include any supplementary allowances or incentive payments.

“GSB” is used to refer to Global Shepherds Berhad.

Gender

All references in these Policies & Guidelines in the masculine gender shall include the feminine gender vice versa unless otherwise stated.

PART FIVE: CODE OF CONDUCT AND ETHICS

The aim of the Code of Conduct and Ethics is to protect and enhance the organisation's reputation for honesty and integrity and to ensure that all employees practise the highest standards of integrity in discharging their duties towards the clients of the organisation.

All employees should refrain from any dealings that might compromise their integrity and reputation of the organisation. This Code of Conduct and Ethics must be observed by all employees and violations, if any, can be regarded as cause for disciplinary action.

This code of conduct and ethics is to be read together with the following mandatory policies to be read by all employees.

- a) Child Safeguarding Policy
- b) Prevention of Sexual Harassment, Exploitation and Abuse Policy

All employees of GSB will be trained on this Code of Conduct & Ethics as well as the Child Safeguarding Policy and Prevention of Sexual Harassment, Exploitation and Abuse Policy. Training is mandatory and a refresher will be conducted by the team leader at the beginning of each calendar year.

5A. CODE OF ETHICS

All employees are expected to adhere to the following Code of Ethics:

- when on official duty;
- when representing the organisation at meetings, conferences, trainings and activities; and
- at any place where clients are present even when employee is "off duty".

Expectations of Ethical Work Practices

All employees are expected to:

- Work in accordance with the mission, vision and values of the organisation.
- Adhere to all policies and procedures of the organisation.
- Treat all clients with respect, dignity, care and warmth.
- Work in ways that promote the safety and well-being of all clients.
- Work within the appropriate professional boundaries of the employee-client relationship.
- Treat all employees, volunteers, visitors and others with respect and courtesy.
- Work cooperatively with other employees, volunteers and other agencies.
- Utilise all paid and voluntary working hours in effective, efficient and conscientious ways.
- Present a professional appearance, be properly attired and maintain personal hygiene at all times to set the tone and example for clients, other employees and volunteers
- Have integrity.
- Be honest, responsible and accountable.

5B. CODE OF CONDUCT

Prohibited Actions

(1) Towards Clients.

All employees must not:

- a) Physically or verbally abuse any client at any time.
- b) Use inappropriate disciplinary measures on the clients, including threats, caning, withholding meals, imposing monetary fines etc.
- c) Be engaged in romantic relationships, sexual activities or sexual conduct with:
 - i) current clients;
 - ii) client's relatives;
 - iii) individual with whom clients maintain a close personal relationship; or
 - iv) former clients, whether such contact is consensual or forced.The employee assumes the full burden for setting clear, appropriate and culturally sensitive boundaries.
- d) Sexually harass any client under their care.
- e) Use position as employees to sexually exploit or abuse clients
- f) Impose their personal, religious or political beliefs on clients.
- g) Condone, utter or practice any racist, sexist or other discriminatory remarks or actions.
- h) Be involved in or allow any client to be involved in any illegal activity or gambling on the premises, or elsewhere when clients are in the company and care of the employee.
- i) Withhold information that may be harmful to the well-being of clients.
- j) Borrow, lend or give money or gifts from/to clients and/or their relatives.
- k) Spread malicious rumours or gossip about the clients and the organisation.
- l) Disclose or share private and confidential information about the clients to third parties unless such information is legally and ethically required in the discharge of services to the clients or clients' consent is obtained.
- m) Use clients' records for any purpose beyond professional services.
- n) Handle clients' records and information carelessly which compromises clients' privacy and confidentiality.
- o) Interrupt, terminate or discontinue professional services to clients without the consent of the organisation.
- p) Exploit or take unfair advantage of professional relationships with clients for their own benefits or gain. This includes using position of control to exploit and abuse clients; requesting for sexual favours in return for protection or assistance.
- q) Accept goods and services from clients as payment for professional services.
- r) Carry out sexual activity with children (persons under the age of 18, regardless of the age of majority or local age of consent. Mistaken belief in the age of the child is not a defense.
- s) Exchange money, employment, goods or services for sex, including any humiliating, degrading, or exploitive behavior.
- t) Have any sexual relationship that involves improper use of rank or position with beneficiaries/clients/community members benefiting from GSB assistance and protection.

(2) Towards Colleagues, Volunteers and Visitors

All employees must not:

- a) Physically or verbally abuse other employees, volunteer or visitor to the organisation at any time.
- b) Use inappropriate disciplinary measures on other employees, volunteers or visitors to the organisation.
- c) Impose their personal, religious or political beliefs on other employees, volunteers or visitor to the organisation.
- d) Condone, utter or practice any racist, sexist or other discriminatory remarks or actions.
- e) Withhold information that may be harmful to the well-being of other employees, volunteers or visitors to the organisation.
- f) Borrow, lend or give money or gifts from/to other employees, volunteers and visitors to the organisation.
- g) Spread malicious rumours or gossip about other employees, volunteers or visitors to the organisation.
- h) Be disrespectful and criticise the practices or behaviours of other employees, volunteers or visitors to the organisation.
- i) Sexually harass any colleagues, volunteers and visitors.

(3) As Professionals and towards the Organisation

All employees must not:

- a) Conduct or participate in any activity inside or outside work hours that would bring disrepute onto or cause a conflict of interest with the organisation.
- b) Be involved in or allow any client to be involved in any illegal activity or gambling on the premises, or elsewhere when clients are in the company and care of the employee.
- c) Be in an intoxicated state from the use of alcohol and/or illegal drugs when on the premises, or elsewhere when clients are in the company and care of the employee.
- d) Bring or consume any alcohol or illegal drugs on the premises, or elsewhere when clients are in the company and care of the employee.
- e) Smoke while in the organisation's premises or vehicles or elsewhere when clients are in the company and care of the employee.
- f) Spread malicious rumours or gossip about the clients and the organisation.
- g) Use the organisation's name, property, funds, position, authority or facilities for their advantage or personal gain to themselves or any other person.
- h) Misuse the resources and facilities (provided by the organisation to enable them to perform their job) for their own personal use or remove the resources and facilities from the physical confines of the organisation unless the job requires. Facilities and resources include funds, computers, printers, mobile phones, internet facilities, facsimile and telephone system, vehicles, resource materials etc.
- i) Breach professional ethical standards of the organisation and advocate for conditions and policies that does not reflect ethical professional practices.
- j) Act or make statements that bring disrepute to the profession and the organisation.

5C. CONFIDENTIAL INFORMATION

“Sensitive/Confidential information” means any information belonging or relating to the organisation which may come to be disclosed to or known by the employee as a consequence of or in the course of his employment with the organisation, including but not limited to information concerning:

- 1) The organisation’s products, processes and services, including but not limited to information relating to programmes, development, financing, marketing and personnel.
- 2) Any information in respect of the organisation, business, finances, transactions or affairs.
- 3) Any information that arises in the course of the employee’s work with the clients and their families.
- 4) The employees and their families.

Confidentiality

- a) All employees should maintain the confidentiality, integrity and security of official information about the organisation and its clients, which they have access to. Such information should not be used in any way which may constitute a conflict of interest with the organisation and/or its clients. Should an occasion arise in which an employee is unsure of his obligations, it is his responsibility to consult the immediate superior.
- b) Employees must not disclose verbally, in writing or in any manner whatsoever to any third party any confidential information or records, including information relating the employees and clients without the prior written consent of the organisation and/or its clients.
- c) Employees must not use or attempt to use any confidential information in any manner whatsoever whether or not such use may injure or cause loss either directly or indirectly to the organisation or its existing ministries or any ministry it may venture into or embark upon.
- d) Employees must not appropriate or duplicate any Confidential Information, wholly or partially, reproduce the information or material by any means whatsoever for personal interest or that which is in conflict with the interest of the organisation.
- e) Employees who have ceased employment with the organisation may not use information gained or obtained in the course of employment personal gain/benefit of the employees and/or third party. Upon cessation of employment, all information, records, manuals, notes and documents should be immediately returned to the organisation.
- f) All confidential information shall at all times remain the property of the organisation.

5D. CONFLICT OF INTEREST

All employees are required to avoid personal transactions or situations in which their personal interests will conflict with those of the organisation. They should never compromise on professionalism and integrity in the conduct of their duties.

The following situations are provided as examples where conflict of interest may occur:-

(1) Financial interests

All employees shall faithfully discharge their duties and responsibilities and refrain from engaging in any outside matters of financial interest which are incompatible or in conflict with the objectives and effective performance of their duties

An employee shall not use his position to influence contracts for business between a supplier and the organisation.

(2) Personal and Family Relationships

Situations may occur where an employee is working with a family member (e.g. spouse, parent, child, etc.) or with persons with whom he develops close relationships. Where such relationships exist between the employee or with prospective employee, the employee must ensure that he is not involved in any way in the evaluation of this other employee (in areas such as but not limited to appointment, probation, appraisal or discipline). This is primarily to protect impartiality but is also to protect both employees from the possibility of accusations of favouritism or from the danger of the assessment being negative to emphasis the intention not to show favour.

All employees must ensure that they are never put into a compromising situation where personal relationships, family or otherwise, affect the professional and unbiased conduct of their duties.

(3) Personal and Family Relationships between Employees and Clients

Employees have a responsibility to their clients to assess their work fairly, objectively and consistently. A personal or family relationship between the employee and a client may compromise this responsibility directly by creating a conflict of interest where the employee is responsible for the supervision, teaching and/or any level of assessment of the client.

It is sometimes difficult for an employee to avoid placing himself in situations where there is a potential conflict of interest. However, it is the employee's duty to immediately disclose any financial, personal or other interest, which could directly or indirectly compromise the performance of his duties or conflict with the interest of the organisation.

(4) Outside Employment and Private Practice

The organisation expects all employees to give full professional attention to their duties and responsibilities. So long as one is in the employment of the organisation, he must not be employed by any other organisation or engage, directly or indirectly, in any business activities which would interfere with his performance of duties or which to his knowledge would constitute a conflict of interest with the organisation. Employees should not engage in personal activities or other business activities during official working hours.

(5) Misuse of Position

Employees must not use the organisation's name, property, funds, position, authority or facilities for their advantage or personal gain to themselves or any other person. The use of one's position to obtain preferential treatment or personal gain is prohibited and is viewed seriously by the organisation.

5E. MAKING PUBLIC STATEMENTS

Employees shall not make public statements to the press or other media sources concerning the organisation or its clients unless instructed to do so by the Executive Director/Board Member. Public statements include the making of any statement or comment to the media or the public or in the course of any speech or the broadcasting thereof – written, audio or video.

5F. MEDIA POLICY

Photographs of clients in any activities shall not be released in the media unless prior written approval from the client is obtained. In the event the organisation is actively seeking publicity, only discreet photos of clients may be published in organisation's newsletters, programme brochures or website. Prospective programme participants or parents of prospective programme participants (for those below 18 years of age) will be advised prior to the commencement of the programme.

5G. ACCEPTANCE OF GIFTS AND BENEFITS

It is unethical for employees to accept or solicit any cash or gifts for personal benefit from clients, clients' relatives, outside organisations, corporations, companies or individuals, which might in any way compromise or influence the employees in their official capacity, thereby imposing an obligation on them.

However, a gift in cash or kind of nominal value generally used for promotional purpose by the donor or moderate acts of hospitality may be accepted provided it does not impose an obligation on the employee. Such gifts shall be reported to the immediate superior who will then decide the manner the gift is to be disposed of.

5H. SMOKING POLICY

Smoking is not permitted in the organisation's premises or vehicles or elsewhere when clients are in the company and care of the employees.

5I. SEXUAL HARASSMENT

The organisation will not condone or tolerate any conduct or behaviour which may constitute sexual harassment. Any employee who is found guilty of such conduct against another employee, clients, volunteer and visitor will be subject to disciplinary action which may result in dismissal.

Sexual harassment is defined as:

Any unwanted conduct of a sexual nature that takes the form of verbal, non-verbal (includes emails, text messages or letters depicting sexual content, unwanted attention or harassment that is unsolicited), visual, psychological or physical harassment that might, on reasonable grounds, be perceived by the recipient as placing a condition of a sexual nature on her

employment or that might, on reasonable grounds, be perceived by the recipient as an offence or humiliation or a threat to her well-being but has no direct link to her employment.

(Ref: Code of Practice on the Prevention and Eradication of Sexual Harassment in the Workplace)

5J. SEXUAL EXPLOITATION

Any actual or attempted abuse of a position of vulnerability, differential power or trust for sexual purposes including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another.

5K SEXUAL ABUSE

The actual or threatened physical intrusion of a sexual nature, whether by force, coercion or under unequal conditions. This includes sexual offences but not limited to, profiting monetarily socially or politically from the exploitation of someone else.

5L INFORMED CONSENT

Employees shall not act without the informed consent of the client, unless required by law to protect the client or another from risk of serious harm. In instances where clients are not literate or have difficulty understanding the main language used, the employee should take steps to ensure that the client understands. This may include providing the client with a detailed verbal explanation or arranging for a qualified interpreter or translator where possible.

For clients who are legally incapable of giving informed consent, the organisation should consider the client's preferences and best interest and obtain appropriate permission from a legally authorized person, e.g. parent or legal guardian. Where the law vests the power of consent in respect of a minor to the parent or legal guardian, this in no way diminishes the employee's duty to ascertain and respect the minor's wishes and feelings, giving due weight to the minor's maturity and understanding.

5M. USE OF RESOURCES AND FACILITIES

The organisation will provide employees with the necessary resources to perform their duties. Save for exceptional situations where prior approval may be granted, none of these resources should be for personal use, nor removed from the physical confines of the organisation unless the job requires such.

Employees must ensure that all teaching-learning resources and other property e.g. audio-visual equipment, computers, materials, funds, facilities etc. entrusted to them are to be used efficiently, carefully and honestly. Employees shall be fully responsible for all resources assigned to them and the employees are expected to take all effort to maintain and/or handle and/or keep in good care the resources in their possession. An employee shall notify his immediate superior immediately of any damage or loss of the resources under his possession.

Facilities and resources, which include mobile phones, computers internet, facsimile and telephone system, should only be used for learning, teaching or for the organisation's related purposes.

5N. INTERNET AND EMAIL USE

The organisation is committed to the efficient, economic and ethical use of resources. Communication devices such as email, telephones and internet are provided for operational purposes and employees have responsibility to ensure their proper use. Internet access and emails are valuable tools which grant access to information relevant to the performance of the duties of employees. With access to the internet and email comes a responsibility of all users to use them in an efficient and ethical manner.

The use of email, telephone or internet to make or send fraudulent, unlawful or abusive information, calls or messages is prohibited. Employees who received any threatening, intimidating or harassing calls or messages should immediately report the incident to the immediate superior. Any employee who initiates fraudulent, unlawful or abusive calls or messages may be subject to disciplinary action and possible criminal prosecution.

5O. USE OF ORGANISATION'S VEHICLE & EQUIPMENT

1) Vehicle

At all times, employees are to use the organisation's vehicles with care and ensure safety is not compromised. An employee who has a full driver's licence is permitted to drive the organisation's vehicle on official business. Bookings/Approval should be made prior to use.

If an employee is involved in an accident, he should contact his immediate superior and report the accident to the police as soon as possible. An insurance claim may need to be completed.

Smoking is prohibited in the organisation's vehicles.

The organisation will not be responsible for parking and traffic fines incurred by the employee during the course of their business when using the organisation's vehicles. It is the responsibility of each employee to observe the relevant parking and traffic rules and regulations.

2) Equipment

The organisation will ensure that all equipment is maintained in a safe and reliable condition. Employees are obliged to use the equipment efficiently and with care. Each employee is required to report any malfunction of equipment before another employee uses it.

5P. CLEAN, HEALTHY AND SAFE ENVIRONMENT

The organisation is committed to establishing and maintaining a safe and healthy workplace and environment for all employees and for those visiting the premises.

Every employee shall play an active role in ensuring a safe working environment. All employees must work together with the Management to ensure a clean, hazard free, healthy and safe environment to work in. Every employee shall observe safe working procedures and notify the Management of potential hazards and work in a way to reduce the risk of injury to themselves and others.

All employees are expected to maintain a high level of personal hygiene at all times.

5Q. PERSONAL TELEPHONE CALLS

The telephone lines at the organisation must remain open for the organisation's service and business calls. The organisation recognises that there may be times when personal calls are made or received during working hours. Such calls (from fixed lines or mobile phones) should be kept brief and must not interfere with the employee's work. "Chatting" on the mobile phone via "sms" or "any form of apps" for personal reasons is strictly prohibited during working hours.

Employees should not make long distance (overseas and outstation) personal calls using the organisation's telephones. When a personal long distance call has to be made in an emergency, prior approval must be sought from the immediate superior and the cost of the long-distance personal calls shall be borne by the employee.

5R. PERSONAL APPEARANCE AND DRESS CODE

Personal decorum of employees must be maintained at all times. Appropriate attire and dress code must be observed during working hours and when representing the organisation at meetings, seminars or functions. Employees set the tone and example for clients. Clothing such as jeans, shorts, T-shirts, short skirts, excessively tight or baggy clothing, revealing or provocative clothing, or otherwise immodest or unprofessional attire should not be worn. Footwear should be appropriate to maintaining one's professional appearance. Slippers, thongs or flip-flops are not permitted.

Dressing down (e.g. jeans/bermudas, T-shirts and sport shoes) is permitted only when an employee is required to perform manual work or go on outing/activities, or on non-working days.

All employees must adhere to the guidelines on attire that have been established.

5S. BREACH OF CODE OF CONDUCT AND ETHICS

Any breach of the Code of Conduct and Ethics is to be reported to the immediate superior. Breach, if any, may result in termination or suspension from employment or voluntary service and disciplinary action.

All employees of the organisation have direct responsibility to report any contraventions or breach of the Code of Conduct and Ethics directly to the Centre Manager/Head of division/Executive Director/Board Member.

Where the Executive Director is observed as to have contravened this policy, a senior employee is to be notified and the senior employee will notify a Board Member.

PART SIX: DISCIPLINE AND DISCIPLINARY PROCEDURES

The organisation will make every reasonable effort to respond to any alleged disciplinary issue or a misconduct in a fair and just manner in accordance to the organisation's policy on handling discipline and misconduct.

When an employee has committed a misconduct, a show cause letter is issued to the employee to provide an opportunity to explain the alleged misconduct in writing within a specified period. A fair and balanced investigation shall be carried out. If there are reasonable grounds, the organisation will institute a Domestic Inquiry and notify the employee concerned in writing, stating the charges alleged against him, the time, the date and location of such inquiry.

For the purpose of investigation or an inquiry, the organization may at its discretion suspend the employee from service, particularly where the employee's continued presence in the workplace could result in witness tampering and/or impede evidence collection.

In the event an employee is found guilty of misconduct that is inconsistent with the fulfilment of express or implied conditions of his service, and after due inquiry, the organisation may either impose one or more of the following depending on the severity of the misconduct:

1. Give the employee a written warning.
2. Withhold any increment or year-end special payment.
3. Suspend the employee without pay for a period not exceeding two (2) weeks.
4. Downgrade the employee.
5. Dismiss the employee without notice.
6. Impose any other punishment as it deems just and fit.

In cases of sexual exploitation and abuse, where after proper investigation, there is evidence to support such allegations, the employee may be referred to external agencies, such as the Police or Local Authorities as provided by applicable law, for civil action and/or criminal prosecution.

Below is a list of misconduct, which is illustrative only and not exhaustive. The organisation may amend, delete or add to this list from time to time.

1. Signing-in and out for another employee
2. Frequently being late for work
3. Absent without permission or persistent absenteeism
4. Leaving the work area during working hours without permission and not on official duty
5. Reporting to work intoxicated
6. Forging or tampering and/or falsifying documents/records with intent to cheat the organization
7. Theft or fraud including attempted theft or attempted fraud
8. Wilful refusal to do work assigned and carry out instructions
9. Gambling during working hours or at the organization's premises
10. Posting and/or removal of notices without authorization
11. Tampering with the notice boards
12. Fighting whilst on duty or in the organisation's premise
13. Using abusive, threatening, vulgar or profane language on another employee, clients and volunteers
14. Committing an immoral or indecent act within the organization's premises
15. Failure or refusal to be searched when required by organization's authorised personnel
16. Conflict of interest

17. Misuse of position
18. Possession of any lethal weapon or firearms on the organization's premises
19. Consumption of or being in possession of illegal drugs/alcohol
20. Instigating industrial actions amongst employees against the organisation
21. Insubordination or disobedience whether alone or in collaboration with others
22. Smoking in prohibited areas
23. Disobeying security or safety rules
24. Sleeping while on duty
25. Wilful destruction or defacing of organization's property
26. Attempting or committing any act of sabotage to the organization's operations in whatsoever manner e.g. tampering with the system etc.
27. Being convicted or imprisoned for any criminal offence
28. Breach of professional code of conduct and ethics
29. Breach of the Child Safeguarding Policy and Protection from Sexual Harassment, Exploitation and Abuse Policy
30. Wilful infringement of organisation policies, rules, regulations and/or core values
31. Any acts or threat of physical violence, assault, harassment or intimidation towards superiors, other employees and/or clients
32. Misappropriation, embezzlement or criminal breach of trust
33. Any acts that may tarnish the reputation of the organisation

PART SEVEN: GRIEVANCE AND DISPUTE RESOLUTION PROCEDURES

The organisation will make every reasonable effort to respond to an employee's grievance which is connected to his employment or conditions of work with fairness and justly. Any grievance arising between an employee and the organisation will be settled as equitably, amicably and as quickly as possible.

A grievance is defined as a complaint by an employee which he brings to the attention of his immediate superior and which is not settled to the satisfaction of the employee concerned.

The general principles of confidentiality, honesty, openness, agreed lines of accountability, fairness, respect for each other and the importance of conflict resolution are to be adhered to at all times. Employees are expected to be able to work cooperatively and resolve conflict mutually for a conducive work environment.

The immediate superior is to be informed immediately of the nature of the dispute and will facilitate a resolution between the conflicting parties as soon as possible.

If the matter is not resolved within two (2) weeks, the employee should refer the matter to the Executive Director, failing which the matter will be referred to a Grievance Committee.

If the immediate superior or Executive Director is the subject of complaint, the next senior employee of the organisation should be approached. If a satisfactory resolution is not reached, the senior employee must bring the matter up to the Grievance Committee.

The Grievance Committee consists of two Board Members and the Executive Director

While a grievance procedure is being followed, normal work must continue.