

Code of Conduct

Version 6 | May 2023

Why the Code?

This Code spells out the rules and guidelines based on our values, about how we behave towards each other and the outside world, and the importance of following them.

This Policy applies to all persons working for GG, including but not limited to directors, officers, volunteers, interns, agents, and affiliates. It also contains extracts from the GG's Child Protection Policy which is marked with [CPP -"index no."], while the full version can be obtained from GG's website. This policy applies to all processes and any dealings with any customers, clients, partners, and suppliers.

Interpretations

The terms used in this Code of Conduct shall be interpreted as follows unless stated to the contrary.

- **'GG'** refers to Yayasan Generasi Gemilang.
- **'Staff'** refers to the person employed by GG.
- **'Client'** refers to a child or group(s) of children, student(s), adult(s) and family(s).
- **'Affiliates'** refers to individuals or entities who provide(s) service or skills to GG
- **'Child'** refers to anyone under the age of eighteen (18).
- **'CPP'** refers to GG's Child Protection Policy.

What is expected from you?

Professionalism and Respect:

- Affiliates to conduct yourself in a manner consistent with your position as positive role models including not being under the influence of alcohol or any abusive substances during the course of GG activities.
- Treat everyone with courtesy and respect.
- You must identify yourself as GG Affiliates.
- Affiliates should dress appropriately and be culturally sensitive during the service [CPP-2.6.].

Responsibility:

- Be responsible in the fulfilment of assigned task(s) and be accountable for your actions, striving for excellence in the things that you do.
- Take all reasonable steps to ensure all property entrusted under your care is protected and not misused or misappropriated.

Communications Rule and Use of Social Media

- Affiliates are not allowed to take photographs or any form of recording or sound of or with the Client unless appointed by a GG staff [CPP - 2.3.].
- GG is a non-political and non-religious organisation and all information made in the public domain must be accurate and reflective of the organisation.
- We encourage everyone to share their experience on social media. However, any opinions or comments you post on social media platforms are solely your responsibility. If you have any uncertainties or questions, we recommend directing them to a staff member of GG for clarification and guidance.

Integrity:

- Affiliates will not accept or give any contributions (cash, kind, or donations) on behalf of GG. Refer to GG website for GG's Anti-Bribery & Corruption Policy.
- Compliance and obedience to Malaysian laws must be upheld when providing services to GG. This includes strict adherence to the Malaysian Child Act 2001 (AKTA KANAK-KANAK 2001- AKTA 611), which is relevant to GG's programmes and services.

Confidentiality and Disclosure of Information:

- All information directly or indirectly concerning GG or the Client is CONFIDENTIAL. Affiliates are to observe this by not divulging any ¹confidential information without consent from GG, even after the services ends, except when a legal duty is imposed.
 - Affiliates who discontinue the service must return any documents or items owned by GG that are stored under Affiliate's control.
 - Affiliates must, delete all confidential information from any files and destroy all other tangible documents containing or referring to confidential information that are stored under Affiliate's control.
- GG's Intellectual Property - know-how, methods, concepts, and ideas - must be protected and administered in the best interest of GG. GG's materials should not be reproduced or utilised outside of GG's scope.
- If Affiliates are involved in Research & Development (R&D) activities, you shall disclose the sources of information and give full citations from which your information is derived.
- All materials developed during the service belong to GG.

Harassment and Intimidation:

- GG does not tolerate any form of discrimination and conduct amounting to harassment, coercion, or any form of disruption.
- GG does not tolerate any sexually inappropriate conduct amongst us and with the Client throughout the service including any acts reasonably interpreted as sexual in nature (e.g. the use of words containing sexual innuendoes, or crude derogative terms).

Duty and Declaration

- It is the Affiliates' duty to report to GG Staff, anything that you see as a breach against this Code. Not reporting it when you should by itself is a breach of this Code. Your report will be treated confidentially, and there will not be any repercussions against you if your report is made in good faith.
- This code sets out the minimum acceptable standards of service for GG. It is not able to cover every standard and therefore Affiliates are to exercise your good judgment in every situation.
- The Code, or parts of it, may be changed from time to time to meet GG's needs or address any changing conditions.

¹ Confidential information, including client personal data and children's personal data