



INDIAN INSTITUTE OF HEALTH MANAGEMENT RESEARCH

EMPLOYEE CODE OF CONDUCT FOR



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INDIAN INSTITUTE OF HEALTH MANAGEMENT RESEARCH

EMPLOYEE CODE OF CONDUCT

This Employee Code of Conduct (“Code”) is effective from April 01,2022 and applies to Indian Institute of Health Management Research (IIHMR), its group institutions across India (“We”, “Us”, “Our”, “Institute” “Organization”). The Code applies to all Employees engaged to provide services to the Organization.

This Code of Conduct has been created to help to support the Employees of IIHMR and its group institutions across India, with high standards of ethical behavior and compliance with local laws and regulations being essential to protecting and long-term success of the goals and objective .

The Indian Institute of Health Management Research (IIHMR) was established in 1984, with a fundamental purpose of creating new knowledge and developing alternate modes of improving healthcare to management research, education and training in India and other parts of the world.

IIHMR being a public health institution engaged in research, education and training, our moto of serving the public and students’ community at large and earn their trust. All our communications and other interactions with them should increase their trust in Us.

1 COMPLIANCE WITH ALL APPLICABLE POLICIES

- a. All the Employees are expected to comply with all Organization’s policies, procedures, and regulations.
- b. All Employees are expected to know and understand the legal obligations and act within the bounds of applicable laws, rules, and regulations of the localities, where IIHMR operates its campuses.
- c. IIHMR’s Employee shall comply with all applicable law in India.
- d. Where any provision of the Code conflicts or is inconsistent with applicable laws, the provisions of that law must be complied with and override this Code.
- e. Violation of applicable government laws, rules and regulations may subject us to individual criminal of civil liability. Such individual violations may also subject the organization to civil or criminal liability, to the loss of reputation or business, and both these events may attract disciplinary action by the Organization.

2 CONFLICTS OF INTEREST

- a. All the employees are expected to use their best judgment and work for the best interest of the Organization while on duty and should attempt to avoid actual or apparent conflict of interest with their personal matters with that of Organization’s matter. Employees are expected to maintain a balanced approach in personal and professional life.



The following are some examples of conflict-of-interest situations:

- (1) Influencing an approval process resulting in the hiring of a relative/friend or entering into a business relationship.
 - (2) An Employee engaging in private employment or rendering services for any person or organization that has or may have business dealings with the Organization.
 - (3) Influencing the staff/students for any kind of involvement, including training/consultancy/admission/placements of the students, in the business run by the relatives of the Employee.
 - (4) All faculty are permitted to take up consultancy as per IIHMR policy. However, he /she shall not undertake any such assignment individually or in partnership with any other individual/ organization without approval of the concerned authority of the organization. Faculty and Staff are not allowed to give private coaching to the staff and students .
 - (5) During the service in the IIHMR, staff/faculty shall devote his/her whole duty time to the service of the institute and shall not engage directly or indirectly on any other private work/business or external assignments without prior approval of the concerned authority.
 - (6) Employees are expected to promote a work culture and ethics that brings about quality, professionalism, satisfaction, and service of the organization.
- b. On apprehension of such conflict, the Employee shall disclose such information to the competent authority of the institute and try and avoid entering into such a transaction without the guidance of the concerned authority. The appropriate parties will decide to determine if the conflict is substantial enough to exclude the employee from any further involvement in such activity or decision process.

3 EQUAL OPPORTUNITY EMPLOYMENT

- a. IIHMR's employment policy is based upon individual merit and qualifications directly related to professional competence. IIHMR also make all reasonable accommodations to meet our obligations under the laws protecting the rights of the disabled.
- b. IIHMR promote a diverse, inclusive, and equal workplace. Every Employee of the Organization is expected to treat everyone with whom we have contact with dignity, courtesy, and respect.
- c. IIHMR does not discriminate against any person because of their gender, caste, religion, age, nationality, sexual orientation, disability, or any other trait protected by law, concerning any terms of employment such as hiring, promotion, transfer, compensation, and benefits, etc. It is expected that the concerned authority shall take employment related decisions based only on the merit of the person and not discriminate against any person because of their personal characteristics/traits.



4 HARASSMENT AND DISCRIMINATION

- a. IIHMR prohibits discrimination or harassment in any form including verbal, physical, and visual form and has a zero-tolerance policy against any kind of harassment in a work-related situation based on sex, race, colour, caste, religion, ethnicity, nationality, age, physical or mental disability, or any other category protected under applicable state and central laws. Each IIHMR campuses have its own Internal Complaints Committee and strictly adhere to the guidelines of Hon'ble Supreme Court of India on the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013. If any Employee believes that he/she has been bullied, harassed, or discriminated against, such Employee shall immediately report the incident to their supervisor, HR team of the Campus. Similarly, the supervisors and managers shall on knowing such incident report it to the HR team. HR team shall take prompt action on such complaints and take appropriate action as per the prescribed policy of the IIHMR.

5 USE OF INSTITUTE PROPERTY

- a. The Organization may entrust the Employee with a wide range of valuable assets to help work on the Organization's behalf.
- b. Each Employee is responsible for the property acquisition, use, maintenance, and disposal of Organization assets, including materials, equipment, tools, tangible properties, information, data, intellectual property, etc.
- c. Employees are expected to treat these assets with care and use them with the business's interest in mind and according to the Organization's policies. In case if the property is damaged or lost due to a fault on the part of the Employee, Employee shall be liable to replace or refund the amount as suggested by the Organization.
- d. Employees shall never use the Organization's property for personal gain or other purposes other than as envisaged under the organization policy.
- e. Employees should not waste paper, water, or other green resources and boost eco-friendly practices.
- f. Employees should keep office premises neat and clean, dispose waste items timely and appropriately.
- g. Employees should not waste the electricity and switch off all the electrical equipment and shut down the computers when not in use.
- h. Employees should keep their personal belongings and valuables in lock and key. IIHMR is not responsible for any theft or loss.
- i. Employees are not allowed to smoke at their workstations, they may use the allocated/assigned smoking zone.
- j. Drugs and alcohols are strictly prohibited in the Campus.
- k. Employees are not allowed to carry any kind of arms and ammunition to workplace.



6 CONFIDENTIAL INFORMATION AND PRIVACY

- a. During the course of employment, Employee will have access to information (whether or not recorded in writing or on computer disk or tape) which the Organization treats confidential, or which has the necessary quality of confidentiality.
- b. Further, the Employee understands that the Organization from time to time has in its possession information that is claimed by others to be proprietary and which the Organization has agreed to keep confidential.
- c. Access to proprietary information will be limited to those needing to know. The employee is required to maintain the confidentiality of organization Information even if they leave the Organization's employment.
- d. Employees should not share any financial, academic, research, training student data to any external agency or group without proper authorization.
- e. Our clients and other stakeholders rely on us to maintain accurate and complete records and accounts. Employee shall throughout the employment handle the information with integrity and responsibility. All Employees have an obligation to know and comply with all currently applicable record retention policies and procedures. This includes how data is shared, stored, and retrieved, and the circumstances under which it may be disposed of.

7 INTERNET USAGE AND CYBER SECURITY

- a. The electronic communication system must be utilized exclusively to facilitate the work of the Organization. Employees are cautioned against using the internet for matters of personal gain and entertainment.
- b. Logging into any of the Organization's accounts from personal device such as mobile phones, tables, or laptops, can put our Organization's data at risk. We do not recommend accessing any Organization's data from personal device, if so, is inevitable, employees are obligated to keep their devices safe, with proper security protection.
- c. Employees should use only official personal email ID for communication for official work and communicating with clients, government agencies, students and other stakeholders.
- d. We recommend all Employees follow the following practices:
 - (1) Keep all electronic devices password secured and protected with the latest security features.
 - (2) Only log in to the Organization's account using safe and secure networks.
 - (3) Upgrade antivirus software regularly on the devices.
 - (4) Don't leave any devices unprotected or exposed.
- e. Emails can carry scams and malware. If the Employee is not sure if the email received or any data is safe, they can always contact Our IT team for advice.



- f. To protect the data, all Employee shall:
 - (1) Restrain from opening or clicking any links or attachments when it is not from within the Institute or a reliable source.
 - (2) Always make sure the emails are from valid emails Id's within the organization or from a reliable source.
 - (3) Be careful about inconsistencies and clickbait titles like offerings, prices, advice, surprise, etc.
- g. Use passwords with upper case, lower case, numbers, and symbols. Do not exchange credentials when not requested or approved by the supervisor.
- h. The Employee shall avoid transferring any personal data including customer and employee confidential data and shall adhere to all applicable personal data protection laws while dealing with it.
- i. These cybersecurity guidelines and procedures have to be strictly followed even when working remotely. In case of intentional or repeated breaches or are harmful to Organization, the Organization will take serious action including termination of the Employment.

8 MEDIA & SOCIAL MEDIA POLICY

- a. We respect your right to participate in media and social media and understand that your time outside of your work is your own. But it is also important to protect the goodwill of the Organization while using these platforms. If the person engages in any of the media/social media activities that impacts the name of the Institution negatively and identifies you as Our Employee or your work at Our Organization, (even if done off-campus and while off-duty), it could affect the reputation of the Organization.
- b. Always ensure that your media/social media activity is subject to relevant policies of the Organization. This includes this Code as well as requirements of protecting confidential information.
- c. When you are using external media/social media channels, make sure you are not using your official email for the same and shall not represent in any social media content that you are not authorized to speak on behalf of the Organization, or that the Organization has approved your content, without the prior written approval from competent authority .
- d. The contents for media/social media must be reviewed by a Committee identified at each campus. There will be only one contact point for any communication with the agency hired for media/social media activities. No staff or faculty would communicate with the agency directly without taking approval of the concerned authority.
- e. The publications carried out by the author shall be based on original ideas and shall be covered by Zero Tolerance Policy on Plagiarism.



9 PERSONAL APPEARANCE

- a. Every employee must maintain an appropriate standard of formal dress and personal appearance at work and professionally conduct themselves at all times both within the workplace and when representing the Organization.
- b. The appearance of Employee while working for the Organization contributes to Our reputation and the development of Our business. All Employees are required to be neat, clean, and tidy and of smart appearance in a way to present themselves at all times in accordance with their professional status and dress in a manner appropriate to their role, whether working on organization's premise or elsewhere.

10 ATTENDANCE AND PUNCUTALITY

- a. To ensure adequate staffing, positive employee morale, and meet expected productivity standards throughout the organization, Employee will be held accountable for adhering to their workplace schedule. In case if the Employee is unable to meet the schedules, he/she must take prior written consent from their supervisor/manager for schedule changes.
- b. Employees shall devote his/her duty time to the service of the institute and shall not engage directly or indirectly on any other private work/business/trading or external assignments without approval.

11 COMMUNICATION AND COLLABORATION

- a. Employees should maintain a professional work environment keeping team-spirit, mutual respect, and trust of utmost importance within the organization and outside contacts in a business contest. Employees should strive to maintain a civil work atmosphere at all times and refrain from shouting, yelling, using vulgarities, and threatening language, or swearing the co-workers or customers.
- b. Meetings are formal means of communication that happens constantly through all the departments. People handling functions that occur at multiple destinations and those who work independently are required to meet regularly. In addition, there would be regular meetings of the supervisors/managers with the Organization management.

12 ACCEPTING GIFTS

- a. The Employees are prohibited from accepting gifts of any kind, that are offered by vendors, suppliers, customers, students, potential employees, potential vendors, and suppliers or any other individual or organization at any time, on or off the work premises except as specifically allowed under this policy.
- b. "Gift" under this clause would include any gratuitous non-monetary benefits that the employees can use or consume.

13 ANTI-BRIBERY



- a. The Employee shall not take any action, directly or indirectly, that would result in violation of the applicable law or any other applicable anti-bribery or anti-corruption laws. This includes without limitation, using any funds for any unlawful contribution gift, entertainment, or other unlawful payments to any foreign or domestic government official or employee. The Employee shall not permit or authorize anyone in the Organization to offer, pay, promise to pay, or authorize the payment of any money, or offer, give, promise to give, or authorize the giving of anything of value, to any officer, employee or any other person for any governmental authority or any enterprise owned or controlled by a government authority, any political party or official thereof, or any candidate for political office, or any officer or employee of a public international organization or to any person under circumstances here such Employee has reason to believe or is aware of a high probability that all or a portion of such money or thing of value would be offered, given or promised, directly or indirectly, to any government official for the purpose of bribing.

14 DISCIPLINARY ACTION

- a. If the disciplinary actions for violation of this code are not mentioned under the respective preceding clauses, the Organization may follow the following Progressive Disciplinary Action.

- (1) Written warning:

A written warning letter be given to the concerned Employee. A warning letter describes the performance problems or work violations of the Employee in specific detail and explains the consequence of failure to rectify the same and any repetition of the same violation.

- (2) Termination:

If the Employee is found to be in gross violation of this Code, he/she will be terminated from the employment with immediate effect.

By signing this Code, I acknowledge that I have reviewed the above-listed policies and guidelines of the Organization and understand my responsibilities. I also agree to report any actual or potential situation or incident that may be contrary to the above policies as soon as I become aware of it. I agree to abide by the aforementioned policies, and I understand that my failure to follow the policies may result in disciplinary action, up to and including dismissal.

Employee Name:

Designation:

Date:

Signature