

Volunteering Code of Conduct - Guidelines

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Revision History



*W.e.f Date**HR Policy & Compliance CoE*

Version No.	From	To	Description	Author	Reviewed & Approved by
1			New Version	HR HCL Foundation & HR P&C Compliance Team	HR P&C Compliance Head and HR Transitions Head



Objective:

To provide the guidelines for participation in Power of One programs, which is an employee engagement activity contributing to sustainable growth and expansion of community service initiatives.

Scope :

This policy is applicable to all Employees based in India. Almost 50,000 Community Champions have volunteered such activities and have been instrumental in reaching out to more than 2 Lakh beneficiaries in India.

Applicability:

In these terms following definitions shall apply, unless stated otherwise:

- i. **"Company"** or **"HCL"** refers to HCL Technologies Limited and its subsidiaries located in India
- ii. **"Employee(s)"** refers to all the Employees of the Company based in India
- iii. **"Power of One"** refers to corporate-level structured volunteering and payroll-giving program that enables employees to spend a day, every week or month or in a year or even one hour every day for the community service under the banner of Company
- iv. **"Volunteers"** refers to Employees who participate in Power of One initiate by their free will
- v. **"Community Champions"** is a group of Volunteers carrying out multiple activities under Power of One campaign
- vi. **"Beneficiary(ies)"** is the individual or group of people who are/ expected to be impacted by the Power of one activities undertaken by Volunteers
- vii. **"HCL Foundation SPOCs"** Dedicated employees of HCL Foundation who facilitate Power of One Initiatives

Policy Details:

Through Power of One, Employees volunteer to devote their time and services by :

- teaching in after-school programs
- assisting in rehabilitation activities
- providing psycho-social support counseling and to those in need
- mentoring and motivation workshops
- Skill development
- training in computer applications,
- soft skills training
- Taking classes for teaching home care, nursing, tailoring & retail, art & sports
- Hoisting awareness campaigns on environment issues ,child rights and women's safety
- Care giving for orphaned, differently-abled, HIV+ infected and terminally ill persons.
- Social recycling drives (everyday collection of used clothes, stationery, books toys, etc. to be distributed to those in need, including victims of natural disasters).

Power of One is a powerful tool enabling HCLites to act on the issues they care about and to become valuable agents of change in making the world a better place to live in.

Listed below are few points which each Volunteer needs to adhere to while participating in Power of One initiatives:



DO's:

- All activities carried out are apolitical in nature , thus similar views must not influence volunteering activity
- Any form of abuse on the beneficiaries or assets may lead to disciplinary action, including and upto termination suspension from HCL
- Before interacting with the Community members, volunteers must introduce themselves to the expected beneficiary ,with their name, Company Name and the tasks assigned
- At the outset of any activity, Volunteers must decide how much time can they contribute to volunteering activities, and they must strictly abide by it
- Volunteers must realistically utilize their talent and skills for any community development activity.
- Volunteers must avoid taking on more responsibilities than they can handle. If they are unsure about responsibilities, they may seek clarity from HCL Foundation SPOCs.
- The Volunteers must treat the beneficiaries with respect and dignity
- Volunteers must respect the privacy of the beneficiary and confidentiality of their work.
- Volunteers must carry their Identification Cards when in the community, irrespective of which day such activity is planned
- Volunteers must always dress and behave appropriately and in a professional manner.
- Any Volunteer willing to connect with an external NGO or an expert who they think can deliver a particular task in the community well, (eg: skills training or Spoken English teaching or environmental expert), must do so prior to checking with the HCL Foundation SPOCs. The HCL Foundation SPOC first will check/confirm partnership feasibility as per Company guidelines.
- Volunteers cannot bring external parties directly for community outreach work.
- If any employee wishes to invite other fellow Employee to volunteer in a particular activity, such information must be shared with regional HCL Foundation SPOCs. The SPOC will thereafter communicate with other employees through mass mailers as per Internal Communication procedure (as applicable).
- If an employee is unable to carry out the volunteering task or not able to be present on a particular day despite nominating, the employee is advised to inform Foundation SPOCs in advance so that a suitable substitute can be found for the task as soon as possible.
- Volunteers must be punctual and regular while carrying out your volunteering duties.
- Volunteers must be patient and calm while working with community members. Volunteers must be sensitive and empathetic to the beneficiary needs and feelings without getting personally involved with them.
- Volunteers are advised to be positive and optimistic about the volunteer work since they are contributing time, energy and abilities for social good.

Don't's :

- Volunteers must not treat Power of One work as charity or an entertainment activity. This work must be approached with with sincerity and dedication that brings about lasting positive change in the lives of people.
- Volunteers are advised not to be unsure or vague about the volunteering responsibilities. A volunteer must be clear of what is expected of him/her. As required, the HCL Foundation SPOC's can be approached to seek needed clarifications.
- Volunteers must not start any interactions with the beneficiaries without introducing themselves or informing them the purpose. Volunteers must seek consent and cooperation of the beneficiary before starting their work
- Volunteers must not be intrusive or pushy or force help on people.
- Volunteers must not make decisions on behalf of beneficiaries. Volunteers must Listen to them and support them to make their own decisions.
- Volunteers must not engage in any activity that is harmful to them or to others.
- Volunteers must not take pictures of people or beneficiaries without getting their consent. Such pictures/stories also must not be shared on Facebook or any other social media site.
- Volunteers must not enter people's houses/ living spaces without their permission.
- Volunteers must not give false promises or false reassurances to the beneficiaries.
- Volunteers must not behave inappropriately, considering the community member's age and gender.
- Volunteers must not engage in ANY form of abuse – emotional, spiritual, physical, verbal and sexual – with anyone.
- Volunteers must not inappropriately touch people, even if they are children.



- Volunteers must not lose their temper, or get impatient, annoyed, angry, or scold while working with children, adolescents and members of community at large.
- Volunteers must not share wrong or unverified information with children and other beneficiaries. If y not sure of an information, verify it with a reliable source (or Foundation SPOCs), before passing on the same to the beneficiaries.
- Volunteers must not be emotionally involved with the beneficiaries. They should always be polite and friendly, but keep in mind that they are a volunteer and not a friend.
- Volunteers must not be disheartened or demotivated if the desired outcome is not achieved immediately. Positive changes happen over a period of time.

REPORTING GRIEVANCES :

If any volunteer is facing any issues or problems with fellow volunteer or Community, they are requested to immediately connect with the regional Foundation SPOCs to notify such grievance.

Employees are requested to report any untoward incident or experienced during their volunteering work with HCL Foundation SPOCS. Likewise, any grievances pertaining to any abuse or misbehavior of fellow volunteers or members of HCL Foundation team can also be reported to the concerned regional SPOCS preferably within 24 hours of the incident.

Volunteers can also register their complaints at hclfoundation@hcl.com

The reported incident/ issue will be investigated and enquired into by an Internal Complaints Committee of the Company. Based on the evidences submitted by the complainant and the seriousness of the issue, appropriate steps and actions will be taken against the person within 24 hours of receiving the complaint as per the Disciplinary Policy.

Disclaimer – The Company reserves the right to alter, append or withdraw this policy either in part or in full based on management’s discretion.

