

Sisu Community Social Organisation

Code of Conduct

1. Principles

1.1 Community Engagement:

The organisation would prioritise meaningful engagement with the community it serves. It would involve community members in decision-making processes, seek their input, and collaborate with them to address their needs and aspirations.

1.2 Equity and Social Justice:

The organisation would promote equity and social justice by working to eliminate systemic barriers and address disparities. It would strive for fair and equal access to resources, opportunities, and services for all community members, regardless of their background or circumstances.

1.3 Empowerment:

The organisation would empower individuals and communities to take control of their own lives and advocate for their rights. It would provide resources, knowledge, and support to help individuals and communities build their capacity and achieve self-sufficiency.

1.4 Collaboration and Partnerships:

The organisation would recognise the importance of collaboration and partnerships in achieving its mission. It would work together with other organisations, government agencies, businesses, and community members to leverage resources, share expertise, and create collective impact.

1.5 Sustainability:

The organisation would adopt sustainable practices to ensure its long-term impact and viability. It would consider environmental, economic, and social sustainability in its operations, programmes, and decision-making processes.

1.6 Cultural Competence and Inclusion:

The organisation would value and respect the diversity of cultures, languages, and identities in the community. It would strive to be culturally competent, inclusive, and responsive to the unique needs and perspectives of all community members.

1.7 Accountability and Transparency:

The organisation would operate with accountability and transparency in its governance, financial management, and programme delivery. It would be open and honest about its activities, decisions, and use of resources, and report its impact to stakeholders.

1.8 Evidence-Informed Practice:

The organisation would base its programmes and services on evidence-informed practices and research. It would continuously evaluate and improve its approaches to ensure its effective and responsive to community needs.

1.9 Advocacy and Social Change:

The organisation would advocate for policy and social change that benefits the community. It would raise awareness, mobilize resources, and engage in advocacy efforts to address systemic issues and create a more just and inclusive society.

1.10 Ethical Conduct:

The organisation would adhere to ethical principles in its work. It would uphold the highest standards of integrity, honesty, and professionalism.

2. Values

2.1 Inclusivity:

A commitment to creating an inclusive and welcoming environment for all community members, regardless of their background, ethnicity, race, gender, or socio-economic status.

2.2 Empowerment:

A belief in the power of individuals and communities to create positive change. The organisation would often strive to empower individuals to take control of their lives and advocate for their needs and rights.

2.3 Collaboration:

Recognising the importance of working together with community members, other organisations, and stakeholders to address common challenges and create collective impact.

2.4 Social Justice:

A commitment to promoting fairness, equality, and justice in society. The organisation would often work towards addressing systemic barriers and advocating for social change.

2.5 Respect:

Valuing and respecting the dignity, opinions, and perspectives of all individuals. The organisation would aim to create a safe space where everyone feels heard and valued.

2.6 Accountability:

Taking responsibility for actions and outcomes, and being transparent in decision-making processes. The organisation would often have mechanisms in place to ensure accountability to the community it serves.

2.7 Empathy and Compassion:

Demonstrating care, understanding, and empathy towards the struggles and challenges faced by individuals and communities. The organisation would often provide support resources, and services to help those in need.

2.8 Sustainability:

Recognising the importance of long-term sustainability in addressing community needs. The organisation would focus on building capacity, creating sustainable programmes, and utilising resources efficiently.

2.9 Education and Awareness:

A commitment to raising awareness, educating the community, and promoting understanding on social issues. The organisation would often provide educational programmes and workshops to empower individuals with knowledge and skills.

2.10 Community Engagement:

Encouraging active participation and involvement of community members in decision-making processes, programme development, and implementation. The organisation would often seek to engage and mobilize community members to work towards common goals.

3. Ethics

3.1 Integrity:

Members should act with honesty, transparency, and high moral principles. They should consistently demonstrate ethical behaviour in their interactions with others and in the organisation's activities.

3.2 Respect:

Members should treat all individuals with respect, dignity, and fairness. They should value diversity, embrace different perspectives, and create a safe and inclusive environment for all.

3.3 Confidentiality:

Members should respect the confidentiality of sensitive information shared with them. They should handle personal and organisational data securely and only disclose information when necessary and with appropriate consent.

3.4 Accountability:

Members should take responsibility for their actions and decisions. They should fulfil their commitments, meet their obligations, and be accountable for the outcomes of their work.

3.5 Conflict of Interest:

Members should avoid conflicts of interest that may compromise their ability to act in the best interest of the organisation and the community it serves. They should disclose any potential conflicts and take appropriate measures to address them.

3.6 Professionalism:

Members should uphold professional standards and conduct themselves in a professional manner. They should maintain appropriate boundaries, demonstrate punctuality, and adhere to organisational policies and guidelines.

3.7 Inclusivity and Equity:

Members should promote inclusivity and equity within the organisation and the community. They should actively work towards eliminating discrimination, inequality, and injustice in all forms.

3.8 Social Responsibility:

Members should be aware of their impact on society and strive to contribute positively to social well-being. They should consider the broader social, economic, and environmental consequences of their actions and decisions.

3.9 Continuous Learning:

Members should engage in continuous learning and professional development to enhance their knowledge, skills, and understanding of the issues affecting the community. They should stay informed about best practices, emerging trends, and ethical considerations in the field.

3.10 Adherence to Laws and Regulations:

Members should comply with all applicable laws, regulations, and ethical guidelines. They should ensure that their actions are legal and in accordance with the organisation's policies and procedures.

4. Social Responsibility

4.1 Uphold the Organisation's Mission and Values:

Members should align their actions and behaviour with the organisation's mission and values. They should actively work towards achieving the organisation's goals and objectives, which are aimed at improving social conditions and addressing community needs.

4.2 Respect and Inclusivity:

Members should treat all individuals with respect, dignity, and inclusivity. They should value diversity and create a welcoming and inclusive environment for all members and community members. They should actively challenge discrimination, prejudice, and inequity.

4.3 Volunteer and Community Service:

Members should actively engage in volunteer activities and community service. They should contribute their time, skills, and resources to support individuals and communities in need. This would include participating in community events, mentoring, or providing pro bono services.

4.4 Advocacy and Activism:

Members should advocate for social justice and actively work towards addressing systemic issues and inequalities. They should raise awareness about social issues, engage in public discourse, and support policy changes that promote social well-being and equity.

4.5 Ethical Practices:

Members should adhere to ethical principles and practices in their interactions with community members, stakeholders, and other organisations. They should prioritise the well-being and rights of individuals and ensure that their actions uphold the highest standards of integrity and fairness.

4.6 Empowerment and Capacity-building:

Members should empower individuals and communities by providing them with resources, skills, and opportunities for self-development. This would include organising workshops, training programmes, or mentoring initiatives that enhance the capacity of individuals and communities to address their own needs.

4.7 Collaboration with Beneficiaries:

Members should actively involve beneficiaries and community members in the organisation's decision-making processes. They should seek their input, involve them in programme planning and evaluation, and ensure that their voices are heard and valued.

5. Environmental Responsibility

5.1 Reduce Waste:

Members should strive to minimize waste generation by practicing recycling, composting, and reducing the use of single-use items. They should encourage the organisation to adopt sustainable practices, such as implementing recycling programmes and using eco-friendly products.

5.2 Conserve Resources:

Members should be mindful of their resource consumption, such as water and energy usage. They should promote energy-saving practices, such as turning off lights and electronics when not in use, and advocating for the use of renewable energy sources.

5.3 Promote Sustainable Transportation:

Members should encourage alternative modes of transportation, such as carpooling, biking, or using public transportation, to reduce carbon emissions and air pollution. They should also advocate for the organisation to provide incentives for sustainable commuting.

5.4 Support Local and Sustainable Sourcing:

Members should promote the use of locally sourced, organic, and sustainably produced goods and services within the organisation. They should encourage the organisation to prioritise suppliers and vendors that adhere to environmentally responsible practices.

5.5 Educate and Raise Awareness:

Members should educate themselves and others about environmental issues and sustainable practices. They should organise workshops, presentations, or awareness campaigns to promote environmentally friendly behaviours within the organisation and the community.

5.6 Advocate for Environmental Policies:

Members should advocate for policies and practices that promote environmental sustainability within the organisation and in the broader community. They should engage with policymakers, participate in environmental campaigns, and support initiatives that protect the environment.

5.7 Foster a Culture of Sustainability:

Members should contribute to creating a culture of sustainability within the organisation. They should lead by example, encourage others to adopt sustainable practices, and integrate environmentally responsible considerations into the organisation's decision-making processes.

5.8 Participate in Environmental Initiatives:

Members should actively participate in environmental initiatives and community projects that promote sustainability. This should include volunteering for environmental clean-up activities, tree planting, or participating in local conservation efforts.

5.9 Continuous Improvement:

Members should continuously strive to improve their own environmental practices and encourage the organisation to do the same. They should stay informed about emerging sustainability practices, technologies, and trends and advocate for their adoption within the organisation.

6. Members' Rights

6.1 Right to Information:

Members have the right to access relevant information about the organisation, including its mission, goals, activities, financials, and decision-making processes. They should be kept informed about important updates, changes, and opportunities for engagement.

6.2 Right to Participate:

Members have the right to actively participate in the organisation's activities, programmes, and decision-making processes. They should have opportunities to contribute their skills, expertise, and perspectives to shape the organisation's direction and impact.

6.3 Right to be Heard:

Members have the right to be heard and have their opinions and concerns considered. They should have opportunities to express their views, ask questions, and provide feedback to the organisation's leadership and decision-makers.

6.4 Right to Privacy and Confidentiality:

Members have the right to have their personal information handled securely and confidentially.

6.5 Right to Non-discrimination:

Members have the right to be treated fairly and without discrimination based on their background, ethnicity, race, gender, religion, sexual orientation, or any other protected characteristic.

6.6 Right to a Safe and Inclusive Environment:

Members have the right to be in a safe and inclusive environment within the organisation. This includes being free from harassment, bullying, or any form of harmful behaviour.

6.7 Right to Vote and Elect Leadership:

Members have the right to participate in the election of the organisation's leadership, such as the board of directors or executive team. They should have a voice in the selection and decision-making processes of the organisation's leadership.

6.8 Right to Access Resources and Support:

Members have the right to access resources, support, and services provided by the organisation. This includes educational materials, training opportunities, networking events, and any other resources that contribute to their personal and professional development.

6.9 Right to Accountability:

Members have the right to hold the organisation and its leadership accountable for their actions, decisions, and the use of resources. They should have mechanisms in place to raise concerns, provide feedback, and seek resolution for any issues or grievances.

7. Commitment and Responsibility

7.1 Mission and Values:

Members should align with and uphold the organisation's mission and values. They should understand and actively work towards achieving the organisation's goals and objectives.

7.2 Active Participation:

Members should actively participate in the organisation's activities and initiatives. This would include attending meetings, volunteering their time and expertise, and contributing to decision-making processes.

7.3 Collaboration and Teamwork:

Members should collaborate effectively with other members, staff, volunteers, and stakeholders. They should value and respect diverse perspectives, actively listen, and contribute constructively to discussions and decision-making processes.

7.4 Communication and Transparency:

Members should communicate openly and transparently with fellow members, staff, volunteers, and stakeholders. They should share information, updates, and concerns in a timely and transparent manner.

7.5 Support and Collaboration with Leadership:

Members should support and collaborate with the organisation's leadership, including the board of directors or executive team. They should provide input, feedback, and assistance when needed, and respect the decisions made by the leadership.

8. Diversity and Inclusivity

8.1 Recruitment and Hiring:

Actively seek to diversify the organisation's staff, volunteers, and leadership positions. Use inclusive language in job postings, reach out to diverse networks and communities, and consider diversity in the selection process.

8.2 Training and Education:

Provide diversity and inclusion training for staff, volunteers, and board members. This would help increase awareness, understanding, and sensitivity to different perspectives and experiences.

8.3 Inclusive Decision-making:

Ensure that decision-making processes within the organisation are inclusive and representative of diverse voices. Seek input from individuals with different backgrounds, perspectives, and experiences when making important decisions.

8.4 Accessible Facilities and Services:

Create an environment that is physically and culturally accessible to individuals with diverse abilities, languages, and cultural backgrounds. Consider accessibility in the design of facilities, materials, and services.

8.5 Language and Communication:

Provide multilingual materials and interpretation services to ensure that language barriers do not exclude individuals from accessing information or participating in programmes. Use plain and inclusive language in all communications.

8.6 Community Engagement:

Actively engage with diverse communities and stakeholders to understand their needs, concerns, and aspirations. Involve community members in the planning, implementation, and evaluation of programmes and services.

8.7 Celebrate Diversity:

Recognise and celebrate the diverse cultures, traditions, and identities within the organisation and the community. Organise events, workshops, or activities that promote cross-cultural understanding and appreciation.

8.8 Safe Space:

Create a safe and inclusive space where individuals feel comfortable expressing themselves, sharing their experiences, and seeking support.

8.9 Ongoing Evaluation and Improvement:

Regularly assess the organisation's efforts to promote diversity and inclusivity. Seek feedback from staff, volunteers, and community members to identify areas for improvement and implement necessary changes.

9. Day-to-day Organizational Practices

9.1 Programme Planning and Implementation:

The organisation would typically plan and implement programmes and services to address the needs of the community.

9.2 Outreach and Community Engagement:

The organisations would actively engage with the community through various outreach activities.

9.3 Volunteer Management:

The organisation would rely on volunteers to support their work.

9.4 Fundraising and Resource Mobilization:

The organisation would often engage in fundraising activities to secure financial resources to support its programmes.

9.6 Data Collection and Evaluation:

The organisation would collect data to assess the effectiveness of its programmes and services.

9.7 Advocacy and Policy Work:

The organisation would engage in advocacy efforts to bring about systemic change.

9.8 Staff and Volunteer Training:

The organisation invest in the training and professional development of its staff and volunteers.

9.9 Administrative Tasks:

The organisation would also have administrative tasks to manage.

9.10 Communication and Public Relations:

The organisation would actively communicate with its stakeholders, including community members, donors, and the media.

10. How members should interact with stakeholders

10.1 Active Listening:

Members should listen attentively to stakeholders, seeking to understand their perspectives, concerns, and needs. This involves giving stakeholders their full attention, asking clarifying questions, and demonstrating empathy.

10.2 Timely and Responsive Communication:

Members should strive to respond to stakeholder inquiries, concerns, or feedback in a timely manner. This would demonstrate respect for stakeholders' time and would show that their input is valued.

10.3 Flexibility and Adaptability:

Members should be open to feedback and willing to adapt its approaches based on stakeholder input. This would require a willingness to learn, adjust strategies, and consider different perspectives to better meet the needs of stakeholders.

10.4 Accountability and Follow-through:

Members should take responsibility for their commitments and follow through on promises made to stakeholders. This would build trust and confidence in the organisation's ability to deliver on its promises.

10.5 Recognition and Appreciation:

Members should recognise and appreciate the contributions and support of stakeholders. This would be done through public acknowledgments, thank-you notes, or other gestures of gratitude.

11. Member Behaviour

11.1 Respect and Courtesy:

Members should treat others with respect, courtesy, and professionalism in all interactions.

11.2 Professional Appearance:

Members should maintain a professional appearance suitable for their role and the organisation's context. This would include appropriate dress, grooming, and personal hygiene.

11.3 Communication Skills:

Members should possess effective communication skills, including clear and respectful verbal and written communication. They should be able to express ideas, concerns, and feedback in a professional manner.

11.4 Time Management:

Members should manage their time effectively to meet deadlines, attend meetings and events punctually, and prioritise tasks. They should communicate proactively if they anticipate challenges in meeting deadlines or commitments.

11.5 Representation of the Organization:

Members should represent the organisation positively and professionally in public and professional settings. They should be mindful of their actions and behaviours, ensuring they align with the organisation's mission, values, and reputation.

12. Disciplinary process

12.1 Investigation:

The organisation would initiate an investigation to gather relevant information and evidence regarding the alleged misconduct.

12.2 Notification:

The individual involved in the alleged misconduct would be notified of the investigation and the specific allegations against them. They should be provided with an opportunity to present their side of the story and provide any supporting evidence or witnesses.

12.3 Evaluation:

The organisation would evaluate the evidence gathered during the investigation and assesses its credibility and relevance. This evaluation would be typically conducted by a designated committee or individuals responsible for disciplinary matters.

12.4 Disciplinary Action:

If the investigation finds evidence of misconduct, the organisation would determine an appropriate disciplinary action. The action would range from verbal or written warnings, probation, suspension, to termination of membership or volunteerism, depending on the severity and nature of the misconduct.

12.5 Due Process:

Throughout the disciplinary process, the organisation would ensure that the individual involved would be given a fair and unbiased opportunity to respond to the allegations and present their case. This would include providing them with the right to be heard, representation if necessary, and the opportunity to appeal the decision.

12.6 Documentation:

All steps of the disciplinary process, including the investigation, findings, and disciplinary actions, should be documented in writing. This documentation would serve as a record of the process and would be required for legal or administrative purposes.

12.7 Confidentiality:

The organisation would maintain confidentiality throughout the disciplinary process to protect the privacy and reputation of all parties involved. Information related to the investigation and disciplinary actions would only be shared with those who have a legitimate need to know.

12.8 Communication:

The organisation would communicate the outcome of the disciplinary process to the individual involved, as well as any other relevant stakeholders. This communication would be done in a professional and respectful manner, ensuring that confidentiality is maintained.

12.9 Follow-up and Support:

After disciplinary action is taken, the organisation would provide support or resources to the individual involved, such as counselling or training, to help them address the issues that led to the misconduct and facilitate their personal and professional growth.

13. External practices

13.1 Confidentiality Policies:

Develop clear and comprehensive confidentiality policies that outline the organisation's commitment to protecting members' information. Communicate these policies to all staff, volunteers, and members, and ensure they understand their responsibilities in maintaining confidentiality.

13.2 Consent and Disclosure:

Obtain explicit consent from members before sharing their personal information with third parties or using it for purposes beyond the scope of the organisation's activities. Only disclose information with the member's consent or when legally required to do so.

13.3 Limited Access:

Restrict access to members' personal information to authorised individuals who need it for specific purposes. Implement strict access controls, password protection, and physical security measures to prevent unauthorised access.

13.4 Confidentiality Agreements:

Require staff, volunteers, and board members to sign confidentiality agreements that clearly state their obligation to maintain the confidentiality of members' information.

13.5 Training and Awareness:

Provide regular training to staff and volunteers on the importance of confidentiality and the proper handling of members' information. Raise awareness about the potential risks and consequences of breaches in confidentiality.

13.6 Secure Data Storage:

Ensure that members' personal information is stored securely. Implement appropriate technological measures, such as encryption, firewalls, and secure servers, to protect sensitive data from unauthorised access or theft.

13.7 Secure Communication Channels:

Utilise secure communication channels, such as encrypted email or secure messaging platforms, when exchanging sensitive information with members. Avoid discussing confidential matters in public or non-secure settings.

13.8 Record Management:

Regularly review and securely dispose of outdated or unnecessary information to minimize the risk of unauthorised access.

13.9 Continuous Monitoring and Improvement:

Regularly assess and review the organisation's confidentiality practices to identify any weaknesses or areas for improvement. Stay informed about emerging privacy and data protection regulations to ensure compliance.

14. Privacy

14.1 Data Protection:

Implement robust data protection measures to safeguard members' personal information. This would include secure storage, encryption, access controls, and regular security audits. Comply with applicable data protection laws and regulations.

14.2 Minimize Data Collection:

Collect only the necessary personal information from members and avoid collecting sensitive or unnecessary data. Regularly review data collection practices to ensure they align with the organisation's needs and privacy principles.

14.3 Third-party Service Providers:

When engaging third-party service providers, ensure they have appropriate data protection measures in place. Conduct due diligence to verify their compliance with privacy regulations and their commitment to data security.

14.4 Regular Audits and Reviews:

Conduct regular audits and reviews of the organisation's privacy practices to identify and address any vulnerabilities or areas for improvement. Stay informed about emerging privacy trends and adapt practices accordingly.

15. Stakeholder Communication Practices

15.1 Identify and Prioritise Stakeholders:

Identify the key stakeholders relevant to the organisation's mission and goals. Prioritise the communication efforts based on the stakeholders' level of influence and impact on the organisation.

15.2 Establish Clear Communication Objectives:

Determine the specific objectives to achieve through stakeholder communication. This would include sharing information, seeking input or feedback, building relationships, or promoting collaboration.

15.3 Use Multiple Communication Channels:

Utilise a mix of communication channels to reach different stakeholders effectively. This would include in-person meetings, email newsletters, social media, website updates, community events, and regular reports. Tailor the communication approach to suit the preferences and needs of different stakeholders.

15.4 Be Transparent and Timely:

Share information with stakeholders in a transparent and timely manner. Provide updates on the organisation's activities, achievements, challenges, and financial status. Be open about decision-making processes and involve relevant stakeholders in discussions when appropriate.

15.5 Listen Actively:

Actively listen to stakeholders' concerns, feedback, and suggestions. Create opportunities for dialogue, such as town hall meetings, focus groups, or surveys, to gather input and ensure that stakeholders feel heard and valued. Respond to inquiries and address concerns promptly and honestly.

15.6 Tailor Messages to Stakeholders:

Customise communication messages to resonate with different stakeholder groups. Consider their interests, needs, and perspectives. Use language and examples that are relatable and relevant to each stakeholder group.

15.7 Share Success Stories and Impact:

Highlight the organisation's achievements, impact, and success stories to inspire and engage stakeholders. Use storytelling techniques to convey the organisation's mission and the positive change it brings to the community. Use data and evidence to demonstrate the effectiveness of the organisation's programmes and initiatives.

15.8 Engage in Two-way Communication:

Encourage stakeholders to actively participate in the communication process. Provide opportunities for feedback, questions, and suggestions. Engage in dialogue and maintain an open and respectful exchange of ideas.

15.9 Build Relationships:

Foster relationships with stakeholders based on trust, respect, and mutual understanding. Cultivate personal connections through regular interactions, networking events, and relationship-building activities. Show appreciation for stakeholders' support and contributions.

16. Conflict of Interest

16.1 Disclosure:

Members should disclose any potential conflicts of interest to the organisation's leadership or designated individuals. This would include any personal, financial, or other interests that may influence their ability to make impartial decisions.

16.2 Avoidance:

Members should take steps to avoid situations where their personal interests may conflict with the organisation's best interest. This would include refraining from participating in decision-making processes or discussions where a conflict of interest would be present.

16.3 Transparency:

Members should be transparent about their potential conflicts of interest with other members, staff, and stakeholders. This would help to maintain trust and ensures that decisions would be made with full awareness of any potential biases.

16.4 Recusal:

If a member has a direct conflict of interest with a specific decision or issue, they should recuse themselves from the decision-making process. This would mean abstaining from participating and allowing other members to make the decision without their influence.

16.5 Ethical Considerations:

Members should always prioritise the best interest of the organisation and the community it serves over their personal or financial interests. They should make decisions based on ethical considerations, fairness, and the organisation's mission and values.

16.6 Oversight and Accountability:

The organisation's leadership and governance structure should provide oversight and accountability for managing conflicts of interest. This would include regular review of potential conflicts, ensuring transparency, and addressing conflicts promptly and appropriately.

16.7 Training and Education:

Members should receive training and education on conflict of interest and ethical decision-making. This would help to raise awareness, build knowledge, and provide guidance on how to identify and manage conflicts effectively.

16.8 Independent Decision-making:

Members should strive to make decisions that would be independent, objective, and in the best interest of the organisation and community. They should consider multiple perspectives, seek input from others, and base decisions on relevant information and expertise.

16.9 Regular Review and Evaluation:

The organisation should periodically review its conflict of interest policies and processes to ensure their effectiveness. This would include evaluating the disclosure process, identifying potential conflicts, and making any necessary updates