



The Shirdi Sai Mandir

2721 Markham Road, Unit 6, 7 & 8, Toronto ON M1X 1L5 Canada

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The Shirdi Sai Mandir

Code of Conduct

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1.0 Purpose

The purpose of this Code is to:

- Provide a public statement of The Shirdi SAI Mandir's (henceforth referred to as Sai Mandir) values, expectations and standards;
- Document the guidelines of conduct to be followed by all Employees, Directors, Volunteers, Life members and Devotees;
- Provide guidance to all of the Sai Mandir organization;
- Assist in identifying potential problems and resolving them in compliance with Sai Mandir's Code;
- Promote avoidance of conflicts of interests, including early disclosure to an appropriate person of any transaction or relationship that could give rise to such a conflict;
- Promote compliance with all applicable government laws, regulations and rules and the By-Laws of Sai Mandir;
- Promote prompt internal identification and reporting of concerns; and
- Promote both individual and collective accountability for adherence to the Code.

2.0 Application and Scope

This Code of Conduct applies to all employees, directors, volunteers, life members and devotees of Sai Mandir.

The Sai Mandir's existence and success is based on Baba's blessings and the public's trust in the organization. As in the case of many social organizations, Sai Mandir's employees, directors, life members, volunteers and devotees are expected to be role models, in terms of both their official duties and in the public aspects of their private lives. Consequently, this Code applies to not only all Sai Mandir activities but also any other activities that would be incompatible with a person's ability to discharge his or her Sai Mandir duties.

All individuals associated with Sai Mandir are required to refrain from any conduct that is incompatible with Baba's basic principles of Shraddha and Saburi and as governed by the By-Laws of the SAI Mandir.

Complaint, Resolution and Action must follow in accordance to the By-Laws of the Sai Mandir when this code of conduct is invoked on any person.

Any Person facing a criminal offense or facing a case or complaint as part of this code of conduct or criminal investigation will be temporarily suspended from his or her position as a Director, Life Member, Volunteer and / or Employee and or any other duties until the full resolution of the case.

This document is approved by the Board of Directors of SAI Mandir and will take effect on all actions effective January 9th, 2012.

This document will be reviewed and updated, if required, once every year. Every time an update is made a printed copy of the latest version will be made available within the Mandir and on SAI Mandir website.



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3.0 Responsibility for Administration

3.1 Board of Directors

The Board of Directors are responsible for ensuring that this Code is available in print in the Mandir and on Sai Mandir's website (www.theshirdisaimandir.ca). The Board of Directors is also responsible for ensuring that the Code is fully and consistently implemented in accordance to the By-Laws of the SAI Mandir.

In all of its activities and relationships, Sai Mandir will act fairly, ethically and in full compliance with all relevant laws. Integrity must underlie all aspects of Sai Mandir's relationships.

This Code outlines expected behaviors for Sai Mandir directors. All directors are required to be familiar with this Code and to be sensitive to the concerns in their dealings on behalf of Sai Mandir. Without exception, directors must comply with the Code and all applicable laws, rules and regulations. One or more violations of the Code may result in disciplinary action, including immediate removal of the director from his or her position.

If a director is uncertain about his or her obligations under the Code, he or she should seek the advice of the Executive Committee or their peers.

3.2 Employees

This Code outlines expected behaviours for Sai Mandir employees. All employees are required to be familiar with this Code and to be sensitive to the concerns in their dealings on behalf of Sai Mandir.

The Sai Mandir requires employees to act at all times in accordance with the principles stated in the Code. One or more violations of this Code may be grounds for disciplinary action up to and including immediate termination of employment.

If an employee reasonably suspects that this Code is being contravened by any other person, the employee must immediately report the situation to the Board of Directors.

Every employee has responsibility to ask questions, seek guidance and report suspected violations of this Code. Attempts to intimidate or retaliate against anyone who raises concerns will not be tolerated. Disciplinary action, up to and including dismissal may be taken against anyone engaging in such conduct in accordance to the By-Laws of the Sai Mandir.

If an employee is uncertain about his or her obligations under this Code of Conduct, he or she should seek the advice of the Board of Directors or register a formal complaint resolution as per the By-Laws of the Sai Mandir.

A copy of this Code will be made available to every employee at the start of their relationship with Sai Mandir, and when this Code is revised or replaced.



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3.3 Life Members

This Code outlines expected behaviours for all Sai Mandir life members. All Life members are required to be familiar with the Code and comply with its provisions. One or more violations of the Code may result in disciplinary action, including immediate removal of the Individual from his or her position of being a Life Member.

If a Life Member is uncertain about his or her obligations under the Code, he or she should seek the advice of the Board of Directors.

3.4 Volunteers

All volunteers are required to comply with this Code. One or more violations of the Code may result in disciplinary action, including immediate removal from any position with Sai Mandir.

If a volunteer is uncertain about his or her obligations under the Code, he or she should seek the advice of the Volunteer coordinator or the Board of Directors.

3.5 Acknowledgement of Code

All employees, directors, life members and volunteers agree to be governed by the Code upon their acceptance of any responsibility in the Mandir.

Individuals who refuse or fail to comply with the Code will not be permitted to hold a position as an employee, director, life members or volunteer, as the case may be.

3.6 Devotees and Visitors

All devotees and visitors to the Mandir will also be governed by the Code of Conduct.

Any violation(s) of the Code may result in disciplinary action, including reporting the incident to concerned authorities and safe removal of the Individual(s) from the Mandir premises.

4.0 Required Conduct

4.1 All Employees, Directors, Life Members and Volunteers

The highest standards of conduct are required of all Sai Mandir employees, directors, Life Members, volunteers and devotees in the performance of their responsibilities. Employees, directors, Life Members and volunteers cannot engage in conduct or an activity that may call into question Sai Mandir's reputation. Without exception, employees, directors, life members and volunteers must make all reasonable effort to comply with all applicable laws, SAI Mandir By-Laws, rules and regulations.

Given Sai Mandir's core values, this Code requires all employees, directors, life members and volunteers immediately contact the Board of Directors if they are, or are likely to be, charged with any criminal offence. Thus, employees, directors, life members and volunteers must not delay disclosure until after the final resolution of the charges.



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The following behaviours by all employees, directors, volunteers, life members and devotees are unacceptable:

- All forms of bullying (physical, verbal, emotional, social or cyber bullying), including comments, actions or visual displays that are hurtful, insulting and rude;
- Harassment, including behaviour that degrades, demeans, humiliates or embarrasses someone that a reasonable person would know is unwelcome;
- All forms of abuse (sexual, physical or psychological), including verbal, written or otherwise;
- discrimination against any person or group because of their race, colour, ancestry, nationality or place of origin, ethnic background, religion, age, sex, gender-determined characteristics, sexual orientation, marital and family status, source of income, political belief and physical or mental disability; and
- Actions that put another person at risk of harm, including violent physical acts (with or without a weapon) and threatening someone.

5.0 The Shirdi SAI Mandir Policies

5.1 General

This Code of Conduct outlines general policies and cannot address all eventualities. Nevertheless, employees, directors, life members and volunteers must exercise the highest standards in their dealings on Sai Mandir's behalf, even if the particular situation is not specifically addressed by the Code.

5.2 Confidentiality

Employees, directors, life members and volunteers are required to follow all restrictions on the use and disclosure of information. This includes protecting Sai Mandir information and ensuring that all other information is only used and disclosed as authorized by its owner or as otherwise permitted by law.

Consequently, this policy applies to: personal information about life members and their families; information respecting Sai Mandir's operations and distribution lists; information about Sai Mandir's financial records, statements and documents; and any other confidential information.

All employees, directors, life members and volunteers will be expected to refrain from disclosing non-confidential information that is of a personal or sensitive nature, unless such disclosure is necessary in discharging their duties.

One or more violations of the Code may result in disciplinary action, including immediate removal of the Individual from his or her position.



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6.0 Third Party Relationships

6.1 Conflicts of Interest

A conflict of interest occurs when a person's private affairs or financial interests are or may be in conflict with his or her Sai Mandir duties. Employees, directors, life members and volunteers owe Sai Mandir a duty to act in the organization's best interests and to refrain from any situation which could hinder or be perceived as hindering their ability to do so.

While employees, directors, life members and volunteers are free to engage in outside employment, business, and community activities, they should avoid situations which might impair their ability to act in Sai Mandir's best interest.

Employees, directors, life members and volunteers must not use their position with Sai Mandir for unauthorized or improper personal gain.

Anyone concerned that they might be in an actual, perceived or potential conflict of interest must immediately contact the Board of Directors.

6.2 Gifts and Entertainment

Employees, directors, life members and volunteers and their immediate families may not use their position with Sai Mandir to solicit cash, gifts, free services or any business from any Sai Mandir supplier or contractor.

Any violations of the Code may result in disciplinary action, including immediate removal of the Individual from his or her position.

6.3 Suppliers and Contractors

Sai Mandir selects its suppliers and contractors in a non-discriminatory manner, based on the quality, price, service, delivery and supply of goods and services. Decisions regarding all suppliers and contractors may never be based on personal interests or those of one's family or friends.

Employees and volunteers must inform the volunteer coordinator or the Board of Directors, and directors must inform the Board of Directors of any relationships that appear to create a conflict of interest.

6.4 Public Relations

Sai Mandir's Board of Directors is responsible for all public relations, including all contact with the media. Unless employees, directors, life members or volunteers are specifically authorized to represent Sai Mandir to the media, they may not speak on behalf of the organization. They should refer media requests for Sai Mandir's position to Board of Directors.

One or more violations of the Code may result in disciplinary action, including immediate removal of the Individual from his or her position.



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7.0 Information and Records

7.1 Privacy Rights and Responsibilities

Sai Mandir is committed to maintaining the privacy rights of devotees, life members, employees, donors, directors, and their families. Sai Mandir requires all employees, directors, life members and volunteers to maintain the confidentiality and correctness of all personal information.

Any individual associated with Sai Mandir in capacity of Life Member, employee, volunteer or Director shall not knowingly take advantage or benefit from information obtained in the course of their serving at Sai Mandir that is not generally obtained by the public.

One or more violations of the Code may result in disciplinary action, including immediate removal of the Individual from his or her position.

8.0 Privacy Policy

Sai Mandir will preserve the trust and support of devotees, life members, volunteers and directors by requiring that all information be handled with the respect and confidentiality. As a matter of policy, Sai Mandir will not make available the names and contact information except where disclosure is required by law or TSSM By-Laws.

9.0 Effective Date

This Code of Conduct will be effective January 9th, 2012.