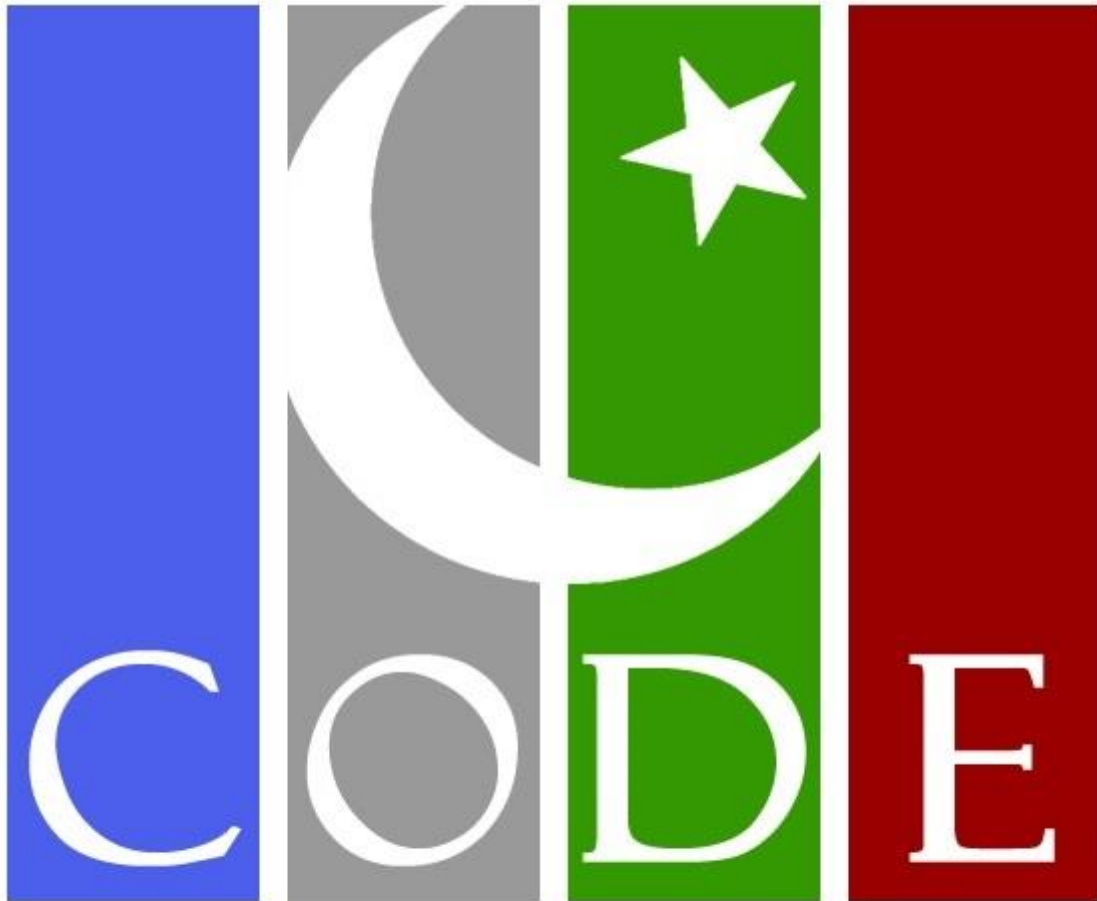


Duty of Care Policy



CURSOR OF DEVELOPMENT
AND EDUCATION PAKISTAN

CODE PAKISTAN

Updated: June 2022

In exercise of powers conferred upon it under Article 7(b) of the constitution of CODE PAKISTAN, The Executive Committee in its meeting held on 15 Jun 2022 agreed on and unanimously assented to the following Duty of Care Policy for the Organization. The meeting was attended by:

Signed by members of the Executive body, CODE PAKISTAN

S. No	Name	CNIC No	Signature
1.	Dilawar Khan	61101-8303883-9	
2.	Aarish Ullah Khan	17301-3456349-5	
3.	Ataullah Khan	15307-5727433-1	
4.	Saba Imran	61101-0113786-6	
5.	Mohsin Ali Turk	16202-0886262-5	
6.	Adnan Iqbal	61101-4959483-3	
7.	Usman Ali Shah	17301-1091724-7	

Duty of Care Policy

Introduction

We define Duty of Care as “a requirement that a person act toward others and the public with the watchfulness, attention, caution and prudence that a reasonable person in the circumstances would use. If a person’s actions do not meet this standard of care, then the acts are considered negligent.” Being an essential tool for good governance inside the Organization and effective control of the activities on the field, CODE PAKISTAN is cognizant of the principles of duty of care in its work. CODE PAKISTAN thus considers duty of care as an integral part of its strategic planning, decision-making, and resource allocation. This document, therefore, provides for the duty of care policy, framework, and various risk management tools and processes in line with the Human Rights Manual of CODE PAKISTAN.

Policy framework

1. CODE PAKISTAN considers Duty of Care as an effective tool for good governance at all levels and the purpose of this policy thus is to provide a safeguard against poor decision-making and deal with and mitigate the anticipated risks at all levels of its activity and ensure effective delivery of service to all the stakeholders.
2. The key messages are:
 - I. Duty of Care is the concern of everyone;
 - II. Duty of Care is part of normal day to day business; and
 - III. The process for Duty of Care is logical and systematic and should be implemented on a routine basis and integrated with service delivery.
3. CODE PAKISTAN will ensure that Duty of Care is an integral and on-going part of its management process. It should be as simple and straightforward as possible so that structures and responsibilities in terms of risk management are clearly defined.
4. CODE PAKISTAN will ensure to determine an appropriate method for addressing identified risks, repeat the process of risk identification on an appropriate periodic basis, assess identified risks on an appropriate periodic basis and provide for monitoring and reporting at various levels of management.
5. The policy regarding Duty of Care applies to all CODE PAKISTAN staff, including interns, volunteers, consultants, and sub-contractors/downstream partners, if any, in any setting and at any place where support and/or services are provided.

6. In order to ensure Duty of Care on an integrated basis i.e. inclusive of all risks whether to do with the management or service delivery processes, the following have been identified as areas of focus:
 - Duty of Care with regard to injury to service user/staff/public
 - Duty of Care with regard to human rights and safeguarding as per the Safeguarding Policy
 - Duty of Care with regard to vulnerable people as per the Safeguarding Policy
 - Duty of Care with regard to compliance with regard to standards (Statutory, Professional, and Management)
 - Duty of Care with regard to Fraud and Corruption
 - Duty of Care with regard to Confidentiality
 - Duty of Care with regard to Environment

7. CODE PAKISTAN is committed to implementing an organizational philosophy that ensures Duty of Care as an integral part of its communal objectives, plans, and management systems.

8. The following factors are considered essential for the successful implementation of a Duty of Care strategy:
 - Board and management understanding and commitment to Duty of Care.
 - Alignment to the organization's objectives.
 - Embedded into day to day processes.
 - Employees and management partnership in Duty of Care with clear communication channels.
 - Preventive maintenance of Duty of Care processes is applied to strategic and operational risks and the management of facilities, estates, amenities, and equipment.
 - Structured mechanisms in place to monitor and review the effectiveness of Duty of Care strategies, plans, and processes.
 - All incidents are immediately reported, categorized by their consequences and investigated to determine system failures, using an organizational learning approach.
 - Systems of work are designed to reduce the likelihood of harm occurring.
 - Safe systems of work are in place to ensure the safety of clients, staff, and the public.

9. CODE PAKISTAN is committed to the protection and wellbeing of its employees and all other stakeholders and beneficiaries whom it supports, by demonstrating

openness and transparency in all matters relating to management and legislative compliance.

10. CODE PAKISTAN is committed to promoting a culture of Duty of Care based on a practical application of best practices and to have in place the necessary structures, processes, training, information systems and communication mechanisms to ensure that this is achieved, along with, where necessary, financial and other resources.
11. CODE PAKISTAN seeks the commitment of all staff in supporting this initiative. To this end, CODE PAKISTAN promotes an environment within which individuals/groups are encouraged to identify hazards and risks and report adverse events promptly within the framework of a positive and supportive culture which seeks to apportion blame fairly.
12. CODE PAKISTAN relies on the following organizational structural framework for supporting and promoting Duty of Care:
 - Executive Committee
 - Internal/Project Management
 - Audit
 - Admin, Finance, and Human Resources
 - Monitoring and Evaluation
13. A Risk register/database from the 'Bottom Up' will be maintained for capturing all the risk information at every level of management and project activities, serving the Executive Committee for monitoring and management of the risk environment.
14. The risk register will be the primary tool for risk tracking, containing the overall system of risks and the status of any risk mitigation actions. Needless to hold that the project management and Executive Committee will promptly respond through an operational risk management approach, to every information recorded in the database/register.
15. The Executive committee will consistently and regularly monitor and review the risk database and all other reports furnished by the audit, finance, Admin and Finance/HR and M&E branches of the organization and apply mitigating techniques on case to case basis.

16. The Duty of Care Process will be based on a standardized approach to the identification, analysis, evaluation, treatment, communication, and monitoring of risk. All services will use this standardized approach and record the outcome. The Risk Register/database will be collated at key organizational levels allowing for risks to be managed at the most appropriate level in the organization, i.e., risks that fall outside the control of a line manager may be escalated to the appropriate level of management. It is essential that action plans for the risks contained in the Risk Register are identified and an action person assigned. These risk registers must be under active consideration and be the subject of regular review.