



Seniors in Seva
Website: www.seniorsinseva.org
E-mail: seniorsinseva@gmail.com

Principles of Conduct

Our Mission

Seniors in Seva (SiS) aims to harness the expertise of retired professionals (Volunteers) for the benefit of society by collaborating with partner organisations (Partners).

Our Belief

We believe both Volunteers and Partners seek meaning and value from this association. We deeply appreciate our Partners for creating opportunities and our Volunteers for contributing their time and skills. We aim to foster mutually beneficial relationships, where Partners gain from volunteer experience and Volunteers are enriched by new challenges and purposeful engagement.

We view both Volunteers and Partners as equals—each with valuable contributions and the capacity to learn from one another.

Our Core Values

The following core values have been adopted by SiS for its organization and office bearers. We expect all Volunteers, Partners, and their representatives to acknowledge and uphold these values.

Equality – We uphold equality as both a guiding principle and a desired outcome. This value shapes our relationships with Partners and Volunteers alike. We also expect it to inform the interactions between our Partners and Volunteers. Every form of communication—verbal or non-verbal—should consistently reflect a spirit of equality, respect and mutual regard.

Respect – Building on the foundation of equality, mutual respect is vital in all our interactions and relationships. While our Volunteers bring a wealth of experience, our Partner organizations have dedicated themselves to tackling complex social challenges. Respect requires that Partners appreciate the generosity and commitment of Volunteers who offer their time and talent, and that Volunteers, in turn, honour both the explicit and implicit values and culture of the Partner organisation.

Openness – At SiS, we bring together individuals and organizations from diverse backgrounds united by a common purpose. We believe that a spirit of openness, curiosity and willingness to learn must guide all our collaborations. While no one holds all the answers, working together with humility and shared intent can help us discover meaningful ways forward.

Integrity – We expect both our Partners and Volunteers to uphold the highest standards of integrity and transparency in all their actions and communications.



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Reliability— Volunteering requires commitment equal to that of a professional assignment. Once a project is accepted, it should be completed unless exceptional circumstances arise. In such cases, SiS will seek continuity by assigning another Volunteer if possible. We expect similar commitment from all parties.

Legal & Ethical Compliance— Volunteers must adhere to all relevant laws and standards— legal, financial, social (including CSR and donor-related), both domestic and international. Ethical behaviour is expected in all dealings involving SiS and its finances, resources, partnerships and public image. Partners and their representatives are also expected to do the same.

Confidentiality— Volunteers, Partners and their representatives must safeguard confidential information, including client, supplier, financial and intellectual property details. Unauthorised use or disclosure is strictly prohibited.

Conflict Of Interest— Any real or perceived conflicts of interest between SiS, a Volunteer or a Partner must be disclosed immediately to supervisors or management. SiS and Partners are expected to transparently address and resolve such conflicts.

Anti-Discrimination & Harassment— SiS promotes an inclusive environment, free from discrimination and harassment based on race, religion, gender, sexual orientation, age, disability, or any protected characteristic. Volunteers, Partners and their representatives must uphold this principle.

Human Rights— SiS is committed to the fair treatment of all individuals involved in its work. Respect for human rights is expected from Volunteers, Partners and their representatives alike.

SiS also further commits to the key ways of working as mentioned below and similarly expects all its Volunteers, Partners and their representatives to also do the same.

Key Ways of Working

Partner Relationships— All communication and engagement with Volunteers, and their representatives must reflect integrity, fairness, and compliance with regulations. Improper or unethical practices are not permitted.

No Fees Policy- Seniors in Seva do not take any charges or fees whatsoever from either their Partner organizations or Volunteers for any services. Hence we expect both our Partner organizations and Volunteers to mandatorily and without exception follow the same principle - no charges or fees whatsoever must be expected, given or taken. However any out-of-pocket project related expenses to be incurred by Volunteers (travel, stay, etc.) shall be borne by the Partner organization (following due consultation and agreement between the Volunteer and Partner organization).



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Use of Resources— Organisational property—including facilities, technology, and intellectual assets—must be used strictly for official and agreed purposes. This standard applies equally to Volunteers, Partners and their representatives.

Scope Adherence— Once a project’s scope, deliverables, and timelines are agreed upon, all parties are expected to adhere to them. Any changes during the course of project execution must be discussed and mutually agreed upon.

Disagreements— If any Volunteer or Partner disagrees with or fundamentally differs from these principles, they are expected to raise the issue with SiS. Depending on the nature of the disagreement, all parties may work together to resolve it. SiS reserves the right to end the association if differences cannot be resolved reasonably.