



MFNS CODE OF ETHICS

Muslim Families Network Society is a values-based organization.

Our objectives are: What are the aims and objectives of MFNS

- (a) Provide food, clothing, furniture, shelter and other financial assistance and support to people in need regardless of religion, race, sex, ethnic origin, color or creed.
- (b) Assist individuals to get off social assistance or to avoid social assistance.
- (c) Assist individuals with alcohol, drug, delinquency and anti-social behaviour problems. Support and assist individual situations of harassment and/or abuse.
- (d) Provide Community Awareness Programs.
- (e) Assist immigrants to Canada to learn the official languages of Canada, to obtain knowledge of the laws and constitution of Canada and to teach them to fulfill their duties as Canadian citizens.
- (f) Provide family counselling services for individuals in distress.
- (g) Accommodation, settlement, language, educational and counselling services for immigrants and refugees.
- (h) Support services for the elderly who are abused.

MFNS executive and board members are playing a significant role to play in implementing these objectives, which serve as a foundation of who we are, how we work, create value, sincerity, commitment and provide opportunity accessible to every body. Each Objective is accompanied by several action statements. These action statements helps MFNS members use the Objectives as a context for basic, regular decisions, living the Objectives each day

Honour God in all we do – do the right thing.

Each of us knows the difference between right and wrong. Through the choices we make every day while we serve the people, we show a heart-felt concern for the needs and expectations of others. We understand and obey the by-laws.

Treat each needy person with dignity and respect.

No one has to earn the right to be attended warmly or to be listened to sincerely. We are each born with a basic dignity – and we affirm that fundamental goodness in ourselves by honouring it in others.

Respect each person's spirituality.

We have a deep respect for the many different ways people experience the divine in their lives. We show our respect by demonstrating our willingness to accept others' belief systems as basically sincere, without compromising our own beliefs.

Protect and maintain our world and our word through our work.

We use our working strategies in a responsible way – so that future generations will have the opportunity to experience the work ethics.

Excel with Clients

Monitor confidentiality at all times

Unless there is an issue of safety, and if the children are involved

Serve others as we would be served.

We make an effort to know our clientele. We acknowledge them by name whenever we can. We show that we care about them, by trying to anticipate their needs. We listen and respond to each clientele as an individual.

Make it easy for them to approach MFNS.

We help clients take pride, comfort and satisfaction while they elaborate their needs.

Stand behind our work.

We always look for ways to improve our performance.

Help people to do their best every day.

Because the work we do is important and valuable to our clients, we make sure that we are prepared to excel. We make safety a priority.

Help people reach their goals.

No two people share the exact same goals. Therefore, we demonstrate our respect for each other by taking the time to learn each other's goals. We provide honest and constructive feedback on participation.

Standing tall with honesty and dignity

We are in a position of trust.

We keep our promises to people, by treating them with dignity and monitor confidentiality at all times.

This *Code of Ethics* applies to all Executive and board and associate members and volunteers.

Who can answer my questions and concerns?

The first person to go to is your supervisor or manager. If the question involves a higher level of expertise, your supervisor or branch manager can provide you with the names and telephone numbers of your regional office support staff.

Stop and reflect

Is it legal?

Is it right?

Will client, co-workers, friends and family approve?

Will I feel good about my decision tomorrow?

If the answer to all of these questions is "yes," then you are on the right track.

If you believe that you have been asked to do something illegal or otherwise inappropriate, you have an obligation to report the situation to management. This also applies in situations where you see other co workers taking actions that you believe may violate the law, society policy or this *Code of Ethics and Business Conduct*.

Remember that failing to report a suspected violation of a law or regulation is itself a violation of this Code.

Part I: Our core values

You can also submit concerns anonymously. However, be aware that it is often much more difficult for the society to investigate anonymous reports and to ensure that the concerns are addressed adequately. It is in the society's best interest to listen and respond to the concerns of our co-workers.

We will appropriately investigate allegations of non-compliance with laws, regulations, company policy and this *Code of Ethics and Business Conduct*. Employees, officers and directors must fully cooperate with any such investigation.

» Our policy prohibits retaliation against anyone who raises a question or concern in good faith. In fact, anyone who retaliates against an employee who has raised a question in good faith may be subject to disciplinary action.

What if I need to have an exception to the code made on my behalf?

This *Code of Ethics and Business Conduct* applies to all employees, officers and directors. Our values and principles should not be compromised. Many of the provisions in this Code are also necessary to help us comply with the various laws and regulations that apply to our business. Because of this, a waiver of any provision of the Code should be rare and granted only under appropriate circumstances. Any request for a waiver must be approved in accordance with the applicable policy or procedure for your business unit.

Furthermore, any waiver granted to a director or executive officer must be approved by the Governance and Nominating Committee of the Board of Directors (or by the Board itself) and requires prompt disclosure to our shareholders.

Accounting and business practices

Our financial statements and disclosures provide vital information to the investing public. Financial statements must be prepared in accordance with generally accepted accounting principles applied on a consistent basis. Any proposed change in accounting principles or significant accounting assumptions used to prepare the financial statements must be approved by the board/chair before implementation.

Sec reporting and financial disclosures

As a community organization, a financial statement should be submitted to the Alberta Government. These reports must contain full, fair, accurate, timely and understandable disclosures, as required by GOV of AB regulations.

Personal Information

This includes information on compensation, background checks, medical histories, performance evaluations and disciplinary actions. Various laws and regulations also require society to protect certain types of personal information, such as financial and medical histories.

Be trustworthy and responsible in how you use this confidential information. Do not disclose it to anyone outside of the society or discuss it with other coworkers unless there is a legitimate ethical reason. Use common sense in keeping sensitive information confidential. Don't leave these types of files lying visibly on your desk, and be careful with any discussions in public places or where others can overhear.