



Good Practice Policy Guidelines

- Serendipity Trust is committed to behave ethically and responsibly on behalf of our donors and partners.
- All staff members and volunteers are expected to dress and behave respectfully while working on behalf of Serendipity Trust.
- Serendipity Trust does not tolerate staff or volunteers working under the influence of Alcohol or other drugs.
- Serendipity Trust complies with policy and procedures in line with Sri Lankan law.
- Serendipity Trust does not discriminate between race, gender, ethnicity or religion.
- All staff and visiting partners must carry identification on them at all times while on Serendipity Trust business in Sri Lanka.
- Serendipity Trust is not donor driven and does not support projects unless well founded and well researched with local knowledge and have a strong chance of success for its beneficiaries.
- All projects involving minors undertaken by Serendipity Trust will be managed in compliance with our child protection policy.
- If Serendipity Trust has proof of corruption or nepotism in any of the projects it is involved, associated or is about to become involved with, we will withdraw support immediately.
- Serendipity Trust will not take any responsibility for partners, independent relationships, arrangements or agreements (including financial, educational or sporting) made by our partners and individual project beneficiaries.
- Serendipity Trust staff are not authorised to carry out any work for Donors or Partners without the prior knowledge and approval of their respective Manager.
- All staff correspondence must be copied to the CEO. Serendipity Trust wishes to promote a climate of transparency for the benefit of all stakeholders. This also avoids confusion and duplication.