CODE OF CONDUCT

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| **DOCUMENT DETAILS** | | | | |
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**PURPOSE:**

The main purpose of this policy is to introduce a code of conduct that will govern employee behaviour, company ethics and its values.

**SCOPE:**

This policy applies to all employees of .....................................

**RESPONSIBLE PERSONS:**

1. Operations Director - Implementation and facilitation.
2. Operations Director/Managers - Administration, monitoring and enforcement of this policy.
3. Employees - Adherence to this policy and procedures outlined in this policy.

**POLICY STATEMENT:**

It is agreed between management and employees that this policy is not a unilateral change in the employment conditions of the employees of this company; and that the implementation of this policy is as a result of the required alignment of policies within ......................................

**GENERAL OBLIGATIONS OF THE EMPLOYEE:**

All ............................... employees:

1. Shall at all times act honestly and fairly and with due skills, care and diligence in the best interest of our stakeholders and maintain the integrity of the company at all times;
2. Shall not unfairly discriminate against any person, party or company;
3. Shall ensure a respect for human dignity in all aspects of the company’s management;
4. Shall apply the same professional standard of service equally to all clients and shall not unduly favour one client above another in terms of quality or standard of services rendered;
5. Shall not interact and relate to the company’s team and clients in a manner which:
   1. undermines the authority of the company
   2. demeans the credibility or dignity of any member of the company
   3. demeans the existence or purpose of the company
   4. encourages clients to flout or contravene the provisions of all laws, policies and regulations pertaining to the activities of the company
6. Shall not exploit for undue personal gain a client’s lack of knowledge, understanding or sophistication *in re*lation to the activities of the company;
7. Shall not give advice or information, which may be false, inaccurate or misleading in the knowledge that a client or team member is likely to act on;
8. Shall not give advice or otherwise render any service without taking into consideration the consequences for the client or team member involved;
9. Shall at no time make any communication, advertisement or announcement to a client or potential client or members of the public, which is unfair, misleading or ambiguous;
10. Shall avoid situations that could lead to a conflict of interest, wherever

possible;

1. Shall at all times conduct a transparent process to obtain commitment and agreement to contracts;
2. Shall not denigrate the abilities or personal attributes of any member of the team, clients, etc.;
3. Shall not act in a manner that can be construed as being derogatory or discriminatory towards team members, and clients.

**CODE OF CONDUCT:**

1. Team Participation
   1. Every member shall be encouraged to participate fully in sharing information (e.g. lessons learned, success stories, recommendations on how to handle specific situations, etc.)
   2. Where feasible, the ................................ team will give due consideration to the expressed thoughts of all its members before making decisions regarding the company.
2. Commitment to results by team members
   1. The team shall be results (time cost and quality) driven.

* 1. The team members shall maintain a professional standard of service at all times

1. Code / Standard Policies and Procedures
   1. All team members must familiarise themselves with the company’s policies and procedures
   2. Every team member will be directed and guided by the company’s policies and procedures
2. Communication
   1. Channels:

Each member shall adhere to agreed channels *in re*solving any company related matters

* 1. Conflict of interest:

Where actual or potential conflict of interest exists, a team member shall immediately, in writing disclose the nature and extent of the actual or potential conflict of interest to the Principal Officer, who will exercise his/her discretion in line with .....................................’ governance and related principles

1. Resources Utilisation

Every member will be accountable for resources he/she is directly responsible for, utilise these with respect, and shall be allocated resources optimally, in line with key job performance areas

1. Confidentiality

All .................................... related information shall be considered confidential unless otherwise directed in writing by the Directors.

1. Gifts from ....................................... stakeholders

Members of the ................................. team shall not accept gifts, favours, etc. from any of the company’s stakeholders. In all instances offers shall be declared to the Operations Director and the Directors, who will at their discretion, and being guided by the company’s policies and practices, decide on how the offer will be handled. All such offers shall be kept in a register.

* **DOCUMENTS MENTIONED AND TO BE USED IN ENFORCING THIS POLICY**

TBA – **Maybe example of Gifts register?**

**EMPLOYEE POLICY CONFIRMATION:**

***I, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (employee name and surname), declare that;***

1. Ihave been familiarised with and informed of the Code of Conduct.
2. I understand and agree to the contents of this policy and that;

* it may be amended from time to time,
* it forms part of my employment conditions,
* the implementation and contents of this policy are mutually agreed upon with the employer,
* I have been given the opportunity to question this policy and that my questions were satisfactorily answered

1. I agree to strictly adhere to this policy.

Signed at \_\_\_\_\_\_\_\_\_\_\_\_ (place) on the \_\_\_\_\_\_\_\_\_\_ of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ [YEAR].

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature Employee

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature Manager