



CODE OF CONDUCT

Overview and Guiding Principles

This Code of Conduct outlines general standards of work performance and ethical conduct expected of all employees based on the following guiding principles:

- Employees should perform their duties with professionalism and integrity, and effectively and efficiently work for the organisation;
- Fairness and equity should be observed by employees in all official dealings, including with target groups and other service employees;
- Real or apparent conflicts of interest should be avoided. However, employees should not be subjected to unnecessary restrictions on their private activities purely as a result of their employment with the service, where such activities do not involve a conflict of interest or adversely affect their work performance.

Employees should:

- Familiarise themselves with this document.
- Indicate their acceptance to work in accordance with this document by signing the agreement at the end
- And ensure that its provisions are observed.

Failure to comply with the provisions of this document may be grounds for disciplinary action.

Performance of duties

Employees should:

- Commit themselves to the efficient and effective achievement of the service's aims and objectives
- Adhere to the highest standards of professional competence, integrity and honesty
- Provide conscientious, effective, efficient and courteous service to all those with whom they have dealings
- Be guided by principles of fairness and equity.

Conduct towards other service employees:

Employees should:

- Treat other employees with respect and dignity
- Not mistreat other employees or distract them from carrying out their duties
- Not engage in any form of intimidation or harassment, including sexual, racial harassment
- Ensure the confidentiality of matters of a personal nature relating to employees
- Not allow personal relationships, both inside and outside the working environment, to adversely affect their work performance or that of other employees.

Standard of dress

Employees should:

AJESH's **dress code** outlines how employees should dress at work. Employees should note that their appearance matters when representing the organisation in front of the public, clients, visitors or other parties. An employee's appearance can create a positive or negative impression that reflects on the organization and culture.

Staff must conform to clean, tidy and modest standards of dress appropriate to the working environment and diverse cultural community within which the service is located.

Use of alcohol and drugs

Employees should not:

At any time, allow the consumption of alcohol or restricted or dangerous drugs to adversely affect their work performance or official conduct. Consume alcohol while on duty except where related to the employee's official duties and subject to the CEO's approval and conditions.

Use of official resources

Centre facilities and other physical resources should be used for their proper purpose and provided with due care and maintenance.

Any personal use of the organisation's resources requires the approval of the CEO.

Lawful directions

Employees should follow any lawful direction given:

By the CEO

In the absence of the CEO, the Projects Officer and or Administrative & Finance Officer.

Where on reasonable grounds an employee believes that a direction is improper, illegal or against the philosophy, aim and objective of the service, they:

Should refer the grounds for objection to the CEO or the person responsible for the direction.

Where instructed to proceed as originally directed, and if the employee continues to consider the direction improper, illegal or inappropriate may refer the objection to the Board and should confirm the objection in writing at the earliest opportunity.

Handling of conflicts of interest

General procedures:

In the course of their duties, employees should not give preference to any person, organisation or interest (whether pecuniary, commercial, political, religious, or other) as a result of any private association with that person, organisation or interest.

Immediately on becoming aware that a conflict between private interests and official duty, whether real or apparent, has arisen or is likely to arise, employees should disclose such details to the CEO (or Board Chairperson in the case of the CEO).

Employees engaged in regulatory, inspectorial, personnel selection or other discretionary functions when dealing with relatives, close friends or business acquaintances should automatically make such disclosure.

On receipt of a disclosure from an employee the CEO / Board Chairperson will determine the extent of any conflict of interest and direct the action required to resolve the conflict. Failure to comply with such direction may make the employee liable to disciplinary action.

At any time, an employee who is unsure whether a conflict of interest exists with official duties should seek a direction from the CEO / Board Chairperson.

Acceptance of benefits

Employees should:

- As a general principle, not solicit or receive any benefit (other than provided for as part of their terms and conditions of employment) in respect of services performed, whether during working hours or not, in connection with their duties
- Avoid situations in which the acceptance of a benefit or potential benefit could give even the appearance of a conflict of interest with their official duties.

Official information and public comment

Use of official information

Service information should not be used by employees to improperly gain advantage for themselves or for another person or organisation.

Unless approved by the CEO employees presenting material at meetings or lectures sponsored by other individuals or organisations should not accept fees where:

- Employees utilise a skill, knowledge or information derived directly from their employment with the service rather than a professional / specialist skill
- Meetings / lectures are supported by the service and conducted during normal working hours
- The organisation has ownership of the intellectual or physical property involved
- There may be a breach of the common law principles of the employee's duty of fidelity to the interests of the employer, including the use of the employer's materials or property.

Where an employee in the above circumstances receives a fee, it should be paid immediately into the organisation's account.

Release of official information

Employees are not prohibited from disclosing official information which would normally be given to any member of the public seeking that information. However, official information of a confidential or privileged nature should not be disclosed to unauthorised persons or organisations, except with the approval of the individual it pertains to, or as required by law.

Public comment

Where employees are representing the organisation in any official capacity, any public comments that are made must be in keeping with the philosophy, aims and objectives of AJESH.

As members of the organisation, employees have a right to make public comment and enter into public debate on development and social issues. However, there are circumstances where public comment or debate is not acceptable. These include:

- A public comment made in a private capacity gives rise to public perception that it is in some way an official comment of the service.
- A public comment amounts to personal attack.

Where employees are in any doubt as to the propriety of a proposed public comment they should consult the CEO and should observe any directions given.

Disciplinary Consequences

When an employee disregards our code of conduct, they should be reprimand by their supervisor. The employee should start respecting the code immediately. In the case were the dressing attire is not comprehensive in some cases, supervisors may ask employees to returning home to change.

Employees may face more severe consequences up to and **including termination**, if:

- Their attitude causes irreparable damage, like loss of a major client/donor/etc.
- They repeatedly violate this code.

Scope: This policy applies to all our employees.

Agreement

I have read and I agree to abide by the Code of Conduct for employees of AJESH.

Employee Name: _____

Signature: _____

Date: _____

CEO of Service: _____