



## **CODE OF CONDUCT EXTRACT 2021**

The NHFC has put in place a code of conduct. All our NHFC stakeholders must abide by the code of conduct.

### **6. EXPECTED BEHAVIOUR WITH STAKEHOLDERS**

**In a scenario where an employee is interacting with a fellow employee, he/she must:**

- act professionally and co-operates fully to advance the public interest.
- execute all reasonable instructions by persons officially assigned to give them, provided these are not contrary to the provisions of the Constitution and/or any other law.
- refrains from conflict of interests, including entertaining proposals and requests from relatives and friends in work-related activities.
- never abuses her or his authority or influences another employees, nor is influenced to abuse her or his authority.
- uses the appropriate channels to air her or his grievances or to direct representations.
- is committed to the optimal development, motivation and utilisation of her or his staff and the promotion of sound labour and interpersonal relations.
- deals fairly, professionally, and equitably with other employees, irrespective of race, gender, ethnic or social origin, colour, sexual

- orientation, age, disability, religion, political persuasion, conscience, belief, culture, or language; and
- refrains from party political activities in the workplace.

**In having a relationship and Interaction with the public an employee should:**

- promote the unity and well-being of the South African nation in performing her or his duties.
- serve the public in an unbiased and impartial manner to create confidence in the NHFC.
- be polite, helpful, and reasonably accessible in her or his dealing with the public, always treating members of the public as customers who are entitled to receive high standards of service.

have regard for the circumstances and concerns of the public in performing her or his official duties and in the making decisions affecting them.

- be committed through providing timely service to the development and upliftment of all South Africans.
- not unfairly discriminating against any member of the public on account of race, gender, ethnic or social origin, colour, sexual orientation, age, disability, religion, political persuasion, conscience, belief, culture, or language.
- does not abuse her or his position in the NHFC to promote or prejudice the interest of any political party or interest group.
- respect and protects every person's dignity and her or his rights as contained in the Constitution; and
- recognize the public's right of access to information, excluding information that is specifically protected by law.

**In interaction with suppliers, service providers and consultants, an employee should:**

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- ensure compliance to the procurement policies and other NHFC related policies
- not get involved in dealings that would be in breach of the NHFC values and the code of conduct

## **7. PERFORMANCE OF DUTIES**

An employee –

- strives to achieve the objectives of her or his institution cost-effectively and in the public's interest.
- seeks innovative ways to solve problems and enhances effectiveness and efficiency within the context of the law.
- is punctual in the execution of her or his duties.
- executes her or his duties in a professional and competent manner.
- does not engage in any transaction or action that conflicts with or infringes on the execution of her or his official duties.  
will recuse herself or himself from any official action or decision-making process which may result in improper personal gain, and this should be properly declared by the employee.
- accepts the responsibility to avail herself or himself of ongoing training and self-development throughout her or his career.
- is honest and accountable in dealing with public funds and uses the NHFC's property and other resources effectively, efficiently, and only for authorised official purposes.
- promotes sound, efficient, effective, transparent, and accountable administration.
- gives honest and impartial advice, based on all available relevant information, to higher authority when asked for assistance of this kind.

## **8. COMPANY INFORMATION AND RESOURCES**

In handling of company information and resources an employee should:

- honour the confidentiality of matters, documents, and discussions, classified, or implied as being confidential.

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- not use or disclose any official information for personal gain or the gain of others;
- not conduct business for own or others account using the Company's time or resources.
- Not run down the reputation or good name of the Company within the organisation or externally.
- Not be in possession of any confidential or proprietary information without prior written authorisation.

## **9. RULES AROUND ASSAULT AND VIOLENCE**

Assault and violence include the following and should be prohibited:

- actual or attempted physical violence towards persons or destruction of, or damage to property.
- victimisation, intimidation, threats or menacing behaviour or action.
- carrying, possessing or using firearms, ammunitions or any other potentially dangerous weapon or devices on company property.
- inciting other persons to violence, disobedience or to breach rules, regulations, procedures, or agreements.

## **10. RULES AROUND ALCOHOL AND NARCOTICS**

The following conduct is NOT permitted from NHFC employees:

- possessing, trading, using or being under the alleged influence of any alcoholic or narcotic substance during working hours.
- being unfit to perform duties because of allegedly being under the influence of alcohol or any other narcotic substance.
- driving any company vehicle or operating any Company machinery or equipment whilst allegedly being under the influence of alcohol or any narcotic substance.

## **11. COMPLIANCE WITH LAWS AND REGULATIONS**

An employee is required to—

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- be faithful to the Republic and to abide and honour the Constitution of the Republic of South Africa in the execution of her or his daily tasks.
- put the public interest first in the execution of her or his duties.
- strives to be familiar with and abide by all statutory and other instructions applicable to the conduct of her or his duties; and
- co-operates with public institutions established under legislation and the Constitution in promoting the public interest.
- during official duties in public, dress and behave in a manner that does not put the reputation of the NHFC into disrepute.

## **12. ENTERTAINMENT, HOSPITALITY AND GIFTS**

An employee must ensure that entertainment, hospitality, business lunches, small tokens of appreciation or inexpensive mementos offered to them in conducting the Corporation's business meet the following criteria:

- declare any entertainment, hospitality and gifts that exceed R500,00 in writing to his/her Line Manager within 3 business days of receiving any gifts.  
Notify the Ethics officer for gift register record keeping.
- Where Executive Managers are concerned, the gift must be declared to and recorded by the Company Secretary. Details of the gift such as the nature, source and amount of the entertainment, hospitality or gift should be declared.
- payments in cash (such as retail vouchers) of whatever amount may not be accepted in any circumstances.
- employees must not offer any personal favour or other preferential treatment to anybody which might place the recipient under obligation.
- It is incumbent upon the employee to establish the client's criteria on receiving of gifts, hospitality, or other favours and to observe the client's practices in this regard.

## **13. HARASSMENT**

The following acts are prohibited:

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- abusive or derogatory language, behaviour, or action.
- insulting language, behaviour, or action.
- sexual harassment behaviours (**unwelcome sexual advances**)  
unwelcome request for sexual favours or other unwelcome conduct of a sexual nature which makes a person feel offended, humiliated and/or intimidated, where a reasonable person would anticipate that reaction in the circumstances.
- committing sexual acts at the workplace

#### **14. CONFLICT OF INTEREST**

A conflict of interest occurs when an employee's personal interests such as family, friendships, financial, or social factors – could compromise his or her judgment, decisions, or actions in the workplace.

The employees shall ensure that interest/remunerative work/commitment performed outside the NHFC is not in conflict with their duties and employees

conduct themselves in an ethical manner in line with the NHFC values and code of conduct:

- no employee shall perform or engage himself or herself in possible or perceived conflict of interest or to perform remunerative work outside his or her employment in NHFC, without prior completion and authorisation of the other remunerative work form. (this includes and is not limited to, executive directorship, non-executive directorship, marketing and selling of products such as Tupperware, perfume, and cosmetic products, business interest etc.).
- the NHFC shall at least consider whether the outside work could reasonably be expected to interfere with or impede the effective or efficient performance of the employee's functions in the organisation or constitute a contravention of the code of conduct.
- all NHFC employees will be required to declare any outside interest/ remunerative work/commitment in line with the code of conduct by completing the declaration of interest form annual or when a change occurs.

The other remunerative work form is attached on **Annexure B** and available on the **intranet**.

The declaration of interest form is attached on **Annexure C** and available on the **intranet**.

## **15. WHISTLE-BLOWER**

Whistleblowing is encouraged among the employees of the NHFC. Should an employee wish to remain anonymous, the organisation has set-up a 24-hour free hotline. The Anonymous Tip-off is in place, to encourage employees to report activities of suspected corruption and fraudulence in the workplace without fear of being victimised. Report any unethical behaviour using the toll-free number: **0800 004 834** or e-mail at: [nhfc@tip-offs.com](mailto:nhfc@tip-offs.com).

Employees are encouraged to utilise the whistle blower hotline reporting responsibly and not to cause malicious damage to other NHFC employees and

or to damage its reputation, products, services. Detailed list of possible offences is attached on **Annexure A**

## **16. DECISION MATRIX**

The Code of Conduct does not and cannot cover every possible situation an employee may face in the organisation as they make ethical decisions. Therefore, if an employee comes across an ethical situation or dilemma that is not covered in the code of conduct and schedule of offences, they are encouraged to utilise the ethics decision matrix to ask themselves several simple questions that determine if the decision is in line with the NHFC code of conduct.

## **17. ETHICS OFFICE**

For any ethics advise or complains employees can email the ethics office on [ethicsvoice@nhfc.co.ca](mailto:ethicsvoice@nhfc.co.ca).

## **18. BREACH OF THE CODE OF CONDUCT**

Deviation from the principles laid down in this code of conduct will be subject to the disciplinary action in terms of the NHFC's disciplinary process and procedure.

### **APPROVED BY:**

 Digitally signed  
by Sizwe Tati  
Date: 2021.11.08  
13:28:22 +02'00'  
Acting CEO: Mr. Sizwe Tati

**ANNEXURES**

**ANNEXURE A**

**TYPES OF OFFENCES**

**SCHEDULE 1 OFFENCES**

**Provision of Service**

- Absconding or desertion
- Unauthorised absenteeism for more than three consecutive days
- Failure or refusal to abide by work schedules.

**Respect and execution of reasonable instruction**

- Insolent or insubordinate behaviour towards a more senior employee.
- Abusive or derogatory language, behaviour or action.
- Insulting language, behaviour or action.
- Sexual harassment.
- Any act which may promote racial tension or disharmony.
- Failure to carry out a reasonable instruction within an acceptable time period.
- Making, publishing or giving to the press or any other person or organisation, a statement or
- any information concerning an employee, Manager, the Company and/or its services,
- products, policies etc which is confidential, false, vicious or malicious.
- Refusal to have personal belongings or parcels checked by management and/or security guards on arrival or departure.

**Theft or attempted theft**

- Unauthorised possession or misappropriation of property belonging to the Company, other
  - employees, customers, suppliers or other persons and organisations.
- Removal of any item from the Company's premises without the written permission of the • Management.
- Unauthorised use or abuse of Company stationary supplies or equipment.
- Attempts to possess or obtain property belonging to the Company, other employees,
- customers, suppliers or other persons and organisations without authorisation.
- Assisting others to steal or withholding knowledge of such acts or attempted acts from the Company.
- Attempting to conceal evidence of thefts or attempted thefts.

**Fraud or attempted fraud**

- Falsifying or altering records or documents.
- Tampering with sick certificates.
- False claims for overtime.
- Claims for sick leave when not entitled.
- Failing to submit or complete leave forms or to have leave recorded.
- Submitting false driver's licenses or other false documents to the Company.
- Concealing or withholding knowledge of fraudulent acts from the Company.
- Failing to declare gifts or services of a supplier or other person who has a business relationship with the Company to the Management of the Company.

- Attempting to bribe or offering an inducement to any other person.

### **Dishonesty**

- Telling lies or passing on untruthful or misleading information.
- Making false or misleading statements in job application documentation or during interviews.
- Abuse of sick leave by taking paid sick leave when not ill.
- Using the Company's time, materials, transport, labour or equipment without authorisation or allowing such unauthorised usage to occur.
- Being convicted with the commission of a dishonest or improper act in a criminal or civil court.
- Committed or being found guilty of having committed any act which may affect the trust relationship between the Company and an employee.
- Using unauthorised, pirated or illegal software on any computer belonging to the Company.
- Accepting loans, gifts, and bribes or directly or indirectly accepting any benefits or inducements to give business to any supplier or other party.

### **Assault, violence, etc**

- Assault or attempted assault.
- Actual or attempted physical violence towards persons or destruction of, or damage to property.
- Victimisation, intimidation, threats or menacing behaviour or action.
- Carrying, possessing or using firearms, munitions or any other potentially dangerous weapons or devices on company property.
- Spreading false or malicious rumours.
- Inciting other persons to violence, disobedience or to breach rules, regulations, procedures, or agreements.

### **Alcohol, Narcotics, Etc.**

- Possessing, trading, using or being under the alleged influence of any alcoholic or narcotic substance.
- Being unfit to perform duties as a result of being under the alleged influence of alcohol or any other narcotic substance.
- Driving any company vehicle or operating any Company machinery or equipment whilst under the alleged influence of alcohol or any narcotic substance.

### **Safety**

- Failing to show due concern or caution for the safety of others.
- Wilfully or negligently causing damage to the property of the Company or others.
- Driving any vehicle without authorisation.
- Driving a vehicle negligently or recklessly.
- Smoking in areas not authorised for smoking.

### **Hygiene, Morals**

- Committing sexual acts at the workplace.
- Committing any act, this may cause distaste, revulsion or abhorrence to customers, fellow employees or affect the employment relationship.
- Improper or disgraceful conduct, on or off duty, which may cause harm to the Company's reputation or the reputation of its products or services.
- Immoral, indecent or immature behaviour.

- Viewing, sending or downloading pornographic material during Company time or on Company equipment.
- Soliciting persons for immoral purposes or the aiding/abetting of such.
- Any form of discriminatory, offensive or anti-social behaviour.

- Operating any money lending, laundering or pyramid-type scheme at work.
- Any form of discriminatory, offensive or anti-social behaviour.
- Operating any money lending, laundering or pyramid-type scheme at work.
- Gambling, betting or running gambling or betting schemes on Company premises or during working hours.
- Contravening agreements with customers, suppliers, trade unions and other persons or organisations without prior authorisation.

#### **Use and Abuse of Property**

- Wilful damage to property.
- Negligent damage to property.
- Tampering with, altering, damaging or losing Company property, computer hardware, and
  - software or information systems.
- Gross abuse the company telephone.

#### **Act of good Faith**

- Utilising company information or resources to make an undisclosed or unauthorised commission or profit.
- Divulging confidential information and trade secrets.
- Conducting business for own or others account using the Company's time or resources. •  
Running down the reputation or good name of the Company within the organisation or  
externally.
- Accepting loans, gifts or bribes or benefiting personally for any reason related to the Company's business.
- To be gainfully employed for any person or organisation whilst in the employ of the Company without prior authorisation.
- Accepting business for own or other's account that could have been obtained for the Company.
- Copying software or any confidential or proprietary information.
- Possessing any confidential or proprietary information without prior written authorisation.
- Bringing the good name of the Company into disrepute.

### **SCHEDULE 2 OFFENCES**

**Provision of service**

- Loitering or deliberate time wasting.
- Sleeping whilst on duty.
- Unauthorised absenteeism for more than one day.

**Respect and execution of reasonable instruction**

- Failure to provide a high level of service or courtesy to a client.
- Failure to abide by Company directives, Policies and Procedures.
- Failing to leave the premises when requested to do so.

**Safety**

- Failure to wear appropriate and/or legally required protective clothing or equipment.
- Failing to comply with safety rules, regulations or requirements.
- Failing to exercise care for the property of the Company and others.
- Failing to report an accident or damage to property.

**Use and Abuse of Property**

- Usage of the Company's telephones without authorisation or good reason.
- Internet usage without authorisation or good reason.

**General Misconduct**

- Failing to comply with any laws, by-laws, statutes or regulations of the state, or any other such body as may reasonably apply to the Company or the employees in the execution of duties.
- Leaving a Company vehicle unsecured and the engine/auxiliary engine running.
- Failing to obtain signature for product delivery or failure to notify Management thereof.
- Participating in activities not relating to work during working hours without authorisation.
- Failure to report the contracting of any dangerous or infectious disease.

**SCHEDULE 3 OFFENCES**

**Provision of service**

- Late coming
- Leaving work early
- Taking extended meal or tea breaks.
- Unauthorised absenteeism.

**Respect and execution of reasonable instruction**

- Minor insolence.

**Diligence and Competence (with training having been afforded)**

- Poor work performance in terms of quantity, quality, time or wastage.
- Careless or incomplete work.
- Not demonstrating the required knowledge, skill or attitude to complete work according to required standards.
- Failing to meet set deadlines or to complete work timeously.
- Failing to improve work standards when required to do so.
- Failing to follow laid down work procedures or instructions when required to do so.
- Causing customers, fellow employees or other persons to complain regarding work, client service or attitude.
- Making repeated mistakes.
- Failing to achieve required or expected outputs or results.
- Failing to follow up or implement guidelines or work instructions given.
- Failing to maintain a disciplined working environment.
- Failing to maintain a neat and orderly working environment.
- Failing to demonstrate the required vision, insight, business acumen or leadership/interpersonal skills.
- Unnecessary wastage.

**Generally, Demonstrate Acceptable Conduct And Behaviour**

- Failing to report absence from work or late coming as soon as the employee is aware that it is likely to occur.
- Horseplay or rough play.