


# Code of Conduct

	<b>HISP Health Information Systems Program South Africa NPC (2003/005786/08)</b> Email: <a href="mailto:info@hisp.org">info@hisp.org</a> Web: <a href="http://www.hisp.org">www.hisp.org</a>	Tel: +27 12 340 0062 (Pretoria)
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<b>POLICY NAME</b>	Code of Conduct		<b>POLICY NO.</b>	POL-HRU-27	
<b>EFFECTIVE DATE</b>	22/11/2024	<b>DATE OF LAST REVISION</b>	21/11/2024	<b>VERSION NO.</b>	1.2
<b>ADMINISTRATOR RESPONSIBLE</b>	Geraldine Kwenda (Manager: Human Resources)		<b>CONTACT INFORMATION</b>	<a href="mailto:geraldine@hisp.org">geraldine@hisp.org</a>	
<b>APPLIES TO (Apply group names to define applicable areas of staff.)</b>					
<b>GROUP 1</b>	HISP SA Human Resources	<b>GROUP 2</b>	HISP SA Employees	<b>GROUP 3</b>	HISP SA Contractors
<b>GROUP 4</b>		<b>GROUP 5</b>			

VERSION HISTORY				
VERSION	APPROVED BY	REVISION DATE	DESCRIPTION OF CHANGE	AUTHOR
1.0	V Shaw	02/2016	First version	K Venter
1.1	Sean Broomhead	31/07/2023	New format; revision	J Phillips G Kwenda
1.2	Sean Broomhead	20/11/2024	Ethics and Change revisions	G Kwenda J Phillips

## APPROVAL AND REVIEW

The HISP SA Chief Executive Officer has approved the Code of Conduct and review will occur annually or periodically as necessary.

## ADDITIONAL NOTES

This policy supersedes any previous documentation related to ethical and conduct codes in HISP SA and declares all those documents or versions null and void.

## SCOPE

This policy is drafted in terms of guidelines laid down in the 'Institute of Directors in Southern Africa KING IV Report on Corporate Governance for South Africa 2016' to support the "ethical and effective leadership by the governing

body towards achievement of governance outcomes [through] ethical culture, good performance, effective control [and] legitimacy”.

This policy applies to all HISP SA employees, contractors, agents, donors, funders and/or stakeholders.

## PURPOSE

The purpose of this policy is to outline the behaviour and expectations we uphold in order to foster a collaborative and positive community, promote ethical and responsible practices in our work and our employees, and align our activities with our core values of dignity and respect.

## TERMS AND DEFINITIONS

TERM	DEFINITION
Chief Executive Officer (CEO)	The highest-ranking senior executive in HISP SA, ultimately responsible for taking managerial decisions, overall operations, and resources; reports to the chair and/or the Board.
The Board (BoD)	The Board of Directors is an executive committee that is jointly responsible for the activities of HISP SA; appoints the CEO and has oversight and supervisory roles for all aspects of the organisation.
[Senior] Manager	The person responsible for leading, controlling, organizing, planning, administering and oversight of a group of staff; usually a member of ManCom, and line management head of a divisional aspect of HISP SA.
Management Committee (ManCom)	CEO-led committee responsible for implementing strategies adopted by the BoD, dealing with all matters of policy and operations.
Full-time Employee	An individual who works for a full calendar month, occupying or using the whole of their available time; specifically working at least 30 hours of service per week (usually 40), or 130 hours of service per month (usually 160).
Consultant(s)	An individual, usually external, contracted to provide expert advice or services professionally, on an ad-hoc (or irregular) basis.
Custodian (Owner)	The owner of, and person responsible for, the policy document in question – including revision, updates and content management. Usually also the author of the document in question.
Approver (Authority)	The person or entity with the authority to review, approve and thus apply/implement a policy, usually the Custodian’s senior in the chain of command.

## POLICY STATEMENTS

### BACKGROUND

1. HISP SA is committed to providing an ethical, respectful, inclusive, and safe environment for all individuals associated with our organization.

### GENERAL STATEMENTS

1. All individuals associated with HISP SA are expected to:
  - a. Treat others with respect and dignity, regardless of differences in background, characteristics, or opinions.

- b. Act in ways that demonstrate integrity and social responsibility, that promote the well-being of our fellows, colleagues, employees, the environment, and the communities within which the organisation operates.
- c. Comply with the spirit and letter of all applicable laws and regulations; refer to our Illegal Activities Policy for additional guidance.
- d. Communicate openly, professionally, and constructively, fostering a welcoming environment for diverse perspectives.
- e. Act responsibly, avoid disruptive or disrespectful behaviour, and prioritize the best interests of the organisation and the community/environments within which it operates.
- f. Display behaviours which are in support of the values of the company, as outlined in the “Required Behaviours” of the HISP Employment Contract.
- g. Respect the privacy and consent of others, refraining from sharing personal information without permission, in line with our Privacy Policy and Information Security Policy.
- h. Avoid relationships or activities that present or involve a perception of a power-gradient; such as that between a member of line- or project-management and subordinates, or situations that may be perceived to imply coercion by someone in a senior position, or which may be construed as misuse of position, power, or title.
- i. Avoid relationships that may affect, or may reasonably be perceived to affect, your objectivity, integrity, and independence or impair professional judgement.
- j. Use inclusive language and avoid derogatory, offensive, defamatory, libellous or discriminatory language or behaviour.
- k. Foster a collaborative atmosphere by engaging in positive discussions and embracing diverse viewpoints.
- l. Faithfully comply with all HISP SA policies, procedures and practice requirements.
- m. Report any violations of this Code of Conduct to the appropriate channels within the organization.

2. The following behaviours are strictly prohibited:

- a. Harassment, including offensive comments, unwelcome advances, lewd or innuendo-laden jokes, physical, emotional or mental intimidation, or any behaviour that creates or may create a hostile, imbalanced, or uncomfortable environment.
- b. Discrimination based on race, ethnicity, gender, sexual orientation, disability, age, or any other characteristic.
- c. Bullying, personal attacks, or any form of abusive conduct towards others.
- d. Sharing confidential or sensitive information without proper authorisation.
- e. Retaliation against individuals who report violations of this Code of Conduct.
- f. Engaging in any behaviour that disrupts the organisation's activities or creates a negative atmosphere.

3. If employees, agents or contractors witness or experience behaviour that violates this Code of Conduct, it must be reported to a designated representative or authority within HISP SA or via the anonymous Whistleblower portal on our website at <https://www.hisp.org>. Reports will be treated confidentially, and appropriate actions

will be taken to address violations as per applicable policy or as described in the “Violation/Deviation” section below.

4. As an organization committed to growth and innovation, we recognize that change is an essential part of our journey. We encourage all employees to approach change with awareness, openness, and a willingness to adapt. By embracing new ideas, processes, and perspectives, we strengthen our ability to evolve and remain resilient in a dynamic environment. This commitment to change requires mutual respect, active listening, and a proactive attitude to learn and grow together. Together, we cultivate a culture where change is viewed not as a challenge but as an opportunity for continuous improvement and collective success.

## SOCIAL MEDIA

1. While HISP SA respects the personal and private opinions, beliefs, and political inclinations of its staff, any postings on social media that may bring the organisation into disrepute, or which damage, defame, degrade, or otherwise cast a negative light on HISP SA or its employees are forbidden.
2. HISP SA reserves the right to monitor all communications that use or pass through HISP digital assets, equipment, or networks, in accordance with our Information Security Policy. Staff are reminded to be respectful and dignified in their communications and use of social media platforms, and to avoid any inappropriate posting on public forums.

## COMMITMENT TO IMPROVEMENT

HISP SA is committed to continually reviewing and enhancing our ethics standards to adapt to evolving social expectations, industry practices, and regulatory requirements. By adhering to this policy, we demonstrate and affirm our commitment to maintaining the trust of our staff, stakeholders, funders and partners and building an organisation that upholds our purpose of Building Better Lives, Together.

## VIOLATION/DEVIATION

Any violation of, or deviation from, any portion of this Policy and associated laws and regulations will result in disciplinary action, which could include verbal or written warnings, suspension, termination of employment, or termination of business relationships. Legal action may also be pursued if necessary.

## EXCEPTIONS

No current exceptions.

## RELATED POLICIES AND OTHER REFERENCES

- Employment Contract
- Privacy Policy
- Information Security Policy
- Illegal Activities Policy

## ROLES AND RESPONSIBILITIES

ROLE	RESPONSIBILITY
Manager: Human Resources	Custodian of this Code of Conduct Policy
Chief Executive Officer	Approval authority of this Code of Conduct Policy

## CONTACTS

SUBJECT	CONTACT	EMAIL
Custodian, Queries	Geraldine Kwenda	<a href="mailto:geraldine@hisp.org">geraldine@hisp.org</a>
Approval, Escalation	Sean Broomhead	<a href="mailto:sean@hisp.org">sean@hisp.org</a>

## APPROVAL

DESIGNATION	NAME	SIGNATURE	DATE
Manager: Human Resources	Geraldine Kwenda	<i>gkwenda</i>	22/11/2024
Chief Executive	Sean Broomhead	<i>Sean Broomhead</i>	22/11/2024