

1.0 Purpose

The purpose of this Code is to describe principles of services conduct and to provide guidance in ethical decision making. All employees are expected to become familiar with Rwanda FDA policies that directly impact their daily work.

2.0 Scope

This SOP is applies to all employees, contractors and the members of the Board of Directors, which for purposes of the Code are referred to as "Employees". Contractors include any consultants, suppliers and vendors who are required to have access to Rwanda FDA's confidential, services and proprietary information in order to perform their duties.

4.0 Definitions and Abbreviations

- Rwanda FDA: Rwanda Food and Drugs Authority
- Conduct: a behaviour, attitude and/or character exhibited by any staff within and outside the working environment. The standards of conduct generally required of any staff of Rwanda FDA would be excellence, selflessness, competence, integrity, impartiality, fairness, and honesty in matters affecting work and status in society.
- Misconduct: any act or omission by a staff of Rwanda FDA without reasonable cause which:
 - i. amounts to a failure to perform in a proper manner any duty imposed on him/her or;
 - ii. contravenes any enactment relating to the PSC and the public service generally;
 - iii. is otherwise prejudicial to the efficient conduct of functions of the Commission; and,
 - iv. tends to bring the Commission and the public service as a whole into disrepute, for example conviction, fraud, dishonesty or moral turpitude.
- Advantage: includes gift, loan, reward, commission, employment or contract, service or favour and exercise of right or power.
- Classified Information: includes information marked or determined as "top secret", "secret", "confidential" unauthorised person may cause harm to the nation or institution.
- Conflict of Interest: refers to a situation where a public officer's personal interest conflicts with or is likely to conflict with the functions of his/her office.
- Gift: something of value given without the expectation of receiving something in return.
- Non-Public Information: information that a public officer gains by reason of the public officer's employment and which the public officer knows or reasonably ought to know has not been made available to the general public nor has been authorised to be made available to the public on request.

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- Private Interest: is financial or other interest of the public officer and those of:
 - i. family members, relatives;
 - ii. personal friends;
 - iii. clubs and associations; and,
 - iv. Persons to whom the public officer owes a favour or is obligated.
- Professionalism: high standard (performance) expected from a person well trained in a particular job.
- Public Officer: a person who holds Public Office.
- Public Office: includes an office, the emoluments attached to which are paid directly from the consolidated Fund or directly out of monies provided by established entirely out of public funds or monies provided by Parliament.
- The types of misconduct, the grievance procedures and penalties applicable to staff of the Commission are provided in the Commission's Conditions of Service and the HRM Policy Framework and Manual.

5.0 Responsibility

- 5.1 The Director General has overall responsibility of implementation of this procedure in avoiding misconduct and assuring ethical behavior within Rwanda FDA.
- 5.2 Heads of departments and division managers in collaboration with Director of Administration and HR are responsible to guide and reminder staff comply with this procedure within the department and divisions mechanisms to avoid any misconduct in services delivery.
- 5.3. Analysts, Directors, specialists, officers and support staff must comply with rules and regulations to imitate well-being environment at workplace and identify any misbehavior to their supervisors any time.

6.0 Distribution

- 6.1 Director General
- 6.2 Heads of Departments
- 6.3 Chief of Finance Office
- 6.4 Division Managers, Analysts, Directors specialists and officers
- 6.5 Director of Administration and HR

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7.0 Reference

Refer to the Presidential order No 021/01 of 24/02/2021 determining professional ethics for public servant and Law No 66/2018 of 30/08/2018 regulating labour in Rwanda

8.0 Safety Precautions

Every staff shall have full access to this document

8.0 Materials and equipment

Approved document

10.0 PROCEDURES

In order to maintain code of conduct in Rwanda FDA, a compliance with the Code is mandatory to everybody. All employees are expected to be familiar and comply with this code in the performance of their duties. As well, they are expected to understand their obligations under Rwanda FDA policies. Those of them who fail to abide by the Code and Rwanda FDA's policies will be subject to disciplinary action, up to and including dismissal or prosecution.

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10.1. Identification of Potential professional ethics

We protect and preserve the human rights and obligate ourselves to maintain moral principles for intercultural interaction at all locations of Rwanda FDA. We support and respect the “International bill of Human Rights”. We do not accept violations of these rights and will intervene in the case of adverse events.

We consider the diversity and the various cultural backgrounds that our employees contribute to our institution all over the world important assets, because they promote innovative power, creativity, tolerance and community within Rwanda FDA, and - last but not least - an understanding of the requirements and concerns of our international customers.

We therefore do not tolerate any kind of discrimination in our institution; we expect that all our employees in all locations of Rwanda FDA interact in a respectful fashion. We comply with applicable laws and regulations on working conditions a good work environment improves productivity and therefore enhances our joint group success

Responsibilities to report

It is the responsibility of everybody at Rwanda FDA to report any known or suspected unethical conduct, which includes any violation of the Code, by other Employees or anyone in any way associated with the corporation. Rwanda FDA is committed to protecting all Employees who report unethical conduct from reprisal as well as offering any necessary support to individuals who make reports. When an Employee makes a report of unethical conduct they should do so in good faith.

Professional Conduct

Rwanda FDA's all Employees applied this code to ensure the security and confidentiality of the documents and information of customers. Applicable laws prohibit all Employees with access to or knowledge of customers' information to release them from Rwanda FDA to anyone else and or outside.

Disclosure to the media

Rwanda FDA is ensuring employees understand and comply with disclosure requirements in terms of media interaction and public presentations. The Media is a supplement to Rwanda FDA's services and should be read in conjunction with the Office of Director General. If anyone is delegated to speak on behalf of the Rwanda FDA, he/she will be briefed prior to being interviewed

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to review what is, and what is not, public information. Those of employees who are asked for and give Rwanda FDA's opinions to the media regarding any of Rwanda FDA outside interests should know that the comments are strictly personal. Be cautious not to compromise Rwanda FDA.

Conduct when representing Rwanda FDA

Conduct her/himself professionally and with personal integrity, both in and out of the workplace, reflective of Rwanda FDA's values. Communicate and negotiate with honesty with all employees, customers, partners, stakeholders, suppliers, associates and other members of the public. Obligation of all employees is to act with integrity and within the spirit of this Code continues while traveling, whether domestically or abroad.

Legal and social responsibility

Ensure that the actions comply with and are within the meaning and intent of all applicable laws and regulations. Ensure that the actions are free from suspicion and criticism and have no unfavorable effects on society.

Conduct with customers

Serving customers is the focal point of Rwanda FDA's mission. Customers deserve the highest quality service and standards in all transactions. Provide to customers with value and deal with them fairly. Act with integrity and do everything possible to provide great service to the customers, either directly or by supporting the work of other individuals or departments, divisions, units and offices. Do not make promises to anyone that Rwanda FDA's values cannot keep or afford.

Corporate Information and Property

No one allows to disclose information about Rwanda FDA activities or our customers' activities to non-authorized employees within the workplace, or anyone outside the workplace unless in accordance with the approval of competent office. All information held by Rwanda FDA is confidential and the property of Rwanda FDA.

This includes information relating to Rwanda FDA services, property, employees, customers, partners, consultants, or others that is our customers' business and personal ventures. We have a responsibility to uphold the trust of our customers. Do not discuss or disclose confidential customer information outside the workplace and ensure that uses of confidential customer

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information within Rwanda FDA are consistent with the purposes for which it was collected. Our obligation to keep corporate information confidential continues post-employment.

Registry Information

Ensure that information contained in the public registries administrated by Rwanda FDA is used according to the appropriate policies and laws. Do not use registry information for purposes other than conducting Rwanda FDA mission.

Computer systems and software

Computer systems and software form the backbone of registry services and operations infrastructure. Every effort should be made to protect Rwanda FDA's computer systems and associated software from various threats to their security such as accidental or deliberate destruction of data or equipment, interruption of service, disclosure of confidential information, theft or corruption of data. Any security concerns with respect to the systems or software, or any viruses or data network attacks, weaknesses or unexplained system changes should immediately be reported to the competent authority.

Corporate property

Protect Rwanda FDA's physical property and revenues. Corporate property includes, but is not limited to: premises, equipment, supplies, furnishings, employee search accounts, funds, reports, records, vehicles, customers' information, computer software, hardware and networks, internet accounts and intangible items such as the details of application systems.

Ensure that corporate property under Rwanda FDA control is used in accordance with Rwanda FDA's acceptable use of Information Technology and approved form, and is protected from use by unauthorized individuals. Employees are responsible for ensuring that Rwanda FDA's assets are protected and not used for personal use unless otherwise authorized;

WORK ENVIRONMENT

Employee Professionalism

All employees should commit to supporting a safe, healthy and positive workplace for everyone. Rwanda FDA we will not tolerate behavior that interferes with an employee's ability to perform his or her duties. The use or effects of alcohol or illegal drugs are not acceptable in our work

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environment. Responsible alcohol use may be acceptable in very limited circumstances as part of Rwanda FDA social or business events.

Equity

Respect the rights, culture and dignity of all individuals and adhere to the principles of equity and non-discrimination when dealing with Employees, customers, suppliers and others. Rwanda FDA will not tolerate any form of discrimination or harassment, in accordance with applicable human rights legislation.

Employee privacy

All employees committed to protecting the privacy of employee personal information. Employee personal information will not be collected, used or disclosed other than as authorized or as required for Rwanda FDA's service reasons.

CONFLICT OF INTEREST

Introduction

Employees must not engage in any activities which could give rise to, or could be perceived to give rise to, a conflict of interest. As employees, managers, executives and members of the Board of Directors, our business loyalty rests in placing Rwanda FDA's interests, including those of its customers and shareholders, before our personal interests. A "conflict of interest" arises in a situation where someone personal activities, interests or dealings may actually, potentially or be perceived to:

- impair her/his ability to perform her/his duties as an Rwanda FDA Employee;
- have a negative impact on Rwanda FDA's reputation; or
- result in a personal gain or advantage due to her/his position in Rwanda FDA

Employees must not use their positions to influence or bypass Rwanda FDA procedures for personal gain nor for the personal gain of a family member, friend, colleague or anyone else.

Conflicts of interest negatively impact both you and Rwanda FDA.

Whether or not an actual or potential conflict of interest exists depends upon the facts of each case. If you become aware that a conflict of interest might exist, seek clarification and guidance before proceeding or, if the activity has commenced, immediately cease the activity and disclose it in writing to the Rwanda FDA Management

Remember that when in doubt as to whether or not you are in a conflict of interest situation, disclosure is the best policy. If you have any questions about conflicts of interest, please contact

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Rwanda FDA Management.

Outside activities, employment and business involvement

An employee may take outside employment, directorships or volunteer positions or engage in outside business or other activities unless such activities:

- create a real, potential or perceived conflict with Rwanda FDA's interests;
- interfere with the performance of his/her duties or which adversely affects his/her performance at work;
- intrude on the time, attention and energies normally applied to Rwanda FDA; or
- are forbidden by law or involve any unethical or immoral conduct

An employee may receive a financial benefit from an individual or organization doing business with Rwanda FDA when he/she is in a position to influence Rwanda FDA's decisions pertaining to that individual or organization. None allowed providing preferential treatment on any Rwanda FDA activities matter or transaction to family members, friends or any organizations with which you may be perceived to have a connection.

Ensure that an employee discloses any circumstances that may be an actual, potential or perceived conflict. Unless otherwise authorized, employees must not:

- either directly, or indirectly, through immediate families, have a financial or other interest in any concern doing business with Rwanda FDA or otherwise derive any benefit from a business transaction (other than employment or use of the registry services as a customer) with Rwanda FDA;
- contract with or render services to Rwanda FDA outside of or in addition to regular employment;
- participate in any outside activity which competes directly or indirectly with Rwanda FDA;
- act in the capacity of a director, officer, partner, consultant, employee or agent for any supplier, contractor, subcontractor, customer or competitor of Rwanda FDA;
- enter into business relationships on behalf of Rwanda FDA with relatives, close friends or any company controlled by such persons;
- convey to others or use for her/his benefit, non-public information acquired during her/his employment;
- sell to or buy anything from Rwanda FDA; and
- appropriate to her/himself or others any business opportunity in which Rwanda FDA would be interested.

Involvement in political activity

Employee may participate in the political process at any level of government providing that his/her

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involvement does not interfere with her/his work or the effectiveness of her/his position. Ensure that any political activity does not place her/him in a conflict of interest situation with Rwanda FDA.

Gift acceptance

Gifts or benefits of any kind must not be given or received by an employee or their immediate family, when it might be perceived that an obligation is created or a favor is expected. The giving and receiving of gifts and promotional items of modest value is acceptable as is reasonable entertainment, if within the limits of responsible and generally accepted business practices.

Never solicit or accept a personal benefit as a condition of performing her/his duties. If participating in a community, charitable or business event on behalf of Rwanda FDA, he/she may be eligible for prizes of nominal value.

Payments to Agents, Consultants, Government Officials and Others

- Payments of any nature, which would be in violation of any law, are prohibited.
- All payments of commissions and fees shall be in accordance with sound services practices.
- Payments, gifts or favors must not be made to any person with intent to induce them to violate their duties or to obtain favorable treatment for the employee or Rwanda FDA.

Unethical Conduct includes any serious act or omission intentional or not which is contrary to Rwanda FDA's policies, operating procedures, or the code, that is illegal, unethical, and immoral with serious or negative implications for the public interest and the integrity of the organization.

Good faith is when the employee has reasonable and genuine belief that the unethical conduct has occurred or is occurring and is not making the disclosure for personal gain or with an improper motive.

Reporting and investigations

Rwanda FDA management is responsible for jointly leading all internal investigations into real or suspected unethical conduct or violation of the code at Rwanda FDA except those involving the Director General, members of the Executive or members of the Rwanda FDA Board of Directors.

Upon completion of the investigation the nominated committee will provide a report of the findings to the Office of Director General with a proposed appropriate decision. Findings related to an investigation that is financial in nature will also be reported to the Audit Committee.

When making a report committee should try to include or be able to provide the following: the details of the situation, the person(s) involved, how frequent the unethical conduct or violation of code has occurred or is still occurring, any other avenues that you may have taken to try and rectify the problem, If nominated committee is aware of real or suspected unethical conduct or a violation of the

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Code, they have responsibility to report.

Protection from Retaliation

Rwanda FDA employees who report unethical conduct or violation of the Code in accordance with the Code are protected from reprisal. Any reprisal or attempted reprisal against an employee who makes a report in accordance with the Code is considered to be in breach of the Code of Conduct.

Rwanda FDA employees who feel that they have been discriminated against as a result of reporting unethical conduct or violation of the Code should report the discriminatory actions directly to the Director General of Rwanda FDA.

Adhere to the guiding principles of public life

The staff of Rwanda FDA shall adhere to the following:

- Selflessness

A staff of Rwanda FDA shall take decisions exclusively in the interest of the public and not to gain financial or other material benefits for him/herself, family or friends.

- Integrity

A staff of Rwanda FDA shall not place him/herself under any financial or other obligation to any individual or organizations that might influence him/her in the performance of his/her official duties.

- Justice and Fairness

In carrying out official services, including making appointments, promotions, awarding contracts, or recommending individuals for rewards and benefits etc., Rwanda FDA staff shall make choices based solely on merit.

- Accountability

A staff of Rwanda FDA shall be responsible to Rwanda FDA, the country and the public in general for his/her decisions, actions and inactions, and shall submit him/herself to scrutiny, where appropriate.

- Transparency

A staff of Rwanda FDA shall be as open as possible about all the decision making processes and actions thereon. He/she shall restrict access to information unless appropriate approval is obtained.

- Excellence

A staff of Rwanda FDA shall strive to excel in his/her endeavors, be an example to others and

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encourage others to follow his/her footsteps.

11.0 Document Revision History

Date of revision	Revision number	Author(s)	Changes made and/or reasons for revision
16/11/2020	0	QMS Specialist	First issue

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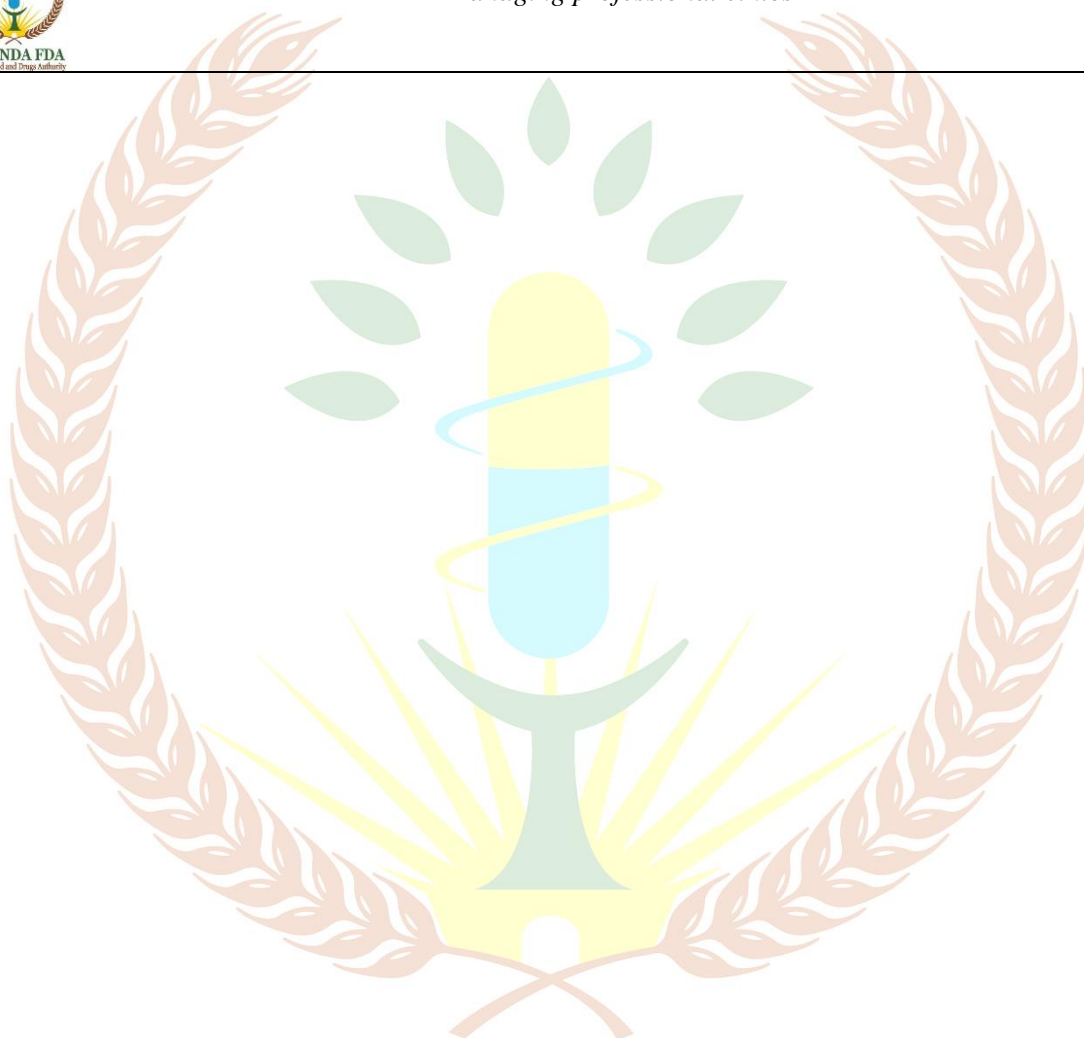
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