

COP202

CODE OF CONDUCT

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1. INTRODUCTION

This Code of Conduct reflects the expectations that National Ambulance has for all personnel representing the organisation. This code of conduct provides all personnel a clear framework within which they are to work while representing

All personnel engaging with National Ambulance must agree to adhere to the principles of ethics and behaviour outlined in this Code of Conduct.

2. CODE OF CONDUCT

2.1 POLICY STATEMENT

- ◆ It is a fundamental principle of National Ambulance that all business dealings and interactions are conducted legally, ethically, with honesty and integrity. This Code of Conduct is based on that principle.

- ◆ *Why do we have a Code of Conduct?*

A code of conduct sets standards and provides information to assist in the understanding of the ethical values and standards of behaviour that apply in daily business activities. Adherence to these standards is fundamental to building a partnership of trust between National Ambulance, industry, government and the community.

- ◆ *Who does the Code apply to?*

This code applies to all National Ambulance staff, volunteers, contractors, consultants or anyone who exercises power, controls resources for or on behalf of National Ambulance.

- ◆ *What if the Code is not followed?*

If the code is not followed, performance feedback will take place, with the outcomes of this feedback ranging from counselling to termination, depending on the severity of the breach.

The code assumes the local laws, at all levels, are relevant to your place of work.

- ◆ *What do I do if I'm not sure?*

We encourage you to discuss any contents of the code that you are not sure of with your supervisor, manager or a member of the CAO's team.

- ◆ *What if I see someone else not following the code?*

If you believe someone you work with is not following the code, we ask you to discuss this with either/and the person themselves, your supervisor, manager, a member of the CAO's team. The spirit of this code will enable you to discuss these issues without fear or risk of retribution.

2.2 COMMISSIONS AND PAYMENT ARRANGEMENTS

- ◆ Commission and payment arrangements should only be made with companies, firms or individuals who are bona fide commercial representatives, agents or consultants.
- ◆ You should ensure National Ambulance is not entering into arrangements with a company, firm or consultant where a government official or employee is known to have an interest. This may be allowed where prior approval is gained from the appropriate executive or the CEO.
- ◆ A written contract or purchase order should exist for all commission and payment arrangements, and the payments should be reasonable and consistent with normal practice.

2.3 BUSINESS DOCUMENTATION AND RECORDS

- ◆ Business documents (hard and soft copies) and records must not be destroyed prior to the statutory period requirements, and no records are to be falsified or manipulated. After the statutory period, documents should only be destroyed with the express permission of National Ambulance Executive Management.
- ◆ Examples of some statutory periods include medical records which must be kept for 10 years.

2.4 BUSINESS EQUIPMENT

- ◆ Business equipment in the form of, but not limited to phones, computers, email, internet and voicemail is provided to enhance your ability to perform your services/duties, and should not be used for personal gain.
- ◆ An employee found to be utilising equipment for personal use or for purposes which are considered unreasonable or illegal will face disciplinary action and possible termination.

2.5 ETHICAL BEHAVIOURS

- ◆ National Ambulance seeks to create a harmonious relationship with the local community. Therefore all representatives of National Ambulance must ensure that they at all times respect the values and beliefs of the environment in which they work. We require that all personnel behave in a manner that is considered ethical and law abiding. Ethics are the set of principles by which our actions are judged to be good, bad, right or wrong. It is not just a matter of obeying the law, or adhering to rules, regulations or policies. Our ethics go beyond the constraints of the law to include how we make decisions as to what is the right thing to do. In deciding whether a particular action is ethical we ask that you consider:
 - Is the action you are going to undertake consistent with your own personal standards of right or wrong?
 - Is your action going to be considered by others as being ethical and morally correct?
 - Will your action place you and/or others in a compromising position or endanger the safety of others?
 - How easily could you justify your actions if you were called upon to do so?
 - Are you prepared for your actions to be made public and placed under review?

Actions which are considered unethical include but are not limited to, use of inappropriate language (e.g. blasphemy), dress which is considered inappropriate to the environment and culture in which you work, drug or alcohol abuse, engaging in relations with a colleague which hinders one's ability to perform their role or engaging in inappropriate relations with members of the local community.

If the CEO or his delegated representative deems your actions to be unethical or inappropriate you will face disciplinary action and possible termination.

- ◆ Individuals working for National Ambulance may find themselves in an area where there is, or has been, some instability. Accordingly, National Ambulance does not want any personnel placing themselves in a situation which may instigate tension or violence which may threaten the safety or security of any National Ambulance personnel, local or expatriate.

2.6 NATIONAL AMBULANCE PROPERTY

National Ambulance assets, including goods, money, intellectual property or the services of other National Ambulance personnel, must only be used for the purpose of enabling you to perform your duties and, consequently must not be used for personal gain or any other purpose includes, but not limited to:

- Copying of computer software programs, regardless of whether or not the programs are protected by copyright;
- Falsification or improper use of corporate cards, expense accounts or other similar accounts.

National Ambulance property and merchandise is not to be removed from National Ambulance premises without written authorisation. This includes any samples of merchandise received. If, for business reasons, removal is necessary then approval must be obtained from your supervisor.

All personnel while in control of any National Ambulance assets, particularly cash or other valuables, are personally accountable for them. If any item is lost, stolen or misplaced whilst under your control, it must be reported your Supervisor as soon as possible. We ask all personnel to take particular care with items such as mobile phones and laptop computers which should not be left in a visible position within an unoccupied vehicle.

Personnel will be held liable for the replacement cost of equipment, such as mobile phones, should such items be lost by an individual who is responsible for their possession.

2.7 CONFIDENTIALITY

- ◆ Obligations of confidentiality, as set out hereafter, apply to you as an employee or contractor of National Ambulance, and extend beyond the date of termination of your employment or contracting with National Ambulance.
- ◆ You agree that you will not, either during or after your employment with National Ambulance, use or disclose confidential information or otherwise seek to exploit confidential information without the prior written consent of National Ambulance. You agree to prevent the use or disclosure of confidential information unless the information lawfully comes into the public domain through no fault of your own, or you are required to disclose the information by National Ambulance or by law. In this later case you agree to give notice in writing to National Ambulance before making any such disclosure.

- ◆ Confidential Information includes all oral, written, or conceptual information, of National Ambulance or its clients such as records, documents, accounts, plans, formulae, designs, creative concepts specifications, correspondence, letters and papers of every description. It also includes electronically recorded data, all copies or extracts relating to the affairs, transactions or business of National Ambulance or any of its clients or which may come into your possession during your employment/contracting with National Ambulance.
- ◆ You acknowledge that, due to the nature of the duties and responsibilities of your employment /contracting with National Ambulance, you will be in possession of knowledge and documents which will be strictly confidential and you agree to preserve the private and confidential nature of such information with vigilance and diligence.
- ◆ You will immediately notify National Ambulance of any use or disclosure by you of confidential information under the terms of this Code of Conduct.
- ◆ You will keep National Ambulance fully and effectually indemnified in relation to all actions, claims and demands of whatsoever nature arising out of a breach of your obligations of confidence.
- ◆ You agree that you will not disclose any confidential patient information

2.8 CONFLICT OF INTEREST

A conflict of interest exists where loyalties are divided. You have a potential conflict of interest if, in the course of your work, any decision you make provides any improper gain or benefit to yourself or a third party.

Any situation potentially involving direct or indirect conflict of interest should be avoided unless consented to in writing by the Chief Executive Officer.

It is impossible to formulate an all-embracing set of guidelines regarding potential conflicts of interest. Specific questions regarding situations not clearly covered must be determined on a case by case basis. The principles to consider are:

- Your capacity to influence dealings that National Ambulance may have with a third party;
- The improper personal benefit that may flow to you or a relative, friend or other third party through the exercise of that influence; and
- Whether the activity is fraudulent, corrupt or is otherwise an irregular transaction.

2.9 DECLARATION – CONFLICT OF INTEREST

Where you believe you may have a conflict of interest or a potential conflict of interest, you must notify your supervisor in writing of that potential conflict and this will be forwarded to the CAO's department.

In specific circumstances National Ambulance may ask for a declaration of any actual or potential conflicts from you as it may relate to a specific project you are working on.

This declaration will be kept on your personnel file until we are notified by you that the association with the potential conflict no longer exists.

2.10 DISCLOSURE OF INFORMATION

Information may be disclosed to you or agents of National Ambulance who need to know the information to further National Ambulance interests, provided the disclosure does not breach any laws, regulations or National Ambulance policies. External disclosure of information should only be made with specific authorisation.

If you are unsure about whether it is appropriate to disclose information seek the permission of your immediate supervisor. There may be different delegations for dealing with different groups, such as the public, tourism industry members, government agencies, consultants and the media. Responsibility for ensuring that any disclosure is appropriate remains with the relevant supervisor.

Also refer to clause 2.7 Confidentiality.

2.11 DISCRIMINATION

Under our Employment Equity and Workplace Harassment Policy, National Ambulance is committed to providing all employees with equal opportunity.

Discrimination or harassment based on race, colour, religion, gender, age, marital status, disability or other factors unrelated to legitimate business interests, will not be tolerated. All applications for employment will be considered based on merit according to the Prime Contract requirements.

You are entitled to your personal preferences in private or political matters. No pressure will be placed on anyone to influence those preferences and no approval or disapproval should be shown by anyone in their National Ambulance role, of anybody's private or political preferences or activities.

2.12 VIOLENT OR AGGRESSIVE BEHAVIOUR

National Ambulance will not tolerate violence in the workplace or threatening violence against any other member of the team, stakeholder or patient/client. If any member of the team believes their personal safety is at imminent risk they have the right to withdraw from an area. Personnel are required to report all incidents of violent or aggressive behaviour to the Supervisor/Department Manager who will investigate any incidents with a view to preventing or minimising the aggression and violence in the future.

Should a member of staff threaten violence or aggression, this person shall be disciplined and face possible immediate termination with National Ambulance.

2.13 FRAUD, CORRUPTION AND IRREGULAR TRANSACTIONS

You must not engage in any unethical or improper payment practices either to obtain business or for personal gain. In particular you must not:

- engage in commercial bribery;
- be party to the bribery of public officials;
- establish so-called "slush funds" to facilitate bribery or other improper or questionable

You will not be criticised for the loss of business resulting from not making or receiving a bribe or inducement to or from a third party.

You will be dismissed if you knowingly make or receive a bribe or inducement to or from a third party even if such a transaction is to further the cause of National Ambulance. Under no circumstances will a situation be tolerated where you benefit personally from such a transaction.

If you believe you know of any fraud, corruption, irregular transactions or breach of ethics you are required to raise that matter with your immediate supervisor or to communicate your concerns to your director or the Managing Director.

As part of its obligations under law, National Ambulance will fully co-operate with any investigation by law enforcement or regulatory authorities.

It will also require that you:

- do not make any disbursement of National Ambulance funds or other National Ambulance property without adequate supporting documentation. This includes ensuring that all appropriate payment authorisations are obtained in accordance with delegated authorities. There shall be no disbursement for any purpose other than as described in the documents;
- do not make any personal payments through National Ambulance accounts excluding payments of expenses which are later reimbursed to National Ambulance; and
- do not take any action or authorise any action, which involves illegal, unethical or otherwise improper payment of money or anything else of value.

2.14 LEAVING NATIONAL AMBULANCE

On leaving National Ambulance you must surrender any National Ambulance assets and items containing business information. This includes intellectual property that may have been created while working with National Ambulance. Any forms of identification relevant to one's work place must be returned.

2.15 OUTSIDE BUSINESS ACTIVITIES (INCLUDING FAMILY AND FRIENDS)

Extreme care should be taken to ensure that active participation, on a part-time or freelance basis, in any outside business, whether or not such business is a supplier or client, does not create a potential conflict of interest.

If you are an employee, and propose to engage in outside business activities, you should assess those activities in terms of the following guidelines to determine whether a conflict exists with your National Ambulance commitments:

- Where your participation in outside business activities interferes with your ability to satisfactorily perform assigned work for National Ambulance, a conflict of interest will exist;
- Where, having knowledge of commercially sensitive information, you actively participate in outside business activities for a competitor of National Ambulance, a conflict of interest will exist;
- Where you have knowledge of commercially sensitive information you shall not engage in any outside business activity for a supplier to National Ambulance without first obtaining

written approval from your immediate supervisor;

- National Ambulance will not accept any bid submitted by you to supply any goods, or perform any contract work for which tenders are sought, or negotiate contract work with you;

2.16 PERSONAL CONDUCT

Your personal conduct should be fully consistent with this code. You should deal fairly and honestly with each other, as well as with all external contacts.

All contacts should be handled professionally and courteously.

You should report to work as required and when an absence is unavoidable, promptly notify the appropriate person of the reason.

Any conduct that is intimidating or offensive to our clients, suppliers, contractors, the public or other employees will not be tolerated.

2.17 WORKING ENVIRONMENT

National Ambulance will provide a safe, healthy and productive working environment. To this end the abuse of prescription drugs and/or alcohol or the use or possession of illicit drugs is not acceptable.

The consumption of alcohol, where it affects your ability to perform your role or affects other employees ability to perform, invites adverse public relations, compromises workplace safety or where it violates the law, is unacceptable.

Smoking on National Ambulance premises is not permitted.

2.18 EMAIL AND INTERNET USAGE

Internet Usage:

Access to the Internet is granted to personnel for clinical, research, business purposes and for limited intervals of personal use. Use of the internet is monitored to ensure the guidelines for use, as detailed below, are followed. If monitoring shows that an individual has breached the guidelines disciplinary action will follow. This may include dismissal if the misconduct is deemed to be of a serious nature.

When using the internet, you should:

- Not download, view or distribute material which could be considered offensive or illegal, such as pornographic or racist material.
- Take care not to infringe copyright when downloading material, or forwarding it to others,
- Not attempt to gain unauthorised access to information – otherwise known as hacking.
- Not use, or allow someone else to use any computer system or software to defraud or obtain money or service of value by false pretences, promises or representations.

- Not order goods or services, or enter into any other personal contract, via the internet unless authorised to do so. National Ambulance will not accept liability for any such contract formed.
- Not destroy, alter or prevent access to, or otherwise interfere with information on computer, unless authorised to do so.
- Not download large files which will slow down the system unless permitted to do so for work purposes.

Please do not remain logged onto the internet for long periods of time.

Email Usage:

All personnel have a responsibility to ensure the same courtesy and consideration applies to writing and sending emails as would when writing a memo or letter.

When using emails, you should not:

- Send obscene, offensive or damaging material
- Send threatening material, or material intended to frighten or harass
- Send defamatory material
- Infringe copyright
- Send unsolicited advertising or similar activities
- Send chain emails.

2.19 CHAIN OF COMMANDS

It is expected that you will follow the chain of command when you need consultation or when you need to address some other matter such as a complaint, concern or any other work related matters, you should discuss it first with your direct line manager.

It's mandatory to not bypass your direct line manager when contacting other department or dealing with external stakeholders.

Employee should notify his/her direct line manager in case of contact of any higher level or any department of authority if the direct line manager does not sufficiently resolve the issue or the person contacted does not respond in an appropriate timeframe.

It is a mandatory to not bypass your direct line manager in order to go to a higher level.

In case of bullying and abuse by the line manager the employee can approach the second level of authority to address the issue.

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DECLARATION OF ACCEPTANCE

I, _____, hereby declare that I have read, understood and will adhere to at all times to the National Ambulance Code of Conduct.

Signature

_____/_____/_____