



**WAPO WAPI
FOUNDATION**

**CODE OF ETHICS AND
CONDUCT**

2023

Foreword

We are delighted to present the code of ethics and conduct of the Wapo Wapi Foundation. This comprehensive document serves as a guiding compass for all individuals associated with our organization. It outlines the fundamental principles, values, and standards that shape our actions and decisions as we work towards our mission of reducing the occurrence of disappearances and facilitate the recovery of missing children

At the Wapo Wapi Foundation, we firmly believe that every child's well-being, safety, and rights are of utmost importance. We recognize the critical need to protect and support children who are missing and their families who endure unimaginable pain and uncertainty. Our commitment to this cause is rooted in compassion, empathy, and a deep understanding of the challenges faced by those affected by missing children cases.

This code of ethics and conduct sets the foundation for the ethical framework that guides our interactions, relationships, and practices within the organization and in our engagement with external stakeholders. It serves as a reference point for employees, staff, volunteers, partners, donors, beneficiaries, and all individuals involved in the Wapo Wapi Foundation's mission and activities.

Our code of ethics and conduct is based on a set of core values that reflect our commitment to integrity, respect, responsibility, and accountability. These values underpin our actions and define the expectations we have for ourselves and others associated with the Wapo Wapi Foundation. They provide a framework for decision-making and ensure that our efforts are aligned with our mission and vision.

As you embark on your journey with us, we invite you to familiarize yourself with this code of ethics and conduct. It outlines the rights, responsibilities, and obligations that we collectively share as members of our organization. By embracing and upholding these principles, we can work together to create a safe and supportive environment for all children in Tanzania, and ensure that missing children are reunited with their families.

We believe that our collective efforts, guided by this code of ethics and conduct, will make a tangible difference in the lives of missing children and their families. Together, we can create a society where children are safe, protected, and empowered to thrive.

Table of Contents

Foreword.....	i
General Ethical Principles	1
Child-focused principle:	1
Child participation principle:	1
Family-cantered principle:.....	1
Community-based principle:.....	1
Inclusive partnership principle:.....	2
Sustainability principle:.....	2
General Ethical Values.....	2
Purpose and Commitment:	2
Integrity and Professionalism:	3
Child Protection and Safety:.....	3
Ethical Fundraising and Financial Stewardship:.....	4
Environmental Responsibility:.....	4
Collaboration and Partnerships:	4
Continuous Learning and Improvement:.....	4
General Responsibilities.....	5
Human Responsibility:	5
Corporate Responsibility:	5
Social Responsibility:.....	5
Environmental Responsibility:.....	5
Brand Responsibility:	6
Responsibility towards Children:.....	6
Rules of Conduct for Internal and External Relations	6
Relationship with Donors:	6
Relationship with Partners:.....	6
Relationship with Suppliers:	7
Relationship with Employees/Staff/Volunteers/Institutional Bodies:	7
Relationship with Beneficiaries:	7
Relationship with Press and Media:	8
Relationship with Monitoring Bodies:	8

Honesty and Preventing Fraud.....	8
Fair Dealing:	9
Accuracy of Company Records:	9
Preventing and Reporting Fraud:	9
Ethical Conduct Training:	9
Conflict of Interest	10
Definition of Conflict of Interest:	10
Managing Conflicts of Interest:	10
Safeguarding Foundation Name, Information, and Other Assets	11
Confidentiality and Non-Disclosure:	11
Intellectual Property:	12
Physical Asset Protection:	12
Discrimination and Harassment.....	12
Non-Discrimination:.....	12
Harassment-Free Environment:	13
Whistle-blowing Procedures.....	13
Compliance with Laws and Regulations	14
Administration of Code	14
Certification Process:	14
Continuous Improvement:	15

General Ethical Principles

Principles are fundamental beliefs or values that guide the actions, decisions, and behaviour of our organization. They serve as a moral compass, shaping the organization's approach, strategies, and interactions with stakeholders. The Wapo Wapi Foundation operates based on a set of principles that ensure our interventions are effective, child-cantered, inclusive, and sustainable. These principles are as follows:

Child-focused principle:

- All our interventions aim to support the benefit and interests of all children.
- We prioritize the safety, well-being, and rights of children in every aspect of our work.
- By placing children at the centre of our efforts, we ensure that their needs and perspectives are considered in developing and implementing programs and initiatives.

Child participation principle:

- We believe that children have a role in keeping themselves safe and should have opportunities to participate in reducing missing children cases.
- We actively involve children in decision-making processes, encouraging their participation in awareness campaigns, prevention programs, and recovery efforts.
- By empowering children to take an active role in their safety, we promote their agency and resilience.

Family-cantered principle:

- The family is the most important safety net for all children, and prevention messages and education should start at home.
- We recognize the crucial role of families in safeguarding children and support them by providing resources, information, and guidance on child safety and preventing missing children cases.
- By engaging and empowering families, we strengthen the protective environment around children.

Community-based principle:

- The community is the first responder in assisting in reducing missing child cases and participating in locating missing children.
- We believe in the power of collective action and community engagement.

- We work closely with communities, raising awareness about missing children, providing knowledge and resources, and fostering a sense of responsibility among community members.
- By mobilizing communities, we create a network of support for missing children and enhance their chances of recovery.

Inclusive partnership principle:

- Tackling the issue of missing children requires a multi-agency response and coordination across various policy areas and operational partners.
- We actively seek partnerships and collaborations with government agencies, NGOs, law enforcement, schools, healthcare providers, and other stakeholders.
- By fostering inclusive partnerships, we leverage collective expertise and resources to address missing children cases comprehensively.

Sustainability principle:

- Our implementation structures focus on long-term action plans to build a safer place for all children.
- We prioritize sustainable solutions and strategies that can be maintained and scaled over time.
- We aim to build capacity within communities, empower local organizations, and establish systems that can continue addressing missing children even beyond the scope of our organization.

General Ethical Values

Ethical values serve as guiding standards that inform the behaviour and actions of all individuals associated with the organization, including staff, volunteers, board members, partners, and stakeholders, helping us navigate complex situations and make choices that align with moral standards. They provide a foundation for ethical conduct and shape our interactions with others. The following ethical values form the basis for ethical behaviour within the Wapo Wapi Foundation:

Purpose and Commitment:

- We commit to upholding the highest standards of ethical conduct in all aspects of its operations and interactions.

- We recognize the importance of the Code of Ethics and Conduct in achieving our mission to address the issue of missing children in Tanzania.

Integrity and Professionalism:

- We conduct ourselves with honesty, transparency, and fairness in all our interactions, both within and outside the organization.
- We act in the best interests of the children and families we serve, putting their well-being and safety as our top priority.
- We take responsibility for our actions, admit and rectify mistakes, and learn from them to improve our performance.
- We maintain professional conduct in all our interactions, avoiding conflicts of interest and ensuring that personal interests do not compromise the organization's mission and goals.
- We maintain the confidentiality of sensitive information and handle it responsibly and ethically, respecting privacy rights and data protection regulations.
- We comply with all relevant laws, regulations, and ethical guidelines, both locally and internationally, and strive to exceed the minimum requirements wherever possible.

Respect and Inclusivity:

- We treat all individuals with respect, dignity, and fairness, irrespective of their race, ethnicity, gender, age, religion, disability, or socio-economic background.
- We create an inclusive and supportive environment that values diversity and fosters equal opportunities for all, ensuring that everyone's voice is heard and respected.
- We promote a culture of mutual respect, free from discrimination, harassment, or any form of abuse, and take prompt action to address any complaints or concerns raised.

Child Protection and Safety:

- We prioritize the safety, well-being, and rights of children in all our activities, programs, and interventions.
- We adhere to child protection policies and procedures, including rigorous screening and vetting processes for staff, volunteers, and partners working directly with children.
- We provide a safe and secure environment for children, ensuring adequate safeguards are in place to prevent abuse, exploitation, or any form of harm.

Ethical Fundraising and Financial Stewardship:

- We adhere to ethical fundraising practices, ensuring that all fundraising activities are conducted in a transparent, honest, and responsible manner.
- We use funds and resources efficiently and effectively, ensuring that financial management practices are accountable, accurate, and in compliance with relevant laws and regulations.
- We provide accurate and timely financial reports to donors, partners, and stakeholders, maintaining transparency and accountability in our financial transactions.

Environmental Responsibility:

- We promote environmental sustainability and responsible practices within our organization and encourage our stakeholders to do the same.
- We minimize our ecological footprint by conserving resources, reducing waste, and adopting environmentally friendly practices whenever feasible.
- We support initiatives and projects that contribute to the protection and conservation of the environment, particularly those that benefit children and their communities.

Collaboration and Partnerships:

- We foster collaboration, cooperation, and partnerships with other organizations, institutions, and stakeholders to maximize our impact and avoid duplication of efforts.
- We engage in relationships based on mutual respect, shared goals, and the principles of transparency and accountability.
- We strive to build long-term, sustainable partnerships that are built on trust, open communication, and shared values.

Continuous Learning and Improvement:

- We embrace a culture of continuous learning, seeking opportunities for professional development, and staying updated on best practices, research, and emerging trends in our field.
- We encourage open and constructive feedback, valuing diverse perspectives and ideas, and using them to improve our programs, interventions, and organizational effectiveness.
- We commit to regular self-assessment, evaluation, and monitoring of our activities, ensuring that we learn from our experiences and continuously strive for excellence.

General Responsibilities

Upholding ethical values, we strive to create a culture of responsibility and ethical behaviour. Our commitment extends to all aspects of our work, ensuring that we fulfil our obligations towards the various stakeholders we engage with. Through our collective efforts, we aim to make a difference and contribute to a better world.

Human Responsibility:

We acknowledge our responsibility towards all individuals, treating them with dignity, respect, and fairness. We strive to create an inclusive and supportive environment where everyone's rights are protected and upheld. We promote diversity, equality, and non-discrimination in all our activities, ensuring that every person associated with our organization is treated with fairness, empathy, and consideration.

Corporate Responsibility:

As an organization, we embrace corporate responsibility in all aspects of our operations. We adhere to legal and regulatory requirements, maintain financial transparency, and practice responsible governance. We strive for ethical behaviour, ensuring integrity, honesty, and accountability in our dealings. We commit to responsible financial management, resource allocation, and long-term sustainability.

Social Responsibility:

We recognize our role as a responsible member of society. We strive to contribute positively to the communities we serve, promoting social well-being and development. We actively engage in initiatives that address social issues, support local development, and uplift marginalized communities. We promote volunteerism and encourage our stakeholders to actively participate in social causes.

Environmental Responsibility:

We are committed to environmental responsibility and sustainability. We strive to minimize our ecological footprint by implementing environmentally-friendly practices, conserving resources, and reducing waste. We promote awareness and action on environmental issues, both internally and externally, and strive to integrate environmentally sustainable practices into all aspects of our work.

Brand Responsibility:

We understand the impact of our brand and reputation on our stakeholders and society. We uphold brand responsibility by ensuring that our communications, marketing efforts, and representations accurately reflect our mission, values, and impact. We strive for transparency, honesty, and authenticity in our messaging, avoiding misleading or deceptive practices. We take responsibility for the impact of our brand on society and strive to create positive change.

Responsibility towards Children:

Children are at the heart of our mission, and we hold a special responsibility towards their well-being and protection. We prioritize their safety, rights, and best interests in all our actions and decisions. We ensure that our programs and interventions are child-centered, promoting their holistic development and protection from harm. We advocate for child rights, create safe environments, and empower children to participate in decisions that affect them.

Rules of Conduct for Internal and External Relations

Relationship with Donors:

- Maintain transparency in financial operations, ensuring that all funds received from donors are used responsibly and in alignment with the intended purposes, and provide accurate and timely reports on the utilization of funds, demonstrating accountability and trustworthiness.
- Respect the privacy of our donors and safeguard their personal information. Use donor information solely for the purpose of communication, acknowledgment, and donor relations, and do not share or sell their information to third parties without consent.
- Express gratitude to our donors for their support, acknowledging their contributions in a timely manner, and providing appropriate recognition as per their preferences and agreements.

Relationship with Partners:

- Foster open and collaborative relationships with our partners, promoting mutual respect, trust, and shared decision-making. Value the expertise and perspectives of our partners and strive for effective communication and coordination.
- Establish clear agreements with our partners, ensuring that roles, responsibilities, and expectations are defined and understood by all parties. Honour our commitments and work towards common goals in a spirit of fairness and transparency.

- Actively identify and address any conflicts of interest that may arise in our partnerships, ensuring that decisions are made in the best interest of the mission and objectives of our foundation.

Relationship with Suppliers:

- Select suppliers based on fair and ethical criteria, considering factors such as quality, price, reliability, and social and environmental responsibility. Maintain transparent and respectful relationships with our suppliers and adhere to contractual agreements and obligations.
- Promote sustainable procurement practices, giving preference to suppliers who demonstrate environmental consciousness and ethical sourcing of materials and services.
- Strictly prohibit bribery, corruption, and any form of unethical practices in our relationships with suppliers. Maintain integrity and ensure fair competition and equal opportunities for all suppliers.

Relationship with Employees/Staff/Volunteers/Institutional Bodies:

- Foster a respectful and inclusive work environment, free from discrimination, harassment, and intimidation. Value diversity, promote equal opportunities, and ensure that all individuals are treated with dignity, fairness, and respect.
- The foundation expects them to adhere to high standards of professional conduct, acting with honesty, integrity, and accountability in all their interactions and responsibilities.
- Respect the confidentiality and privacy of individuals and sensitive information, both within the organization and in any interactions with external stakeholders. Maintain the appropriate measures to protect data and handle information responsibly.

Relationship with Beneficiaries:

- Respect the rights and dignity of our beneficiaries, promoting their active participation and decision-making in matters that affect them. Provide necessary information, support, and resources to make informed choices and exercise their rights.
- Protect the privacy and confidentiality of our beneficiaries, ensuring that their personal information is handled responsibly and with their consent. Obtain informed consent before using their stories, photographs, or personal information for any purpose.

- Strive to provide high-quality services to our beneficiaries, ensuring that their needs are met effectively and efficiently. Continuously evaluate and improve our programs and interventions based on feedback and input from beneficiaries.

Relationship with Press and Media:

- Maintain transparency and accuracy in our communications with the press and media, providing them with truthful and reliable information about our organization, activities, and impact. Avoid misrepresentation or exaggeration that may compromise our credibility.
- Designate authorized spokespersons to interact with the press and media, ensuring consistent messaging and avoiding unauthorized representation of the Wapo Wapi Foundation.
- Respect the privacy and confidentiality of individuals associated with our foundation, including beneficiaries, donors, and partners. Seek appropriate consent and permissions before sharing personal information or stories with the press and media.

Relationship with Monitoring Bodies:

- Cooperate with monitoring bodies, regulatory authorities, and evaluators, providing them with accurate and timely information necessary for monitoring and evaluation purposes. Comply with relevant laws, regulations, and reporting requirements.
- Facilitate the monitoring and evaluation processes, ensuring accessibility to relevant documentation and staff members. Respond promptly to requests for information and provide necessary support to monitoring bodies.
- Value feedback and recommendations provided by monitoring bodies, using them to improve our practices, programs, and outcomes. Strive for transparency and accountability in our engagement with monitoring bodies

Honesty and Preventing Fraud

We prioritize honesty and integrity in all aspects of our operations, promoting fair dealing, accuracy in company records, and a proactive approach to preventing and reporting fraud. This commitment allows us to maintain the trust of our stakeholders and uphold the highest standards of integrity. We continuously strive to create a culture of honesty and ethical behaviour, ensuring the responsible and effective management of our organization for the benefit of our beneficiaries and the community we serve.

Fair Dealing:

- We conduct our business with honesty, fairness, and respect for all individuals and entities with whom we engage.
- We treat our employees, staff, volunteers, partners, donors, beneficiaries, and all individuals involved with integrity and fairness, avoiding any form of discrimination, manipulation, or exploitation.
- We adhere to ethical standards in negotiations, contracts, and transactions, promoting transparency and accountability in all our dealings.

Accuracy of Company Records:

- We maintain accurate, honest, and reliable records of our financial transactions, activities, and reporting.
- We ensure that all information is maintained in reasonable and appropriate detail, recorded in a timely fashion, and appropriately reflects our foundation's operations in accordance with applicable laws and regulations.
- Our public communications and reports filed with donors and other parties should contain information that is full, fair, accurate, timely, and understandable given the circumstances surrounding its disclosure.
- We employ proper accounting practices and internal controls to safeguard against errors and fraudulent activities, ensuring the integrity of our financial records.

Preventing and Reporting Fraud:

- We are committed to preventing fraud in all forms within our organization and have implemented policies and procedures to detect and deter fraudulent activities.
- Our employees, staff, and volunteers are trained to promptly identify and report any suspicious or unethical behaviour.
- We encourage a culture of vigilance and responsibility, empowering our team to report fraud without fear of retaliation.

Ethical Conduct Training:

- We provide regular training and educational programs to our employees, staff, and volunteers to promote awareness of ethical conduct, fraud prevention, and reporting.

- These training sessions highlight the importance of honesty, integrity, and responsible behaviour in all aspects of our work. By equipping our team with the knowledge and tools to make ethical decisions, we foster a culture of integrity and ethical behaviour.

Conflict of Interest

We are committed to identifying, disclosing, and managing conflicts of interest to ensure that our decision-making processes and actions are fair, objective, and in the best interest of our mission, beneficiaries, and stakeholders.

Definition of Conflict of Interest:

A conflict of interest arises when personal, financial, or other interests of an individual or entity are at odds with the interests of the Wapo Wapi Foundation. This conflict can influence, or be perceived to influence, the decision-making process or actions of individuals associated with our foundation.

Managing Conflicts of Interest:

We are committed to upholding the highest standards of ethical conduct, and we recognize the importance of managing conflicts of interest. We have established guidelines and policies to ensure transparency, fairness, and integrity in our operations

- We require all employees, staff, volunteers, and members of the board of directors to disclose any potential conflicts of interest. This includes relationships, financial interests, or any other situations that may compromise their objectivity or impartiality in decision-making.
- The disclosed conflicts of interest are assessed on a case-by-case basis. A designated committee or individual is responsible for evaluating the potential impact of the conflict and determining the appropriate course of action.
- Upon disclosure of a conflict of interest, we evaluate the situation on a case-by-case basis. We consider the nature and extent of the conflict, its potential impact on our organization, and the individuals involved. The evaluation process is to be conducted objectively, ensuring fairness and transparency.
- If a conflict of interest is identified, we take necessary steps to mitigate its impact. This may involve recusal from decision-making processes, modifying roles and responsibilities, seeking independent advice or expertise, or implementing safeguards to ensure fairness and impartiality.

- All conflicts of interest, assessments, and mitigation measures are documented in a clear and transparent manner. This helps maintain a record of our commitment to addressing conflicts of interest and ensures accountability.
- Confidentiality is crucial in handling conflicts of interest. Information disclosed during the evaluation and management process will be treated with the utmost confidentiality, ensuring that sensitive information is not exploited or used for personal gain. We respect the privacy of individuals involved and maintain their rights to confidentiality and fair treatment.
- The board of directors plays a critical role in overseeing conflicts of interest within the organization. They review and approve policies and procedures related to conflict-of-interest management, ensuring compliance with legal and ethical standards.
- We provide training and education to our employees, staff, volunteers, and board members on identifying, understanding, and managing conflicts of interest. This empowers individuals to recognize and address potential conflicts in their roles within the organization.

Safeguarding Foundation Name, Information, and Other Assets

All employees, staff, volunteers, partners, donors, beneficiaries, and all individuals involved have a responsibility to protect foundation assets, both physical and intellectual, from loss, theft, misuse, abuse, and waste.

Our assets and funds may be used only for foundation purposes and may never be used for illegal activities. By adhering to strict guidelines and implementing robust safeguards, we ensure the protection of our foundation's reputation and assets.

Confidentiality and Non-Disclosure:

- Ensure that the foundation's name, logo, and associated trademarks are used only for authorized purposes and in accordance with established guidelines.
- Protect our brand identity from unauthorized use or misrepresentation that could harm the foundation's reputation.
- Implement measures to safeguard sensitive and confidential information, including beneficiary data, financial records, strategic plans, and operational details. Access to such information is limited to authorized individuals and protected through secure storage systems, access controls, encryption, and other relevant security measures.

- Employees, staff, volunteers, partners, donors, beneficiaries, and all individuals involved are required to sign non-disclosure agreements to ensure the protection of confidential information and prevent unauthorized disclosure or misuse.

Intellectual Property:

- Respect intellectual property rights and adhere to copyright and trademark laws. Protect our foundation's intellectual property, including research, publications, training materials, software, and other creative works, from unauthorized use, reproduction, or distribution.
- Proper licensing and permissions must be obtained for the use of third-party intellectual property, ensuring compliance with legal requirements and ethical standards.

Physical Asset Protection:

- Foundation-owned equipment, infrastructure, and facilities must be safeguarded from theft, damage, or unauthorized use. Employees, staff, volunteers, and contractors must follow established protocols for asset protection and exercise responsible stewardship of physical resources.
- Critical data must be regularly backed up, and disaster recovery plans must be in place to ensure the continuity of operations and protect valuable information in the event of unforeseen circumstances or emergencies.
- Disposal of foundation assets, including electronic devices, must be carried out in a secure and environmentally responsible manner to prevent data breaches and minimize environmental impact.

Discrimination and Harassment

We are deeply committed to creating a work environment that promotes equality, respect, and inclusivity for all individuals. We firmly believe that every person, regardless of their background or characteristics, should be treated with dignity and fairness. Discrimination and harassment have no place within our organization, and we have implemented comprehensive guidelines and policies to ensure the prevention and eradication of such behaviour.

Non-Discrimination:

- We provide equal opportunities to all individuals regardless of their race, colour, ethnicity, nationality, religion, gender, sexual orientation, gender identity, age,

disability, marital status, or any other protected characteristic as defined by applicable laws.

- Our hiring and promotion processes are based solely on merit, qualifications, and abilities. We do not discriminate in any aspect of employment, including recruitment, compensation, benefits, training, and career development.

Harassment-Free Environment:

- We have a zero-tolerance policy regarding harassment, including but not limited to sexual harassment, verbal abuse, bullying, or any behaviour that creates an intimidating, hostile, or offensive environment.
- We provide clear channels for reporting harassment, ensuring confidentiality and protection for those who come forward. Reports will be thoroughly investigated, and appropriate action will be taken against the harasser, which may include disciplinary measures up to and including termination.

Our organization maintains a zero-tolerance stance towards any form of discrimination or harassment. This policy applies universally to all individuals involved in our operations, including managers, supervisors, co-workers, temporary workers, consultants, and vendors. It encompasses every aspect of employment, including but not limited to recruitment, selection/hiring, job assignment, promotion, demotion, layoff, discipline (including termination), training, education, compensation, and benefits.

Whistle-blowing Procedures

We are committed to creating a supportive environment where individuals feel safe and empowered to report any concerns, misconduct, or violations of our code of ethics. Our whistle-blower procedures are designed to provide a confidential and secure channel for reporting, investigating, and addressing such issues promptly and appropriately.

- All employees, staff, volunteers, partners, donors, beneficiaries, or any individuals involved have the right to blow the whistle if they come across a serious situation that contravenes the principles of this Codes of Ethics and Conduct. They should contact someone they can trust: a manager, or point of contact for ethical matters.
- If they receive an unsatisfactory response, they can request help and advice or blow the whistle by sending an email to whistle@wapowapifoundation.org. The matter will then

be dealt with by an ethics committee. The committee acts as both guarantor and decision-maker of last resort.

- All whistle-blowers who inform in good faith will have their rights and legitimate interests protected. Before the process is underway, we will take all possible measures to ensure that the whistle-blower's identity and complaint, and anyone who is the subject of the complaint, remain confidential.
- Whistle-blowers will receive an acknowledgement of receipt by email within a reasonable timeframe, and will be advised of any action that is to be taken. If disciplinary or legal proceedings are launched, all data relating to the complaint is retained until the process is complete.
- Anyone who makes a complaint in bad faith based on misleading, false or malicious information will be subject to disciplinary and/or civil and criminal sanctions.
- We investigate all reports thoroughly and take appropriate actions to address fraudulent activities, including disciplinary actions and legal measures if necessary.

Compliance with Laws and Regulations

We comply with all applicable laws, regulations, and industry standards related to financial reporting, fraud prevention, and ethical conduct. We maintain up-to-date knowledge of legal requirements and industry best practices, ensuring that our foundation operates within the boundaries of the law and upholds high ethical standards.

Administration of Code

The administration of this code is essential to ensure its effectiveness and uphold the principles and values that define our organization. We have established clear processes and mechanisms to oversee and enforce the code throughout our operations.

Certification Process:

- All new employees, staff, and volunteers receive comprehensive orientation on the code of ethics and conduct. This orientation familiarizes individuals with the principles, values, and rules outlined in the code, ensuring a clear understanding of expected behaviours and responsibilities.
- Upon completion of the orientation, individuals are required to acknowledge their understanding and commitment to abide by the code by signing a certification

statement. This certification affirms their agreement to uphold the principles and rules of the code in all aspects of their work.

Continuous Improvement:

- The code of ethics and conduct is regularly reviewed and updated to align with changing laws, regulations, and best practices. We ensure that the code remains relevant and effective in guiding ethical behaviour within our organization.
- We promote ongoing communication and education about the code of ethics and conduct. This includes periodic reminders, workshops, and discussions to reinforce ethical behaviour and raise awareness of any updates or changes to the code.