



**CODE OF CONDUCT**  
**UTHUKELA ECONOMIC DEVELOPMENT**  
**AGENCY**  
**2026/2027 FINANCIAL YEAR**

<b>POLICY TITLE</b>	<b>CODE OF CONDUCT</b>
<b>IMPLEMENTATION DATE</b>	<b>01 JULY 2026</b>
<b>DATE APPROVED</b>	<b>29 MAY 2026</b>
<b>REVIEW DATE</b>	<b>14 AUGUST 2025</b>

## TABLE OF CONTENT

1. DEFINITIONS.....	3
2. PURPOSE.....	3
3. LEGISLATIVE FRAMEWORK.....	3
4. POLICY STATEMENT .....	3
5. APPROVED BY.....	20

## **1. DEFINITIONS**

**"Code of conduct"**: means a framework that guides an organization's behaviour, values and ethical principles. –

**"Nepotism"** means favouritism on the basis of family relationship or friendship.

**Relatives** are defined as husbands and wives, parents and children, brothers, sisters, and any in-laws of any of the foregoing.

## **2. PURPOSE**

The purpose of UEDA code of conduct is to ensure that all staff members of UEDA must at all times-

- 2.1. Loyally execute the lawful policies of UEDA
- 2.2. Perform the functions of office in good faith, diligently, honestly and in a transparent manner.
- 2.3. Act in such a way that the spirit, purpose and objects of this policy are promoted.
- 2.4. Act in the best interest of UEDA and in such a way that the credibility and integrity of UEDA and the staff are not compromised.
- 2.5. Act impartially and treat all people including all members of staff equally without favour or prejudice.

## **3. LEGISLATIVE FRAMEWORK**

- 3.1. Batho Pele Principles
- 3.2. Municipal Systems Act, 32 of 2000
- 3.3. Section 195 (1) of the Constitution of South Africa

## **4. POLICY STATEMENT**

By adhering to this code of conduct, employees contribute to positive work place culture that aligns with the mission and values of the UThukela Economic Development Agency.

### **4.1. SCOPE OF THE POLICY**

This Policy applies to all employees understand the guidelines of this policy. This policy and procedures shall be reviewed annually and if necessary, it will be revised, approved and adopted by the board members of the Entity.

#### **4.1.1. Respect for the Individual**

Mutual understanding is built on respect for the individual's rights, dignity and valuing diversity. UEDA is committed to honouring its commitment to provide a work environment that is free from discrimination based on race, colour, religion, nationality, gender, disability, marital status or any other unlawful factor. This means that we comply with applicable human rights legislation and do not permit conduct that creates an intimidator or offensive environment. Such conduct includes, but is not limited to racist, sexist or ethnic comments, jokes or statements.

#### **4.1.2. Equal Opportunities**

- a) As a commitment to recognizing that exceptional quality begins with individuals, UEDA will afford individuals freedom to use their capabilities to the fullest, to satisfy UEDA's stakeholders and clients. UEDA's environment supports personal growth and continuous learning for all its employees; there will be equal opportunity for all our employees without unlawful discrimination. This includes recruitment, working conditions, training and development, compensation, benefits and promotion;
- b) Employees may not hinder employment equity activities, processes and efforts to redress the imbalances of the past. Employees are encouraged to actively support the Entity's policy. All the Entity's employees have a right to work in a pleasant and safe environment where the individual rights and dignity of each employee are respected. This includes the right to work in an environment which is free from conduct of an abusive nature;

#### **4.1.3. Sexual harassment**

UEDA prohibits any sexual harassment of its employees in any form. All employees are responsible for ensuring that the workplace is free from sexual harassment. Any sexual advances, inappropriate physical contact or sexually orientated gestures, pictures, literature, jokes or statements may result in disciplinary action which could lead to a dismissal.

#### **4.1.4. Open and honest communication**

- a) We commit ourselves as both the Entity and its employees, to communicate frequently, frankly and honestly, listening to each other, regardless of level or position. This we commit ourselves to doing, through giving one another, accurate and timely information about the Entity's issues.
- b) We also commit ourselves to listen to UEDA's stakeholders, clients and service providers because we believe that communication is as much about listening as it is about presenting our own opinions on issues.
- c) Differing opinions are welcome and respected. While we may hold different opinions on certain issues, we know and acknowledge the fact that healthy debate is important;
- d) We commit ourselves to keep communication channels open.
- e) We further encourage communication through the line of command to highest level possible within the Entity;
- f) Our communication with one another, our stakeholders and clients will always be professional and courteous and any commitments made will be kept.

#### **4.2. Privacy of personal information**

UEDA places a high premium on the privacy of the individual. In the light of the above, we commit ourselves to keep personal information regarding our employees strictly confidential. Access and knowledge of

employee records will be limited to persons in the Entity who need the information for legitimate business or legal purposes;

**4.2.1.** If anyone within the Entity has any doubt or question about disclosure, such a doubt or question must be cleared with the CEO before the disclosure is made. Ignorance is neither acceptable nor enough to plead innocence in the event of a breach of this provision.

### **4.3. Conflict of interest**

It is every employee's duty to act in the exclusive interest of the Entity and not for personal gain. Conflict of interest may arise from certain activities in which employees engage as private individuals. Competition with the Entity is prohibited. Employees must refrain from allowing their dealings on behalf of the Entity to be influenced or even appear to be influenced by personal or family interests.

**4.3.1.** Employees are prohibited from entering into unauthorized business relations with UEDA's competitors.

**4.3.2.** While it is acknowledged that employees may own business/s or render services outside UEDA, such involvement must be declared to the CEO, whose prerogative it will be to give permission for such involvement.

**4.3.3.** Employees may not have an interest (financial or otherwise) in UEDA' suppliers, clients, distributor or in any organization that could cause conflict of interest, nor should non-public information about the Entity or any other entity be used for the employee's own benefit or disclosed to anyone outside the Entity.

**4.3.4.** Employees may not perform outside work (remunerative) outside their scope of activities in the Entity without the Entity's permission (this includes directorships on boards, etc.). Employees may further neither perform such outside work or solicit business while in the Entity's premises or during the Entity's time, nor may they

utilize the Entity's equipment, resources, materials or proprietary information for any outside work.

- 4.3.5.** Should the employee's spouse, another member of their immediate family, a relative or someone close to the employee be a competitor or a supplier that may pose competition to the Entity, employees are advised to review the particular situation with the CEO with a view to resolving conflict of interest.

#### **4.4. Health and safety in the workplace**

- 4.4.1.** UEDA is strongly committed to make the working environment safe and healthy for its employees and others. To achieve the foregoing, the Entity commits itself to comply with all applicable legislation relating to occupational health and safety.
- 4.4.2.** Employees involved in the procurement, installation and maintenance of products, services and equipment will ensure that the item or process is safe for those who come into contact with it.
- 4.4.3.** The CEO (and the Board) will also ensure that employees are adequately trained to perform their tasks in a safe manner. Sufficient safety and emergency equipment will be made available in the workplace at all times and these will be regularly inspected for safety practices in their functional areas.
- 4.4.4.** It must be known to all the employees of the Entity that, safety in the workplace is not the sole responsibility of the Entity, but every employee is bound to ensure full awareness of the safety rules and regulations. Any instruction given to employees regarding safety, must be carried out and the prescribed safety measures applied at all times. If any employee believes that an unsafe condition exists in the workplace, such condition must be reported to the CEO without delay.
- 4.4.5.** The CEO is committed to preserving the environment. All employees share in the responsibility to conserve our country's natural resources and are to employ environmentally safe and friendly practices in the performance of their duties.

#### **4.5. Threats and violence in the workplace**

UEDA is deeply concerned with the safety of its employees. Physical violence or any perceived threat of violence shall be dealt with severely in accordance with the Disciplinary Code;

**4.5.1.** Any employee who witnesses or overhears prohibited conduct or has concerns regarding his/her safety or the safety of a colleague, client or service provider/supplier should immediately report such concerns to the CEO who, in turn must contact security and or the South African Police Services;

**4.5.2.** Unauthorised possession of any weapon or instrument which might be used as a weapon, including but not limited to handguns, knives, explosives or firearms is strictly prohibited from the Entity's premises, in the Entity's vehicles or while conducting the Entity's business outside the Entity's premises.

#### **4.6. Substance abuse**

UEDA is committed to a drug-free workplace. Misuse of drugs, both legal and illegal, while on the Entity's premises or while conducting the Entity's business is prohibited. UEDA specifically prohibits the use, possession, distribution or sale of drugs in its premises, in its vehicles and while conducting the Entity's business. Furthermore, no employee may conduct the Entity's business while under the influence of drugs or alcohol.

#### **4.7. Safeguarding our assets**

##### **The Entity's Funds and Property**

- a) The entity is responsible for safeguarding and making proper and efficient use of the Entity's funds and property. The Entity's funds and property include, the Entity's time, money, land, buildings, records, vehicles, equipment, including fax machines, copiers, telephones, computer hardware and software, scrap and obsolete items and all other items belonging to the Entity;

- b) When travelling on the Entity's business, employees should take special care as regards travel and accommodation expenses. It is unacceptable for instance, for an employee who is entitled for higher expenses such as business class flight or accommodation in a four-star hotel to exchange such reservation for a lower category, and pocket the difference or use it for personal or family travel and accommodation. Such practices are against the Entity's code of conduct and policy and could result in disciplinary action.
- c) Actual or suspected loss, damage, misuse, theft, embezzlement or destruction of the Entity's funds or property must be reported immediately.

#### **4.7.1. Unauthorised disclosure of information**

- a) A staff member of UEDA may not, without permission, disclose any Privileged or confidential information obtain as a staff member of UEDA to any unauthorised person.
- b) For the purpose of this policy "Privileged or Confidential information "includes but is not limited to:
  - i. Information determined by UEDA or functionary of UEDA to be privileged or confidential.
  - ii. Discussed in close sessions.
  - iii. Disclose of which may violate a person's rights to privacy:
  - iv. Declared to be privileged confidential or secret in terms of any law.
  - v. UEDA business, financial marketing and service plans.
  - vi. Research and development activities and results.
  - vii. Client and employee records.
  - viii. Minutes of management and board meetings.
    - (a) The Entity's business, financial, marketing and service plans;
    - (b) Research and development activities and results;
    - (c) Client and employee records;
    - (d) Minutes of management and board meetings;

- (e) Non-public information about UEDA's business;
- (f) Any other confidential organizational information.

#### **4.7.2. Entity's records**

- a) The Entity's records include employee and payroll records, vouchers, bills, performance records and other essential documentation;
- b) Records must be retained according to legal requirements and the Entity's filing system. Disclosure must only be done when authorized by the Entity or in response to a legal requirement.

#### **4.7.3. Security devices to safeguard assets**

- a) Where security devices such as alarms, tachographs, safes, tracking systems, etc. have been installed to protect the Entity's assets be it money, movable/immovable property, proprietary information or the Entity's records such equipment must be used at all times;
- b) Non-compliance with the above or any negligence committed in this regard, is viewed seriously and will be dealt with as a disciplinary matter which could lead to, inter alia, dismissal of the transgressor.

#### **4.7.4. Copyright**

- a) Copyright laws protect the original expression in, inter alia, written material, works of art, etc. and prohibits its unauthorized duplication, distribution, display and performance. Employees of the Entity are prohibited from producing, distributing or altering copyrighted materials from literature, computer software, or play visual or audio recordings thereof without the permission of the copyright owners or their authorized agents;
- b) Computer software used in connection with the Entity's business must be properly licensed and used only in accordance with the license. Using unlicensed software could constitute copyright infringement;
- c) Violation or suspected violation of computer security measures, controls or software licensing agreements should be reported to

information technology management. Violation could lead to disciplinary action with a consequence of possible dismissal.

#### **4.7.5. Financial reporting**

- a) It is important that the Entity's accounting, financial and other systems provide accurate and timely reporting and transactions involving the Entity's assets.
- b) Every accounting or financial record, as well as the underlying support data, must accurately describe the transaction without omission, concealment or falsification of information

#### **4.7.6. Contact with or statements to the media**

- a) Contact and communication with the media is extremely important to UEDA. It is therefore necessary that this relationship is handled in a professional manner;
- b) The Director of Corporate Services, in conjunction with the Chief Executive Officer, is responsible for handling media matters for the Entity.
- c) No employee should therefore deal directly with the media, without first consulting with or getting the support of the Director of Corporate Services and/or the CEO.
- d) When approached by the media, employees must refer them to the above persons, notwithstanding that they may have the correct answer. This is because that, there may be other factors which may influence the Entity's response to the question raised by the media.
- e) It is not only inappropriate but unacceptable as well, for any employee of the Entity to make statements or to speculate on any subject to the media or at public gatherings. If in doubt, the Director of Corporate Services must be contacted. Employees must strictly adhere to this policy as deviation will not be tolerated.

### **4.8. Business Relations**

#### **4.8.1. Clients**

- a) UEDA recognises that integrity and client satisfaction go hand in hand. The Entity, it is acknowledged, can only be successful in its endeavours by delighting its clients and customers with our service and by strictly adhering to the highest ethical standards. In this way, all will contribute both to the professionalism and success of the Entity;
- b) Each employee is therefore expected to exercise sound judgment in deciding which would be the most ethical means of dealing with any given situation involving clients, competitors, suppliers, the public, fellow employees and Entity matters in general;
- c) The following guidelines for ethical conduct according to which UEDA business should be conducted, must be observed at all times:
  - i. Complete honesty, integrity and open communication are fundamental to ethical behaviour. We communicate clearly and precisely so that our clients understand the terms of our agreements/contracts, including performance criteria, schedules, prices and responsibilities;
  - ii. Credibility is essential for sound and lasting relationships, and misrepresentation of our services must be avoided at all times;
  - iii. Whenever we act or do business on behalf of the Entity, it must be remembered, whoever we do business with is entitled to fair and equitable treatment;
  - iv. Details of services/business that have not yet been announced may not be divulged without prior authority of the CEO.

#### **4.8.2. Privacy of customer communications**

- a) Privacy of customer communications is fundamental to the Entity's business and must be adhered to.
- b) Except when compelled by law, UEDA staff do not disclose customer information including their location, to unauthorized person/s;

#### **4.8.3. Other organizations**

- a) Many organizations have different and at times, more than one relationship with the Entity.
- b) They may be service providers, customers, competitors, etc. It is imperative therefore, that employees of the Entity understand the particular relationship involved in any dealings they have on behalf of the Entity;
- c) It is suggested that, should the organization with whom an employee is dealing with at any given time, has more than one relationship with the Entity, the employee should deal in one relationship at a time, as any reciprocity could be misconstrued for preferential treatment.

#### **4.8.4. Competitors**

- a) UEDA and its competitors, it is inevitable, will meet, have discussions and attend same business meetings from time to time. In all contacts with the Entity's competitors, it is a general rule to avoid discussing proprietary and/or confidential information.

#### **4.8.5. Selection of Suppliers/Service providers**

- a) The Entity strives to build healthy relations with its suppliers and/or service providers. They are partners in helping the Entity achieve its goals while maintaining the highest standards of quality. The choice of supplier's service providers must at all times be based on merit and the value of their products and or service.
- b) The following must, among others be taken into account when making the choice:
  - i. Price and quality of their product and/or service;
  - ii. Delivery capability;
  - iii. Reputation for good service and integrity.
- c) Never must a decision be based on the condition that they have a relationship with the employee making the decision;

- d) Selection of suppliers and service providers must always be done on a level playing field, applying fair, legally sound, equitable, consistent and transparent procurement processes.

#### **4.8.6. Stakeholders, government and the regulator**

- a) The link between the Entity's stakeholders, the government and its partners should aid the principle of transparency and assist in forging a good working relationship.
- b) The Entity should keep its stakeholders, government and partners informed of major developments.
- c) The various reports, namely, monthly or annual, should serve this purpose and provide the main link between the Entity and its stakeholders;

#### **4.8.7. Business Courtesies, Gifts, Invitations and Favours**

- a) Invitations to meals, local sporting events, the theatre, cocktail parties or other forms of modest entertainment from customers and suppliers, extended as a courtesy during the normal course of business, may only be accepted if it is not being offered to influence the employees' business decision/s;
- b) While employees are advised not to accept gifts or money from suppliers and customers, where, for reasons of cultural sensitivity, it is considered rude and/or inappropriate to return a gift or present which is not permissible in terms of this policy, such a gift or present should be declared to the Entity. The CEO has the prerogative whether or not to allow the employee to retain or offer such gifts or presents to charity. In the event of the latter, the donor must be diplomatically advised of the action taken and the reason thereof.
- c) NB: The above provisions apply to all employees even if such employees are on vacation at the time the offer is made.

#### **4.8.8. Competition**

- a) It is UEDA's policy to observe fully with competition laws;  
The Entity, in view of the above, prohibits the following behaviour:

- i. Reaching agreements or understandings with competitors to set minimum or maximum terms to allocate customers, products, services or territories, or to set production/service levels for any product or service.
  - ii. Reaching agreements or understandings with competitors not to deal with any customer, supplier or competitor or any group of customers, suppliers or competitors.
- b) If in doubt in the above regard, it is advisable to raise the matter with the CEO.
- c) Gathering information about competitors is a legitimate business practice when it is done legally and ethically. It broadens our knowledge of the market place/s in which the Entity operates;
- d) It is imperative that our employees understand and note that, proprietary information of competitors should never be obtained directly or indirectly by improper means such as bribing a competitor's employee or misrepresenting the fact that one is an employee of the UEDA.

#### **4.8.9. Advertising**

- a) The way in which we advertise and market the Entity and its services is central to maintaining the trust of our clients, stakeholders and the public in general.
- b) To maintain this trust, our advertisements and other communications must always accurately and fairly describe what we intend communicating. Anything that could be construed as deceptive could harm the Entity's name and image.

#### **4.9. Patent Rights**

**4.9.1.** If an employee during his/her employ by UEDA invents or discovers something that is related to the Entity's product or service, such an invention will be regarded as the exclusive property of UEDA;

**4.9.2.** If the invention is however, not related to the product/s or service/s of the Entity, the employee may obtain patent rights at

his/her own expense and be permitted to retain the profits that may accrue to him/her from the source.

#### **4.10. Community Support**

##### **4.10.1. Community Activities**

- a) UEDA encourages its employees to participate in community activities. It is the employees' responsibility though, to ensure that no conflict of interest - be it actual or potential exists between their employment duties and the community affairs, whether elective, appointed, paid or voluntary.
- b) Employees may for instance find themselves in situations where they are called upon to participate in decisions that might affect the Entity. If any employee finds himself in such a situation, the employee is advised either to recuse himself/herself or abstain from voting.

##### **4.10.2. Involvement in political activities**

- a) The Entity acknowledges the rights of its employees to participate in the political process, however, employees are prohibited from using their position/s with the Entity or the assets of the Entity to try to influence the personal decisions of others to contribute to or otherwise support a political party or candidate;
- b) The Entity's employees participate in politics as private citizens and not as the employees of the Entity. It is therefore the policy of UEDA not to make contributions of resources such as money, goods or services to political parties or candidates.
- c) If an employee has been elected to a political position that requires him/her to be absent from work to attend meetings, or if an employee is required to undertake any other political activity during normal working hours, such absences will be regarded as leave without pay/condoned absence. Alternatively, he/she may take vacation leave to cover absence in that regard. Prior approval of the absence must be obtained;

- d) The guiding principle for the approval should always be that the interest of the Entity as well as that of the political activity with which the employee is involved, must not be unfairly/unduly prejudiced.

#### **4.11. Responsibilities**

##### **4.11.1. Responsibilities of supervisors**

- a) Every employee in either a supervisory or management position has the following responsibilities with regard to the administration of this code of conduct:
  - i. Ensure that all employees under his/her control receive a copy of this code;
  - ii. Ensure that this code forms part of inducting new employees;
  - iii. Ensure that any standards and procedures comply with the code and are communicated to the affected employees;
  - iv. Report any violation of the code.

#### **4.12. Private Work**

- 4.12.1.** Any employment, other than the contractual obligations binding the Employer and the employee, should be regarded as private work.
- 4.12.2.** Any private employment is allowed subject to the fact that no conflict of interest exists between the private work and the employment with UEDA.
- 4.12.3.** The employee is to advise the employer in respect of any private work currently being undertaken by the employee.
- 4.12.4.** All employees are expected at all times during normal working hours, to devote their attention to the carrying out of their duties, unless prior consent has been obtained from UEDA to the contrary.

---

#### **4.13. Nepotism**

- 4.13.1.** For the purpose of this policy unless the context otherwise indicates:

**4.13.2.** The basic criteria for the appointment and promotion of employees in UEDA shall be appropriate qualifications and appropriate performance as set forth in the policies of UEDA.

**4.13.3.** Relationship by a family or marriage shall constitute neither an advantage nor a disadvantage.

**4.13.4.** Any poor performance or loss of productivity which is a direct result of conflict between two family members both employed in the organization can result in severe disciplinary action being implemented against both employees.

#### **4.14. Attendance, Working Hours**

**4.14.1.** The official working hours of the Agency shall commence at 80:00 and end at 16:45 from Monday to Thursday and from 08:00 to 15:00 on Fridays, unless otherwise approved by Management.

**4.14.2.** All employees are required to report for duty and sign the attendance register by 07:45 each working day to ensure readiness for work at 08:00.

**4.14.3.** Employees must sign the attendance register again when leaving the workplace at the end of the working day.

**4.14.4.** The attendance register shall serve as an official record of employee attendance punctuality, and working hours.

**4.14.5.** Employees who arrive late or fail to sign the attendance register must provide a valid reason to their supervisor or manager.

**4.14.6.** Signing the attendance register on behalf of another employees or falsifying attendance information shall constitute misconduct and may result in disciplinary action.

#### **4.15. Lunch Breaks Management**

**4.15.1.** The Agency shall maintain an official lunch break roster to ensure continuous service delivery and operational efficiency.

**4.15.2.** Each employee shall be entitled to a lunch break of thirty (30) minutes per working day.

**4.15.3.** Employees are required to strictly adhere to the approved lunch roster and allocated lunch times.

**4.15.4.** Employees may not extend their lunch breaks without prior approval from their supervisor or manager.

**4.15.5.** Supervisors and managers are responsible for monitoring compliance with the lunch break roster.

**4.15.6.** Failure to comply with lunch break requirements may result in corrective or disciplinary action in accordance with the Disciplinary Code Policy.

**4.16. ACKNOWLEDGEMENT:**

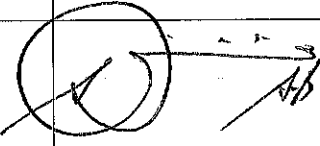
..... (Employee's name), an employee of the UEDA (SOC) Ltd, employed in the capacity of..... (Job title) hereby acknowledge and confirm that I read and understood the contents of this Code of Conduct. I further confirm and undertake to abide by the behavioural standards as set.

I know and understand that non-compliance could result in disciplinary action taken against me, which may lead to the termination of my services.

**4.16.1. Responsibilities of employees**

- a) All the Entity's employees must commit themselves to the following responsibilities:
  - i. Read the code and familiarize themselves with its contents;
  - ii. Abide by the standards embodied in the code;
  - iii. Keep a copy of the document for personal reference;
  - iv. Seek information and advice when needed;
  - v. Report violations of the code;
  - vi. Learn the details of the policies, especially those that pertain to their work.

**5. APPROVED BY**

NAME	SIGNATURE	DESIGNATION	DATE
MR SIBISI		ACTING CHIEF EXECUTIVE OFFICER	29/05/2026