

PERFORMANCE STANDARDS

24.1 Rights of staff

- Staff have all of the normal rights and obligations of employees under common and statute law.
 - Staff should comply with a lawful direction given by an authorised officer. Staff however have a right to question any instruction which they think may be unlawful or unethical.



24.2 Responsibility of staff

- All staff have a responsibility to comply with legislation, departmental policy, procedures and this Code, perform their duties effectively and provide impartial and accurate advice.



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PERFORMANCE STANDARDS (cont.)

24.3 Awareness of requirements

Staff should be aware of the policies, procedures and delegations that are applicable to their actions. Principals and managers should make relevant information available to staff. Staff are required to read and understand policy documents issued to them or circulated to them.

Staff who are uncertain about the scope or content of policies with which they must comply should seek advice from supervisors or specialists in the matter in question and examine the relevant departmental documents.



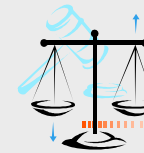
24.4 Breaches of the Code

Serious breaches of this code by staff will be deemed misconduct and may lead to disciplinary action. Breaches by contractors, volunteers and others may lead to a review of their engagement.

GENERAL PRINCIPLES

24.5 Duty of care to students

- The effective management of identified risks will require closer supervision and increased care for younger and less mature students.
- Adequate training and instruction of staff are key factors in controlling and managing risks.



24.6 Professional and appropriate behavior

- Senior staff should assist their staff in implementing this Code by helping to foster the professionalism of all staff within an atmosphere conducive to the promotion of integrity, appropriate behavior and mutual respect in the workplace.
 - It is also acknowledged that staff wish to ensure that the systems and procedures which they use in their work are effective. Staff are encouraged to take responsibility for systems improvement and for acting on the suggestions for improvements which they develop or receive.



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GENERAL PRINCIPLES (Cont.)

- Staff are to dress and behave in a manner which demonstrates professionalism, shows respect for others and models appropriate standards for students and clients.



- Staff should be aware that unlawful or unprofessional conduct, even in a private capacity, which damages the reputation of the Department, may require disciplinary action by the Department.
- Staff are to refrain from using foul/bad language in any context to or in front of colleagues and or students.



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24.7 Respect people and property

- Staff are to be courteous and sensitive to the needs of others and provide all necessary and appropriate assistance practicable.
- Staff, irrespective of status or position, are to conduct themselves in a manner which will promote cooperation and harmonious relations among colleagues.
- A co-operative, collaborative atmosphere conducive to the promotion of integrity in the workplace will assist staff in the implementation of this Code.
- Staff are to respect and care for departmental property.





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24.8 Fairness and Equity

- Decisions involving individuals should be made on the basis of factual information.
- Decisions should be made in accordance with established procedures, fairly (that is without bias based on personal or other grounds), with honesty and integrity, objectively and in conformity with the principles of procedural fairness (including the right to be heard and the right to an impartial decision).
- The principle of procedural fairness is also known as natural justice.
- All students are to be treated equitably and in accordance with current special needs students and equity programs, guidelines and relevant legislation and policies.





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24.9 Effectiveness, economy and fraudulent misappropriation

- Staff are to ensure that their work is carried out effectively.
- Staff should keep up to date with advances and changes in their area of responsibility and seek ways of improving their performance.
- Managers should ensure that their staff have access to appropriate training in relation to technological and workplace changes.
- The theft, misuse or fraudulent misappropriation of resources/learning material is not tolerated and will be acted upon.
- Staff are required to apply the systems and controls designed to prevent and detect such behavior.





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24.10 Signatures and personal references

- Staff should review carefully any document they are asked to sign. Staff should not sign any document which they know is not true and correct.
- Staff must only sign their own name and must never permit or encourage anyone to sign a name other than their own.
- Staff should only use their own name (e.g. when sending emails) and should not give the impression that they have the authority of another person without their permission.
- Managers/Supervisors must not coerce staff to sign any document.





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24.11 DISCIPLINE

- In any organization certain rules have to be observed, in order to ensure the wellbeing of each individual and the successful achievement of the organization's objectives.
- Employees need to understand these rules, and also what their responsibilities are within the company and what can happen if these obligations are not met. It is the company's responsibility to maintain discipline and to act when breaches of discipline occur.
- The purpose of disciplinary action is to correct aberrant behavior, if at all possible, in order that the individual concerned may continue to Make an effective contribution to the company. Discipline should, therefore, by its very nature be corrective and not punitive.
- It has become standard practice in most large organizations for a disciplinary procedure to be established in order that all employees are treated in a fair and consistent manner. It is axiomatic that disciplinary action must in all cases be predictable, prompt, firm and fair.



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24.12 Disciplinary action may be taken against you for the following offences (but are not limited to):

- Absenteeism
- Poor timekeeping
- Insubordination
- Negligence
- Failure to carry out lawful instructions
- Breach of domestic rules
- Poor work performance
- Horseplay
- Sleeping on duty
- Threatening violence
- Interfering with production
- Refusal to carry out lawful instructions
- Intimidation
- Leaving workplace on surface and underground without permission
- Under the influence of alcohol or drugs (serious)
- Wilful damage to company property
- Performing private work on premises without permission
- Flagrant disregard of safety standards
- Causing the name of the company to be brought into disrepute
- Assault
- Malicious damage
- Riotous behaviour
- Theft
- Dishonesty
- Forgery and fraud
- Falsifying records
- Striking (illegally)
- Prolonged unauthorized absence
- Possession of illegal drugs
- Possession of firearms and other dangerous weapons
- Exhorting employees to violence
- Under the influence of alcohol or drugs which could also lead to safety being jeopardized.
- Undertaking external work which conflicts with the business.
- Without consent accept direct or indirect any benefit arising from connection or employment with CTC



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24.13 UNAUTHORISED ABSENCE

- Should you not be able to report for duty it is your responsibility to contact your immediate supervisor/ manager as soon as possible to inform them about your whereabouts. Failure to do so may result in disciplinary action taken as per procedure applicable.
- If you are absent for 72 hours without informing CTC of the reason your services will be considered as terminated.
- Employees are not allowed to leave their place of work - for any reason -without the expressed approval or permission of the relevant HOD.





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24.14 CTC POLICY ON STAY AWAYS

- Political “stay-away” days have become part of business life and the CTC’s policy of “no work, no pay, no penalty” can be summarised as follows:
- Stay-away” days are regarded as normal working days.
- A reasonable number of employees may be permitted to take leave on these days if they apply in advance. Leave may not be granted retrospectively. The “reasonable number” would be the number of employees who would be permitted to be on leave at any one time in normal circumstances permitting the continuance of efficient operation.
- Employees who have not been granted leave and who stay away should be treated as “absent” and will receive no pay for these days.





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24.15 CTC POLICY ON STAY AWAYS (cont.)

Employees who apply for leave and who have no leave to their credit, may be granted unpaid leave. Leave in “advance” will not be granted for stay-away days.

In certain circumstances disciplinary action may be taken against an employee who is absent on a “stay-away” day.

Applications for sick leave for the “stay-away” day(s) should be very carefully scrutinized by the Head of Department to establish whether sick leave is not used as a cover. In doubtful cases, a doctor’s certificate should be requested or unpaid leave granted.

Where requested, sympathetic consideration should be given to allowing those employees who are at work, to leave work up to an hour early on a “stay-away” day.



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24.32 Workplace safety

- CTC, as an employer, has an obligation under the *Occupational Health and Safety Act No 85 of 1993* to provide a safe and healthy working environment. Staff have an obligation to take steps to protect their own health and safety and that of their colleagues, students and visitors.
- Staff must observe, and supervisors must ensure that staff observe risk management, health, safety, security and personal protective equipment procedures and requirements.
- Staff must identify and report hazards promptly and supervisors must ensure risks are eliminated or controlled.



24.33 Drugs

- Staff must **not give or provide students** or other staff with drugs that are illegal to possess or distribute nor encourage or condone the use of such drugs.
- Staff must **not be under the influence** of or in possession of drugs that are illegal to possess or distribute while at work. In the context of this Code, “under the influence” is defined as an obvious state of disturbance to one’s physical and/or mental faculties that impairs their performance.

24.34 Alcohol

- Staff must **not consume alcohol** in any circumstances where they are responsible for students. In the context of this Code, a member of staff is ‘on duty’ whenever the member of staff has a responsibility to supervise students. This could include outside school hours supervision of students on a field trip or excursion.
- Being **on duty while under the influence** of alcohol or drugs that are illegal to possess or distribute could create safety and other risks and would be grounds for disciplinary action.
- Alcohol must not be consumed on or brought to the premises during working hours.



24.35 Tobacco

- Staff must not smoke or permit smoking in any CTC building, enclosed area.
- Care should also be taken to ensure that tobacco smoke does not enter CTC buildings.
- Smoking is only permissible at the smoking designated areas.



GENERAL RULES AND REGULATIONS

24.36 SALE OF GOODS

- The following rules will apply to the sale of goods in any of the offices or premises where staff are employed:
- Members of staff may sell to other members of staff farm and home produce for which they are personally responsible, i.e. they may not act as agents for other producers.
- Sales of produce referred to above must not interfere with CTC business.
- The sale of manufactured items such as watches, clothing, computer equipment and other durable goods is prohibited.
- The organising of sales of items such as kitchenware or cosmetics is prohibited.



CTC CODE OF CONDUCT

24.37 GIFTS AND HOSPITALITY FROM SUPPLIERS

- The acceptance of gifts or hospitality from suppliers of goods and services to CTC employees is forbidden. It could lead to severe disciplinary action, and result in summary dismissal as well as termination of future dealings with the supplier concerned.
- The receipt of gifts and benefits can compromise staff in that they may be perceived to be unable to make unbiased decisions in the future with respect to the person or organisation that was the source of the gift or benefit.
- Staff must not solicit or accept for themselves or for another individual, a gift or benefit that is intended to, or is likely to, or could be perceived to cause them to be biased in the course of their duties.
- This rule does not apply to the acceptance of advertising matter of little value on which the name of the advertiser is indelibly imprinted (such as paper knives, pens, diaries, calendars, etc.) nor to occasional business entertainment such as lunches, cocktail parties and dinners or tickets to sporting events. **It is important to declare such gifts/entertainment to management.**



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GIFTS AND HOSPITALITY FROM SUPPLIERS (cont.)

- Favors which fall outside these limits must be declined. This particularly applies to acceptance of materials or services from suppliers free of charge or at artificially low prices, weekends at resorts such as Sun City, etc., and payment of hotel or entertainment bills while travelling locally or abroad.
- If a staff member is offered a bribe (i.e., anything given in order to persuade a person to act improperly) they must refuse it, explain why it is not appropriate, and immediately report the matter to a senior line manager. **Any attempt to bribe a staff member or the acceptance of a bribe, is an act of corrupt conduct and must be reported to the HOD.** In certain circumstances it might also be a crime.





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PARTICIPATION IN EXTERNAL ORGANISATIONS

- **General principle**
- Staff have a right to participate in political, religious or community organisations provided any conflict of interest that arises is adequately recognised and managed.



24.39 BONA FIDE BUSINESS PRACTICE POLICY

PURPOSE

The purpose of this policy is to eradicate any unethical business practices that might exist in the company and to prevent the occurrence of new malpractice in the future.

INTERPRETATION

- In this memorandum any gender shall include the other gender.
- The following expressions shall bear the meanings assigned to them below:
- "Company or the company" shall mean the CTC, company directly or indirectly controlled or administered by.

Relative is:

- A person related to the employee in the same, first, second or third degree and includes a step-family member; The spouse or fiancée) of any person referred to in above;
- Any adopted child of the employee or adopted child of the persons referred to in above. (Note: A person related to another in the same degree is he/she is the brother/sister of such person. A child related to his/her father in the first degree and a grandchild is related to the grandfather in the second degree).



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24.40 GENERAL POLICY

As an employee of the company, an employee is required to:

- Abide by bona fide work and business practices in his/her relationship with the company and/or its clients and/or associates and/or outsiders;
- Devote the whole of his/her time, attention and abilities during business hours to the discharge of his/her duties;
- Use his/her best endeavour properly to conduct, improve, extend, develop, promote, protect and preserve the business interest, reputation and goodwill of the company and carry out his/her duties in a proper, loyal and efficient manner.
- The company requires that its employees will not engage in practices or pursue private interests which are in conflict with the company's interests. A conflict of interest in this sense is one which could result in financial damage or loss being suffered by the company or in harming the company's image in the eyes of the business community or the public.
- The aforesaid are general principles applicable to the relationship between the employee and the company. We set out herein below rules dealing with specific situations.
- An employee should always ensure that he complies not only with the particular rules but with the general policies



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24.41 CONFLICT OF INTERESTS

- A conflict of interest exists when employees have direct or indirect personal interest or derive benefits from transactions to which the company or an employee in his/her capacity as employee is also a party. Such situations must be avoided and prevented at all times in the interest of honest and bona fide business practices.
- The onus rests on employees to disclose all potentially conflicting interests. All such interests should be disclosed on the lines described below:





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CONFLICT OF INTERESTS (cont.)

- An appointment as director of public companies, private companies and public bodies or appointment as a member of a close corporation must be submitted in advance through the normal management channels to the MD, for consideration, prior to the acceptance of such appointment. This stipulation does not apply to the acceptance of office club committees, welfare organisations or bodies of a similar non-profit making nature.

To conduct any business as a shareholder of a company, partner, member of a close corporation or in any other capacity whatsoever.

- **Alternative employment: conducting business**

An employee shall not be entitled, without the knowledge and prior written consent of the MD to be directly or indirectly employed by any person or other business concern whatsoever;



CONFLICT OF INTERESTS (cont.)

Other interest

- The prior written approval of the MD is required:
- For all transactions concluded by the employee directly or indirectly or appointments of whatsoever nature which will or may result in an employee concerned or any of his relatives receiving income or any benefit which has a monetary value which would be in conflict either with this policy or the business of the Employer, or
- For interest which will/may take up a material portion of the employee's private time.
- Full particulars of the transactions, appointments or interests referred to above must be reported and disclosed to the manager to enable him/her to act as follows:
- Record the interests concerned in a confidential register to be kept for this purpose, and
- Inform the Board of Directors of the details. The Board will then decide whether the interests concerned conflict or contain in elements which conflict with group business. Approval of the particular interests may be made subject to certain conditions or withheld if there is a potential conflict of interests.
- All existing outside interests of employees which had already been established and not declared must be disclosed and declared in accordance with the foregoing procedure



24.42 CONFIDENTIAL INFORMATION

- An employee required to keep confidential and not to disclose any of the company's secrets, confidential documentation, technical know how and data, drawings, systems, methods, software, processes, client lists, programmes, financial information to any person other than to persons employed and/or authorised by the company or associated company (where applicable) who are required to know such secrets or information for the purpose of their employment, both during the continuance of his employment or thereafter.
- The employee shall adhere to the above obligation not to disclose any confidential information to any undertaking, firm, company or person with which the company or associated company may at any time be in technical and/or commercial competition, co-operation or association.
- Employees are required to take adequate precautions to ensure that all confidential information including official information which is not generally available to the ordinary public, will not come to the knowledge of persons who are not entitled thereto. In particular, **employees are required to lock documents containing company information away before they leave their offices.** In this regard, the relevant office procedures must be strictly adhered to.



24.43 USE OF COMPANY SERVICES AND PROPERTY

General principles

Staff are to be efficient and economical in the use and management of public resources. Staff must not create a risk or liability for CTC by their use of facilities or equipment (e.g. by breaching software/learning material copyright).

Private use

- Company services, equipment, vehicles and/or property which do not form part of an employee's service benefits may under no circumstances be used for private purposes unless prior written approval has been obtained from the HOD.
- Self approval is not permitted.
- No minor private jobs in CTC workshops for staff or trainees will be undertaken without the written approval of the Training Manager. Major private jobs must be approved by the MD.
- Where the private use involves the removal of equipment from the workplace, a written record must be kept of the terms of the approval in a register at the workplace.



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USE OF COMPANY SERVICES AND PROPERTY

Approval should be granted only where private use would not disrupt official business, the equipment is not at risk of damage, loss or deterioration and the user meets the cost of consumables.

Stationery, letterhead and official logos must not be used for anything other than official business. Staff should not seek to make private use of the services of other staff whilst those staff are on duty.

CTC facilities and equipment must not be used for private employment or for private financial gain by staff (except where staff have been contracted to supply services to CTC in which case the use of CTC facilities should be clarified in the contract). Where a CTC software license agreement permits staff to use software on a home computer, it must not be used in connection with private employment or commercial use.

USE OF COMPANY SERVICES AND PROPERTY

24.45 Use of communication devices



Limited private use of employer communication devices (e.g. computers, telephones, fax machines, e-mail, Internet, pagers but not mobile phones – see below) by the staff member is approved, provided the use is infrequent, brief and involves minimal cost, and does not interfere with the performance of work. Such use must not involve activities that might be questionable, controversial or offensive. This includes:

- Gambling
- accessing chat lines not associated with work
- transmitting inappropriate joke accessing Web sites containing pornographic material or images of nudity or sending such material by email
- the sending of frivolous programs or mail
- excessive use of the Internet
- unauthorised use of the Department's e-mail distribution lists
- down loading or transmitting large files (greater than 2 Mb) not associated with work
- collecting personal information not relevant to the functions of the CTC.

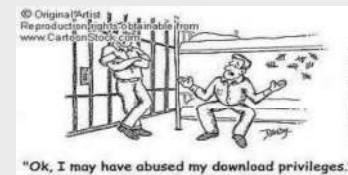




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USE OF COMPANY SERVICES AND PROPERTY (cont.)

- Staff receiving inappropriate material should notify the sender that the material is unacceptable to CTC and that they do not wish to receive it. In serious cases they should also report the incident to their supervisor or line manager.
- Where a member of staff makes regular, costly, or extended use of an employer communication device they should reimburse CTC for the cost. Such use must be kept to a minimum during working hours.
- In the case of mobile phones, it is the responsibility of the staff member to account for such personal usage in certifying the accounts, and paying for all personal usage. Staff must not use employer communication devices for any private income generating purposes.





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USE OF COMPANY SERVICES AND PROPERTY

24.46 Intellectual property

- CTC controls and manages all copyright created by its staff while under the direction and control of CTC.
- Where CTC has requested certain material to be prepared then copyright in that material will belong to CTC.
- Where staff develop material in their own time or during working hours, for their employment with CTC, then copyright in that material will belong to CTC.
- Staff should not use CTC copyright material for private purposes unless permission is granted for the use of CTC copyright for such purposes.

24.47 MAKING OF DONATIONS

A donation may only be made by or on behalf of the company after prior written approval has been obtained from the MD.



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24.48 POOR WORK PERFORMANCE/ COUNCELLING

- Separate procedures exist for dealing with allegations of poor work performance, and unless otherwise directed the provisions of the Code relating to misconduct and discipline must not be used in these circumstances.
- Occasionally acts of misconduct may result in poor work performance.
- For more information contact the Human Resources Department.





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24.49 GRIEVANCE PROCEDURE

It is the policy of the management of CTC that the standard grievance procedure be adhered to by all trainees and staff.

The aim of a grievance procedure is to solve or resolve grievances of employees or trainees as quickly as possible, thereby maintaining a satisfied workforce.

Should you need assistance in this regard contact your Human Resources Department.

