



KULIKA UGANDA
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KULIKA UGANDA

EMPLOYEE CODE OF CONDUCT

The Kulika Uganda

P. O. Box 11330

KAMPALA, UGANDA

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Employee Code of Conduct

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As an employee, you are responsible to behave appropriately at work. We outline our expectations here. We can't cover every single case of conduct, but we trust you to always use your best judgement. Reach out to your manager or HR if you face any issues or have any questions.

a) Dress code

Kulika Uganda's official dress code is [Business/ Business Casual/ Smart Casual/ Casual.] This includes [slacks/ loafers/ blouses/ boots.] However, an employee's position may also inform how they should dress. If you frequently meet with clients or prospects, please conform to a more formal dress code. We expect you to be clean when coming to work and avoid wearing clothes that are unprofessional (e.g. workout clothes.)

b) Cyber security and digital devices

This section deals with all things digital at work. We want to set some guidelines for using computers, phones, our internet connection and social media to ensure security and protect our assets.

c) Internet usage

Our corporate internet connection is primarily for business. But, you can occasionally use our connection for personal purposes as long as they don't interfere with your job responsibilities. Also, we expect you to temporarily halt personal activities that slow down our internet connection (e.g. uploading photos) if you're asked to.

You must not use our internet connection to:

- Download or upload obscene, offensive or illegal material.
- Send confidential information to unauthorized recipients.
- Invade another person's privacy and gain access to sensitive information.
- Download or upload pirated movies, music, material or software.



- Visit potentially dangerous websites that can compromise our network and computers' safety.
- Perform unauthorized or illegal actions, like hacking, fraud or buying/selling illegal goods.

d) Cell phone

We allow use of cell phones at work. But, we also want to ensure that your devices won't distract you from your work or disrupt our workplace. We ask you to follow a few simple rules:

- Use your cell phone in a manner that benefits your work (business calls, productivity apps, calendars.)
- Keep personal calls brief and use an empty meeting room or common area so as not to disturb your colleagues.
- Avoid playing games on your phone or texting excessively.
- Don't use your phone for any reason while driving a company vehicle.
- Don't use your phone to record confidential information.
- Don't download or upload inappropriate, illegal or obscene material using our corporate internet connection.
- Also, you must not use your phone in areas where cell phone use is explicitly prohibited (e.g. during meetings.)

e) Corporate email

Email is essential to our work. You should use your official email primarily for work, but we allow some uses of your email for personal reasons.

Work-related use.

You can use your official email for work-related purposes without limitations. For example, you can sign up for newsletters and online services that will help you in your job or professional growth.

Personal use.

You can use your email for personal reasons as long as you keep it safe, and avoid spamming and disclosing confidential information. For example, you can send emails to friends and family and download e-books, guides and other safe content for your personal use.

Our general expectations;

No matter how you use your official email, we expect you to avoid:

- Signing up for illegal, unreliable, disreputable or suspect websites and services.
- Sending unauthorized marketing content or emails.
- Registering for a competitor's services, unless authorized.
- Sending insulting or discriminatory messages and content.
- Spamming other people's emails, including your coworkers.



- In general, use strong passwords and be vigilant in catching emails that carry malware or phishing attempts. If you are not sure that an email you received is safe, ask our [IT Specialists.]

f) Social media

We want to provide practical advice to prevent careless use of social media in our workplace. We address two types of social media uses: using personal social media at work and representing our Kulika Uganda through social media.

Using personal social media at work

You are permitted to access your personal accounts at work. But, we expect you to act responsibly, according to our policies and ensure that you stay productive. Specifically, we ask you to:

- Discipline yourself. Avoid getting sidetracked by your social platforms.

Ensure others know that your personal account or statements don't represent Kulika Uganda. For example, use a disclaimer such as "opinions are my own."

Avoid sharing intellectual property (e.g. trademarks) or confidential information. Ask your manager or PR first before you share the organisations news that is not officially announced.

Avoid any defamatory, offensive or derogatory content. You may violate our Organisation's anti-harassment policy if you direct such content towards colleagues, clients or partners.

Representing our Organisation through social media

If you handle our social media accounts or speak on our Organisation's behalf, we expect you to protect our organisation's image and reputation. Specifically, you should:

- Be respectful, polite and patient.
- Avoid speaking on matters outside your field of expertise when possible.
- Follow our confidentiality and data protection policies and observe laws governing copyrights, trademarks, plagiarism and fair use.
- Coordinate with our [PR/Marketing department] when you're about to share any major-impact content.
- Avoid deleting or ignoring comments for no reason.
- Correct or remove any misleading or false content as quickly as possible.

g) Conflict of interest

When you are experiencing a conflict of interest, your personal goals are no longer aligned with your responsibilities towards us. In some cases, you may be faced with an ethical issue. For example, accepting a bribe may benefit you financially, but it is illegal and against our code of ethics. If we become aware of such behavior, you will lose your job and may face legal trouble.



For this reason, conflicts of interest are a serious issue for all of us. We expect you to be vigilant to spot circumstances that create conflicts of interest, either to yourself or for your direct reports. Follow our policies and always act in our Organisation's best interests. Whenever possible, do not let personal or financial interests get in the way of your job. If you are experiencing an ethical dilemma, talk to your manager or HR and we will try to help you resolve it.

h) Employee relationships

We want to ensure that relationships between employees are appropriate and harmonious. We outline our guidelines and we ask you to always behave professionally.

- **Fraternization**

Fraternization refers to dating or being friends with your colleagues. In this policy, "dating" equals consensual romantic relationships and sexual relations. Non-consensual relationships constitute sexual violence and we prohibit them explicitly.

- **Dating colleagues**

To avoid accusations of favoritism, abuse of authority and sexual harassment, supervisors must not date their direct reports and vice versa. This restriction extends to every employee of Kulika Uganda.

- **Friendships at work**

Employees who work together may naturally form friendships either in or outside of the workplace. We encourage this relationship between peers, as it can help you communicate and collaborate. But, we expect you to focus on your work and keep personal disputes outside of our workplace.

i) Employment of relatives

Nepotism, favoritism or conflicts of interest, are not accepted, so to avoid this, there are limitations on hiring employees' relatives. In the event that a relative has applied for a job position through a public advertisement, a person concerned will declare such a situation in writing to the recruitment Committee to avoid conflict of interest.

j) Workplace visitors

If you want to invite a visitor to our offices, please ask for permission from our [HR Manager/ Security Officer/ Office Manager] first. Also, inform our [reception/ gate/ front-office] of your visitor's arrival. Visitors should sign in and show identification. They will receive passes and will be asked to return them to [reception/ gate/ front-office] once their visit is complete.

When you have office visitors, you also have responsibilities. You should:

- Always tend to your visitors (especially when they are underage.)
- Keep your visitors away from areas where there are meetings, dangerous machines, confidential records or sensitive equipment.



- Prevent your visitors from persuading/preaching your colleagues, gathering donations or requesting participation in activities while on our premises.

Anyone who delivers orders, mail or packages for employees should remain at our building's reception or gate. If you are expecting a delivery, [front office employees/security guards] will notify you so you may collect it.

L) Solicitation and distribution

Solicitation is any form of requesting money, support or participation for products, groups, organizations or causes which are unrelated to our Organisation (e.g. religious persuasion, asking for petition signatures.) Distribution means disseminating literature or material for commercial or political purposes.

We don't allow solicitation and distribution by non-employees in our workplace. As an employee, you may solicit from your colleagues only when you want to:

- Ask colleagues to help organize events for another employee (e.g. adoption/birth of a child, promotion, retiring.)
- Seek support for a cause, charity or fundraising event sponsored, funded, organized or authorized by our organization.
- Invite colleagues to employee activities for an authorized non-business purpose (e.g. recreation, volunteering.)
- Ask colleagues to participate in employment-related activities or groups protected by law (e.g. trade unions.)

1.6 Disciplinary Policy

1.6.1 Code of Conduct

All employees of Kulika Uganda by virtue of the employment contract shall abide by the Organization's Code of Conduct and the HRPM. Contravention of any of the policies set forth in the Code of Conduct and in this HRPM shall render the employee liable to disciplinary action as defined below.

1.6.2 Disciplinary Action

(a) Verbal Warning

A verbal warning shall be given in instances of minor offences. The warning shall be administered by the employee's line supervisor and advised to the Office responsible for HR with a written record of the verbal warning placed on the employee's file.

(b) Written Warnings (Progressive Disciplinary Action)

A staff member who is found guilty of repeated minor offences or new offences that do not warrant termination of service shall be issued with a first warning letter and progressive warning letters i.e. a second and a third letter for other breaches of



contract or of policies during the period employment. Receipt of three warning letters shall lead to automatic termination of employment with KULIKA UGANDA. Warning letters shall be issued by the Office responsible for HR and the employee shall be required to read and sign the written warning.

The warning letter shall state the exact nature of the offence. It may also indicate any future disciplinary action which shall be taken against the employee if the offence is repeated within a specified time limit.

(c) Suspension from Employment

Suspension from duty may be used as one of the disciplinary actions in cases where investigations have to be carried out with the employee away from active duty so as not to interfere with the process, or in cases where termination of employment is under consideration. In this instance the staff member may be suspended from duty pending the final disciplinary decision or appeal decision. While under suspension the employee shall be required to keep off the Office premises strictly and may or may not receive a salary during this period or may receive half-pay as recommended by the Disciplinary Committee.

(d) Termination of Employment

If despite previous warnings, an employee fails to reach the required standard of behaviour or performance within a reasonable period of time or commits a serious offence, Kulika Uganda shall consider terminating his/her employment. Termination from service is involuntary separation from employment and shall be confirmed in writing stating the effective date of termination in accordance with the notice period requirement. It shall be recommended by the employee's Disciplinary Committee and authorized by the Executive Director. Issuance of the letter to the affected employee shall be done by the Office responsible for HR with a termination notification sent out to management and staff.

(e) Dismissal from Employment

Dismissal from employment is initiated by the employer in cases where there is such a fundamental breach of the employment contract by the employee or grievous offence that entitles the Organization to summarily terminate the employment relationship with immediate effect i.e. summary dismissal, without prejudice to the employee's right to notice or payment in lieu of or payment of terminal benefits.

1.6.3 Offences under the Disciplinary Policy

(a) Minor Offences for which progressive disciplinary action shall be taken shall include but not limited to the following cases:

- (i) Disregard of the Time and Attendance regulations i.e. late reporting in the morning, from annual leave or unauthorized early departure or absences from the workstation, non-attendance



- (ii) Rudeness to colleagues and managers
- (iii) Smoking on the office premises

(b) Serious Offences for which the Organization shall consider termination of the employment contract shall include but not limited to the following cases

- (i) Misconduct e.g. dishonesty, reporting on duty while drunk, unauthorized absences, excessive tardiness and any other form of indiscipline;
- (ii) Failure to carry out line managers' or supervisors' express instructions
- (iii) Sharing of computer passwords
- (iv) Negligence in the performance of duty
- (v) Unauthorized use of organization's property and finances;
- (vi) Unsatisfactory performance despite corrective actions;
- (vii) Conduct likely to tarnish the name and reputation of the Organization or its employees
- (viii) Financial impropriety
- (ix) Verbal fights with employees or clients
- (x) Failure to follow laid down operational policies and procedures (deliberate or otherwise)

(c) Grievous Offences or Gross Misconduct for which the organization shall consider dismissal shall include but not limited to the following cases:

- (i) Gross misconduct e.g. embezzlement of the organization's or clients' funds, involvement or participation in fraudulent transactions, stealing, narcotics abuse, vandalism, hooliganism, acts of sexual harassment towards fellow employees or clients of the organization, violence towards fellow employees or clients or the threat of violence and any other acts of reckless, dangerous or malicious behaviour that causes irreparable damage to the employee's credibility and or irrevocably breaks down the relationship of trust between employer and employee;
- (ii) Professional misconduct;
- (iii) Conviction under law in respect of a criminal offence or unfavourable judgement in a civil action which in either case would bring the individual and, therefore, Kulika Uganda's name into disrepute;
- (iv) Sabotage of the Organization's business or its managers and staff (covert or otherwise);
- (v) Outright insubordination;
- (vi) Gross negligence in the performance of duty which results in financial loss, property loss and loss of lives;



- (vii) Falsification of official documents and records;
- (viii) Any action to defame or malign the reputation of Kulika Uganda;
- (ix) Destruction of property and assets;
- (x) Gambling on office premises or during working hours;
- (xi) Any act that imperils the safety and security of the Organization, its employees or its clients
- (xii) Possession of deadly or harmful weapons on Organization premises or on official business, other than by authorized personnel;
- (xiii) Fighting or physical assault of fellow employees or clients on the Organization's premises
- (xiv) Causing or attempting to cause damage to Organization property either maliciously or through willful breach or neglect of duty;
- (xv) Wanton revealing of confidential information concerning the Organization's business to outside parties;
- (xvi) Gross misuse of office or overstepping of authorities
- (xvii) Willful withholding or misrepresentation of information which is intended to cause harm to Kulika Uganda's business;
- (xviii) Any action, creation or participation in civil or political riots or involvement or affiliation with any such organizations whilst still in the employment of the organization
- (xix) Violation of the organization's Code of Conduct and Business Principles

1.7 Grievance Policy

1.7.1 Scope and Purpose of the Policy

This policy applies to all employees of Kulika Uganda. Employees of the Organization may from time to time have concerns regarding their work, working relationships or the working environment. Therefore, the Organization commits to providing a mechanism to ensure that such concerns are resolved informally through discussions at the lowest levels where they occur in the Organization. If, however an employee considers that his or her concerns have not been addressed adequately s/he may raise a formal grievance through the HR / ED's Office.

The Grievance Policy aims to ensure that where problems are identified, they are dealt with promptly and consistently.

1.7.2 Grievance and Disciplinary Action



- a) Any concerns that an employee has regarding disciplinary action being taken against him/her should be raised in response to the disciplinary action (see Disciplinary Policy and Procedure) and will normally be considered within that procedure.
- b) Where a grievance has been raised prior to the date of an incident or allegation that is to be investigated under the Disciplinary Policy, the grievance will normally be held first. Exceptions may be where the disciplinary action is of a sufficiently serious nature to warrant termination.
- c) Otherwise any grievance raised by an employee who is already subject to a disciplinary process (and which does not relate to it) will normally be heard on completion of the disciplinary procedure
- d) An employee who raises a grievance in good faith will not suffer any consequences even if the grievance is not substantiated.
- e) However, where an employee raises a grievance that is frivolous or vexatious or any person involved gives deliberately misleading statements, s/he may be subject to disciplinary action.

1.7.3 Informal Grievance Stage

An employee should raise the matter of concern informally with the immediate line manager and the concerned party. With the help of the line manager, both parties should make every effort to resolve the problem at this stage. The line manager should communicate the appropriate action within 3 working days of the informal meeting to both parties in a face to face meeting. Any agreed actions may be confirmed in writing.

The parties may consider mediation to aid resolution of the matter if informal attempts to address the situation have been unsuccessful.

1.7.4 Formal Grievance Stage

If the matter cannot be resolved informally, the employee should raise the grievance formally in writing to the Office responsible for Human Resources. The grievance report should explain the outstanding matter of concern focusing on the facts of the case. This should include why attempts to resolve it have proved unsuccessful, providing evidence where appropriate and outlining the desired outcome for the grievance. The Office responsible for Resources shall respond to the grievance within 5 working days to both parties notifying them the hearing date and the appointed panel. The grievance panel shall be appointed by the Executive Director to decide on the outcome of the case.

The panel may request for some time to investigate the facts but shall communicate the decision immediately upon closure of the hearing. This shall be followed up with a formal letter to both parties with a copy to the HR Office. The complainant shall be informed of his or her right of appeal in this letter.

1.7.5 Appeal



Where an employee feels that his/her grievance has not been satisfactorily resolved through the grievance hearing, s/he may submit notice of appeal to the Executive Director in writing within 5 working days justifying the grounds of appeal.

The grievance appeal procedure should normally be conducted within 5 working days and the decision of the Executive Director shall be final and binding on both parties

Executive Director:

Name.....Signed.....Date.....

Human Resource and Administration Officer:

Name.....Signed.....Date.....

Staff Member:

Name.....Signed.....Date.....