



GLOBAL CODE OF CONDUCT

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Amref Health Africa | P.o Box 27691-00506, Nairobi, Kenya

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Glossary

Adult safeguarding - we believe all adults regardless of age, gender, disability or ethnic origin have a right to be protected from all forms of harm, abuse, neglect and exploitation. Amref Health Africa will not tolerate the abuse of adults at risk in any form by its own staff.

Affiliated - being in close formal or informal association

Alcohol - any liquid that has an intoxicating effect

Associated personnel - those people engaged with work or visits related to Amref Health Africa including but not limited to the following: consultants; suppliers; volunteers; contractors; programme visitors including; donors, journalists, celebrities, government officials, and politicians.

Breach - an act of breaking or failing to observe a law, agreement, or code of conduct

Bullying - is when an individual or a group of people with more power, intentionally cause hurt or harm to another person or group of people

Child safeguarding - we believe all children regardless of age, gender, disability or ethnic origin have a right to be protected from all forms of harm, abuse, neglect and exploitation. Amref Health Africa will not tolerate the abuse and harm of children (defined as under the age of 18) in any form including injury as a result of Amref Health Africa Program design and Implementation.

Complaints - specific grievance of anyone who has been negatively affected by an organisation's action or who believes that an organisation has failed to meet a stated commitment.

Compliance - certification or confirmation that the doer of an action (such as the writer of an audit report), meets the requirements of accepted practices, legislation, prescribed rules and regulations, specified standards, or the terms of a contract.

Confidentiality - an ethical principle that restricts access to and dissemination of information to those who need to know. In investigations on sexual exploitation, abuse, fraud and corruption, it requires that information is available only to a limited number of authorized people for the purpose of concluding the investigation. Confidentiality helps create an environment in which witnesses are more willing to give their versions of events and builds trust in the system and in the organisation.

Conflict of interest - any situation where a person may have a potential self-interest when making a decision at work.

Corruption - the abuse of a person's entrusted power for personal or private gain

Discourtesy - being rude and not considering other people's feelings:

Dress Code - the required standard of clothing expected within the workplace setting

Drugs - any pharmaceutical or natural substance that causes a temporary physiological or psychological change in the body, unless taken under medical guidance.

Equal Opportunity - the right to be treated without discrimination, including on the grounds of one's age, race, religion, gender, sexual orientation, disability, political opinion, culture, national extraction, marital status, medical condition.

Ethics - moral principles that govern a person's behaviour or the conducting of an activity.

Financial Responsibility - refers to the process of managing money and other similar assets in a way that is considered productive and is in the best interest of the organisation.

Fraud - wrongful or criminal deception intended to result in financial or personal gain.

Gifts - something given voluntarily without payment in return, as to show favor toward someone, honor an occasion, or make a gesture of assistance.

Harassment - is a form of discrimination. It includes any unwanted physical, verbal, or non verbal behaviour that offends or humiliates, often persisting over time. Serious one-time incidents may be considered harassment.

Hospitality - includes meals, refreshments, lodgings, entertainment and comforts provided in the normal course of business meeting and business-related events.

Intellectual Property - property (such as an idea, invention, or process) that derives from the work of the mind or intellect; also: an application, right, or registration relating to this.

Manipulation - controlling someone or something to your own advantage, often unfairly or dishonestly.

Neutrality - the state of not supporting or helping either side in a conflict, disagreement, showing impartiality.

Non-discrimination - the practice of treating people, companies, countries, etc. in the same way as others in order to be fair.

Non-smoking - a place in which people are not allowed to smoke.

Political Affiliation - political affiliation is an association with a set of ideas, principals and morals of a political group.

Protected Characteristics - a characteristic or trait of a person which may not be used as a basis for decision making in the workplace and, if used, might constitute unlawful discrimination. Protected characteristics include race, color, creed, religion national origin, age (40 or over), gender, disability and status of citizenship.

Sexual Harassment - sexual harassment involves any unwelcome sexual advance or unwanted verbal, nonverbal or physical conduct of a sexual nature.

Staff - people employed by the organisation, who may be recruited on either permanent, fixed term or daily contracts.

Substance Abuse - use of a drug in which the user consumes the substance in amounts or with methods which are harmful to themselves or others.

Buntu - a [Nguni Bantu](#) term meaning "humanity". It is often translated as "I am because we are," and also "humanity towards others", but is often used in a more philosophical sense to mean "the belief in a universal bond of sharing that connects all humanity".

Zero tolerance - an organisational commitment to investigate and appropriately sanction any and all instances of unacceptable behaviour, including those that may be illegal.

1. Introduction

Our collective personal conduct portrays the corporate image of Amref Health Africa. In keeping with our vision of Lasting Health Change in Africa and values of Integrity, Quality and Ubuntu, Amref Health Africa is committed to maintaining the highest degree of ethical conduct amongst all its board members, Advisory Council members, staff, and associated personnel (interns, volunteers, consultants, suppliers, and contractors).

The code of conduct lays out Amref Health Africa's expectations and guiding principles for appropriate workplace behaviour.

By agreeing to work for or with Amref Health Africa, staff and associated personnel shall undertake to comply with Amref Health Africa policies and procedures and to uphold the highest standards of personal and professional conduct to ensure that Amref Health Africa's integrity and reputation shall not be jeopardised by their actions.

Whilst recognising that local laws and cultures differ considerably from one country to another, Amref Health Africa is an International Non-Governmental Organisation, and therefore the Code of Conduct is developed from international and UN standards. Amref Health Africa staff and associated personnel are expected to uphold local law wherever they operate, except where the Code of Conduct is more stringent, in which case the Code applies.

2. Policy Purpose

The purpose of this Code of Conduct is to set out the conduct expected of Amref Health Africa staff and associated personnel. For staff the code of conduct forms part of the contract of employment. The Code is applicable at all times. Breaches of the Code of Conduct by staff members are grounds for disciplinary action, up to and including dismissal. The Code should be read in association with the Code of Conduct and Safeguarding Standards.

3. Policy Scope

This Code of Conduct is a 24 hour policy and applies to all Amref Health Africa staff worldwide, board members, advisory council members, associated personnel, and will contribute to a global Amref Health Africa culture.

4. Guiding Principles

4.1. Equal Opportunity and Non-Discrimination

Amref Health Africa is an equal opportunity employer and will give fair consideration to all staff and applicants for employment. Amref Health Africa does not permit discrimination of any kind against any person on grounds of colour, creed, age, race, religion, gender, sexual orientation, disability, political opinion, culture, national extraction, marital status or medical condition.

4.2. Amref Health Africa Neutral Position

Amref Health Africa is an independent and neutral non-governmental organisation (NGO) that is not related to any political or religious opinions or groups. Staff and associated personnel must respect this neutrality, and should not express any personal, political or religious statements or ideas during or in relation to their work for Amref Health Africa.

4.3. Dress code

- All staff and associated personnel are expected to dress appropriately while at work and display their identification badges at all times.
- When visiting any communities, all staff and associated personnel must consider the cultural contexts and reflect our respect for our clients, partners and the communities that we serve.
- All staff and associated personnel must wear an approved protective clothing when on duty if demanded by their role.

4.4. Drugs, Alcohol and Substance Abuse

Amref Health Africa strives to provide a safe and productive work environment free from the effects of drug and alcohol abuse. Amref Health Africa prohibits the use, possession, distribution, purchase or sale of illegal drugs, narcotics, inhalants or other unlawful substances and materials, as well as the unauthorised use of alcohol on Amref Health Africa's premises or while a staff and associated personnel is engaged in Amref Health Africa business. No staff and associated personnel shall report to work while under the influence of drugs and/or alcohol.

4.5. Zero Tolerance to Corruption

Amref Health Africa does not tolerate corruption in any form and has a zero tolerance principle in all its practices.

Gifts and hospitality must not influence or appear to influence the recipients' judgment to a business decision. "Hospitality" includes meals, refreshments, entertainment and comforts provided in the normal course of business meeting and business-related events. "Gifts" include anything of value other than hospitality.

Within the guidelines stated above, the following are the specific company policies for giving or accepting gifts and hospitality:

- a. Receipt of cash gifts of any amount is prohibited.
- b. No staff and associated personnel may receive benefits, gifts or commissions from a supplier in return for advice or purchases by the organisation or for any other activity of the supplier.
- c. No staff and associated personnel may accept any discount on any personal purchase of the supplier's product if the discount can be construed as being offered because of the business relationship.
- d. Staff and associated personnel must avoid entering into any arrangements which inhibit the process of open competition in any procurement process.
- e. Hospitality may be accepted if it does not exceed the hospitality that could be returned in the normal course of business entertainment, or would be paid for by the organisation as a reasonable business expense if a customer did not pay for it, e.g., your supervisor may approve the expense if you submitted a claim for reimbursement.
- f. Client or supplier offers of expense paid trips to client or vendor sites, seminars, exhibitions or other outings should be reviewed with the GCEO before the offer is accepted.
- g. Staff and associated personnel may not participate in situations which may influence or appear to influence their judgement in dealing with clients or suppliers who may transact business with the organisation.
- h. Any social support given by the organisation must be specific and approved by the GCEO or his/her designate. This may be limited to schools and hospitals.

While it may seem harmless to accept any gifts from donors or sponsors, staff and associated personnel must conduct themselves in a professional manner and ensure that such exchanges do not give rise to any reciprocal obligation or indebtedness.

- a) Any type of bribe is prohibited. The Group Chief Executive Officer (GCEO) or his/her designate must approve favours given to all staff and associated personnel ;
- b) Any social support given by the Organisation must be specific and approved by the Group Chief Executive Officer (GCEO) or his/her designate.

4.6. Acceptable Behaviour

Guidelines regarding acceptable conduct are necessary for the efficient operation of Amref Health Africa's business as well as for the benefit and safety of all. All amref health Africa staff and associated personnel will be required to portray the amref health Africa culture enablers in the course of their work.

Acceptable conduct is basically good conduct or maintaining good character and good judgment coupled with common sense. The following are some examples of conduct that may lead to disciplinary action or termination with or without notice:

- a. Any act of insubordination or refusal to perform work as directed.
- b. Absence from work without reasonable cause or absence without proper notification.
- c. Interference with others in the performance of their jobs.
- d. Being, or threatening to be, violent, where violence constitutes incidents where persons are abused, threatened or assaulted under circumstances related to their work.
- e. Failure to maintain proper standards of personal hygiene, grooming and dress.
- f. Revealing and/or discussing information regarding donors, staff and associated personnel, or affairs of the organization with unauthorized people.
- g. Abuse, misuse or deliberate destruction of Amref Health Africa's or partner's property.
- h. Discourtesy or rudeness to partners, customers and/or other staff and associated personnel including use of abusive or profane language on premises.
- i. Failure to follow safety rules or engaging in any unsafe conduct.
- j. Failure to co-operate in any investigations where allegations of misconduct have been levied

5. Non-Smoking Policy

Amref Health Africa recognizes that smoking and exposure to secondary smoke (breathing in of other people's tobacco smoke) are a risk to health and have been shown to cause cancer, heart and respiratory diseases in both smokers and non-smokers. Amref Health Africa is committed to providing and maintaining a safe and healthy working environment for all its staff and associated personnel. All Amref Health Africa offices promote the non-smoking policy and smoking is prohibited in any Amref Health Africa premises.

Any staff, Board Member, Partners and associated personnel who smokes at Amref Health Africa premises will be formally cautioned. Staff could face disciplinary action including dismissal, while associated personnel could have their contracts of engagement with Amref Health Africa terminated.

6. Ethics Policy

Amref Health Africa maintains a reputation as an organization of the highest standards of lawfulness, responsibility and accountability. Staff, board members, associated personnel and partners shall at all times:

- a. Comply with all laws and the highest standards of business ethics and conduct.
- b. Avoid situations that might involve conflict between their personal interests and the interests of the organization, or any situations which create the appearance of conflict.
- c. Protect confidential and proprietary information of Amref Health Africa.
- d. Staff and associated personnel must avoid conduct on- or off-job that may harm Amref Health Africa's reputation.

7. Photo/video consent policy

"In our information, publicity and advertising activities, we shall recognise disaster victims as dignified human beings, not hopeless objects." All photos or video will be taken with a written consent of the individual. If it is child, a parent or a legal guardian will consent on behalf of the child.

8. Conflict of Interest

This policy guides staff on what would constitute a conflict of interest. It may not be exhaustive since it is difficult to mention every item that may constitute a conflict and staff are encouraged to check with their line manager when in doubt. It is not only the conduct or activity of staff and associated personnel that can give rise to a conflict of interest; the conduct or activity or involvement in an entity of the staff or associated personnel's family member may also give rise to a conflict of interest. The following may be considered as conflict of interest:

- i. Circumstances when staff or associated personnel directly or indirectly owns, manages or has a financial stake in or is in any other way involved in an outside business, which provides or may provide goods or services to Amref Health Africa and where this connection could be used for favorable terms to the business.
- ii. Circumstances where a staff or associated personnel's close family member leads or is part of a community group that receives funding from Amref Health Africa.
- iii. Activities that have the potential to affect the staff or associated personnel's objectivity and/or work performance; and could reflect negatively on the reputation of the organization and/or its staff and associated personnel.
- iv. Circumstances where business decisions and actions on behalf of Amref Health Africa are influenced by personal considerations or personal relationships to create a benefit for a third party or self.
- v. Accepting gifts or favors to make a decision that will be favorable to the giver.
- vi. Soliciting for favors from donors or sponsors.
- vii. Employment of close relatives will be declared and where this is not done, it will constitute a conflict.

Where a conflict exists or where staff and associated personnel may not be sure how to interpret a potential conflict, they should seek guidance from their manager/supervisor. Staff who fail to disclose any potential or actual conflict of interest may be subjected to disciplinary measures including dismissal.

9. Harassment

Harassment on the basis of any protected characteristic will not be tolerated. Under this policy, harassment is defined as the verbal, nonverbal, emotional or physical conduct that denigrates or shows hostility or aversion towards an individual because of his/her age, race, religion, gender, sexual orientation, disability, political opinion, culture, national extraction, marital status, medical condition or any other legally protected right and that:

- a. Has the purpose or effect of creating an intimidating, hostile or offensive work environment
- b. Has the purpose or effect of unreasonably interfering with an individual's work performance

10. Sexual Harassment

For purposes of this policy, "sexual harassment" is defined as unwelcome sexual advances, requests for sexual favours and any other verbal, nonverbal or physical conduct of a sexual nature when:

- a. Submission to or rejection of this conduct by a person is used as a factor in decisions affecting hiring, evaluation, retention, promotion or other aspects of employment or,

- b. Such conduct has the purpose or effect of unreasonably interfering with an individual's performance or creates an intimidating, hostile or offensive work environment.

At Amref Health Africa sexual harassment, whether verbal, nonverbal, or physical, is unacceptable and will not be tolerated.

Any staff who feels that he or she has been subjected to sexual harassment should immediately report the matter to the line manager, head of HR, or the safeguarding officer, as necessary.

11. Bullying

Work place bullying is inappropriate behaviour, direct or indirect, whether verbal, nonverbal, physical or otherwise, conducted by one or more persons against another or others, at the place of work and/or in the course of employment, which could reasonably be regarded as undermining the individual's right to dignity at work.

Examples of bullying include:

- a. Manipulation of the victim's reputation by rumour, gossip or ridicule.
- b. Preventing the victim from speaking by making loud voiced criticisms or obscenities.
- c. Social exclusion or isolation.
- d. Manipulating the nature of the work or the ability of the victim to perform the work e.g. by overloading, withholding information or setting meaningless tasks.
- e. Physical abuse, or threats of abuse

Any incidents of bullying should be reported to the line manager or HR and escalated as appropriate.

12. Fraud Prevention

Staff and associated personnel of Amref Health Africa must not engage in any illegal activity and must not, in the performance of their duties, commit any act of fraud, or fail to report any suspicion of wrongdoing.

13. Financial Responsibility

Staff and associated personnel will be required to reimburse Amref Health Africa either partially or in full for any financial loss suffered by the organization arising from their misconduct or negligence.

14. Child Safeguarding Policy

The UN Convention on the Rights of the Child (1989), Article 19 requires all people *"to protect the child from all forms of physical or mental violence, injury or abuse, neglect or negligent treatment, maltreatment or exploitation, including sexual abuse"*.

Staff and associated personnel of Amref Health Africa have a common commitment to the prevention of child abuse and the protection of children. Amref Health Africa has a Child Safeguarding policy approved by the Board, and all staff, board members and associated personnel must read, understand and comply.

15. Use of IT Facilities

Computer information systems and networks are an integral part of business at Amref Health Africa and use of all facilities should be done within the IT Policy, which all staff and associated personnel are expected to read and comply with.

16. Political Affiliation

Amref Health Africa supports the principles of freedom of association and the unrestricted exercise of political rights enshrined in the Constitutions of countries where we operate. Staff and associated

personnel are however prohibited from accepting public office of any political kind, including campaigning for public elected positions. Anyone who aspires to be an elected leader will be required to resign his or her position.

17. Confidentiality

Confidential information is defined as any privileged information that staff and associated personnel may come across in the course of their duty. It is a violation of Amref Health Africa's safeguarding policy to reveal or discuss sensitive or confidential information regarding donors, customers, staff, applicants, finances, or any other connection to the business with any unauthorised persons including government officials, during or after employment with Amref Health Africa.

Staff and associated personnel shall exercise the utmost discretion in regard to all matters of business. Confidential information that is known to them because of their work for Amref Health Africa shall not be disclosed to any third party, internally or externally, without the prior authorization of the appropriate authority/personnel.

18. Intellectual Property

Amref Health Africa encourages staff creativity and innovation in the course of their work and will be keen to retain the rights to intellectual property of its staff's innovations and especially where such is done during working hours and is resourced by the organization. Any staff, who during the course and scope of his/her employment with the organization develops, discovers, conceives or in any other way produces or creates, any intellectual property is required to disclose this to the employer, who will guide on how such properties will be registered. Amref Health Africa's rights to the Intellectual Property of associated personnel who are undertaking work on the behalf of Amref Health Africa will be clearly defined in the individual contract with the associated personnel.

19. Copyright

Unless otherwise negotiated, Amref Health Africa is the inherent copyright owner of the data and documentation, including photos that any staff may produce, gather, review and/or analyze on behalf of Amref Health Africa, irrespective of whether or not such data and documentation have been published. Furthermore, such data may not be published without the specific approval of the management.

20. Personal Relationships

Personal relationships will not be permitted where it interferes with performance of duties and in cases of direct reporting. Amref Health Africa will not employ people who are immediate family members of an existing staff member such as spouse, child, sibling or parent. The relative of an existing staff member may be appointed if they are not in the immediate family category, provided that the usual recruitment procedures have been followed and based on the requirement of appropriate disclosure. Under no circumstances may a staff member be assigned to a position which is directly supervised or directly administered by the staff member to whom they are related.

21. Compliance with Laws

In complying with this Code and in carrying out their duties and responsibilities, staff and associated personnel must familiarise themselves with all relevant and applicable laws, codes, regulations and rules in their countries.

22. Complaints and Reports

Amref Health Africa staff and associated personnel are obligated to bring to the attention of their line manager any allegation or potential incident, abuse or concern that they witness, are made aware of, or

suspect which appears to breach the Standards contained in this Code. Amref Health Africa staff reporting concerns are protected by the ***Disclosure of Malpractice in the Workplace policy***.

Staff who have a complaint or concern relating to breach of the Code should report it immediately to their line manager. If the staff does not feel comfortable reporting to their line manager (for example if they feel that the report will not be taken seriously, or if that person is implicated in the concern) they may report to any other senior Manager or a member of the HR Team, or use the Whistleblowing line

Staff receiving reports or concerns are obliged to action or refer the report immediately as per the Amref Health Africa Complaints Policy and procedures

23. Associated policies

- Complaints policy
- Disclosure of Malpractice in the Workplace policy
- Dealing with safeguarding reports
- Safeguarding policy

24. Code of Conduct and Safeguarding Standards

In the course of my employment and/or engagement with Amref Health Africa in the capacity indicated above, I commit to;

1. UPHOLD THE INTEGRITY AND REPUTATION OF AMREF HEALTH AFRICA

By ensuring that my professional and personal conduct is consistent with Amref Health Africa's values and standards at all times of my employment with Amref Health Africa.

- Treat all people fairly with respect and dignity.
- Be observant of all local laws and be sensitive to local customs when working in an international context or travelling internationally on behalf of Amref Health Africa.
- Safeguard that my conduct does not bring Amref Health Africa into disrepute and does not impact on or undermine my ability to undertake the role for which I am employed.
- Not to work under the influence of alcohol or use, or be in possession of, illegal substances on Amref Health Africa premises or accommodation.

2. PROTECT CHILDREN FROM SEXUAL ABUSE AND EXPLOITATION

- Never to engage in sexual activity with children (persons under the age of 18). Mistaken belief in the age of a child is not a defence.
- Never exchange money, employment, goods or services for sex, including sexual favours or other forms of humiliating, degrading or exploitative behaviour. This includes any exchange of assistance that is due to people who benefit from our activities.
- Never engage in sexual relationships with beneficiaries of assistance, since they are based on inherently unequal power dynamics.
- Never engage in any commercially exploitative activities with children or at risk adults including child labour or trafficking.
- Never physically assault a child or at risk adult.
- Never emotionally or psychologically abuse a child or at risk adult.

3. SAFEGUARD THE SAFETY, HEALTH AND WELFARE OF ALL AMREF HEALTH AFRICA STAFF MEMBERS AND ASSOCIATED PERSONNEL

- Adhere to all legal and organisational health and safety requirements in force at my location of work and/or engagement with Amref Health Africa.
- Comply with any local security guidelines and updates, and be pro-active in informing management of any necessary changes to such guidelines.
- Behave in a manner such as to avoid any unnecessary risk to the safety, health and welfare of myself and others, including partner organisations and communities with whom we work.

4. BE RESPONSIBLE FOR THE USE OF INFORMATION, ASSETS AND RESOURCES TO WHICH I HAVE ACCESS BY REASON OF MY EMPLOYMENT AND /OR ENGAGEMENT WITH AMREF HEALTH AFRICA

- Use Amref Health Africa assets and resources entrusted to me in a responsible manner and will appropriately report for all money and property.
- Never use Amref Health Africa IT equipment, software or e-mail and social media platforms to engage in activity that is illegal under local or international law or that encourages conduct that would constitute a criminal offence. This includes any material that intimidates or harasses any group based on protected characteristics, including on the grounds of one's age, race, religion, gender, sexual orientation, disability, political opinion, culture, national extraction, marital status, medical condition, or encourages extremism.
- Never use Amref Health Africa IT equipment to view, download, create, distribute or save in any format inappropriate or abusive material including but not limited to pornography or depictions of child abuse.

5. PERFORM MY DUTIES AND CONDUCT MY PRIVATE LIFE IN A MANNER THAT AVOIDS CONFLICTS OF INTEREST

- Declare any financial, personal or family (or close intimate relationship) interest in matters of official business which may impact on the work of Amref Health Africa.
- Never be involved in awarding benefits, contracts for goods or services, employment or promotion within Amref Health Africa, to any person with whom I have a financial, personal, family (or close intimate relationship) interests.
- Seek permission before agreeing to being nominated as a prospective candidates or another official role for any political party.
- Never accept significant gifts or any remuneration from governments, communities with whom we work, donors, suppliers and other persons which have been offered to me as a result of my employment and/or engagement with Amref Health Africa.

6. UPHOLD CONFIDENTIALITY

- Exercise due care in all matters of official business, and not divulge any confidential information relating to colleagues, work-related matters or any sensitive information unless legally required to do so.

7. CO-OPERATE FULLY IN ANY INVESTIGATION PROCESSES BEING UNDERTAKEN BY THE ORGANISATION IN RELATION TO BREACHES OF THE CODE OF CONDUCT

Engagement with Amref Health Africa Status;

Name:	Designation:
Company/Department/Location:	
Supervisor's Name:	
<p>Nature of Employment/Engagement (Please tick as appropriate)</p> <p>Board Member NL <input type="checkbox"/></p> <p>Advisory Council member NL <input type="checkbox"/></p> <p>Staff <input type="checkbox"/></p> <p>Contractor <input type="checkbox"/></p> <p>Consultant <input type="checkbox"/></p> <p>Volunteer <input type="checkbox"/></p> <p>Intern <input type="checkbox"/></p> <p>Visitor <input type="checkbox"/></p> <p>Supplier <input type="checkbox"/></p>	

I accept and declare that by appending my signature herein on this document, I confirm that I have read and understood the code of conduct and its standards. I further commit that any divergence from these code of conduct standards will make me face the disciplinary measures, up to termination of my employment contract with Amref Health Africa.

Signature:.....

Date:.....