



Dear Tshikululu stakeholder,



Tshikululu is committed to the highest ethical standards. We believe that to achieve our vision and strategic objectives, we need to constantly focus on building an operating environment that holds everyone accountable for conducting business with integrity and adhering to our Code of Ethics and Conduct.

This code sets out the standards of conduct that our colleagues and stakeholders (e.g., clients, non-profit partners, suppliers, and other interest groups) can expect from us.

This code, together with our business policies, is intended to guide our actions and ensure that we live our values, and always make decisions that are ethical, fair, and transparent.

The code is applicable to all employees, directors, board committee members, contractors on our payroll, temporary workers, and consultants. Everyone is required to confirm in writing their commitment to act in accordance with the code on an annual basis.

The code obligates all of us to speak out if we are aware of any conduct that has compromised or will compromise our values, reputation, and the achievement of our business strategy. To this end, the board of directors and executive management supports whistleblowing, without fear of victimization.

Compliance with the code is a condition of employment. Everyone has a personal responsibility to comply with this code and to maintain the highest ethical standards to ensure that our business is conducted beyond reproach.

Kind regards

Leanne Emery-Hunter CEO



GOOD GOVERNANCE AND ETHICAL LEADERSHIP IS FUNDAMENTAL TO OUR BUSINESS SUSTAINABILITY AND GROWTH.

We are committed to follow best practice to relevant legislations and codes of good practice, including the United Nations Global Compact and the King IV Code of Good Governance, ethical leadership principles exemplified by integrity, competence, responsibility, accountability, fairness, and transparency.

We shall work against corruption in all its forms, including extortion and bribery.

THE BOARD UNDERTAKES TO:

- Lead Tshikululu ethically for sustainability in terms of the economy, environment, and society, considering its impact on internal and external stakeholders.
- Ensure that Tshikululu is seen to be a responsible corporate citizen.
- Ensure that Tshikululu's ethics are managed effectively through building an ethical culture, setting ethical standards, measuring adherence, and incorporating ethics into its risk management, operations, performance management, and disclosures.
- Ensure that Tshikululu complies with laws and considers rules, codes, and standards.
- Reports on the effectiveness of internal controls.

OUR Values

OUR PLEDGE

Dynamic

We approach the challenges of social change with an innovative and pioneering mindset. We thrive on complexity and “connecting the dots” across diverse and sometimes seemingly disparate issues and initiatives.

Behaviours

- We generate bold ideas and drive innovative solutions to social challenges.
- We put creativity into action to make meaningful change.
- We adapt, evolve, and welcome transformation

Excellent

We aim to be brilliant because the work we do is too important to be mediocre. We are performance-driven and hold each other accountable.

Behaviours

- We deliver high-quality work.
- We pursue continuous improvement; excellence is never static, and we are always raising the bar.

Integrity

We are ethical and never compromise on our values. We show care and respect for our colleagues, clients, and partners at all times.

Behaviours

- We honour our commitments and follow through on our promises. We take responsibility for our actions.
- We treat everyone with respect.

Resilient

We navigate competing priorities with mindfulness, optimism, determination, and energy. We pull together and persevere when the going gets tough. We take time for reflection and are committed to learning and growth.

Behaviour

- We adapt and succeed, regardless of the circumstances.
- We learn from our experiences and do better, every time.

GENERAL PRINCIPLES AND SPIRIT OF OUR CODE

Every board member and employee has a duty towards each other, our clients, service providers, and stakeholders to:

- Act with diligence and in good faith, and to avoid any real or perceived conflict of interest.
- Act in the best interests of Tshikululu, our clients and all other stakeholders.
- Act honestly and with a high standard of care.
- Fulfil their responsibilities efficiently and diligently.
- Devote and apply their mind to the best of their ability when executing day-to-day functions.
- Deliver on the company's promises and further Tshikululu's objectives; and
- Ensure that clients receive their full benefits as well as fulfil their obligations in terms of their contract or agreement with Tshikululu.

GUIDELINES FOR ETHICAL BEHAVIOUR

The following serves as a quick test for ethical behaviors:

- Are my actions/decisions legal?
- Are my actions/decisions in the best interest of Tshikululu and in support of our business strategy?
- Does the Tshikululu Code of Ethics and Conduct and other policies allow for this course of action?
- What advice would my ethical role model give me under these circumstances?
- If my dilemma reached the front page of tomorrow's newspaper, how would it be described?
- How do my professional standards guide me on this matter?
- How does it make me feel? Will I go to sleep tonight with my honor and integrity intact?

The code cannot cover all situations that may arise, so every precaution should be taken to ensure that we apply the principles and spirit of the code in everyday business.

Anyone in doubt about the correctness of any situation or circumstance is encouraged to discuss the matter with his/her line manager or a colleague before acting.

Violation of this code may be subject to disciplinary action and/or termination of employment.

OUR EMPLOYEES

We manage and interact with each other in accordance with Tshikululu's values. We are so passionate about our values that each employee's performance is measured against business and operational targets, as well as behavior aligned to our values.

We treat each employee with respect and will not tolerate any form of discrimination or harassment. Examples include, but are not limited to, gender, race, disability, age, marital status, sexual orientation, or religious belief. This practice is subject to legal obligations with which we comply, including the Constitution of South Africa, the Labour Relations Act, and the Employment Equity Act.

SAFEGUARDING INFORMATION

We ensure that all sensitive employee and client information is kept confidential. This includes information related to remuneration, health, and any other information of a personal nature (other than required by law), as well as financial and non-financial information pertaining to clients and beneficiaries. Each employee undertakes to treat such information with confidentiality.

ACTIVITIES OUTSIDE OF WORK

We ensure that our economic and political behaviours will not conflict with the performance of our duties. This includes any outside business interest, additional employment or political affiliation that could in any way conflict with the performance of our duties or the furtherance of Tshikululu's objectives.

Each Director, Committee member and employee commits to declare his/her conflict of interest or perceived conflict of interest as soon as this arises. The Company Secretary maintains a file of all interests of the Board of Directors and Committee members.

Employees are required to declare engagements outside business interests as well as existing or planned membership as Boards of Directors for non-profit, community based and profit generating organisations to determine any conflict of interest. These interests are reviewed by Exco and require approval from the CEO. In the CEO's case, the Board Chairperson must approve all membership thereof. In all cases, membership of such Boards must never interfere with or be against an employee's responsibilities, Code of Ethics and Conduct, and company Values.

OUR HEALTH AND SAFETY

We are committed to providing a healthy, safe, and environmentally friendly working environment and to complying with all legislation in this regard. We will not tolerate any behavior that goes against our code of conduct and values, including behaviour as a result of substance use that may negatively impact Tshikululu's reputation or that of our clients and partners. Employees are required to adhere to all health and safety protocols and to always comply with the relevant personal protective equipment requirements. To ensure the safety and welfare of employees and our stakeholders, no firearms or dangerous weapons are allowed within Tshikululu's business premises.

OUR CLIENTS, SERVICE PROVIDERS AND OTHER INTERMEDIARIES

We believe that our integrity in dealing with our clients, service providers or any other intermediaries is a prerequisite for successful, long-term business relationships. We are committed to providing our clients with the professional services we have promised to deliver and will always strive to do so with integrity, care, and excellence.

We are committed to ensuring the confidentiality of all client and service provider information, unless expressly requested to share such information by the client, service provider, legislation, or court order.

We will ensure that all our external communication regarding our clients or service providers is accurate and will not compromise the reputation of our clients, service providers, or intermediaries.

We will ensure that when accepting business or entering contracts, we observe the highest standards of integrity and act in the best interests of Tshikululu.

We will ensure that when dealing with clients, suppliers, or intermediaries, including when negotiating or entering into contracts or considering funding proposals, we do not give, receive, or encourage the giving or receipt of cash, directly or indirectly. This includes giving or receiving gifts to family members, including spouses, partners, dependents, parents, and siblings.

Similarly, any entertainment given or received as well as gifts received or given will be reasonable and not open to interpretation as excessive or interpreted as an attempt to influence the other party's judgement. All gifts, including sponsored entertainment of more than R500 (such as, but not limited to accommodation, dinner, or a trip), received or provided to a client, service provider or other intermediary must be reported in writing to line management, Human Capital Management and the Compliance Officer. A record of all declarations received shall be kept with the Compliance Officer and shared with Exco on an annual basis, or more frequently if required.

IF IN DOUBT

Employees are required to read and understand all company policies. Employees are also encouraged to direct any queries to their line manager for guidance.

It is incumbent on all of us to report incidents of unethical behaviour to ensure a vision-led and value-driven organisation. An employee who has a concern regarding the ethical conduct of any employee, director, committee member, or any other stakeholder is encouraged to report this to the Vuvuzela Fraud and Whistleblowing Hotline, details of which can be found on SharePoint and our website.

We are committed to investigating all reported incidents and ensuring that appropriate action is taken where required. Reporting on the Vuvuzela Hotline is provided quarterly to the Human Resources Committee and the Board of Directors.

The Vuvuzela Hotline is used to report and investigate unethical behavior. Use the contact details below to report fraudulent behavior. If you have any questions, you can read the FAQs to get more clarity on the use of Vuvuzela Hotline.



0800 333 644



www.thehotline.co.za/reports/contact-report.php



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www.thehotline.co.za/faq

