



THE NATIONAL INSTITUTE FOR MEDICAL RESEARCH

CODE OF ETHICS AND CONDUCT

Vision

To be an institution of excellence for the advancement of health research and development in Tanzania and beyond

Mission

To conduct, coordinate, regulate, and promote scientifically and ethically sound, high quality health research and deliver evidence-based information that is responsive to the needs of human wellbeing

Living Our Values: *Core Values*

- Integrity
- Accountability
- Unity
- Innovation
- Quality

Motto

Quality Research for Better Health

Message from the Director General

Building and maintaining trusted relationships with employees, customers, partners, suppliers and our shareholder is fundamental to our Research findings, services provided, reputation and success as an Institute. Managing in an ethical way, guided by a sense of social responsibility, is not just a matter of good service provision practice; it is the right thing to do. Like all large Institutions, The National Institute for Medical Research is often faced with challenges that require difficult decisions.

The National Institute for Medical Research Code of Conduct explains the behaviour that is expected of employees at all levels of the Institute and provides information on where to find additional help. As a National Institute for Medical Research employee, you are responsible for becoming familiar with this guide, complying with the ethical and legal standards of conduct it describes, and leading by example in the workplace. Regardless of position, role or location, this is our responsibility.

Preamble

The NIMR Code of Ethics and Conduct is intended to serve as a guide to the everyday professional conduct of NIMR employees. A code of ethics and conduct is a set of guidelines developed to reinforce ethical behaviors and decision-making for all employees in the organization.

NIMR strives to live to its mission; i.e. “To be an institution of excellence for the advancement of health research and development in Tanzania and beyond”.

NIMR strives to live to its mission and vision through a set of values that include:

1. Integrity
2. Accountability
3. Unity
4. Innovation
5. Quality
6. Excellence in everything we do
 - Excellence in serving our customers by providing them with value through choice, quality, and service
 - Excellence in enabling every person in NIMR to live our values
 - Excellence in providing innovative products, services, and processes that support our Customers and public in general
 - Excellence in working as a single team in the eyes of our Customers, stakeholders, and partners.
 - Excellence can be reflected in all staff performance objectives and in the manner in which they conduct themselves to achieve those objectives.

The code of conduct is not, nor can it be a detailed list of guidelines to cover every conceivable ethical, moral or legal circumstance that may confront NIMR employees. Employees must in other circumstances use common sense and sound judgment in many situations.

Code of Conduct has been established in accordance with the requirements of the Employment and Labour Relations Act No. 6, 2004 which requires Employers to establish the standard of Conduct required of their employees. The Institute, therefore, has found it necessary to re-invent the existing employees' code of conduct and procedures consistent with our key strategic business initiatives.

The Institute expects its employees to carry out their duties effectively and conduct themselves in a business like manner and every NIMR employee to subscribe to reflect or portray the required image of the Institute as is shown in its' mission and value statements.

The Code

The Code of Conduct is a set of guidelines intended to support ethical behavior and decision-making for all employees at The National Institute for Medical Research. The following, therefore, provides for Code of Conduct for NIMR employees.

1. INTEGRITY

- i) An employee shall exercise their authorized power within their boundaries and they shall not use that power for personal gain, favour friends or relatives or to undermine other.
- ii) Shall safeguard Institute funds entrusted to them and shall ensure that no damage/loss or misappropriation occurs to them due to negligence or for the benefit of any individual or group.
- iii) Employees shall honestly use official time to fulfill official responsibilities and shall not use official time for their private activities or leisure.
- iv) Employees shall demonstrate honesty and the highest level of ethical behavior by actively building a climate of trust and loyalty.
- v) They shall not offer improper favors, solicit, force or accept bribes from any person whom they have served either by doing so personally or through another person

2. PURSUIT OF EXCELLENCE IN SERVICE

The Employee shall be knowledgeable of and respect of this code of ethics. The employee shall;

- a. set realistic work targets which will enable him/her to achieve the highest standards of performance.
- b. Be creative, innovative, and continuously strive to improve performance by enhancing knowledge and skills.
- c. Maintain personal hygiene, and dress in respectable attire following acceptable office norms.
- d. Strive to promote Teamwork by;
 - i) Giving instructions which are clear and undistorted
 - ii) Avoiding malicious actions or words intended to ridicule peers, subordinates, or peers
 - iii) Avoiding the use of abusive and rude language
 - iv) Ensuring that subordinates set realistic work targets, monitor performance regularly, and encourage them to enhance their competence and skills
 - v) Promoting fair assessment of performance
 - vi) Recognizing and where possible rewarding outstanding performers and sanctioning poor performers
 - vii) Respecting colleagues, their right to privacy especially when handling private and personal information.

Even well-intentioned actions that violate the law or this code may result in negative consequences for the Institute and/or the personnel. Such consequences may result in corrective and /or disciplinary action, which may include dismissal or removal from office.

3. DILIGENCE

All people who work for NIMR must ensure that they work in the best interest of the Institute and its clients under their job descriptions by maintaining the highest standards of discipline.

They shall demonstrate their sense of responsibility by ensuring that they;

- i) Use their skills, knowledge and expertise to attain maximum result
- ii) Execute duties and assigned responsibilities with maximum standards and within required time.

- iii) Disengage from any conduct which might impair work performance.
- iv) Are punctual in terms of office Hrs at work place and official engagement.

4. HANDLING INSTITUTE INFORMATION

- i) Employee shall not disclose to unauthorized persons, official information, confidential or otherwise, which has been communicated to them in confidence, or received in confidence from others without permission and shall in that respect maintain confidentiality of official information even after they have left the Institute service.
- ii) They shall not use any official doc or information obtained in the course of discharging their duties for personal ends.
- iii) Official information will be released to the media by officials who have been authorized to do so according to the laid down procedures.
- v) Employees shall route any information they wish to pass over to the media through the Public Relations Officer.
- vi) When becoming aware of attempts to tamper or suspected attempts of violation of the secrecy of information the Employee shall immediately report the event to the immediate superior who shall implement applicable corrective action.

5. RELATIONSHIP AND CONDUCT WITH CUSTOMER AND STAKEHOLDERS

Employees must treat customers, stakeholders and general public with fairness and respect at all times. When dealing with them they shall;

- i) Not make promises that NIMR cannot keep/deliver
- ii) Not directly or indirectly offer benefits or rewards to customers or stakeholder in violation of laws, regulations, NIMR corporate policies and other corporate guidelines or ethics standards and practices.

Employees must, in addition to exercising ethical standards when dealing with people and agencies, involved in all levels of government and with competitors and NIMR agents and contractors.

6. CONDUCT WITH OTHER EXTERNAL CLIENTS

NIMR employees must avoid all actions that could be seen as unfair or contrary

to any laws governing public servants

Employees must:

- Not refuse to deal with NIMR Competitors
- Not be involved or associated with any exclusive dealing
- Not disparage competitors and their products or improperly obtain our competitors trade secrets or confidential information.

7. RESPECTFUL WORKPLACE

NIMR is committed to maintaining a respectful work environment that is free of discrimination, harassment, and violence. The personnel shall endeavor to deal fairly with other people working in or for the Institute as well as with customers, suppliers, competitors, and government authorities at all times and in accordance with ethical business practices.

No one should take unfair advantage of anyone through manipulation concealment, abuse of privileged information, misinterpretation of material facts or any other unfair dealing practices.

The Institute abides by ethical principles of non-discrimination, respect for freedom of conscience, and commits to endeavor the way persons are treated and treat each other, fairly and with respect and dignity. Therefore conduct involving discrimination, Sexual harassment, or unfair treatment will not be tolerated.

8. WORK-TIME

Employee should;

- (a) Keep absenteeism to a minimum
- b) Report to work on time
- c) Stay focused on work-related activities while at work
- d) Restrict personal calls to a minimum number and call length.

9. PERSONAL APPEARANCE IN THE WORK PLACE.

(a) An employee shall always appear clean and well groomed and present a professional image. An employee shall dress in the manner that is appropriate for their particular work environment while respecting individual expression, comfort and creativity.

(b) Otherwise all Institute employees must be decently and tidily dressed at all times whilst on duty.

10. WORKPLACE HEALTH AND SAFETY

NIMR makes every effort to work with every employee and bargaining agent to make our workplace and environments as safe and healthy as possible, the integration of all work-related activities, processes, and practices is a key means to reduce risks of injury and illness.

This is done by respecting the health and safety obligations in the Tanzania Employment Act and the Human Rights Acts on health and safety at workplaces.

NIMR employees therefore are required to;

- (a) Follow all safety rules related to one's job
- (b) use and wear safety equipment, clothing, and devices identified for one's job
- (c) Report injuries, accidents, and unsafe conditions to your supervisor in a timely fashion
- (d) Get immediate help for an injured or ill co-worker from a first aid attendant or supervisor or yourself if you are injured or ill.

An employee is prohibited from indulging in any unruly behavior whether or not such behavior endangers the safety or health of others or the smooth-running of the workplace. An employee is also prohibited from committing immoral acts on the Institute's premises.

11. ALCOHOL AND ILLEGAL DRUG USE

NIMR prohibits employees from;

- (a) Consuming alcohol or using illegal drugs while engaged in the work for the Institute
- (b) Report to work under the influence of alcohol or illegal drugs
- (c) Consuming or being under the influence of alcohol or illegal drugs while driving (or being responsible for) an Institute vehicle.

It should be known to all employee that effects of alcohol consumption or illegal drugs use by employees range from smell of alcohol on an employee's breath to other obvious signs of impairment could make a negative impression on customers, adversely affect job performance, or impact job safety.

12. E-MAIL AND INTERNET USAGE.

NIMR electronic mail and internet generally must be used only for business. Personal use is permissible as long as it does not;

- (a) Consume more than a trivial amount of resources
- (b) Interfere with your productivity or
- (c) Pre-empt any business activity

NIMR prohibits employees from accessing websites with subject matter that are inappropriate or illegal.

13. CONFLICT OF INTEREST.

Conflict of interest is the illegal or unethical mingling of personal interest with Institute interests, duties or responsibilities. It includes any situation in which your personal activities, interest or relationship results in, or may appear to result in;

- (a) Inability to objectively fulfill your work duties at NIMR
- (b) A personal gain or advantage by virtue of your job position
- (c) Creating a negative image of NIMR to the community.

As NIMR employees you must ensure that you provide customers with service in an objective, fair and equitable way not giving preferential treatment to friends, family members or Institute in which your friend or family members have a business interests.

It is illegal to use insider information i.e. knowledge of changes in the business or operations of the Institute that have not been publicly disclosed and that could have affected market prices like dividend changes, earning estimates, sales of purchase, significant business developments, for personal profit for yourself, friends or family members.

You must avoid potential conflict of interest by being an investor in business that are competitors of NIMR to the extent that you are;

- (a) A share holder or Director of a private Institute
- (b) A controlling shareholder or director of a public Institute
- (c) personally involved thru a partnership or proprietorship

As a NIMR employee you owe your first business allegiance with NIMR you must not make decision or take course of actions that from the position held, in the Institute to protect or to improve any investment or financial interest in the Institute with which the Institute relates

14. GRIEVANCES AT WORK PLACE

Management and employees at all levels within the Institute, shall give careful consideration to grievances raised and should use their conflict resolution

skills to resolve grievances otherwise grievance handling procedures will take its course as stipulated in the ``**The Employment and Labour Relations Act 2004**’

14. PROTECTION AND PROPER USE OF INSTITUTE ASSET

The Institute assets shall be solely used to carry out business inherent activities pursuant to internal rules.

It is the responsibility of all the personnel to protect Institute asset (material, equipment, vehicles, supplies, financial resource, information resources, including hardware and software and information events) from any loss, theft, robbery or any other improper use since these events have a direct negative effect on the Institute activities. Any suspected loss theft, robbery or improper use of assets shall be promptly reported as stated in the Institute internal regulations.

COMPLIANCE WITH THIS CODE

The Human Resource Department will have authority over and primary responsibility for the enforcement of this code. The Institute will undertake to enforce this code equally on all the personnel who must comply with all provisions of the code. Violations are a breach of work rules that may result in the application of corrective or disciplinary action according to the severity of the breach, including dismissal or removal from office.

REPORTING OF ANY ILLEGAL OR UNETHICAL BEHAVIOUR

The Institute encourages the personnel to promptly report any actual or potential violation of the applicable laws, rules, and regulations or the provision of the code and undertakes to seriously investigate any report made in good faith in respect of such violation.

The Institute shall tolerate no type of retaliation for a report or claim made in good faith in respect of improper behavior. The open communication of doubts and concerns by all the personnel without fearing any negative reaction or retaliation is deemed vital for the successful implementation of this code.

This Code is an overview of business conduct. It will not provide rules and regulations for all situations you may encounter as an employee. For more information, advice or assistance, consult your immediate supervisor.

If you've tried these resources and still need help, you should contact Human Resources Department.

If you need to report a wrongdoing, and don't feel comfortable going through corporate channels, you can use the independent third-party hotline. Your identity is protected, and your report will be investigated.

CONCLUSION

The prepared Code of Business conduct document does not provide answers for every possible situation employees might encounter at work but it is a guide based on our Institute values and gives an overview of key policies practices and behaviors that define the standards of business conduct to which we hold ourselves accountable.

As we look to the future, which seems to be very bright, we know that each one of us, through our actions has the power and ability to improve our conduct, change our mindset to reflect the dictates of the current competitive business environment in our workplace, maintain integrity, build the trust of our customer and enhance our reputation.