



The Southern African Housing Foundation

Code of Conduct for Affiliate Corporate and Individual Affiliation

The Southern African Housing Foundation (Pty) Ltd is the catalyst for networking, conferencing and workshops for Africa, bringing housing professionals together, supporting the development of sustainable communities. Its objectives are to promote the science and art of housing, its standards and ideals and the training and education of those engaged in the profession of housing practice. In carrying out these objectives, the Foundation (SAHF) aims to make sure that its affiliates subscribe to the Foundation's (SAHF) values and achieve high standards of personal and professional conduct.

Purpose of the code

The standards concern personal integrity, honesty, self-discipline, diligence and professional competence. The Code is intended to give Foundation affiliates clear guidance about how to conduct themselves. It is also of value to employers, customers and the community by demonstrating the standard of behaviour they can expect of Foundation affiliates.

Who does the code apply to?

The code applies to affiliates of the Southern African Housing Foundation in all affiliation categories, i.e.: Individual Affiliates, Corporate Affiliates, Housing Practitioners, Registered Students and Honorary Affiliates. Every affiliate has a duty to accept and abide by this Code as a condition of the SAHF affiliation.

The Code applies to affiliates regardless of their employment status. It includes, for example, workers in the public, private and voluntary sectors; the self-employed; volunteers, academics, students, and people who are permanently or temporarily retired or unemployed.

The terms of the code

1. Responsibilities to the profession

- 1.1 Affiliates must at all times conduct themselves in a manner which upholds the reputation of the Foundation.
- 1.2 Affiliates must not be associated with any occupation or business which is likely to prejudice their professional status or the reputation of the Foundation.
- 1.3 Affiliates must not claim or give the impression that any view expressed by that affiliate in relation to any of their business activities or during the carrying on of any of their business activities (including the running of training courses, production of literature, etc) represent the official views of the Foundation or have the approval of the Foundation unless that member has been expressly so authorised in writing by or on behalf of the Chief Executive Officer of the Foundation.
- 1.4 Affiliates must not make or subscribe to any statements or reports which are contrary to their own *bona fide* professional opinions.
- 1.5 Affiliates must maintain the highest level of knowledge and skills throughout their careers and must comply with any SAHF guidelines or regulations and continuing professional development that may be issued from time to time.
- 1.6 Affiliates must report to the Foundation any breach of the Code that comes to their attention.
- 1.7 Affiliates must assist the Foundation in its enquiries into any breach of the Code.

2. Personal conduct

- 2.1 Affiliates must perform their duties diligently, conscientiously, without favour and with regard to the interests of their employers, professional colleagues, their customers and business affiliates.
- 2.2 Affiliates must at all times work within the law. They have a responsibility to advise individuals and organisations for whom they work, and those to whom they delegate work, (such as consultants and contractors), of their respective duties.
- 2.3 Affiliates must offer advice to those for whom they work with a view to providing housing services which best satisfy customers' needs and aspirations. In particular affiliates are expected to draw to their attention any matter which could be detrimental to housing services.
- 2.4 Affiliates must seek to eliminate discrimination and promote equality of opportunity for all. They must not discriminate against any individual or group on the grounds of race, ethnic origin, nationality, religion, cultural background, gender, domestic circumstances, disability, illness, age or sexual orientation.
- 2.5 Affiliates must never use language which is likely to offend, such as racist and sexist terms.
- 2.6 Affiliates must ensure that their words and actions do not cause nuisance or harassment to others, for example racial or sexual harassment.
- 2.7 Affiliates must take steps to ensure that their private, personal, political and financial interests do not conflict with their professional duties. They must disclose to their employer, or if self-employed to any relevant clients, any such direct or indirect interests, (including those of their immediate family, i.e. parents, spouse, children and siblings), which may affect or appear to affect decisions made by their employers, clients or customers, and they must not influence, or appear to influence, such decisions.

The advice of the SALGA (South African Local Government Association) on non-pecuniary interests is recommended to affiliates:

- 2.8 Affiliates must not disclose to a third party any confidential or privileged information entrusted to them by their employers, clients and customers.
- 2.9 Advertising by affiliates must be legal, decent, honest and truthful and must not mislead or cause public offence.
- 2.10 Affiliates must not recommend, or allow their name to be used in advertisements for any housing related service or product, unless they have the express permission of their employer to do so and it is not to their personal advantage. Self-employed affiliates may advertise their own services.
- 2.11 Affiliates must not allow their professional judgement or conduct to be influenced or compromised by commercial considerations.
- 2.12 Affiliates must not accept any hospitality or inducement that could influence their professional judgement in favour of the donor.
- 2.13 Affiliates must not directly or indirectly exert undue pressure or undue influence on any person, for the purpose of securing work or a contract.
- 2.14 Affiliates must not accept instructions from any person whom they have reason to believe has been subjected to undue pressure or undue influence in the expectation that the introducer will receive a reward for the introduction.

3. Terms for self-employed affiliates

'Self-employed' - affiliates who are sole principals, partners or directors of a company, practice or firm.

- 3.1 Affiliates must have, where appropriate, adequate professional indemnity insurance to enable them to meet any claims for breach of their professional duty. The minimum amount of cover should be: R 1 000 000.00 for each claim where the gross income of the company in the preceding year did not exceed that amount; or R2 500 000.00 for each claim where the gross income of the company in the preceding year exceeded R1 000 000.00.

'Gross income' includes professional fees, remuneration, commission and income from all sources. It excludes sums received for the reimbursement of disbursements and any amount charged as value added tax.

- 3.2 Affiliates must not act for a client if there is any conflict between their own professional duty or professional interests and the interests of the client.
- 3.3 Before accepting a commission affiliates must check whether there is likely to be a conflict between the interests of the potential client and any existing client and should inform both parties to this effect. The commission should only be accepted if both parties agree to this.
- 3.4 Affiliates must ensure that all services provided by their organisation are carried out in accordance with the Code even when undertaken by staff who are not Foundation affiliates.
- 3.5 Affiliates must ensure that, if Foundation affiliation details are shown on any lists of the partners, directors and/or staff of their organisation, these affiliation details are correctly stated and not used in such a way as to suggest that staff who are not affiliates, or the organisation itself, are entitled to use the designation.