

CODE OF CONDUCT AND BUSINESS ETHICS

The PAGSA is a duly registered Non-Profit Organisation with a Constitution that has been fully adopted by our members and business partners. Details of our Constitution are available on our website.

Build Trust and Credibility

The success of our business is dependent on the trust and confidence we earn from our members and the statutory organisations with whom we interact. We gain credibility by adhering to our commitments, displaying honesty and integrity, and reaching goals solely through honourable conduct.

Respect for Individuals

We all deserve to work in an environment where we are treated with dignity and respect. The PAGSA is committed to creating such an environment because it brings out the full potential in each of us, which, in turn, contributes directly to our business success.

Although the PAGSA does not have any direct employees, it is committed to providing a workspace that is free of discrimination of all types and from abusive, offensive, or harassing behaviour. Any individual who feels harassed or discriminated against should report the incident to the chairman of the PAGSA.

All PAGSA board members are also expected to adhere to the following conduct standards:

- Treat others with dignity and respect at all times.
- Address and report inappropriate behaviour and comments that are discriminatory, harassing, abusive, offensive, or unwelcome.
- Foster teamwork and participation, encouraging the representation of different perspectives.
- Seek out insights from individuals with different experiences, perspectives, and backgrounds.
- Confront the decisions or behaviours of others that are based on conscious or unconscious biases.
- Be open-minded and listen when given constructive feedback regarding others' perception of their conduct.

The PAGSA will not tolerate discrimination, harassment, or any behaviour or language that is abusive, offensive, or unwelcome, and will investigate all reported instances of questionable or unethical behaviour and take appropriate action.

Uphold the Law

The PAGSA's commitment to integrity begins with complying with laws, rules, and regulations where we do business. We are responsible for preventing violations of the law wherever possible and for speaking out if we see possible violations.

Our relationship with the various statutory bodies and the supporting services we provide compel us to be fully conversant with the following:

- Income Tax Act and Tax Administration Act;
- Skills Development Levies Act;
- Unemployment Insurance Contributions Act;
- Basic Conditions of Employment Act;
- Labour Relations Act;
- Compensation for Occupational Injuries and Diseases Act;
- Employment Equity Act.

Proprietary Information

The PAGSA will not engage in unauthorised use, copying, distribution or alteration of software or other intellectual property. We will not seek to acquire improper means of any member's business associate's proprietary or confidential information.

Protection of Information

Integral to the PAGSA's business success is our protection of confidential information as well as non-public information entrusted to us by members and business associates. Confidential and proprietary information includes things such as data, member's demographic data, or non-public information about other businesses.

The PAGSA will not selectively disclose (whether in one-on-one or small discussions, meetings, presentations, proposals, or otherwise) any material non-public information with respect to any member or business associate, business operations, plans, financial condition, result of operations, or any development plans.

The PAGSA subscribes to all the requirements as defined by the Protection of Personal Information Act of 2013 (POPI) when dealing with member information.

Conflicts of Interest

The PAGSA will avoid any relationship or activity that might impair, or even appear to impair, our ability to make objective and fair decisions. We will never use any property or information of our members or business associates for personal gain or personally take for ourselves any opportunity that is discovered through our position with them.

Gifts, Gratuities and Business Courtesies

The PAGSA is committed to competing solely on the merits of our services. We will avoid any actions that create the perception that favourable treatment of outside entities was sought, received, or given in exchange for personal business courtesies. Business courtesies include gifts, gratuities, or other benefits from persons or companies with whom the PAGSA does or may do business. We will neither give nor accept business courtesies that constitute or could reasonably be perceived as constituting unfair business inducements that would violate law, regulation, or policies of the PAGSA or its members or business associates, would cause embarrassment, or would reflect negatively on the PAGSA's reputation.

The PAGSA may accept unsolicited business courtesies (such as occasional meals, refreshments, entertainment, and similar business courtesies) that promote successful working relationships and goodwill with the business associates that the PAGSA maintains or may establish a business relationship with, but at all times it will avoid actions that create the appearance of favouritism or may adversely affect the PAGSA's reputation for impartiality and fair dealing.

Report Results Accurately

Accurate Public Disclosures

The PAGSA will make certain that all disclosures made in public documents are fair, accurate, and understandable. This obligation applies to all Manco members with the responsibility for the preparation of reports, including drafting, reviewing, and signing or certifying the information contained therein.

Record Keeping

The PAGSA creates, retains, and disposes of our organisation's records as part of our normal course of business and in compliance with all regulatory and legal requirements.

All records are true, accurate and complete and we do not improperly influence, manipulate or mislead any unauthorised audit, nor interfere with any auditor engaged to perform an internal independent audit of our records, processes or internal controls.

Accountability

Each Manco member of the PAGSA is responsible for knowing and adhering to the values and standards set forth in this Code.

The PAGSA takes the standards set forth in this code seriously, and violations are cause for disciplinary action up to and including termination of a Manco member.

Information and Resources

- Rob Cooper (Chairman)
- Rob Nowicki (Operations Manager)
- Beatrie Gouws (Legal Manager)
- Veronica van Taak (Admin Manager)