

TANZANIA MENTORS ACTION



CODE OF ETHICS AND CONDUCT

Revised Version 2023



ABBREVIATIONS

TMA Tanzania Mentors Action

TERMINOLOGIES

A code is a set of rules about how TMA members should behave.

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

TMA Member is a member defined under Article 3 of the Articles of Organization as a Member, whose name is entered in the register of members, and awarded a Certificate of Membership and Identity Card.

Mentoring is used to describe all types of professional, behavioral, moral; attitudinal coaching that may be taking place, both in the work environment and outside. The TMA recognizes that there will be many types of mentoring taking place and these will need to be defined when more detailed standards are produced.

Mentors experienced and trusted advisors.

Client denotes anyone using the services of a mentor. The term “client” is interchangeable with any other term that the parties to the mentoring relationship might be more comfortable with, such as “colleague”, “learner”, “partner”, “coachee” or “mentee”.

It is recognized that there are circumstances where the mentor may have two “clients”, the individual being coached and the organization that may have commissioned the mentoring. In this Code, the term “sponsor” has been used to differentiate the latter.

Confidential information

Encompasses proprietary information, which is not in the public domain that could be of use to competitors, or that could harm the TMA, its employees, its customers, or suppliers if disclosed.

Subjects Shall mean mentors and employees as well as any other person who at



a particular time is bound by the code. In this Code, the words subjects/mentors/employees may be used interchangeably.

Supervision and

Supervisor

describes the process by which the work of the mentor is overseen and advice/guidance sought. The terminology is the same, but the process may differ in significant ways from that undertaken in other professions, such as psychotherapy and counseling.

Tertiary Education

University education starts with a bachelor's degree or advanced diploma.



PREFACE

Dear Colleagues,

TMA has enjoyed an outstanding reputation for honesty, integrity and trustworthiness. This reputation has been well earned since its incorporation based on the daily words and actions of our employees. To maintain our good name, we must adhere to the highest standards of conduct in our dealings with people, organizations, and governments. Adherence to this Code of Ethics and Conduct by all TMA team is the only assured way we can merit the confidence and support of the public.

Before we mentor our clients, we need to shape and align ourselves in terms of professionalism, moral standards, the right and positive attitude, appearance and mode of speech and in almost every sphere of our life in order for us to be worth the name mentors.

Misconduct by a single individual can discredit everyone, whether that misconduct is motivated by the belief that it may be benefiting TMA or by personal gain. Observance of both the latter and the spirit of the law, and strict adherence to TMA's policies and practices, are absolute requirements as there is no substitute for common sense. While we clearly expect to succeed, we believe that success at the expense of our reputation will be short-lived.

I urge every one of us to carefully and familiarize with every provision of this Code of Ethics and Conduct. The Code of Conduct serves as a framework for ethical decision making within an organization. The Code of Conduct is a communication tool that informs internal and external stakeholders about what is valued by our TMA, employees, and management.

Making the right choice is not always easy, and no written document can address every situation that one may face. Therefore, every member should seek specific guidance whenever a situation arises that may not be clearly covered by the Code of Ethics and Conduct.

The Code of Ethics and Conduct will apply to all mentors and all other employees of TMA [hereinafter referred to as "TMA Team"]. This Code does not modify any employee's at-will status. It is incumbent upon you, as TMA team to perform satisfactorily and to follow our policies and comply with our rules as they are issued or modified from time to time.

The Code of Conduct is the heart and soul of our TMA. Think of a Code of Conduct as an in-depth view of what an organization believes and how the employees of an organization see themselves and their relationship with each other and the rest of the world. The Code of Conduct paints a picture of how employees, customers, partners, and suppliers can expect to be treated as a result.

Our reputation is one of our most valuable business assets, and we all must strive to preserve and enhance it. Each and every one of us is responsible for maintaining the highest standards of



honesty, integrity, trustworthiness and appreciable to others from inside TMA and outside.

Paul Michael Nandrie
Chief Executive Officer
Date

Dr Paul Amanieli Chikira
Chairperson, Board of Directors
Date



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1. INTRODUCTION

The Tanzania Mentors Action (TMA) has been established to promote best practice and ensure that the highest possible standards are maintained in the mentoring relationship, whatever form that might take, so that the mentoring environment provides the greatest opportunity for learning and development.

This Code of Ethics and Conduct (sometimes referred to herein as the “**Code**”) is written to ensure members, directors, officers, employees, and consultants (collectively “**Staff**”) of the TMA understand the importance of ethical conduct and recognize that it forms an important part of who we are as individuals and as a TMA. Ethical standards generally are wide-ranging and specific, designed to provide a set of values or decision-making approaches that enable employees to make independent judgments on ethical dilemmas they may encounter and reach to most appropriate course of action. The Code also complements and implements existing Laws, Regulations, directives and guidelines issued over the years for the purpose of prescribing the standard of behavior in the TMA service.

Similarly, it helps our security holders, customers, suppliers and competitors know what to expect from the TMA. Code of ethics and conduct are used in an attempt to encourage specific forms of behavior by employees.

Our Vision

To have a society that is healthy and capable of contributing fully to the development of individuals, communities, and the nation at large.

Our mission

To empower leaders, service providers and citizens across all levels of governance to deliver demand driven quality services by promoting both downward and upward accountability through various methods including mentorship.

TMA Core values



Excellence	We are committed to providing services that are distinctive and of high quality.
Innovation	We are innovative in our designs and operations, using technology and modern ways of doing business to further satisfy the needs and expectations of the customer.
Integrity	We value responsible character with impeccable levels of integrity for all individual members, office bearers and staff of TMA, in and outside TMA programming.
Commitment	We are fully committed to all our pledges and engagements.
Respect	We accord due regard to the feelings, wishes, and rights of others.
Transparency	We are transparent to our members, staff and stakeholders in all we do.
Accountability	We are guided by the highest possible standards of internal and external accountability to all our stakeholders, and we comply with all statutory requirements.
Equality	We believe that all human beings are equal in dignity and before the law.
Gender Sensitive	We are sensitive to gender needs and understand that equality is not the same as equity.
Diversity	We cherish and respect diversity in terms of culture, religion, political opinion, social origin and style of doing things provided the said diversity does not infringe on the law.

2. COVERAGE

This Code shall apply to all its mentors, employees’ volunteers and interns. By extension this Code covers third parties as stated under 3.2. It shall complement existing laws, regulations, and any other codes guiding and regulating the standards of behavior in mentoring services.

2.1 UNDERSTANDING THE CODE

- (a) All mentors and employees, and any others subject to the Code, must sign a commitment to acknowledge that they have read and understood, agree to uphold the Code, and accept to be bound.

- (b) There shall be a clause in all contracts with suppliers, consultants and other business partners or any other who either work for the TMA or is a provider to the TMA stating that they have read and understood and commit themselves to abide by the



Code of Ethics and Conduct contravention of which, TMA will be justified to terminate the engagement or contract.)

2.2 THE HELP FROM THE CODE

The Code enables you to;

- (a) Conduct yourself honestly and ethically.
- (b) Uphold professionalism and competence
- (c) To have a positive impact on the society
- (d) Uphold our values and protect our reputation.
- (e) Understand what TMA expects from you.
- (f) Make sound and viable decisions every day.
- (g) Comply with the laws, regulations, and standards that apply to our TMA.
- (h) Understand where to go for assistance or guidance if you have questions.

2.3 KEY RESULTS

This Code intends to achieve the following key results: -

- (a) Respect all Human Rights and be courteous.
- (b) Perform diligently and in a disciplined manner.
- (c) Promote teamwork.
- (d) Pursue service excellence.
- (e) Exercise responsibility and good stewardship.
- (f) Promote transparency and accountability.
- (g) Discharge duties with integrity, and
- (h) Maintain political neutrality.

3. PURPOSE

3.1 This Code of Ethics sets out standards of behaviors that can be expected from the mentor in either a mentoring, training, or supervisory relationship.



- 3.2 To strengthen and uplift competence, professionalism, attitude, and moral standards so that coaching is achieved.
- 3.3 To set a platform for producing outstanding mentors.
- 3.4 This Code is intended to help the Mentor make appropriate decisions under difficult circumstances while upholding his or her integrity and reputation and that of the TMA.

4. STANDARDS OF QUALIFICATION

4.1 COMPETENCE

The mentor will:

- (a) Ensure that their level of experience and knowledge is sufficient to meet the needs of the client.
- (b) Ensure that their capability is sufficient to enable them to operate according to this Code of Ethics and any standards that may subsequently be produced.
- (c) Develop and then enhance their level of competence by participating in relevant training and appropriate Continuing Professional Development activities.
- (d) Maintain a relationship with a suitably qualified supervisor, who will regularly assess their competence and support their development. The supervisor will be bound by the requirements of confidentiality referred to in this Code. What constitutes a “suitably-qualified supervisor” is the appointed person who possesses academic qualifications set by TMA, has strong motivation, and familiar with mentoring rules.

4.2 CONTEXT

The mentor will:

- (a) Understand and ensure that the mentoring relationship reflects the context within which the mentoring is taking place.
- (b) Ensure that the expectations of the client and the sponsor are understood and that they understand how those expectations are to be met.
- (c) Seek to create an environment in which the client, mentor, and sponsor are focused on and have the learning opportunity.



4.3 BOUNDARY MANAGEMENT

The mentor will:

- (a) At all times operate within the limits of their competence, recognize where that competence has the potential to be exceeded and where necessary refer the client either to a more experienced mentor or support the client in seeking the help of another professional, such as a counselor, psychotherapist, or business/financial advisor.
- (b) Be aware of the potential for conflicts of interest of either a commercial or emotional nature to arise through the mentoring relationship and deal with them quickly and effectively to ensure there is no detriment to the client or sponsor.

4.4 INTEGRITY:

The mentor will:

- (a) Maintain throughout the level of confidentiality, which is appropriate and is agreed upon at the start of the relationship.
- (b) Disclose information only where explicitly agreed with the client and sponsor (where one exists), unless the mentor believes that there is convincing evidence of danger to the client or others if the information is withheld.
- (c) Act within applicable law and not encourage, assist, or collude with others engaged in conduct, which is dishonest, unlawful, unprofessional, or discriminatory.

4.5 PROFESSIONALISM:

The mentor will:

- (a) Respond to the client's learning and development needs as defined by the agenda brought to the mentoring relationship.
- (b) Not exploit the client in any manner, including, but not limited to, financial, sexual, or those matters within the professional relationship. The mentor will ensure that the duration of the mentoring contract is only as long as is necessary for the client/sponsor.
- (c) Understand that professional responsibilities continue beyond the termination of any mentoring relationship. These include the following:
 - (i) Maintenance of agreed confidentiality of all information relating to clients and



sponsors.

- (ii) Avoidance of any exploitation of the former relationship. Provision of any follow-up, which has been agreed to.
- (iii) Safe and secure maintenance of all related records and data.
- (d) Demonstrate respect for the variety of different approaches to mentoring and other individuals in the profession.
- (e) Never represent the work and views of others as their own.
- (f) Ensure that any claim of professional competence, qualifications, or accreditation is clearly and accurately explained to potential clients and that no false or misleading claims are made or implied in any published material.

4.6 RESPONSIBILITY AND ACCOUNTABILITY

- (a) Responsibility is a measure of every person's ability to act independently and make decisions. Regardless of an employee's role in the TMA and no matter how big or small the decisions to be made are, each employee is accountable for them and must be prepared to defend his or her judgment.
- (b) No set of guidelines or rules can anticipate every possible circumstance. Employees should seek help in making a tough choice by first talking to their supervisor. If your supervisor cannot answer the question or if you do not feel comfortable speaking to your supervisor on the matter, please contact the Ethics Committee, which is responsible for receiving complaints or concerns.
- (c) Every mentor must discharge his duties to the TMA and members of the public and his fellow members of the profession with honesty, candor, and honor.
- (d) Mentor must serve client's interests with his/her best skill and care; to preserve his confidence and to be diligent and punctilious with him/her.
- (e) Mentor should never allow his personal feelings to affect his duty.
- (f) Every mentor owes a duty at all times to maintain the honor and dignity of his profession and to deal honorably, frankly, and fairly with all his colleagues.
- (g) Every mentor shall be loyal to the duly constituted management of TMA of the day



and will therefore, implement policies and decisions given by the Board of Directors or any other TMA leader.

- (h) Every mentor shall be ready to declare any conflict of interest related to the work.

4.7 ACADEMIC QUALIFICATION

Since mentorship will be conducted to professionals from diverse backgrounds, all mentors are required to have acquired at least tertiary education.

5. CODE OF ETHICS AND CONDUCT

5.1 RESPECT HUMAN RIGHTS AND BEING COURTEOUS

Respect for human rights is one of the TMA's fundamental values. Upholding Guiding Principles on Business and Human Rights as provided in the Constitution of the United Republic of Tanzania and International instruments.

5.2 CONFLICTS OF INTEREST; DISCLOSURE OF CONFLICTS OF INTEREST

- (a) The following instances shall mean that there is a conflict of interest: -
 - (i) When a subject of this Code has a personal interest in any form as opposed to being neutral (which may include interests of the members of an employee's family, which for purposes of this Code shall include an employee's spouse, life partner, brothers, sisters, parents, in-laws, and children, whether such relations are by blood, marriage or adoption) interferes, or appears to interfere, in any way with the interests of the TMA.
 - (ii) Doing business with TMA directly or through a TMA that one has an interest.
 - (iii) A conflict situation can arise when an employee of the TMA takes actions or has interests outside of the TMA that may make it difficult to perform his or her work for the TMA objectively and effectively.
 - (iv) When an employee, or members of his or her family, receives gifts, entertainment, or personal benefits, or a series of the foregoing material, to the employee or of greater than nominal value as a result of his or her position in the TMA.



- (b) In every meeting or decision of TMA, there shall be a declaration of no conflict of interest or the existence of the conflict of interest.
- (c) Business decisions and actions must be made in the best interests of the TMA and should not be influenced by personal considerations or relationships.

5.3 DISCIPLINE AND DILIGENCE

For efficient performance TMA members, directors, and employees will perform their duties diligently and with a high degree of discipline. Subjects of this Code are expected to:-

- (a) Obey the laws of the United Republic of Tanzania and/or their country of residence.
- (b) Not perform any acts of discrimination whether on religion, ethnicity, sex, personal interests, or any relationship.
- (c) Obey and effect lawful directives.
- (d) Carry out assigned duties efficiently.
- (e) Be ready to work at any duty station.
- (f) Refrain from any conduct, which might impair one's work performance.
- (g) Keep punctuality with respect to hours of arrival at work, and at all official appointments or engagements.
- (h) Avoid the use of rude and abusive language.
- (i) Finish assigned duties within the required time frame and standards.
- (j) While out of office, an employee will conduct Private Life in such a manner that it does not affect the core business and image of TMA into disrepute.
- (k) To refrain from becoming visibly drunk or using narcotic drugs and any other unacceptable behavior.

5.4 CONFIDENTIALITY

- (a) Subjects of this Code shall preserve and protect the confidentiality of information entrusted to them by the TMA or its customers and suppliers or information, with



which the Subjects come into contact through their employment with TMA. The subjects may disclose information, which is expressly approved by TMA or if legally mandated or obliged.

- (b) Subjects of this Code shall not use or disclose to the TMA any proprietary information or trade secrets of any former employer or other person or entity with which obligations of confidentiality exist.
- (c) Subjects of this Code shall not disclose secrecy and confidential or official information which has confidentiality been communicated. Similarly, an employee shall continue to maintain secrecy and confidentiality of official information even after one has left the TMA employment.
- (d) Subjects of this Code shall not use any official disclosure of document or photocopy such as a letter or any other document or information obtained in the course of discharging his /her duties for personal ends.
- (e) Subjects of this Code shall not communicate with the media on issues related to work or official policy without due permission. Authorized TMA officers according to the laid down procedures will release official information to the media.
- (f) Not to disclose TMA's classified information to the public.

WHISTLEBLOWER CLAUSE

A whistleblower as defined by this clause is an employee or member of TMA who reports an activity that he/she considers to be illegal, immoral, illicit, unsafe, fraudulent, or dishonest to one or more of the parties specified in this clause as well as the general public.

- (i) The whistleblower is not responsible for investigating the activity or for determining fault or corrective measures; appropriate management officials are charged with these responsibilities.

Examples of illegal or dishonest activities are violations of state or local laws; billing for services not performed or for goods not delivered; corruption and other fraudulent financial reporting.

- (ii) If an employee has knowledge of or a concern about illegal or dishonest fraudulent activity, the employee is to contact his/her immediate supervisor or the Human Resources Officer, or



the CEO. The employee must exercise sound judgment to avoid baseless allegations. An employee who intentionally files a false report of wrongdoing will be subject to discipline up to and including termination.

(iii) Whistleblower protections are provided in two important areas -- confidentiality and against retaliation. Insofar as possible, the confidentiality of the whistleblower will be maintained. However, identity may have to be disclosed to conduct a thorough investigation, to comply with the law, and to provide accused individuals their legal rights of defense. The Company will not retaliate against a whistleblower. This includes, but is not limited to, protection from retaliation in the form of an adverse employment action such as termination, demotion, compensation decreases, or poor work assignments and threats of physical harm. Any whistleblower who believes he/she is being retaliated against must contact the Human Resources Director immediately. The right of a whistleblower for protection against retaliation does not include immunity for any personal wrongdoing that is alleged and investigated.

(iv) Defend Trade Secrets Act (DTSA) Compliance: "Immunity from Liability for Confidential Disclosure of a Trade Secret to the Government or in a Court Filing:

(1) Immunity—An individual shall not be held criminally or civilly liable under any state trade secret law for the disclosure of a trade secret that—(A) is made—(i) in confidence to an attorney; and (ii) solely for the purpose of reporting or investigating a suspected violation of law; or (B) is made in a complaint or other document filed in a lawsuit or other proceeding, if such filing is made under seal.

(2) Use of Trade Secret Information in Anti-Retaliation Lawsuit—An individual who files a lawsuit for retaliation by an employer for reporting a suspected violation of law may disclose the trade secret to the attorney of the individual and use the trade secret information in the court proceeding, if the individual—(A) files any document containing the trade secret under seal; and (B) does not disclose the trade secret, except pursuant to a court order."

(v) All reports of illegal and dishonest activities will be promptly submitted to the Human Resources officer or CEO who is responsible for investigating and coordinating corrective action with the Ethics committee.

(vi) Personal grievances are not covered under this clause



(vii) The use of media and/or social media platforms to make allegations may lead to the loss of whistleblower rights by the whistleblower.

(viii) Employees with any questions regarding this policy should contact the Human Resources Officer.

5.5 TEAMWORK

TMA Mentors will strive to promote teamwork. Teamwork by offering help to co-employees whenever the need so arises. Subjects of this Code will achieve teamwork by observing the following: -

- (a) Giving instructions that are clear and undistorted.
- (b) Giving due weight and consideration to official views submitted by fellow subjects and subordinates.
- (c) Ensuring that subordinates clearly understand the scope of their work and encouraging them to enhance their competence and skills.
- (d) Giving credit to an employee with outstanding performance and not seeking personal credit at the employee's expense.
- (e) Avoiding malicious actions or words intended to ridicule either subordinates or superiors.
- (f) Reporting on his/her subordinates to be done fairly and without any fear.

5.6 PROTECTION AND USE OF ASSETS

- (a) Subjects of this Code are responsible for protecting the TMA's assets and ensuring their efficient use. All the TMA's assets, including information about opportunities available to the TMA, tools, and resources, must only be used for legitimate business purposes.
- (b) Subject of this Code should report any suspected incident of fraud or theft to their immediate supervisor for investigation.
- (c) The TMA's equipment and systems should not be used for non-TMA business, though incidental personal use provided that such use is not in violation of applicable law or in the advancement of any illegal purpose, is permitted. The TMA's property includes, without limitation, all data on the TMA's electronic and telephonic systems



and employees should not expect the TMA to protect the privacy of any of an employee's private data.

- (d) Any permissible use of TMA assets for business other than those of TMA will need the permission of the Board of Directors and will have to be reported to members in the AGM.

5.7 PROHIBITED RELATIONS

A Subject of this Code shall refrain from having sexual relationships at the workplace and with a fellow employee.

5.8 UNDERTAKING

An undertaking shall be in any form, which is clear, and once accepted by an employer shall bind the subject of this Code and any breach thereof constitutes professional misconduct.

5.9 ABSENCE

When the subject of this Code is on holiday or is absent from his office because of sickness or otherwise for a period extending over ten days, or he should make arrangements for their mail to be collected and acknowledged and the clients affected during the period should be informed of the non-availability of the such subject during the period in writing through conventional means.

5.9 CORRESPONDENCE AND COMMUNICATION

Correspondences and Communication within subjects of this Code shall be all or either of the following:

- (i) Written and signed hard copy, (ii) emails, (iii) electronic communications; (iv) and any other means accepted by subjects of this Code.

5.10 SMOKING IN THE OFFICE

Smoking in the office or at work is strictly prohibited.

5.11 SEXUAL HARASSMENT

5.11.1 TMA has defined sexual harassment as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when.



- (i) Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment.
- (ii) Submission to or rejection of such conduct by an individual is used as a basis for employment decisions affecting such individual; or
- (iii) Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.
- (iv) Unwelcome Behavior is the critical word. Unwelcome does not mean "involuntary." A victim may consent or agree to certain conduct and actively participate in it even though it is offensive and objectionable. Therefore, sexual conduct is unwelcomed whenever the person subjected to it considers it unwelcome. Whether the person welcomed a request for a date, sex- oriented comment, or joke depends on all the circumstances.
- (v) All TMA subjects are required to adhere to TMA Code and evade themselves from sexual harassment behavior or conduct as might result in disciplinary action.

5.11.2 SEXUALLY SUGGESTIVE SIGNALS

(I) VERBAL

- (a) Referring to an adult as a girl, hunk, doll, babe, or honey.
- (b) Whistling at someone, cat calls.
- (c) Making sexual comments about a person's body.
- (d) Making sexual comments or innuendos.
- (e) Turning work discussions to sexual topics.
- (f) Telling sexual jokes or stories.
- (g) Asking about sexual fantasies, preferences, or history.
- (h) Asking personal questions about social or sexual life.
- (i) Making kissing sounds, howling, and smacking lips.
- (j) Making sexual comments about a person's clothing, anatomy, or looks.



- (k) Repeatedly asking out a person who is not interested.
- (l) Telling lies or spreading rumors about a person's personal sex life.

(II) NON-VERBAL

- (a) Looking a person up and down (Elevator eyes)
- (b) Staring at someone
- (c) Blocking a person's path
- (d) Following the person
- (e) Giving personal gifts
- (f) Displaying sexually suggestive visuals
- (g) Making sexual gestures with hands or through body movements
- (h) Making facial expressions such as winking, throwing kisses, or licking lips
- (i) Making sexual looks or gestures

(III) PHYSICAL

- (a) Giving a massage around the neck or shoulders
- (b) Touching the person's clothing, hair, or body
- (c) Hugging, kissing, patting, or stroking
- (d) Touching or rubbing oneself sexually around another person
- (e) Standing close or brushing up against another person
- (f) Deliberate touching, leaning over, cornering, or pinching
- (g) Actual or attempted rape or indecent assaults on women
- (h) Hanging around a person.
- (i) Raping a boy or girl, man or woman with his/her consent where consent has been obtained by using force, threats, or intimidation or by putting a person in fear of death or hurt.
- (j) Being a person in a position of authority, taking advantage of his/her official position and committing rape on a boy or girl, man, or woman.
- (k) Threatening the boy or girl or man or woman for sexual purposes.
- (l) Making false representations to him/her for purposes of obtaining his/her consent for sex.
- (m) Sexual exploitation of children.



5.11.3 The list of sexual acts/offenses is not exhaustive in this Code. Reference shall always be made to the Sexual Offenses Special Provisions Act, 1998.

(IV) HOSTILE WORK ENVIRONMENT

- (a) Unwelcome sexual behavior or behavior directed at an employee because of that employee's sex that is offensive, hostile, and/or intimidating and that adversely affects that employee's ability to do his or her job.
- (b) Unwanted pressure for sexual favors
- (c) Unwanted letters, telephone calls, or materials of a sexual nature.
- (d) Unwanted pressure for dates

5.12 DRESS CODE

Every Subject of this Code shall maintain personal hygiene and put on clean, smart, respectable appropriate attire all the time on TMA matters or in the course of employment for employees.

5.13 MODE OF COMMUNICATION

- (a) A mentor shall abstain from using vulgar or abusive language and gestures.
- (b) A mentor shall treat all colleagues with respect in all activities within and outside TMA.

5.14 INVOLVEMENT IN CRIMINAL SCANDALS

In the event, any subject of this Code is found guilty of offences related to theft, fraud, moral turpitude, or abuse of fellow human beings or office, shall have contravened this Code and shall be terminated. The traffic offences are not related.

5.15 ATTENDANCE TO MEETINGS AND MODE OF BEHAVIOUR

Staff shall attend meetings punctually and shall switch off cellular phones while in such meetings.

5.16 ABUSE OF OFFICE



TMA staff shall not use positions to propagate political, religious, or any ideological convictions to clients, suppliers, and or colleagues.

6. ADMINISTRATION AND ENFORCEMENT OF THE CODE

6.1 ADMINISTERING THE CODE

The Board of Directors through the Ethics and Audit Committee is responsible for administering and enforcement of the Code in an independent, objective, and consistent manner.

6.2 VIOLATION OF THE CODE AND REPORTING

(a) Upon the occurrence of any breach of this Code, the aggrieved subject or the witness may reportas follows: -

(i) Where any subject of this Code is being asked to act improperly by another subject shall report the matter in writing to the Chief Executive Officer who shall engage theEthics and Audit Committee for deliberation.

(ii) Where any subject of this Code is being asked to act improperly by the managementshall report the matter in writing to the Secretary of Board who shall cause the matter to be tabled before the Ethics and Audit Committee for deliberation.

(iii) Where any subject of this Code is being asked to act improperly by the Board of



directors shall report the matter to the Chief Executive Officer who shall cause the matter to be tabled before the independent committee to be appointed by the General Meeting.

(iv) Where any subject of this Code is being asked to act improperly by the Member of TMA shall report the matter in writing to the Secretary of the General Meeting who shall cause the matter to be tabled before the Chairperson of the General Meeting.

(b) Subjects of this Code will at all times represent mentoring in a way, which reflects positively on the profession.

(c) All Subjects of this Code have a duty to report in writing any known or suspected violation of this Code, including any violation of the laws, rules, regulations, or policies that apply to the TMA. If a subject knows or suspects a violation of this Code, shall immediately report the conduct as per 6.2 (a) (i) to (v) in this Code or generally to the Chief Executive Officer who shall cause the violation report to be tabled before the Ethics and Audit Committee for deliberation.

(d) Subjects will be provided with a copy of this document upon signing a contract with TMA. Copies of the Codes shall be available to:

*The Human Resources Officer,
Tanzania Mentors Action, P.O. Box 4278, Dodoma. E-mail: info@tma.or.tz*

(e) Upon the occurrence of any breach of this Code by the subject against the supplier, the aggrieved supplier may act as follows.

(i) Where a client or sponsor believes that the Subject of this Code has acted in a way, which is in breach of this Code of Ethics, they should first raise the matter and seek resolution with the Mentor/Employee concerned. Either party can ask the TMA to assist in the process of achieving a resolution.

(ii) In the event that a complaint is made against a TMA's subject TMA must operate in resolving such a complaint as per the procedures provided in this code.



- (iii) If the client or sponsor remains unsatisfied is entitled to make a formal complaint to the Chief Executive Officer who shall engage Ethics and Audit Committee for deliberations. The TMA will protect the complainant's confidentiality to the extent possible, consistent with applicable law and the TMA's need to investigate the concern.
- (f) Ethics and Audit Committee procedure for determination shall be as follows:
 - (i) Complaints will be dealt with according to the Disciplinary Procedure as provided for by the Labor Laws.
 - (ii) If parties excuse each other, the matter will end without further proceedings, failure of which the Ethics and Audit Committee will be engaged.
 - (iii) After hearing proceedings, the Ethics and Audit Committee will report the findings/recommendations to:
 - a) The Disciplinary Authority in case of Code violation originating under 6.2 (a) (i) and 6.2 (e) (iii)
 - b) The Board of Directors in case of Code violation originating under 6.2 (a) (ii)
 - c) The General Meeting in case of Code violation originating under 6.2 (a) (iii) and (iv)

6.4 PENALTY FOR VIOLATIONS

Violations of the Code or applicable laws or failure to cooperate with an internal investigation may all constitute grounds for disciplinary action, including verbal warning, written warning, or termination of employment, or cessation of membership in case a mentor is a member of TMA.

6.5 COMPLIANCE WITH LAWS, RULES, AND REGULATIONS

- a) Each employee must comply with all applicable laws, rules, and regulations of the United Republic of Tanzania. These include, without limitation, TMA Act, laws governing corruption, Labor Laws, offering or receiving gratuities, occupational health and safety, and any other instruction, which is functioning in



Tanzania.

- b) Without limitation, each employee is expected to understand and comply with all laws, rules, and regulations that apply to his or her job description.

7. MISCELLANEOUS

7.1 CODE MODIFICATIONS AND WAIVERS

- (a) The Code will not cover every possible circumstance, especially when issues arise with contracts or local laws. Thus, this code might be modified or revised from time to time as necessary. Any waivers of the application of this Code, however, must be approved by the Board of Directors. In the extremely rare situation that a waiver is approved, we will quickly and properly disclose it where required by law.
- (b) All managers and direct supervisors with their subordinates are responsible for reviewing this Code from time to time.
- (c) Nothing contained in this code or, in other communications, creates or implies an employment contract or term of employment.

7.2 YOUR RIGHTS AS AN EMPLOYEE

While we expect you to follow our Code, we also recognize your rights as a TMA employee. Nothing in this Code or any TMA policy is intended to limit or interfere with your rights under the law.

1. APPENDICES

FORM NO. 01 CODE ACKNOWLEDGMENT FORM

(Under Section 6.2 (d))



*Tanzania Mentors
Action P.O.Box 4278,
Dodoma*

I..... a
Mentor/Employee of Tanzania Mentors Action confirm that I have read and understood the Code of Conduct of TMA and do hereby accept to be bound by it and in the event, I contravene appropriate steps to be taken against me.

Mentor/ Employee

For and on behalf of
Tanzania Mentors Action

Chief Executive Officer



FORM NO. 02 TMA CODE PENALTY REPORT

(Under Section 6.4)



*Tanzania Mentors
Action P.O.Box 4278,
Dodoma*

Date: _____

Project: _____

Employee: _____

TMA: _____

First Warning (Verbal Warning)

Second Warning (Written Warning)

Third Warning (Suspension or Termination) Reason

for disciplinary action:

Signature of Person Receiving Warning

Date



TMA

Signature of Person Issuing Warning

Date



FORM NO. 03 DECLARATION OF CONFLICT OF INTEREST



Tanzania Mentors Action
P.O.Box 4278, Dodoma

Declaration of Interest

(Cancel the part that does not concern you and fill in the other part and *Delete as appropriate)

PART A

I Understand that if I, my family members and close relatives, and personal friends have any direct or indirect interest in any TMA which has business dealings with the Owners' Corporation or in whatever manner, that will stand to compromise my impartiality, I shall make a declaration to TMA designated organ.

PART B

I, would like to declare the following existing/potential* conflict of interest situation arising from the discharge of my duties: -

.....
.....
.....

Position: _____
Name: _____
Signature: _____
Date: _____