



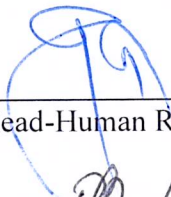
Medicines Control Authority of Zimbabwe

**CODE OF ETHICS  
(HR-COE-01)**

# MEDICINES CONTROL AUTHORITY OF ZIMBABWE

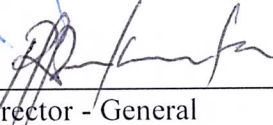
## CODE OF ETHICS

Reviewed by:

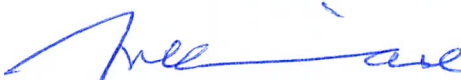
  
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Head-Human Resources

26/05/2023  
\_\_\_\_\_  
Date

Approved by:

  
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Director - General

26/05/2023  
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Date

  
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Authority Chairman

26/05/2023  
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Date

## 1.0 Foreword by the Director-General

In pursuit of promoting high ethical standards, the Authority has formulated a Code of Ethics for its employees, external experts, and members of the Authority. The Authority believes that high ethical standards are essential in enhancing corporate performance and accountability, ensuring transparency and protecting stakeholders' interests at all times.

This Code of Ethics should enable the Authority to fulfil its mission and always strive to realize its vision using its value system. Our organization, board, management, and employees need to be accountable to the public and other stakeholders.

All Heads of Divisions and Units will play a leading and coordinating role as the overseer of adherence to the Code of Ethics. We remain focused on vision "To be an effective and efficient regulator for medical products and allied substances in Zimbabwe, and a comparative regulator globally".

## 2.0 Personal Conduct

The Authority encourages all its employees, external experts, and members of the Authority to ensure that their personal conduct is ethical and portrays the core values of the organization.

## 3.0 Introduction

3.1 The Medicines Control Authority of Zimbabwe is a legal and public entity that recognizes the importance of workplace ethics and conduct. The Authority also acknowledges that ethics mould the character of an individual employee or external expert to become focused on assisting the Authority in achieving its mandate.

3.2 This Code is based on the assumptions that:-

3.2.1 Ethics among management, employees, external experts and members of the Authority are a necessary element for the Authority to adequately meet its objectives, to the degree that Ethics are a key requisite in guaranteeing and balancing the rights and interests of all stakeholders involved: customers, suppliers, development partners and the society at large.

3.2.2 Ethics presuppose the rigorous compliance in and by the Authority with applicable legislation.

3.2.3 Ethics within the Authority require that the Board of Directors becomes the guarantor of compliance in respect of obligations for management and employees or external expert.

## 4.0 Purpose of Code of Ethics

4.1 To promote an ethical culture in the affairs of the Authority.

4.2 To create a business environment that places high regard on ethics, trust and values.

4.3 To encourage employees to be honest and doing the right thing all the time.

4.4 To inculcate a sense of commitment, responsibility and dependability in the workplace.



## 5.0 Applicability of the Code of Ethics

- 5.1 This Code of Ethics shall apply to all employees, external experts, and members of the Medicines Control Authority of Zimbabwe.

## 6.0 Corporate Compliance

- 6.1 The Authority as a corporate entity, shall comply with the provisions of this Code of Ethics.
- 6.2 All management and supervisory employees have leadership responsibilities which include creating a culture of high ethical standards, commitment to compliance, maintain an environment that encourages employees to raise concerns and expose suspected violations of the Code of Ethics.

## 7.0 MCAZ Core Ideology

- 7.1 Ethical behaviour at MCAZ is about living and displaying values that form the core of the Authority's business ethics. A description of how these values are to be demonstrated is outlined below:
- 7.1.1 **Vision:** "To be an effective and efficient regulator for medical products and allied substances in Zimbabwe, and a comparative regulator globally."
- 7.1.2 **Mission:** "To ensure access to safe, effective and good quality medical products and allied substances for the protection of public and animal health."
- 7.1.3 **Values:** Values are critical in guiding behaviours. The following are the values for the MCAZ and their supporting definitions:
- 7.1.3.1 **Customer Focus:** Being reliable, responsive to needs, communicating and creating a conducive working environment.
- 7.1.3.2 **Integrity:** Being ethical, professional, objective, honest and adhering to moral values.
- 7.1.3.3 **Continuous Improvement:** Being proactive, dynamic, and adaptive in all we do.
- 7.1.3.4 **Accountability:** Taking full responsibility for our actions.
- 7.1.3.5 **Innovation:** Being innovative in our problem-solving.
- 7.1.3.6 **Teamwork:** Being collaborative, working together as one in pursuit of defined outcomes.

## 8.0 Ethical Principles

The principles set out in this Code apply to all transactions and describe the conduct expected of every MCAZ employee, external expert, or member. It is the individual and the collective responsibility of employees, external experts and management to ensure that the following principles are adopted and practised in the letter and spirit.

## **8.1 Compliance with Laws, Rules and Regulations**

8.1.1 The Authority shall in compliance with the existing laws, rules and regulations of Zimbabwe, embrace and adhere to high standards of ethical conduct in discharging its mandate through its members, employees and external experts.

## **8.2 Impartiality and Independence**

8.2.1 The Authority has a policy on impartiality that is approved by the Director-General that will reflect commitment of top management to impartiality.

### **8.2.1.1 Conflict of Interest**

Employees, external experts, and members of the Authority shall disclose any of their private interests coming or appearing to come into conflict with their duties.

### **8.2.1.2 Related Personal Business Dealings**

Every employee, external expert, or member of the Authority shall be required to disclose in advance any of his or her potential dealings with any possible customer—of the Authority where he or she is likely to conduct Authority business with that particular entity.

### **8.2.1.3 Accepting Gifts and Entertainment**

No employee or external expert, of the Authority shall accept any honour, decoration, favour, gift or remuneration from any person/s, entity or from any other source external to the organization without first seeking the Authority's permission before accepting the same.

### **8.2.1.4 Giving Gifts and Providing Entertainment.**

An employee or external expert, who is offered or offers any honour, decoration or gift to or from sources external to the organization shall report this offer to his or her immediate supervisor who shall inform the Director-General. Employees shall not solicit directly or indirectly any gift, gratuity, favour, meals, entertainment, loans or any other item of monetary value from members of the public with whom employees have official relationships.

## **8.3 Political Activities and Contributions**

8.3.1 The Authority shall not allow any political activity or activism within its operations or structures.

8.3.2 The Authority's funds or property shall not be used for any political contribution or purposes.



**8.4 Media Relations**

- 8.4.1 As a public entity, the Authority shall maintain transparent communications with the media for the benefit of society at large.
- 8.4.2 The Authority shall have designated Officers who shall be the only persons permitted to communicate with the media.

**8.5 Confidentiality**

- 8.5.1 The Authority recognizes that its employees, external experts and members have access to confidential information. The respect of confidentiality is an essential part of the relationship between the Authority, its customers and relevant stakeholders.
- 8.5.2 This Code of Ethics binds all employees, external experts and members of the Authority to a general duty of confidentiality and a duty to exercise the greatest discretion even after leaving the service of the Authority.
- 8.5.3 All employees, external experts, and members of the Authority shall be required to sign a confidentiality undertaking.
- 8.5.4 A breach of confidentiality will be an act of misconduct that could lead to dismissal.

**8.6 Customers, Suppliers, Vendors, Contractor Relationships**

- 8.6.1 The relationship existing between the Authority and its customers, suppliers, vendors and contractors shall be guided by principles of good corporate governance and applying consistent and standard approaches.
- 8.6.2 The Authority shall ensure fairness and transparency in its dealings with its customers, suppliers, vendors and contractors.

**8.7 Privacy of MCAZ Employees**

- 8.7.1 The privacy of each individual of the Authority shall be the norm. Divulging of personal employee information to any unauthorized people or contacts is prohibited.

**8.8 Professional Commitment**

- 8.8.1 MCAZ staff contribute to the organization by building their professional competence on a foundation of ethical principles, professional expertise and personal commitment to the mandate and objectives of the Authority.

**8.9 Favouritism in the Workplace**

- 8.9.1 No favouritism shall be permissible within the Authority's operations.



**8.10 Dishonesty**

8.10.1 Any form of dishonesty among the Authority's employees, external experts and members of the Authority is prohibited.

**8.11 Malicious Gossiping**

8.11.1 Any act of malicious gossiping concerning the operations of the Authority or the activities of any employee, external expert, or member of the Authority is prohibited.

**8.12 Transparency**

8.12.1 It is the Authority's fundamental belief that conduct of its employees or external expert and members of the Authority be open to public scrutiny.

8.12.2 Any form of underhand dealings in the name of the Authority is prohibited.

**8.13 Illicit Substances and Alcohol Abuse**

8.13.1 All Authority employees, external experts, and members of the Authority are not permitted to take any illicit substances or any form of alcohol in the course of their duties as this may impair their professional judgment and the image of the Authority.

8.13.2 Misconduct charges shall be laid against any employee or external expert and member of the Authority found in breach of this act in terms of the provisions of the applicable Code of Conduct.

**8.14 Dress Code**

8.14.1 In order to develop public confidence and instill a high sense of integrity and ethical conduct, the Authority recognizes the impact that the appearance of its employees or external experts makes to its image both internally and externally.

8.14.2 Employees with designated uniforms are expected to be in such uniforms during working days and employees in grades without supplied uniforms shall be neatly attired.

**8.15 Sexual Harassment**

8.15.1 The Authority shall not tolerate any form of sexual harassment.

**8.16 Amorous Relationships**

8.16.1 It is the Authority's view that amorous relationships especially between a superior and a subordinate may portray a poor image of the organization. Therefore, while amorous relationships are not outlawed, these should not



interfere with the concerned parties' official work or performance. Reasonable steps should be taken by the parties concerned to ensure that the relationship remains a personal issue.

**9.0 Administration of the MCAZ Code of Ethics**

- 9.1 Employees and external experts shall promptly disclose any acts or transactions which may violate the Code of Ethics of the Authority.
- 9.2 The Authority will keep confidential the identity of any one reporting possible violation of the Code of Ethics. Copies of this Code will be made available to staff.

**10.0 Reporting Unethical Conduct**

- 10.1 Employees and external experts shall be expected to report or whistle-blow any cases of corruption and bribery to their immediate supervisors who will take the matter further.
- 10.2 It shall be the responsibility of the relevant respective supervisor to investigate any reported matter and to ensure that another employee has been tasked to work with the customer.
- 10.3 Where employees or external experts experience undue pressure from customers, they should inform their immediate supervisors and ask for permission to be withdrawn or recused from that particular customer.
- 10.4 No employee/external expert shall be subject to retaliation because of "a good faith report" of suspected misconduct. However, failure to report such acts or transactions may be grounds for disciplinary action.

**11.0 Disciplinary Action for Violations**

- 11.1 A deliberate breach of ethical standards as laid out in this Code will be treated as an act of misconduct attracting disciplinary action.
- 11.2 The relevant provisions of the Authority's applicable Code of Conduct shall be applied in dealing with any suspected cases of violations of ethical standards.

