

# Code of Ethics

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The mSupply Foundation

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## The mSupply Foundation Aims

These aims form the basis of our work, and all work should be in accordance with them:

- To serve organisations and people in the developing world to improve health and welfare.
- To model a way of work that reflects the values of honesty, respect for others, fairness and compassion.
- To develop other staff (and ourselves) in a wholistic way (technical skills, social skills, and character)
- To form an organisation that is able to be resilient enough to last as long as it is needed.

## Organisational conduct

- We must all act in accordance with all applicable laws and regulations.
- The mSupply Foundation does not condone the actions of any employee who undertakes unethical or unlawful business dealings.
- Any employee uncertain about the application or interpretation of any legal requirements should refer the matter to their supervisor, who, if necessary, should seek appropriate legal advice.

## General Employee conduct

- We will strive to conduct ourselves in a way that reflects our organisational values. This includes:
  - Being honest in all relationships- both verbal and written.
  - We will not engage in sexual harassment or conduct ourselves in a way that could be construed as such, for example, by using inappropriate language, keeping or posting inappropriate materials in their work area, or accessing inappropriate materials on our computers.
  - Discrimination based on race, caste, gender or sexual orientation is not permitted.

## Conflicts of Interest

- Employees must not use their positions or the knowledge gained as a result of their positions for private or personal advantage.

- If a work or private situation results in a potential conflict of interest, this must be disclosed to a manager so that an appropriate decision can be made.

## Society

- We understand that we can only function as part of a wider society, and with that comes responsibilities to engage with and help individuals and organisations in the communities where we live and work. We encourage this.

## Bribery and gifts

- We work in many societies where bribery and kickbacks are the norm. It is essential that employees do not involve themselves in such activities.
- All relationships with external parties should be clarified to ensure that if a fee is paid, that this is transparent and that the person being paid does not have a conflict of interest. All payments will be accompanied by entry of a purchase invoice in our accounting system made out to the party being paid.
- Employees must not accept entertainment, gifts, or personal favours that could, in any way, influence, or appear to influence, business decisions in favour of any person or organisation with whom or with which The mSupply Foundation has, or is likely to have, business dealings.
- Any breach of this rule will result in immediate termination and prosecution to the fullest extent of the law.

## Prompt Communications

- In all matters relevant to customers, suppliers, government authorities, the public and others in The mSupply Foundation, all of us will make every effort to achieve complete, accurate, and timely communications - responding promptly and courteously to all proper requests for information and to all complaints

## Privacy and Confidentiality

- When handling financial and personal information about customers or others with whom The mSupply Foundation has dealings, we will observe the following principles:
  - Collect, use, and retain only the personal information necessary for the organisation's business. Whenever possible, obtain any relevant information

directly from the person concerned. Use only reputable and reliable sources to supplement this information.

- Retain information only for as long as necessary or as required by law. Protect the physical security of this information.
- Limit internal access to personal information to those with a legitimate business reason for seeking that information. Use only personal information for the purposes for which it was originally obtained. Obtain the consent of the person concerned before externally disclosing any personal information, unless legal process or contractual obligation provides otherwise.

## Whistleblowing

- Any employee may at any time approach management either in person or anonymously to report breaches of this code.
- If the alleged breach is by a member of management, the issue may be
  - Taken up with other manager(s)
  - If it involves unlawful actions, with the relevant authorities.
- There will be no repercussions for any person reporting activities under this clause.

## Environment

- We acknowledge that we share the earth with other humans, other animals and plants, and it is our responsibility to care for it in a way that respects their interests, including the interests of future generations.
- We will do our best to minimise waste
- We will minimise carbon pollution by
  - Looking to hold remote meetings where that is practical.
  - Not flying unnecessarily
  - Seeking to work in a way that minimises the number of trips that are required to complete a piece of work.
  - Advocating for practices that will minimise the need to air freight emergency purchases of medicines

- Use evidence based approaches to issues of temperature controlled environments (air conditioning especially)
- Minimise our energy use by using premises that are energy efficient.
- Encourage staff to use active forms of transport for local trips.
- We will not deal with other parties that we come to know are polluting irresponsibly.
- We promote the use of bicycles for local transportation.

Staff, having read and agreed to this code of ethics, are required to add their assent on the mSupply Foundation internal wiki before beginning work with us.

