

## Communities Against Pollution Non-Profit Company Code of Conduct

Small groups of thoughtful, committed, organised individuals can change the world.

Words adapted from a Margaret Mead quote.

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This Code sets out CAP's values and ethical principles. Our reputation for the highest possible standards of integrity is critical to our continued success; underpinning everything we do, from services we provide to interactions we have with the communities we serve, from how we work together and with our stakeholders to how we contribute to society. We will not compromise our values and ethical principles and there is no amount of coercion that is worth putting our reputation at risk.

Our core values are to:

- Lead the way
  - Serve with honesty and integrity
  - Promote inclusive solutions
  - Collaborate for maximum impact
  - Take care of each other
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Our executive decisions are always based on the company's shared values, and we expect our staff, volunteers, colleagues, members, leaders, and all other stakeholders to do the same.

We are committed to delivering our objectives with discernment and distinction. Every day at CAP we pursue our objectives and seek to make a positive impact on environmental issues that matter to our people and our communities. Our stakeholders can expect the company to adhere to the following underlying values:

### **Integrity**

- We are frank, straightforward, and honest in our service relationships and in the opinions we offer.
- We are truthful about the knowledge we possess, the experiences we have gained, and the services we provide.

### **Objectivity**

- We provide objective opinions and services.
- We do not allow bias, conflict of interest, undue influence of, or unwarranted reliance on, individuals, organisations, technology, or other factors, to override our judgment.

- We do not accept, offer, or solicit any gifts, entertainment, or hospitality that we have reason to believe may be intended to improperly influence or impair our objectivity or the decisions we make.

### **Quality**

- We are committed using our resources, experiences, and insights to help the communities we serve, by providing quality services to address their environmental needs and problems.
- We strive to develop positive outcomes that have a meaningful impact on the environmental concerns of the communities we serve.

### **Confidentiality, Privacy and Data Protection:**

- We protect and take measures to safeguard any confidential and personal information we may hold, in compliance with the applicable laws.
- We prohibit disclosure of confidential and personal information entrusted to us; unless we have a legal duty or have been granted permission to disclose such information.
- We prohibit the use of confidential information about our members, volunteers, suppliers, funders, or any such like, for personal advantage or for the benefit of third parties.
- Staff, volunteers, members, directors, committee members, or others who have been granted access to any of the Company's confidential, personal information or sensitive information are bound to keep such information confidential. This shall be deemed to include information contained within private forums, private mailing lists, chats, or other mediums is also to be kept confidential. Such persons shall be bound by confidentiality even after their relationship with the company has ended.

### **Compliance and Standards**

- We comply with all sectorial, legal, and regulatory standards and seek to avoid any act that may bring our stakeholders, the communities we serve or the company into disrepute.
- We encourage appropriate scepticism and nurture a culture of personal accountability, which drives our shared values and the quality of services we provide.
- We are cognisant of the broader impact that our work has on our people, the communities, and on society, and we conduct our work with those objectives in mind.
- We are committed to earning and sustaining the stakeholders and general public's trust and to give them confidence in the services we provide.

### **Competence and Responsibility**

- We take all possible due care, responsibility, and competence required to deliver the objectives of our selected projects and assignments.

- We use a combination of tried and tested methodologies, innovations and new ideas to improve the value and performance of our services.
- All staff, committee members, volunteers, directors, and members assigned to a project will act responsibly. They will check their e-mails and electronic forums regularly and answer them promptly.
- We realise that volunteered time is valuable. When a staff, committee member, volunteer, member, or director leaves or disengages from any position within a committee or volunteer group, they will do so in a way that minimises the disruption to the project or assignment.

### **Respect:**

- We foster a culture and working environment where our people treat each other with respect, courtesy, fairness, and promote equal opportunity to those volunteering or working for the company.
- We are committed to fair business practices and respect our competitors.
- We foster and value diversity of viewpoints, people, talents, and experiences.
- When making any statement or taking action based on personal views that are not attributed to, officially approved or sanctioned by CAP, all staff, volunteers, members, directors, committee members, will be mindful that their communications must be, fact-based, honest, religiously, and politically neutral.
- We do not tolerate discrimination or harassment of any nature on the grounds of gender, race, religion, age, disability, gender identity, sexual orientation, or any other category protected by law.
- When working together, volunteers, members, and staff should always be mindful of how their actions or contributions may affect their colleagues, peers, the Company, and the society at large.
- Abusive language or actions, including any form of harassment, peer pressure, intimidation, or bullying will not be tolerated. We will not accept disagreement as an excuse for poor behaviour or poor manners. Members and volunteers must avoid becoming involved in personal attacks or repetitive arguments.

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We commit to becoming a role model for positive change.

### **Anti-Corruption:**

- We stand firm against corruption, we neither make bribes nor accept them, nor will we induce or permit any other party to make or receive bribes on our behalf.

- We support efforts to eradicate corruption and financial crime.

### **Social Responsibility:**

- We contribute to society and communities by engaging with other non-profit organisations, government, and other businesses to make a positive impact on local, national, and global environmental challenges.
- We support our communities in a variety of ways by volunteering of time by our people and providing certain services.
- We work to reduce the ongoing harmful effects to the natural environment.

### **Responsible Supply Chain:**

- We do not condone illegal or unethical behaviour by our suppliers, contractors, and alliance partners.
  - We select suppliers through fair procurement processes.
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We are committed to honesty and integrity, and we expect all our people to maintain high standards in accordance with our principles, our values, our policies and the law.

### **Raising a Concern:**

- All organisations face the risks of things going wrong, of unethical conduct, or unknowingly engaging in or harbouring illegal activities.
- We believe in a culture of openness and accountability and these situations must be immediately addressed to prevent reoccurrence.
- You are encouraged to report and speak up if you feel that others are not adhering to our high standards.

### **Online Forums:**

- CAP has established online forums to be used to share ideas, experiences, articles, and reports, with content specifically applicable to CAP's stated objectives and to provide helpful or useful information.
- These forums are to be used to share successes, challenges, give constructive feedback, raise questions, and outline shared goals. Users are urged to think before they post, users must consider if a particular forum is the appropriate place for their post, there may be better or more appropriate forums.

- Users are cautioned to protect their privacy. Your comments are visible to all. Never include your phone number, e-mail address or other personal information in a post. If you want follow-up with an individual, send a message through the site to the group administrator.

CAP hosts several online forums on various platforms. We encourage civil and fruitful dialogue and welcome volunteers, members, directors, committee members, staff, and others to post their comments, ideas, concerns, and questions, on the most appropriate forum. CAP, however, reserves the right to suspend or terminate access to any of its forums by any person who violates this Code of Conduct, its MOI or any media law.

CAP does not encourage environmental complaints on its forums, unfortunately, such complaints are not considered by local or national government or the polluting business, nor can they be used in research studies or statistical purposes. We urge people to lodge official written complaints using our forms such as our [iLembe District Air Quality Complaint Form](#).

CAP does not undertake editorial control of postings but does monitor the online forums for inappropriate messages and material. In the event that a posting is considered to be in violation of any of this Code of Conduct or the Company's MOI or contains incorrect information or unsubstantiated or unproved allegations, the online forum or platform moderator may request to the offending individual to modify or remove the posting. Failure by the individual to take appropriate action may result in the online forum or platform moderator deciding to unilaterally remove the posting. Aggrieved individuals may escalate their matter to the attention of the CAP Board who have the final say on the matter.

CAP is not responsible for the content of any online forum, platform, or website outside of the CAP domain. The inclusion of any links, whether by a CAP volunteer, employee, member, or anyone posting on the site, does not imply endorsement by CAP of that post or link.

### **On-Line Forums User Commitment**

By joining the CAP online forums, you are deemed to have accepted and agreed to abide by this Code of Conduct.

You acknowledge and specifically agree that you:

- accept full legal responsibility and liability for any of the comments or links you post.
- will keep messages brief and give a short summary or highlight of the linked content you post.
- will only post message, content or documents on the most appropriate community, volunteer, member or other forum.
- will avoid posting content or terms that could infringe on the rights of an individual's identity, including but not limited to race, religion, gender, sexual orientation, organisation affiliation, political affiliation or infringe on any business, association, organisation, or other entity's objective, business practices, or policies.

- give CAP the irrevocable right and consent to reproduce, distribute, publish, display, edit, modify, create derivative works, or use your submission for any other purpose on any media forum or platform, by posting any comment, link, or other material on its forums.

You, further, acknowledge and specifically agree that you will not:

- post the same information more than once or use any of the forums to spam any other user.
- start or forward any chain letters.
- promote or recruit for any Ponzi or Pyramid scheme.
- forward or post any material that infringes on the rights of any third party, including intellectual property, privacy, or publicity rights.
- post any material that is abusive, offensive, profane, threatening, hateful, defamatory, privileged, plagiarised, untruthful, intolerant illegal material, or any promote, suggest, or encourage any illegal activity, or embarrassing to any other person or entity.
- post any information or other material protected by copyright without permission of the copyright owner. The copyright owner must grant CAP the forum or website and their followers the non-exclusive right and license to use, copy, publish, display, distribute, transmit, and print such information or material.
- promote, post or forward, on any forum, unsolicited advertising, job announcements, unsanctioned sale of product or service, or endorsements.
- post any message or content which promotes any political affiliation, religious belief, non-conforming ideology, business or causes unrelated to CAP's stated objectives.
- disclose or post any confidential, secure, or sensitive information.
- impersonate another person.

CAP's Code of Conduct was adapted from World Bank Code of Ethics and Deloitte Code of Conduct.