



HIVE360 Support Services Code of Professional & Ethical Conduct

Mission Statement

In HIVE360 Support Services we believe that our success is established, based on the professional and ethical behaviour of our people. Consequently, our reputation, both as individuals and as a firm, depends on it. As HR professionals, we are responsible for adding value to the organisations we serve and contribute to their ethical success. We take on responsibility for our individual decisions and actions. We are also advocates for the profession by engaging in activities that enhance its credibility and value.

Our clients place their trust in us and in the work that we do. So, for us it is paramount that we follow the highest ethical standards by providing services of the highest quality, thus, creating a business environment that reflects our fundamental beliefs including continuous development and innovation, responsibility, integrity and confidentiality.

Purpose of the Code

HIVE360 Support Services is committed to maintaining the highest standards of ethical and professional conduct and competency in HR and recruitment. All members are encouraged to be advocates of promoting best practice within the profession and must comply with the standards set out in this Code of Conduct.

Our Code of Conduct highlights those key characteristics, which create an environment reflecting the highest professional and ethical standards.

Commitments

- To support the organisations we work with in achieving their objectives and goals.
- To inform and educate current and future professionals, the organisations we serve, and the general public about principles and practices that help the profession.
- To build respect, credibility and strategic importance within our organisations, the business community and the communities in which we work.
- To positively influence workplace and recruitment practices.
- To encourage professional decision-making and responsibility.
- To encourage social responsibility.
- To comply with the law.



Actions

1. Adhere to the highest standards of ethical and professional behaviour.
2. Measure the effectiveness of HR in contributing to or achieving organisational goals.
3. Our work is consistent with the values of the profession.
4. Strive to achieve the highest levels of service, performance and social responsibility.
5. Advocate for the appropriate use and appreciation of human beings as employees.
6. Advocate openly and within the established forums for debate in order to influence decision-making and results.

Professional Development

As professionals, we must seek to continually develop our professional knowledge and competence.

Commitments

- To expand our knowledge of human resource management to further our understanding of how our organisations function.
- To advance our understanding of how organisations work ("the business of the business").
- To learn from appraisals and performance reviews and undertake further education and training, if necessary.

Actions

- Pursue formal academic opportunities.
- Commit to continuous learning, skills development and application of new knowledge related to both human resource management and the organisations we serve.
- Contribute towards acquiring knowledge, the evolution of the profession and the development of individuals through learning, research and the dissemination of knowledge.
- Pursue certification, where available, or comparable measures of competencies and knowledge.

Ethical Leadership

- In HIVE360 Support Services, we believe in the need to exhibit individual leadership as a role model for maintaining the highest standards of ethical conduct.

Commitments

- To set the standards and be a role model for others.
- To earn individual respect and increase our credibility with those we serve.



Actions

1. Be ethical; act ethically in every professional interaction.
2. Question pending individual and group actions, when necessary, to ensure that decisions made are ethical and are implemented in an ethical manner.
3. Seek expert guidance, if ever in doubt, about the ethical propriety of a situation.
4. Through teaching and mentoring, champion the development of others as ethical leaders in the profession and in organisations.

Fairness and Justice

As human resource professionals, we are ethically responsible for promoting and fostering fairness and justice for all employees and their organisations.

Commitments

- To Respect diversity and not discriminate against people.
- To create and sustain an environment that encourages all individuals, and the organisation itself, to reach their fullest potential in a positive and productive manner.

Actions

1. Treat people with dignity, respect and compassion to foster a trusting work environment free of harassment, intimidation and unlawful discrimination.
2. Ensure that everyone has the opportunity to develop skills and new competencies.
3. Provide an environment of inclusiveness and ensure commitment to diversity in the organisations we serve.
4. Develop, administer and advocate policies and procedures that foster fair, consistent and equitable treatment for all.
5. Regardless of personal interests, support decisions made by our organisations that are both ethical and legal.
6. Act in a responsible manner and practice sound management in the country (ies) in which the organisations we serve operate.

Conflicts of Interest

As HR professionals, we must maintain a high level of trust with our stakeholders. We must protect the interests of our stakeholders as well as our professional integrity and should not engage in activities that create actual, apparent or potential conflicts of interest.

Commitments

- To avoid activities that are in conflict, or may appear to be in conflict, with any of the provisions of this Code of Ethical and Professional Standards in Human Resource Management or with one's responsibilities and duties as a member of the human resource profession and/or as an employee of any organisation.



Actions

1. Adhere to and encourage the use of published policies on conflicts of interest within your organisation.
2. Refrain from using your position for personal, material or financial gain or the appearance of such.
3. Refrain from giving or seeking preferential treatment in the human processes.
4. Prioritise obligations to identify conflicts of interest or the appearance thereof; when conflicts arise, disclose them to relevant stakeholders.

Use of Information

We take into account and protect the rights of individuals, especially in the acquisition and distribution of information while safeguarding truthful communications and enabling informed decision-making.

Commitments

- To build trust among all the parts of the organisation by maximising the open exchange of information and, in parallel, eliminating anxieties about inappropriate and/or inaccurate attainment and sharing of information.
- Respect the confidentiality of both clients and candidates and comply with the relevant laws.

Actions

1. Acquire and circulate information through ethical and responsible means.
2. Ensure only appropriate information is used in decisions affecting the employment relationship.
3. Investigate the accuracy and source of information before allowing it to be used in employment related decisions.
4. Maintain current and accurate HR information.
5. Safeguard restricted or confidential information.
6. Take appropriate steps to ensure the accuracy and completeness of all communicated information about HR policies and practices.
7. Take appropriate steps to ensure the accuracy and completeness of all communicated information used in HR-related training.