



**The  
South  
African  
Pharmacy  
Council**

# **CODE OF CONDUCT OF THE INSPECTORS OF THE SOUTH AFRICAN PHARMACY COUNCIL**

## **1. PURPOSE**

This Code should act as a guideline to inspectors as to what is expected of them from an ethical point of view, both in their individual conduct and in their relationship with others. Compliance with the Code can be expected to enhance professionalism and help to ensure confidence in the Council and the profession.

## **2. CODE OF CONDUCT FOR INSPECTORS**

### **2.1 RELATIONSHIP WITH COUNCIL**

- 2.1.1 An inspector honours the policies and objects of Council and abides thereby in the execution of his or her tasks.
- 2.1.2 An inspector puts the public's interest first in the execution of his or her duties.
- 2.1.3 An inspector strives to be familiar with and abides by all statutory and other instructions applicable to his or her conduct and duties.
- 2.1.4 An inspector co-operates with Council in promoting the public interest.

### **2.2 RELATIONSHIP BETWEEN COLLEAGUES AND STAFF MEMBERS**

#### **An inspector should:**

- 2.2.1 co-operate with Council's staff to advance the public interest;
- 2.2.2 execute all reasonable instructions given to him/her by members of staff, provided that these are not contrary to the policy of the Council and/or any other law;
- 2.2.3 refrain from favouring relatives and friends in inspection-related activities and never abuse his or her authority;
- 2.2.4 use appropriate channels to air his or her grievances or to direct representations;
- 2.2.5 deal fairly, professionally and equitably with Council's staff, irrespective of race, gender, ethnic, or social origin, colour, sexual

orientation, age, disability, religion, political persuasion, conscience, belief, culture or language.

## **2.3 RELATIONSHIP WITH PHARMACISTS AND MEMBERS OF THE PUBLIC**

### **An inspector should:**

- 2.3.1 serve the public and the pharmacy profession in an unbiased and impartial manner in order to create confidence in the Council and the profession;
- 2.3.2 be polite, helpful and reasonably accessible in his or her dealings with the profession and the public and, at all times treat members of the profession and the public as customers who are entitled to receive a high standard of service;
- 2.3.3 have regard for circumstances and concerns of the profession and the public in performing his or her official duties and in the making of decisions affecting them;
- 2.3.4 be committed to the development and upliftment of the profession;
- 2.3.5 not discriminate unfairly against any member of the profession or the public on account of race, gender, ethnic or social origin, colour, sexual orientation, age, disability, religion, political persuasion, conscience, belief, culture or language;
- 2.3.6 not abuse his or her position to promote or prejudice the interest of any member of the profession.
- 2.3.7 respect and protect every person's dignity and his or her rights as contained in the Constitution of the Republic of South Africa; and
- 2.3.8 recognise the profession's and the public's right of access to information.

## **2.4 PERFORMANCE OF DUTIES**

### **An inspector should:**

- 2.4.1 strive to achieve the objects of Council in a cost-effective manner and in the public's interest;
- 2.4.2 be punctual in the execution of his or her duties and appointments with pharmacists;
- 2.4.3 execute his or her duties in a professional and competent manner;
- 2.4.4 not engage in any transaction or action that is in conflict with or infringes on the execution of his/her official duties;

- 2.4.5 recuse himself or herself from any official action or decision-making process, which may result in improper personal gain, which should be properly declared by the inspector;
- 2.4.6 be honest and accountable in dealing with the Council and use any of Council's resources effectively, efficiently, and only for authorised official purposes;
- 2.4.7 promote sound, efficient, effective, transparent and accountable administration;
- 2.4.8 in the course of official duties, report to the Council any act which constitutes an offence, or which is prejudicial to the public's, the Council's, or the profession's, interest;
- 2.4.9 give honest and impartial advice, based on all available relevant information, when asked for assistance of this kind;
- 2.4.10 honour the confidentiality of matters, documents and discussions, classified or implied as being confidential.

## **2.5 PERSONAL CONDUCT AND PRIVATE INTEREST**

### ***An inspector:***

- 2.5.1 during inspections, dresses and behaves in a manner that enhances the reputation of the Council;
- 2.5.2 does not use his or her official position to obtain private gifts or benefits for himself or herself during the performance of his or her official duties nor does he or she accept any gifts or benefits when offered as these may be construed as bribes.

## **3. GENERAL**

- 3.1 Inspectors should believe in the culture of self-criticism, and working collectively.
- 3.2 Inspectors should be able to learn and impart knowledge.
- 3.3 When addressing pharmacists or the public refrain from using phrases like "*I did this*" or "*if it was not for me who did this... Council would be sinking by now*", rather make use of "*we*" to identify yourself with the Council.
- 3.4 All inspectors are accountable for their actions.
- 3.5 Refrain from committing any criminal offence.
- 3.6 An inspector should make no public comment to the prejudice of Council or the administration of the Council.

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- 3.7 All inspectors must at all times behave in a way that upholds the Council's values, integrity and good reputation.
- 3.8 Inspectors are obliged to advise the Council as soon as they become aware of an actual or possible conflict of interest, financial or otherwise.

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