

Code of Conduct

Overview

The South African Health Products Regulatory Authority (SAHPRA) is committed to ethical, transparent, and accountable conduct in all its operations. This Code of Conduct outlines the principles and standards that guide the behaviour of individuals who act on behalf of SAHPRA, including employees, Board members, Committee members, consultants, evaluators, and volunteers.

Our commitment is grounded in protecting public health, upholding the Constitution, and ensuring responsible stewardship of public resources.

Our Values

SAHPRA's work is guided by the following core values:

Transparency – We share information openly and communicate honestly.

Responsiveness – We act promptly and address public concerns with urgency.

Ubuntu – We treat all people with dignity, compassion, and respect.

Efficiency – We use resources responsibly and strive for excellence.

Integrity – We act ethically, honestly, and in the public interest.

Collaboration – We cultivate partnerships and work as a unified team.

Excellence – We maintain the highest standards in everything we do.

How We Serve the Public

SAHPRA is committed to:

Professionalism & Courtesy

- Treating all members of the public with respect and fairness.
- Providing clear, accurate, and timely information.
- Ensuring non-discriminatory service delivery.

Public Interest First

- Prioritizing the health and safety of South Africans in all decisions.
- Acting impartially and independently of political or commercial influence.

Accessible Communication

- Responding to public enquiries promptly.
- Making relevant information available, except where restricted by law.

Our Standards of Ethical Conduct

Integrity in Decision-Making

- Acting honestly and without bias.
- Ensuring decisions are based on evidence, law, and scientific principles.
- Avoiding conflicts between personal interests and SAHPRA's responsibilities.

Accountability

- Taking responsibility for our actions.
- Using public resources responsibly and transparently.
- Reporting any wrongdoing, fraud, or corruption.

Confidentiality

- Respecting the confidentiality of sensitive information.

- Protecting proprietary and personal data unless disclosure is legally required.

Responsible Use of Authority Assets

- Safeguarding SAHPRA property, information, and technology.
- Using official resources only for authorized purposes.

Fairness, Equality & Non-Discrimination

SAHPRA supports equal opportunity and fair treatment for all. We do not tolerate discrimination based on:

- Race
- Gender
- Disability
- Age
- Religion
- Belief
- Sexual orientation

- Language
- Political affiliation

We are committed to creating an environment where all individuals can engage with SAHPRA safely and respectfully.

Political Neutrality

SAHPRA operates independently and impartially.

We do not support or endorse political parties, nor do we allow our identity, resources, or platforms to be used for political purposes.

Engaging with the Media

To ensure consistent and accurate communication:

- Only designated spokespersons may comment publicly on SAHPRA matters.

All media queries must be directed to the Communication and Stakeholder Engagement Unit.

Conflicts of Interest

SAHPRA requires all individuals acting on its behalf to:

- Avoid personal or financial interests that may influence decision-making.
- Declare any potential conflicts.
- Act in SAHPRA's best interest at all times.

Gifts & Hospitality

To protect SAHPRA's integrity:

- Individuals acting for SAHPRA may not solicit gifts.

- They may not accept any gift that could influence their duties or create bias.
- Only small, customary items of nominal value may be accepted.

Our Commitment to Ethical Leadership

SAHPRA leaders promote a culture of:

- Ethical service
- Accountability
- Scientific excellence
- Public-centred decision-making

We continuously strengthen our systems to uphold these principles and ensure regulatory integrity.

How the Public Can Report Concerns

SAHPRA encourages the public to report suspected misconduct, unethical behaviour, or non-compliance.

Reports can be made to:

 Whistleblowing Hotline: **0800 204 307**

Web reporting: <https://bit.ly/3nrku5t>

 Complaints & Enquiries Email
<https://www.sahpra.org.za/complaints-relating-to-medicine-and-medical-devices/>

Ongoing Improvement

This Code forms part of SAHPRA's commitment to good governance and is reviewed regularly to ensure its continued relevance and alignment with best practices.