

RÉPUBLIQUE DU CAMEROUN
Paix - Travail – Patrie

REPUBLIC OF CAMEROON
Peace - Work - Fatherland



Certified ISO 9001/2015

HEAD OFFICE

FEICOM'S CODE OF ETHICS

« SUPPORTING LOCAL AUTHORITIES THROUGH OUR VALUES »

PREAMBLE

The Code of Ethics of the Special Council Support Fund for Mutual Assistance (FEICOM) is the reference document that defines our way of being, acting and behaving as FEICOM's staff. It is the unifying factor of our team and the materialization of the consensus values around which we build, every day, a strong, efficient and citizen-oriented enterprise focused on achieving the missions assigned by the State.

The Code of Ethics is our commitment to support the harmonious development of Regional and Local Authorities (RLAs), in compliance with ethics and living together. Through our values, we further our improvement endeavours to meet the expectations of our customers, partners, the State, and above all, of the ultimate beneficiaries of our achievements. Faced with the stakes and challenges of the implementation of the Sustainable Development Goals by the State (SDGs), of the Growth and Employment Strategy Paper (GESP), of the New Urban Agenda and of decentralization, we are also striving to stand out and behave in a consistent manner in all resulting professional circumstances.

Through our collective action, we have built, within FEICOM, an identity that stems from performance culture, sense of duty and the satisfaction of our customers. Therefore, our objective is to capitalize on the achievements in favour of our fellow citizens and further enhance our experience. This is what justifies the participatory approach adopted in the design of our Code of Ethics. In fact, the aim was to ensure that FEICOM's values, as well as the challenges and stakes of its missions, are shared and supported by all, so that they are perfectly understood and integrated into our daily lives. We therefore stress the importance of this tool that will govern our activity to better meet the expectations of our customers, in keeping with requirements.

The Code of Ethics is evaluated and updated regularly in order to better adapt it to our changing internal and external environment.

OUR SENSE OF RESPONSIBILITY

Conscious of the stakes and challenges of emergence enshrined in the Development Vision of the State of Cameroon, we, FEICOM staff, are proud to be part of this instrument in charge of implementing Government's decentralization policy.

Our work brings us together around the ideals of performance, integrity and progress in order to participate effectively in the construction of RLAs and make FEICOM a real modern enterprise in our country.

Convinced that our missions are noble, we proudly perform our duty intended for elected local officials and staff of RLAs who need all the support available to exercise the powers devolved by the State. To this end, our Code of Ethics is the reference document for our professional behaviour. Hence the significance of our commitment to the quality process prescribed by ISO 9001/2015, given that we want to make of compliance with standards and regulations a cornerstone of our activity. To strengthen our ability to continuously provide products and services that meet the needs and expectations of our customers and comply with applicable legal and regulatory requirements, the system will integrate ISO standards that promote environment and sustainable development, notably gender equality and environment compliance. This will be made a commitment within our individual responsibility as well as that of the entire company.

OUR VISION STEMS FROM THAT OF GOVERNMENT

We want to be the leading and valuable institution in charge of supporting the harmonious development of RLAs, in keeping with Government's orientations, to contribute to the achievement of Cameroon's Vision by 2035: "Cameroon : an emerging, democratic and united country in diversity". In line with the recommendations of the GESP, this vision is implemented to contribute to the achievement of the SDGs by the State. Through this vision, we intend to make of every RLA a better place.

OUR MISSIONS ARE LOCAL DEVELOPMENT-ORIENTED

Our purpose is to contribute to the development of RLAs by providing them with technical and financial assistance. In this respect, the State has assigned us duties focused on three main areas, namely: mobilization of resources intended for RLAs, financing RLAs' projects and building the capacity of elected local officials and RLAs' staff.

These missions are performed all over the national territory, according to shared values.

OUR VALUES DEFINE WHO WE ARE

In FEICOM, we place three core values at the centre of our action. These are **work**, **service quality** and **customer focus**, which define who we are, identify and characterize us. Promoting and sharing them is a duty that we perform every day with pride.

Work

Work is our highest value, our reason for being in the enterprise. In FEICOM, we distinguish ourselves in a special way through our **work**. We work out of love for the fatherland, out of honesty towards the company that pays us, out of acquired conscience towards Cameroonians, the improvement of whose living conditions depends, in part, on our activity.

For us, **work** is everybody's business, a value shared by everyone. We perform our duties in good conscience, with diligence, seriousness, honesty and enthusiasm. We have made ours the words of Voltaire, as we are convinced that « Work keeps away three great evils: boredom, vice and poverty ».

In order to accomplish our work in a satisfactory way, we have understood that discipline is a quality that we must cultivate relentlessly, just as rigour. We therefore adhere to the scrupulous observance of Staff Regulations and to the strict application of all the disciplinary provisions governing our professional life.

Service quality

Service quality leads the establishment to excellence. This requires of us an attitude that keeps away indiscipline, laziness, disrespect of time-limits for processing of files, inertia, complaints and criticisms, and takes us closer to perfection. **Service quality** is the credo of FEICOM. We are therefore working towards it, every day, relentlessly, doing our best to enable the company to achieve its performance objectives which partake to the vision of national emergency.

In our workplace, each one of us endeavours to ensure that **service quality** is an identity of the institution. For this purpose, the service provided to a customer or colleague is part of our debt towards the society. We strive to provide a service of the highest quality. Adoption of the seven principles of the ISO 9001/2015 standard contributes to this. These include customer orientation, leadership, staff involvement, process approach, improvement,

evidence-based decision-making and management of relationships with the interested stakeholders.

Customer focus

Customers focus is the basis of the improvement approach of our activities. We are constantly committed to carrying out our activities in accordance with the expectations of internal and external customers. We have put in place a customer care system to sustainably satisfy and build up our customer loyalty. This system is based on customer satisfaction surveys, consulting support and processing of customers' claims in due time.

➤ **Customer focus to satisfy our external customers**

RLAs are our main external customers. In order to better meet their requirements and those of interested stakeholders, we focus on mapping out their needs and going beyond their expectations. For this purpose, we rely on a perfect knowledge of RLAs and their priorities, and on understanding of the decentralization context.

Towards the external customers, we strive to:

- 1) Be courteous, patient and attentive;
- 2) Respond to their requests without delay;
- 3) Offer a service of the highest quality;
- 4) Anticipate their needs and expectations;
- 5) Find solutions to the problems posed;
- 6) Provide information on the activities of the enterprise.

➤ **Customer focus to satisfy our internal customers**

Our colleagues are our internal customers or suppliers. We provide information or file items to the other entities or services in order for the processing network to be complete. Entities operate in full collaboration, in total de-compartmentalization of activities. We understand that the services for which we are suppliers need us to achieve their objectives and we help them. This complementarity makes our force.

We avoid conflicts of interests; we reject any form of favouritism and give priority to competence.

We encourage living together through sharing, consultation, tolerance and dialogue. Our cultural and spiritual values, as well as our political and religious

convictions, are valuable ingredients for the cohesion of our team and the achievement of collective effectiveness.

OUR ETHICAL COMMITMENTS

Because we firmly believe in our core values, because we share them and because we are proud thereof, we undertake to keep to them faithfully.

The undertaking to keep to our values is translated by:

➤ Our performance culture

Management tools, individual and entity performance monitoring and evaluation system, the Quality Management System, the Risk Management System, the internal control system and consultation frameworks for the evaluation of performances pertain to the performance culture.

We plan and evaluate ourselves regularly in order to see if we are performing our duty appropriately, in due time, in keeping with the regulation and within the spirit of continuous improvement, making effective use of resources.

➤ Commitments fulfillment

We strive constantly to gain and keep the confidence of our customers and partners. This confidence requires scrupulous compliance with our commitments, which should be a source for customer satisfaction. Therefore, we adopt the commitments taken by Management within the framework of the Quality Policy of the institution.

➤ Environmental compliance

Our company is progressively committed to environmental leadership in all the components of its activities. We should all ensure that FEICOM's practices and activities comply with national environmental regulations. Convinced that environmental responsibility is necessary if we want to preserve our planet for future generations, we attach the utmost importance to positive contributions to the environment.

➤ Gender mainstreaming

We are aware that gender mainstreaming is one of the essential factors for the harmonious development of RLAs, and for the performance of the company. Therefore, in line with Government's commitments, we see to it that gender mainstreaming is one of the guiding principles of our behaviour within the

institution. To this effect, we ensure gender mainstreaming in the processing of all the files assigned to us and create favourable conditions for equal opportunities for men and women in the projects of the company.

➤ **Our civic responsibility in the use of the property of the establishment**

The enterprise is our common property. We inherited it from our predecessors who contributed in building it. We are preserving it so that future generations can inherit it in their turn. On this basis, we are avoiding any form of waste. We use our working equipment judiciously and with reserve. Our duty is to work effectively for at least eight hours a day, in return for the salary and others benefits paid to us. We do it wholeheartedly.

➤ **We are everywhere ambassadors of the establishment**

Promoting the image of FEICOM is a constant concern for each and every one of us. The reputation of the establishment is enhanced by our behaviour, our attitude. Therefore, we show proof of reserve by abstaining from criticizing our establishment publicly or talking on its behalf without authorization. Besides, we are required to bring to the knowledge of our hierarchy, any complaint or concern raised against FEICOM, so that an appropriate response can be given. For certain, we act bearing in mind the interest of FEICOM, by stressing the values of the institution in our professional behaviour. Out of the establishment, we avoid talking or writing on issues beyond our competence and we see to it that there is no confusion between our opinions or personal interests and the interests of the establishment.

➤ **The choice and equitable treatment of our suppliers**

In FEICOM, we choose suppliers in accordance with the regulation in force, and the standards applicable, conscious of the fact that conflicts of interest, nepotism and all forms of favouritism are harmful to the enterprise and to our image.

➤ **Team spirit and the regard for the other person**

We are a team of professionals brought together around the same missions, the same objectives, carrying out a common activity and sharing the same values. We believe that the success of our achievements is pegged on compliance with the decisions taken, sharing of information and best practices within the institution. When it will occur, this success will not be the

achievement of only one person among us. It is shared just as the possible failures of the establishment.

We are very much attached to mutual respect, respect of the collaborator for hierarchy, respect of the hierarchy for his/her collaborator. We respect the private life of others.

➤ **We say “NO” to corruption**

The establishment has decided to embark on the fight led by Government against corruption through prevention of this phenomenon within it. We comply with the fundamental rules in terms of the right to compete, to prevent corruption and disseminate financial information. We are barring the way to corruption, be it passive or active, in order that this societal phenomenon does not find fertile ground in FEICOM.

As a result, we value transparency, integrity, loyalty, as well as equitable and dignified behaviour towards elected local officials, suppliers, partners, collaborators and the public.