

CODE OF CONDUCT
KENYA BIOGAS PROGRAM

Glossary:

- a) Kenya Biogas Program-(KBP)
- b) Biogas Masons- (BMs),
- c) Biogas Construction Enterprises -(BCEs)
- d) Service Providers- (SPs)
- e) Contractor –BMs/BCEs/Companies/Appliance dealers
- f) Code of Conduct -(CoC)
- g) Customer Service Centre-CSC

PURPOSE

The purpose of the Code of Conduct (CoC) is to promote and protect the interests of all Biogas stakeholders including Kenya Biogas Program by providing guidelines of good, ethical conduct in provision of services and practice.

The CoC also outlines the obligations of parties to this agreement

OUR VISION

Green kitchens and organic farms for all

OUR Mission:

To facilitate economic viability and sustainability of bio-digester sector in Kenya

Core Values

1. Professionalism
2. Excellence
3. Accountability
4. Knowledge

Obligations under the Code

All sector partners have responsibilities under the CoC. For the CoC to be mutually beneficial, all partners must take their respective duties seriously, and communicate with the other party constructively and on a consistent basis.

BMs, BCEs, appliance dealers or SPs found in violation of the CoC will be subject to the disciplinary procedures which include, but are not limited to, charges being filed and the possibility of repair surcharges, suspension, and/or expulsion from the KBP programme. Every BM, BCE and appliance dealer working under the KBP programme in Kenya shall obtain a copy of the code and sign an agreement to strictly adhere to it.

i. Kenya Biogas Program shall;

- a) KBP shall equip contractors with necessary knowledge and skills in construction, operation, maintenance of bio-digesters plants as well as bio-slurry use
- b) Train and certify Contractors on new biogas technologies in the market
- c) Train Contractors on Taroworks reporting procedures as well as actual data collection
- d) Share leads and market linkages from CSC and hubs.
- e) Facilitate contractors through results-based commission to conduct After Sales Services within the stipulated service timelines.
- f) Share feedback gathered from CSC/Clients and also complaints documented in grievance mechanism tool
- g) Participate in and support policy formulation and development in the biogas sector through lobbying, resource mobilization, and advocacy
- h) Facilitate market linkages for contractors to showcase their products and services
- i) Provide technical support on organizational development.

ii. **Contractors shall:**

- a) Apply knowledge, skills and expertise in offering services to biogas clients
- b) Train all clients on operation and maintenance, bio-slurry use and management.
- c) Conduct after Sales Services to all plants as prescribed by the program. Failure to comply with terms and conditions of After Sales Services procedure will result in forfeiture of the respective commission
- d) Submit timely, complete, accurate and consistent reports through the use of the Mobile App (TARO) to KBP in line with the agreed upon targets/ deliverables
- e) Ensure supply of quality appliances and put in place a product warranty scheme.
- f) Provide adequate product information to stakeholders
- g) Ensure fair pricing policies are adhered to improve affordability
- h) Respond to customer's complaints promptly as prescribed in operations processes and procedure manual
- i) Support KBP agents/partners during plant quality verification visits and other program activities as may be required from time to time

Principles governing the conduct of parties

For the biogas sector to continue to thrive and be of value to all stakeholders, all parties in the sector must act in utmost good faith with each other and in the best interest of the contract. Therefore all sector players shall;

- 1) Behave equitably, honestly, and transparently
- 2) Discharge duties and obligations in a timely manner and with a high degree of integrity
- 3) Comply with all applicable laws, legislation, and associated regulations
- 4) Avoid conflict of interest
- 5) Not maliciously or recklessly injure or attempt to injure the reputation of another party

Conduct of the KBP staff

The Kenya biogas programme staffs are responsible for communicating the KBP-Kenya CoC to all BMs, BCEs, SPs and other sector partners, ensuring they are fully compliant.

To achieve the goals of the CoC, the KBP-Ken programme staff shall ensure that:

- a) BMs, BCEs, Appliance dealers and SPs shall apply their knowledge, skills, and experience diligently on the job.
- b) BMs, BCEs, Appliance dealers and SPs shall make every effort to upgrade their skills on a regular basis.
- c) BMs, BCEs, Appliance dealers and SPs, especially those with extensive experience in the field, shall convey their knowledge and skills of the biogas trade to their colleagues to strengthen the overall value of workmanship under the KBP programme as well as to encourage teamwork.
- d) BMs, BCEs, Appliance dealers and SPs abide by the zero tolerance policy for legal, commercial or technical malpractice.
- e) BMs, BCEs, Appliance dealers and SPs perform consistently productive work, keep idle time to a minimum, and make every effort to eliminate unnecessary disruptions on the job.
- f) BMs, BCEs, Appliance dealers and SPs respect the biogas plants as a property of the client, and are fully aware that any forms of destruction are not tolerated.

The KBP-Kenya programme team will approach BMs, BCEs, Appliance and/or SPs who demonstrate bad work habits, advise them of their responsibilities as partners in the KBP, and provide guidance and direction.

Conduct of the Contractor

The contractor or his employees should;

- a) Act professionally
- b) Undertake the contract with focus on customer satisfaction by complying with and meeting their requirements
- c) Aim to observe all statutory and contractual obligations fully and timeously e.g. conditions of employment, occupational health and safety, training, fiscal matters etc.
- d) Not attempt to influence the judgement, or actions, of partners in the sector by inducement of any nature
- e) Appoint subcontractors in a fair, unbiased manner, and using written contracts
- f) Not engage in unfair or unethical practices
- g) Not make spurious claims for additional payment or time extensions to the contract
- h) Not undermine the construction objectives of the Client through pursuit of selfish interests
- i) Not engage in collusive practices that have direct or indirect adverse impacts on the cost of the client
- j) Not entertain slowdowns or other methods to extend jobs or give rise to labour overcharges;
- k) Ensuring that the proper types and quantities of tools and materials are available on the site to facilitate speedy progress;
- l) Not engage in any activities that cast KBP programme partners in a negative light;
- m) Not to subject another BM, BCE, appliance dealer or KBP-Kenya staff, or any other group of persons to inappropriate behaviour, harassment, or discrimination
- n) Strictly adhere to the contractual obligations including siting, construction, piping, and after sales service for a period not less than one year from the date of plant commissioning.
- o) Never solicit payment on any plant over and above the amount indicated in the contractual form and such amounts shall not exceed 30% of the bill of quantities excluding labour charge.
- p) Ensuring that their agents take responsibility for mistakes created by management and rectify them expeditiously
- q) Charge fair prices for the appliances to address affordability.

It shall be the employer's responsibility whenever their mason/agent has violated the Code of Conduct to deal with or report such violations immediately by providing KBP-Kenya with a letter detailing the alleged violation(s) and the surrounding circumstances.

Right of Association

Under the KBP programme, BMs, BCEs, appliance dealers and SPs are encouraged to associate and/or affiliate to any registered professional body in Kenya, to attend meetings and to hold any leadership offices in such associations.

Dispute Resolution Mechanism

KBP-Kenya staffs, BMs, BCEs, Appliance dealers and SPs all have obligations to respect the resolution of disputes. In the early stages of a dispute, KBP-Kenya staff will actively facilitate dialogue between parties. Similarly, BCEs, Appliance dealers should promptly address any and all problems and issues of concern as they arise. If these initial remedial actions of KBP-Kenya and/or BCEs/Appliance dealers fail to resolve the matter, the parties will pursue their respective remedies guided by applicable laws of Kenya.

Compliance

Every member will be expected to sign a compliance agreement to this code of conduct.

KBP-Kenya CODE OF CONDUCT Agreement

Hereby read and acknowledged the KBP code of conduct and agreed to abide by its stipulations as it states including any future alterations or additions to it.

For BM / BCE / Appliance Dealer/SP:	For KBP:
Name	Name
Full address	Full address
ID no	ID no
Position	Position
Tel no	Tel no
Email	Email
Signature	Signature
Date	Date