



2021 Edition

Code of Conduct

Seychelles Civil Aviation Authority

www.scaa.sc

SCAA Contacts

T: +248 438 4000

Email: secretariat@scaa.sc

Seychelles Civil Aviation Authority (SCAA),
P.O. Box 181, Seychelles International Airport,
Pointe Larue, Mahé, Seychelles

www.scaa.sc

Mandate

To develop, operate and maintain a safe and secure, effective and economic civil air transportation system.

Vision Statement

A leading organization bringing excellence to your aviation experience.

Mission Statement

To deliver on our promise of highest standards in safety, security and quality of service for the customer.

Why do we need a Code of Conduct

The SCAA mission and values is an integral part in the daily conduct of all its employees.

In meeting one's responsibilities, SCAA employees are expected to display the highest standards of ethical conduct and behavior.

Who needs to follow our Code...

We expect all of our employees, from all levels, to be aware of the content and follow the Code of conduct. Failure to comply with the content of the code can result in disciplinary action, including termination of employment.

Just Culture?

As Employees, We Need to:

- Know and follow the Standards and company policies that apply to our duties
- Ask questions when we are unsure of the right course of action
- Speak up when we see or suspect misconduct

Leaders & Managers Set the Tone:

- Set high expectations for employees and lead by example
- Foster an open door culture where employees feel comfortable to come forward
- Be alert to possible misconduct in the workplace
- Promote ethics and compliance through continued learning opportunities



Guiding Principles

Performance Of Duties

Carry out assigned duties in an efficient and competent manner, and avoid behaviour that might impair their effectiveness

Personal Behaviour

Carry out assigned duties in an efficient and competent manner, and avoid behaviour that might impair their effectiveness.

Diligence

All Employees shall endeavour to perform their duties diligently by maintaining the highest standards of discipline.

Loyalty

To the organization at all times

Integrity & Avoidance Of Conflicts Of Interest

Employee must avoid conflicting situations, they must not abuse positions for personal gains, accept gifts, substance abuse etc...

Impartiality

Employees are free to participate in political activities as long as it does not compromise their impartiality & during their free time.

Disciplinary Offences

A worker commits a disciplinary offence wherever the worker fails, without a valid reason, to comply with the obligations policies and procedures of the organization

Minor Offences

Minor Offences attract the first step of the disciplinary procedure.

Examples of minor offences include:

- **fails to observe working hours on one or not more than two occasions**
- **fails to obey reasonable orders or instructions given by the employer**

Gross Misconduct

Acts of Gross Misconduct constitute a serious breach of the SCAA code of conduct and Employment Act, serious prejudice to the employer's undertaking

Examples of gross misconduct include:

- **theft of property or funds from the organization.**
- **wilful damage of organization property.**
- **absent from work without authorisation on 3 or more occasions.**
- **fails to keep a secret connected with the.**
- **work of the worker.**



Disciplinary Measures

In the event of the undertaking of a disciplinary offence any one or more of the following disciplinary measures may be taken in no specific order:

Step 1: Verbal Warning/ Reprimand/ Caution

Step 2: First Written Warning

Step 3: Second / Final Written Warning

Dismissal / Termination of Appointment

Dismissal is appropriate when:

- an employee's behaviour is considered to be serious disciplinary offence(s).
- an employees misconduct has persisted, exhausting all other lines of disciplinary procedure.

Appeals

Every employee has the right to appeal against the outcome of a disciplinary hearing.

An appeal should be put in writing submitted to the GM HRA Division and/or the Chief Executive Officer within (5) working days.



Internal Grievance Policy / Procedure

SCAA recognizes that grievances may arise in the normal course of employment and is fully committed to ensuring that any such issues that arise can be discussed openly and dealt with satisfactorily and promptly. This policy provides a mechanism for employees to raise a grievance relating to their employment.

Aims of the Grievance Handling Policy & Procedure.

- Promote a culture that perceives complaints and grievances as an opportunity to address injustice and concerns and restore good working relationships
- Establish a grievance handling structure that is people oriented, will result in grievances being more likely to surface earlier, be resolved earlier, be less likely to escalate and prevent such grievances from re-occurring.
- Ensure that the viewpoints, rights, beliefs and aspirations of each complainant are respected and that any party to a grievance is not discriminated against or victimized.
- Ensure that responses to grievances and complaints are consistent, clear and timely.

Internal Grievance Procedure (Appendix 1)

This SCAA Grievance Procedure has 4 different stages which are as follows:

Stage 1: Informal Procedure (discussions)

Stage 2: Formal Procedure

Stage 3: Internal Appeal

Stage 4: External Appeal

Types of Grievance

Typically, there are two types of grievances;

General & Individual grievance

- **General grievance** is also sometimes referred to as a Group or Collective grievance as these kinds of grievances affect a group or a category of employees. In this instance, the group may opt to have one designated person to represent them collectively.
- **Individual grievances** affect one employee, requiring a one-to-one approach. In those cases the person may also choose to have a representative acting on his/her behalf.

Appendix 1

SCAA Emergency Response Report

Telephone: 4111 or 4112

- Introduce yourself 'this is...'
- Report your location and incident .
- Sound the nearest fire alarm if provided.

Evacuation

Senior official present will order staff evacuation & safeguarding or salvaging of contents.

Staff will leave premises in an orderly manner and assemble at the nearest assembly points namely at the:

- International & Domestic Airport carpark.
- SCAA Headquarters carpark.
- Emergency rendez-vous point (Technical block area) .
- Cargo carpark.

This handbook is subject to revision from time to time and as and when required.



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