

## Unique Welfare CODE OF CONDUCT

### UW Core values

- Provide the best Animal Inspectorate training course with a lifelong support system.
- To be a voice for those who cannot speak directly and through trained and qualified inspectors (the vulnerable that includes animals, women, children and environment).
- Prevent Animal Cruelty through effective and accountable governance of qualified animal inspectors through a strategically built and managed support structure.
- Assist in monitoring and reporting of animal abuse and domestic violence (the link between human and animal abuse) directly and through qualified and authorised Animal Inspectors trained through UW.
- For the public's interest, educate the public and animal welfare organisations on cruelty, the prevention and responsibility for a sustainable future, directly and through trained and authorized animal inspectors trained through UW.
- Build long-term sustainable relations through trust and transparency of personal and professional service and support provisions directly and through qualified and authorised Animal Inspectors trained through UW.

In order for Unique Welfare to succeed in its vision and mission that is within the public's interest, it is important to build a strong, reliable and dependable network of qualified and competent Animal Inspectors, Welfare Organisations and other interested and affected parties. This can only be done through responsible and accountable governance and continues training of inspectors by UW.

All Students, Trainee and qualified Animal Inspectors trained by Unique Welfare must always:

1. Once a student becomes authorised, he/she is a trainee Inspector in the Field for a period of three months. He/she is required to report to and communicate with the UW Senior Inspector for this duration and/or until UW confirms in writing that the training period is completed. The purpose of this is to provide training and assistance in the field.
2. Respect the privacy and confidentiality policy of the organisation Unique Welfare. (Never share any part of any communication done and/or received as a student and/or animal inspector authorised by Unique Welfare. This includes any emails, voice notes, training materials, videos, what's apps and/or other forms of communication that may in any way harm the organisation or any member directly or indirectly associated with the organisation.)

3. Participate in and initiate excellent communication skills at all times.
4. Behave in a professional manner during and after participating in training with Unique Welfare.
5. Always allow a person/organisation a fair chance to respond to assumption/accusations/claims by either yourself and/or someone associated with you. (Remember defaming a person and/organisations character will legally open you up to either harassment charges and/or loss of income due to reputational damage and/or both that may result in criminal charges against you).
6. Always put the welfare needs of animals first (the animals physical and emotional needs are priority over the person's emotional needs/regrets)
7. Find a balance between earning an income and assisting with Animal Welfare cases/needs.
8. Respect the authority of Unique Welfare as the organisation providing an educational value, support role and level of accountable monitoring on cases and complaints or concerns for the value of the public's interest, animals and continues development of Unique Welfare training.
9. Provide a detailed and well-structured report (bi-monthly reports) to Unique Welfare.
10. Always keep clear records of cases opened from day one, and update daily as needed in order to make a file/case available for Unique Welfare to assess within 24 hours if requested and if needed for reputational and/or public's interest and/or other relevant reasons that may directly or indirectly harm the organisation and/or any associated member of the organisation.
11. Always be honest about facts, concerns raised, complaints and/or public scrutiny to Unique Welfare management for the purpose of reputational protection of all parties associated directly and/or indirectly with the organisation.
12. Make time to meet with a member of Unique Welfare within 24 hours on Zoom or sooner if requested and necessary based on assumptions/concerns raised/complaints and/or public statements made in scrutiny of the Unique Welfare organisation and/or any student of Unique Welfare due to the association and/or actions of the student or qualified Inspector.
13. Always keep communication, especially towards Unique Welfare members professional, appropriate and within business hours. (8am till 17:00pm) (Mondays to Fridays).
14. Raise a concern/complaint in writing about poor conduct of another student and/or Animal Inspector, to the Unique Welfare office as soon as the conduct is noted. Time, evidence and honesty is important. (matters can be requested to be handled anonymously and remains at the discretion of the organisation).

15. Ask for help/advice if he/she is not sure of what to do about a situation that may or may not directly or indirectly affect the student/animal inspector and/or Unique Welfare directly and/or indirectly.
16. Inform the Unique Welfare office of poor conduct of any State organisation/person for example SAPS/Prosecutor/Magistrate in writing. All claims must be supported by facts and/or proof. No assumptions and/or hearsay form of communication.
17. Put personal feelings aside (never take offense/make assumptions) and stay focused on a resolution when there is a disagreement/difference of opinion towards any member of the public/state and or Unique Welfare Management and or any associated party.
18. Not use any part of this code of conduct and/or other material out of context in an attempt to state his/her case against a student/organisation and/or other directly or indirectly associated parties in hopes of 'winning' and argument.
19. Be 'Teachable'. This means an Inspector must never assume he/she knows everything and that his/her opinion is all that matters. Always be open to learn, assess other opinions/information/facts before getting upset/offended/threatening/abusive in any way toward the organisation and/or any member directly or indirectly associated with the organisation.
20. Be able to stay neutral, calm and focused (Put personal feelings aside) during any confrontational situation (it does not matter with whom), and find a workable solution to move forward. This is an imperative part of the character of an Inspector that can become an incredibly powerful skill set if used properly or it can be destructive if unable to manage/control.
21. Be available to assist Unique Welfare with a complaint received in an area/district of the Inspector authorisation within 24 hours of receiving the complaint.  
(transport/mileage cost can be covered by Unique Welfare if necessary and/or required according to AA rates).
22. Proof read any/all articles or interviews before allowing them to go to print and or be published in any way on any platform that may directly or indirectly impact any member of the organisation directly or indirectly associated with the organisation.
23. Always respect all procedures wet out for student tests and/or assignments.  
(Procedures cannot be changed and/or overruled by a student/animal inspector without prior written confirmation from Unique Welfare management).
24. Restrain from threatening any person from Unique Welfare or members associated directly or indirectly with the organisation.
25. Always ensure that his/her understanding of all aspects of this code of conduct is understood clearly.

26. Study and do the necessary legal research to educate him/herself on any aspect of the law referred to in this code of conduct and other relevant legislation.
27. If more than one Inspector works on a case, only one Inspector must be 'in charge' of the case (accountable in terms of the communication/documentation/final decision making).
28. Complete payments in full for the training, regardless if you leave the training for whatever reason before completing it.
29. Complete payments in full for the training, regardless if your training is terminated by Unique Welfare before you completed the training and/or after completion.
30. Secure magisterial authorisation as quickly as possible (within 2 weeks maximum from receipt of the magisterial authorisation motivational letter).
31. Participate in Inspectorate training (there will always be a min 2 week notice period)
32. Always participate in what's app communication where relevant for all inspectors.
33. Always ask UW Senior Inspector or UW office for advice/assistant on cases where necessary.

All Students, Trainee and qualified Animal Inspectors trained by Unique Welfare must NEVER;

1. Neglect any animal welfare case due to any personal/work reason. Instead an appropriate and lawful solution must be applied once approved by UW and followed up on that will ensure that the case is handled accordingly (with urgency and efficiency until resolved). See Annexure F for guidance.
2. Withhold any information on a case from Unique Welfare or any person authorised by Unique Welfare to investigate and/or assist with a case.
3. Allow any public and/or state member to intimidate you to the determine of an animal. (contact Unique Welfare office immediately).
4. Never give an animal back to an owner if you suspect and/or have evidence of cruelty, neglect, abuse and/or any other offences unless approved by the Senior Inspector and/or Unique Welfare.
5. Request private information or forward private information from anyone that is in contravention of the POPI Act.
6. Badmouth (defame the character) of any member of Unique Welfare Organisation to anyone publicly or privately.

7. Badmouth (defame the character/reputation) of the business Unique Welfare in any way publicly or privately, before, during or after a working relationship is formed and/or terminated in any way by the organisation in writing and/or verbally.
8. Engage in public disagreements that can in any way damage the reputation of Unique Welfare organisation and or any members directly or indirectly associated.
9. Share any part of any module, training, assignment, test with any family, friend, organisation (anyone not approved by Unique Welfare) at any point in time during or after the training has occurred.
10. Use any logo/signature/letterhead without the written permission of Unique Welfare management for anything whatsoever at any point in time without prior written confirmation by Unique Welfare management in writing.
11. Use the reputation or paperwork of Unique Welfare to obtain his/her own authorisation for any district/s not approved by Unique Welfare and/or or to assist anyone else to obtain it magisterial authorisation. (Authorisations are only provided by Unique Welfare management and can be revoked at any point in time based on poor conduct, dishonesty and/or criminal charges).
12. Interfere with another student and/or Animal Inspectors case, especially if he/she represents Unique Welfare. (If there is a concern regarding how the case is handled then the concern must be raised in writing to the Unique Welfare email [info@beunique.co.za](mailto:info@beunique.co.za) immediately for support).
13. Make emotional decisions that may negatively affect animals/students/animal inspectors and/or the Unique Welfare organisation in any way for any reason at all. (Inspectors are expected to have excellent communication skills and no matter how offended/upset the inspector may be, finding a resolution is part of his/her duty at all times).
14. Withhold any information/or refuse to co-operate with a request from Unique Welfare management or the state in order to resolve a matter internally and/or publicly that may directly or indirectly affect any party associated with the organisation.
15. Participate in any media (including social media) interview or article/slander where Unique Welfare and other students/animal inspectors' reputation can be harmed in any way.
16. Mention Unique Welfare on social media without prior written authorisation from Unique Welfare management.
17. Name and shame any other organisation/student/animal Inspector publicly or privately.
18. Voice a disrespectful opinion on a live training platform/session. (If your opinion will disrupt the class or show disrespect to a person/organisation then put your concerns

formally in writing for Unique Welfare to evaluate and respond and/or correct accordingly).

19. An Inspector and/or an owner (employer) of an Inspector can never answer on behalf of another inspector.
20. Go against any aspect of the UW Code of Ethics

What can an Inspector expect from Unique Welfare:

1. Educational and counselling support via the online platform, email, what's app and telephonically.
2. Assistance with prosecutions if and when necessary.
3. Daily App (Life group support) for Inspectors to ask each other advice/guidance in regards to cases/situations.
4. Routine checks of cases and all information related to the cases of trainees and animal inspectors training/qualified through Unique Welfare.
5. Funding for certain outreaches when and where possible. This will be communicated and agreed to with various stake-holders upfront.
6. Assistance with magisterial authorisation after training, for various districts where necessary to assist with Animal Welfare Needs.
7. Assistance with connections for assignments if/when necessary and deemed reasonable by the organisation.
8. Authorisations can be revoked by Unique Welfare if found necessary. ( An investigation will always be done first and a mediation/training session will follow as part of the support process available by Unique Welfare if necessary and if both parties are willing.)
9. Strict guidelines/rules to be followed that is of a high standard at all times to ensure that high standard/quality Inspectors enter the field of Animal Welfare for the right reasons (not personal reasons) to make a positive difference in the lives of animals.
10. Occasional (compulsory) online training for Inspectors to further enhance his/her experience/knowledge in the field of animal welfare.
11. Occasional (compulsory) in person training for Inspectors to further enhance his/her experience/knowledge in the field of animal welfare.
12. Routine kennel/home checks by any inspector/member of the organisation Unique Welfare.
13. Zero tolerance for any form of verbal, emotional, mental or physical abuse towards any member of Unique Welfare organisation, an Animal or State person.

14. The Organisation and person/s part of (directly or indirectly) cannot be held liable for your actions during or after training. The organisation urges the student/animal Inspector to ask for help from the Organisation if he/she is not sure what to do at any point in time to prevent any harm done to any person/animal and/or directly or indirectly affected party.
15. That a student may be asked to withdraw his/her own authorisation voluntarily in writing from the courts if he/she is found to be unfit as an Animal Welfare Inspector according to UW. (Failure for an Inspector to do this voluntarily may lead to criminal charges being opened against the Inspector by the UW).
16. All communication will always be recorded.
17. All communication forms part of ongoing evaluation for the purpose of quality/standard control for the industry.

## Unique Welfare - CODE OF ETHICS

1. Respect UW policies and procedures and apply them as required.
2. To treat animals with the utmost respect, patience and kindness. Ensuring comfort, safety and well-being of the animal/s.
3. All call outs must receive a follow up in order to close the matter/file.
4. All animals picked up (abandoned) must be checked for microchips. (ask for proof of ownership)
5. All animals surrendered must be signed over legally before you can adopt them out.
6. No animals can be adopted out without being sterilised first.
7. To promote adoption in rescue, compassionate pet ownership, and pet-owner education in a non-judgmental and inclusive manner.
8. Home checks must be done for all adoptions.
9. No animals can be left behind where there is hoarding/abuse/neglect if education is not a sustainable option.
10. Never drive past/walk past/ignore a matter where an animal is in need. If you can't address the matter personally, refer the matter to another inspector and follow up to ensure that the animal was attended too.
11. Never abuse your authority.
12. Educate every opportunity you get.
13. Follow up educational opportunities in writing for record purposes (even if it's not to open a cruelty case).
14. Always follow up on adopted animals within a month and again within 6 months (regularly).
15. Never remove a microchip from an animal. Chips can and must be legally transferred for ownership transfer.
16. Never allow an animal to go back into an abusive and/or compromising situation if and when you suspect abuse.
17. You will not trade or breed any animal.
18. You will not seize/confiscate any animal without following the required legal process.
19. I will always keep accurate audio/video/written proof of all animals I work with on all levels without compromise. I will keep backups for at least 5 years.
20. When and if my own animals require veterinary care, I will not withhold it at any point in time.
21. You will not allow an animal to suffer in any way. If and when euthanasia is required to end any/all suffering this must never be prevented by an inspector.
22. To always seek for solutions and ask for help from UW Inspectors and others where needed.



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