



INSTITUT D'ENSEIGNEMENT SUPÉRIEUR DE RUHENGERI

B.P. 155, Ruhengeri, Rwanda

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Chapter I: BACKGROUND, SCOPE AND PRINCIPLES

1.1. Background and Aims of this Code of Conduct

Basing on the its identity of being a catholic university of applied sciences, and its ambition to contribute to the development of world in general by being international university opened to all and promoting open-mindedness;

Considering that, through academic and non-academic programs, INES-Ruhengeri is shaping a man/woman whose exit profile will be useful to him/herself, useful to the community and his/her country in general;

Considering that INES-Ruhengeri is expected to produce:

1° Men and women enlightening others because they are making a difference from the received package which includes values.

2° People who can validly stand up in society;

INES-Ruhengeri needs persistence of the staff, and there is need of having clear practical modalities for achieving this, especially there is need of code of conduct reflecting its philosophy, values and the behavior expected from its staff.

This Code of Conduct outlines the standard of behaviour expected of employees of INES-Ruhengeri. It is designed to assist staff to understand their responsibilities and obligations and provide guidance on expected behaviour in the workplace, or if faced with an ethical dilemma or conflict of interest in their work involving colleagues, students, the institution and the local, national and international communities.

The Code does not seek to encompass all possible scenarios arising in employment with the INES-Ruhengeri however, it provides a set of principles to guide staff on acceptable and unacceptable behaviour.

The Code should be read in conjunction with INES-Ruhengeri legislation, policies, procedures and workplace agreements.

Apart from outlining the standard of behavior expected from employees, this Code of conduct is an instrument which provides the working rules and standards related to staff conduct to be observed by all the employees of INES-RUHENGERI in order to achieve with integrity the vision and mission of INES. Any employee who shall violate the provisions of this Code shall be subject to disciplinary regulations. Nevertheless, the employee who is not satisfied with the action taken against him/her has



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the right of appeal to hierarchical organs in accordance with the staff statutes and this code of conduct.

The present Code of Conduct aims at:

- Promoting the integrity of INES-RUHENGERI employees and binding all the staff members to a common and acceptable conduct;
- Promoting work performance in order to allow INES-RUHENGERI to achieve its vision, mission and its Applied Science orientation;
- Promoting “Customer Care “and quality service in order to ensure effective and efficient work for INES-RUHENGERI to maintain its good reputation.

1.2. Scope

This policy applies to all employees of the INES-Ruhengeri, and persons holding an honorary, visiting or adjunct appointment with the INES-Ruhengeri. Without prejudice to the terms of ad hoc specific contracts, volunteers, contractors and sub-contractors are expected to comply with the Code as a condition of their engagement with INES-Ruhengeri.

1.3. Principles

The following principles will guide the applicability of this code of conduct.

a) Ethics

INES staff members should model their behavior on INES values, this Code of Conduct and other internal rules of INES-Ruhengeri. At all times they shall act in an ethical manner.

b) Leadership

Leadership is about positive influence, inspiring and empowering others. INES staff members at all levels shall demonstrate leadership respectively to their position consider the element of leadership

c) Institutional Identity and Social Responsibility

To act responsibly, people must know who they are. INES staff shall know the identity of INES and behave accordingly when dealing with colleagues, clients and community in general.

INES Staff should act responsibly when achieving their respective employment obligations or when using the institutional resources on the campus or outside the campus, as well as when it becomes at their private life which can negatively affect the image of INES-Ruhengeri or resulting into institutional liability, or lack of social responsibility.



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d) Equity, Diversity and Social Inclusion

Staff will be instrumental in creating a work and study environment where all members of the INES-Ruhengeri community are able to participate fully, find a sense of belonging, and have opportunity to engage meaningfully with the broader community.

Staff will act to create a fair, respectful, inclusive and safe Institutional environment, where diversity is valued and where unlawful discrimination, violence (or threats of violence), bullying, harassment and victimisation in any form are considered unacceptable and punishable.

e) Academic freedom

Usually University means open-mindedness. The staff, especially the academic staff shall promote the freedom of speech, freedom of association and intellectual culture to make effective the open-mindedness. Academic freedom shall include:

- The freedom of academic staff to teach, discuss, exhibit artistic works or public performances, research, as well as disseminate and publish the results of their research.
- The freedom of academic staff and students to engage in intellectual inquiry, to express their opinions and beliefs, and to contribute to public debate, in relation to their subjects of study and research.
- The freedom of academic staff to participate in professional or representative academic bodies.
- The freedom of students to participate in student societies and associations

Chapter II: IDENTITY, RELATIONSHIPS AND CODE OF CONDUCT

The identity of INES-Ruhengeri as a catholic university of applied sciences is reflected by its vision, mission, orientation and values. It is this frame that the relationships between staff members between themselves, between them and students and clients, and between them and the employer will be appreciated.

2.1. Vision of INES-RUHENGERI

Universality in each individual, Knowledge in order to unite and better serve the world.

2.2. Mission of INES-RUHENGERI

Contribute, through the partnership with the civil society, the private sector and the public sector, to the national and regional development by providing specialized university education enhanced by research in order to create competitive enterprises and well-paying jobs.



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2.3. INES-RUHENGERI Core Values

All the employees of INES-RUHENGERI are requested to observe and promote the following core values as they are part of institutional identity:

Excellence;
Witness of life;
Supernatural vision;
Truthfulness;
Commitment;
Human Dignity;
Solidarity;
Collaboration;
Cleanliness;
Value of details.

Apart from these values commonly agreed as core values, INES Staff will observe the following values when achieving their job tasks:

- Integrity;
- Professional ethics;
- Customer care;
- Partnerships;
- Competitiveness;
- Professionalism in service delivery;
- Quality service;
- Teamwork;
- Punctuality and respect of deadlines.

2.4. INES-RUHENGERI as an Institute of Applied Sciences

INES-RUHENGERI has adopted an Applied Science orientation and is committed to do its utmost for this orientation to be a success. All the employees are requested to own this orientation and implement it. For this orientation to be a success, INES-RUHENGERI and its employees shall put a particular emphasis on the following:

- Promoting quality education;
- Promoting research in all programs;
- Promoting active teaching methods;
- Promoting consultancy in various domains;
- Acquiring efficient infrastructures for Applied Sciences;



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- Promoting professionalism;
- Promoting service to the community in various domains;
- Ensuring continuing education for the staff;
- Promoting partnerships and income generating projects as well as students 'projects;
- Promoting quality service in administrative and financial departments.

2.5. INES-RUHENGERI as an international university

INES-RUHENGERI is defining itself as an international university because of its ambition to offer academic programs fitting for the global labour market, to accommodate students and staff from different countries, and to promote intercultural values. Its staff is expected to respect and to promote intercultural values.

2.6. Relationships between the employee and the public, outside activities, private practice and social media

By "public" we generally mean any client, any guest or any partner including students of INES-RUHENGERI. In dealing with the public, every employee of INES-RUHENGERI shall observe the following:

2.6.1 When he/she offers services or imposes obligations to the public on the behalf and interest of INES-RUHENGERI, every employee is requested to do it politely and diligently, in a loyal, equitable and non-discriminatory manner;

2.6.2 Every employee is requested to be polite, accessible, collaborative, professional and assiduous as he/she deals with outsiders, respected clients of INES-RUHENGERI, who deserve to benefit from a fast and high-quality service;

2.6.3 Employees of INES-RUHENGERI shall on no account be allowed to have discriminatory attitudes towards clients or guests of INES-RUHENGERI on the basis of race, gender, ethnicity, origin, region, religion, language, and political affiliation;

2.6.4 Every employee shall not abuse his/her position to promote or prejudice interests of one person or a group of people, client(s) of INES;

2.6.5. With regards to outside Activities, Employment and Private Practice, INES-Ruhengeri encourages staff to contribute and engage with the community by providing assistance to government, community agencies, the professions and industry through a range of activities including consulting work, collaborative research and participation on committees. In undertaking these activities, staff must observe the following requirements:

- Staff members must have approval from their supervisor for activities undertaken during normal working hours and/or if these activities could conflict with their employment at the University;



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- Outside activities must not involve the use of INES-Ruhengeri resources without prior permission and reimbursement to the University where appropriate;
- All consultancies must comply with the INES Consultancy Policy. Failure to comply will result in disciplinary action.

2.6.6 With regards to social media, Staff members must be mindful of their use of social media and ensure their interactions are respectful to the University and members of the University community and in accordance with University legislation, policies and procedures.

Staff members are required to comply with the University's Social Media Guidelines and a breach of the Social Media Guidelines may result in disciplinary action.

2.6.7 Without prejudice to professional confidentiality, every employee, in his/her domain of competence and acting on behalf of INES, shall respect the right of access to information for the public in accordance with the laws in force in the country, statutes and the Manual of administrative and financial procedures of INES-RUHENGERI, this code of conduct as well as other related texts and decisions.

Nevertheless, the personnel in charge of public relations shall be the only person allowed to inform the public of an information considered to be important without prejudicing the Top Management authorities' prerogatives to represent the Executive of INES-Ruhengeri and to protect its image.

2.7. Relationships among employees

Without prejudice to relationships with the public, employees among themselves shall observe the following:

2.7.1 Every employee shall collaborate with his/her colleagues for INES-RUHENGERI to achieve its objectives.

2.7.2 Every employee shall as much as possible consider instructions from hierarchical authorities as long as they are not contrary to the laws in force in the country, statutes, the manual of administrative and financial procedures of INES-RUHENGERI, this code of conduct, other texts and decisions made by the high organs of INES-RUHENGERI, the mission and vision of INES as well as moral standards.

2.7.3 No employee shall abuse his/her position to promote or prejudice interests of one person or a group of people, staff of INES.

2.7.4 Employees of INES-RUHENGERI shall on no account be allowed to have discriminatory attitudes towards any employee or a group of employees of INES-RUHENGERI on the basis of race, gender, ethnicity, origin, region, religion, language, and political affiliation;



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2.7.5 Employees are strictly forbidden to bring their family matters in the functioning and daily management of INES-RUHENGERI.

2.7.6 All employees shall avoid harming colleagues by observing hygiene and security conditions at work.

2.8. Relations with students

Without prejudice to section 2.6 of the present code of conduct, every employee of INES-RUHENGERI, while dealing with students, shall particularly refer to this section 2.8 and to other provisions defining relationships between students and staff such as the General Academic Regulations, the Policy on sexual harassment, the policy on disability at INES-Ruhengeri.

2.8.1 During working hours, contacts with students are solely limited to purely academic or administrative matters.

2.8.2 Students 'general matters are mainly handled through ordinary structures such as Faculties/Department, Registration Office, Directorate of students' welfare, the Directorate of International relations, Chaplaincy and INES Students' Union, etc.

2.8.3 The language of instruction at INES-Ruhengeri is English. The communication within the campus premises must be in English. All staff and students should use English in class and in offices unless there is a special reason to be considered such as a course in French, receiving a client from outside INES, etc.

2.9. Obligations of INES-RUHENGERI as an employer

Without prejudice to obligations formulated by different specific contracts, INES-RUHENGERI as an employer shall observe the following general obligations in order to make the present code of conduct efficient:

1° Clearly defining job descriptions, performance standards, performance indicators and performance awards;

2° Giving comments and feedback on the staff performance evaluation on time;

3° Equitably rewarding good practices, sense of responsibility and the level of employees 'performance;

4° Helping the staff to develop their skills and abilities as much as possible;

5° Maximizing opportunities for academic progress;



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6° Modernizing work conditions guaranteeing sanitary security;

7° Acquiring infrastructures allowing the staff to efficiently perform their tasks;

8° Respecting private lives of employees while dealing with personal matters;

9° Assisting the staff on a daily basis in order to allow them to perform their duties effectively and efficiently.

2.10. Obligations of employees towards INES-RUHENGERI

Without prejudice to obligations formulated by different specific contracts, employees of INES-RUHENGERI shall observe the following general obligations to make the present Code of conduct efficient:

1° Every employee shall serve INES-RUHENGERI with faithfulness, devotion, integrity and dignity;

2° In accordance with everyone's duties, every employee shall observe the rules and regulations governing the working and functioning of Higher Education and labour in Rwanda as well as other specific rules and regulations pertaining to his/her job and duties. Every employee shall also respect INES-RUHENGERI statutes, staff statutes, this code of conduct and different policies and procedures in force at INES-RUHENGERI;

3° Every employee shall always and everywhere protect INES-RUHENGERI interests;

4° Every employee shall conscientiously execute his/her duties in order to achieve objectives assigned to him/her and honour his/her performance contract;

5° Every employee shall preserve hygiene and security at work;

6° Every employee shall immediately and efficiently execute instructions given to him/her by his/her supervisor and collaborate with his/her colleagues in the interest of the service/institution;

7° Every employee shall always behave courteously at work and avoid anything that can tarnish the honour and dignity of his/her job;

8° Every employee shall neatly and decently dress in order to respect him/herself, his/her colleagues as well as INES-RUHENGERI clients;

9° Every employee shall be regular and punctual at work;

Accredited by Ministerial Order N° 005/2010/Mineduc of 16 June 2010



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10° Every employee shall observe professional confidentiality and ethics whenever he/she is asked to give any information related to his/her job;

11° Every employee shall accept all training opportunities for staff capacity building and academic career development.

2.11. Prohibitions

Without prejudice to prohibitions stipulated in the legislation, in different laws and regulations in force in Rwanda and at INES-RUHENGERI, as well as in specific clauses in contracts of INES staff, all employees of INES-RUHENGERI shall observe the following prohibitions:

1° In case of private interest of the staff member, it is forbidden to publish or send documents with INES-RUHENGERI headings without prior authorization by Top Management authorities;

2° It is forbidden to send (e-) mails outside in the name and/or in the interest of INES or in personal interests under INES cover, headings, or references without prior endorsement of the Top Management authorities;

3° It is strictly prohibited to smoke or to take any alcoholic drinks or any other well-known substance having the similar effects during working hours in offices, halls, classrooms, conference rooms, libraries, laboratories and in any other places frequented by the staff and the public;

4° It is prohibited to any employee to come to work at INES-RUHENGERI or go on mission drunk;

5° It is forbidden to undertake, during working hours, activities other than the respective assigned duties without prior authorization by the Top Management authorities;

6° It is strictly prohibited to insult, morally or physically abuse colleagues or clients during working hours. Sexual harassment is equally prohibited and severely punished;

7° It is strictly prohibited to have sexual relations with a colleague, a student or any other guest in INES-RUHENGERI premises;

8° It is prohibited to collaborate with a student who cheats or facilitate him/her to cheat in whatever ways;

9° It is strictly prohibited to any employee to fix an appointment with a student for academic or administrative purposes outside of INES-RUHENGERI premises except during practical works, study visits and internships planned and authorized by the Top Management authorities. Even in authorized cases, contacts are strictly limited to places and reasons specified in the authorization.



2.12. Incompatibilities

1° It is incompatible for any employee to undertake the same activity as that of INES-RUHENGERI with a view of a disloyal competition or anti-campaign;

2° It is incompatible for any academic staff to sign another contract with any other institution of higher education. However, prior to a written authorization from the Vice Chancellor, an academic staff can sign a part-time contract with another institution of higher education.

2.13. INES-RUHENGERI Resources

2.13.1 Every employee of INES-RUHENGERI shall make rational and legal use of financial resources and other assets of INES entrusted to him/her.

2.13.2 It is strictly prohibited for any employee to use INES resources in personal interests. However, lending can be done by the mandated person and is regulated by a specific assets management policy.

Chapter III: DISCIPLINARY MISCONDUCTS

This code does aim at listing all misbehaviors. The following are given as reference while others may be defined case by case by the competent authorities.

3.1 Categorization of Disciplinary Misconducts

The disciplinary misconducts are subdivided in three categories:

- a) Minor misconducts
- b) Serious misconducts
- c) Gross misconducts

Note that any attempt to commit misconduct shall be punished in the same way as misconduct effectively committed.

3.1.1 Minor misconducts

These lead to oral warning in case of first misconduct.

Minor misconducts include the following:

- 1° Attendance at work with delay without permission or valid reason;



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- 2° Leave the service early without permission or valid reason;
- 3° Unauthorized absence from work during working hours without permission or valid reason;
- 4° Sleeping at work during working hours;
- 5° Serious misconduct with mitigating circumstances;
- 6° Loss of accounting document equivalent to Rwf 10 000 or less. The repayment of the sum of money is not excluded;
- 7° Delay of sending a mission report for two working days or less;
- 8° Delay of sending an activity or financial report for five working days or less.

3.1.2 Serious misconducts

These lead to first written warning in case of a first misconduct.

Serious misconducts include:

- 1° An unauthorized absence from work during a period less than 5 working days;
- 2° A threatening or aggressive behavior towards his/her colleagues, superiors, students or any INES-RUHENGERI clients;
- 3° Failure to obey lawful and reasonable instructions given by superiors;
- 4° Demonstration of insubordination vis-à-vis the employer;
- 5° Smoking in INES offices or in other workplaces frequented by INES staff and the public;
- 6° Insult colleagues and clients during working hours;
- 7° Un authorized use of INES-RUHENGERI facilities or equipment including interference into computer system;
- 8° Loss of an accounting document with a value more than Rwf 100 000. The repayment of the amount of money is not excluded;
- 9° Failure to respect procedures and instructions in force or ad hoc instructions set by the Top Management authorities;
- 10° Failure to take action against a staff under your supervision who has committed an offence;

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11° Connecting any external equipment to ICT or laboratories that may interfere with INES network. Note that a penal and civil lawsuit claiming damages or interests is not excluded;

12° Unintended disclosure of an examination before the due date of taking the exam;

13° Involuntary loss of examination results or scripts;

14° Recidivism of a minor misconduct during a period from 1 to 2 months;

15° Minor misconduct with aggravating circumstances;

16° Gross misconduct with mitigating circumstances;

17° Execution of expenses that vary between Rwf 100,000 to Rwf 200,000 not included in the action plan or annual budget without formal authorization;

18° Refusal to fill, elaborate or finalize required working documents: academic, administrative or financial;

19° Causing tolerable disturbances in the examination room by provoking quarrels with a colleague or a student in whatever way.

3.1.3 Gross misconducts

Gross misconducts are defined by the Ministerial Order of the Minister in Charge of Labour and Public Service.

INES-Ruhengeri may submit a list of additional gross misconducts to the Minister for approval before including them into its internal regulations and policies.

These may lead to last written warning in case of the first misconduct or dismissal without prior notice.

Gross misconducts may include the following:

1° An unjustified absence from work during successive 5 working days or more;

2° Disclosure of the professional secret;

3° Falsification of documents;

4° Receiving gifts or bribes;

5° Breach of trust;



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6° Theft or attempt to theft;

7° Swindling;

8° Complicity in cheating acts;

9° Voluntary loss of non-recorded examination scripts or results or due to any other misconduct;

10° Causing serious disturbances in the examination room by provoking quarrels with a colleague, a student in whatever way.

11° Drinking alcohol during working hours in INES-RUHENGERI premises or outside when sent on mission;

Chapter IV: FINAL PROVISIONS

4.1 With regard to disciplinary procedures, reference shall be made to the staff statutes and Manuel of administrative and financial procedures in force at INES-RUHENGERI.

4.2 The present code of conduct is part of employment contract clauses in force at INES-RUHENGERI by the day of its adoption.

Approved by INES Council on 24 June 2023.

Dr Jean Baptiste MAZARATI
Chairperson of INES Council