

THE THAMANA SELF HELP GROUP (SHG) WELFARE ASSOCIATION

CODE OF CONDUCT AND ETHICAL GUIDELINES

1: PREAMBLE

Central Bank of Kenya Retired Pensioners desired to form an organized group through which members would reach out to one another, share their retirement experiences, fellowship together and help one another at times of need.

Though initially established primarily just as a social forum, it gained momentum in the year 2020 when members started to contribute towards funeral expenses in support of deceased/bereaved former colleagues.

This simple gesture of contributing towards such funerals brought together about 300 retirees in a WhatsApp group, who progressed to formalize and sought to establish a Welfare Association.

It is for this purpose, therefore, that this Code is formulated in order to guide Members of the Welfare Association in matters of conduct to facilitate a conducive and cohesive social group.

Good rules always play an essential role in the successful management of any organized group. For instance, for any game to be fully enjoyable, players must know the governing rules before the start of the game. This avoids confusion during play and ensures fair play so that the end results are fully embraced by both the participating teams, spectators and all stakeholders.

Moreover, the environment in which we live is robust and each day portends new challenges that necessitate fresh reactions. This Code will, therefore, be amended from time to time to address emerging trends.

2: NAME

The name of the Entity shall be *THAMANA SHG Welfare Association*. Unless the context otherwise requires, words or expressions in this Code referring to, or implying the masculine gender shall include the feminine gender and words in the singular shall include the plural and words in the plural shall include the singular.

3: UNWRITTEN CODE

This Code does not purport to cover all relationships among the Members. In the absence of a written Code of Ethics, every Member will be expected to observe certain rules of conduct and discipline in dealing with others. In particular, every Member will be expected to conduct themselves in accordance with the laws, regulations or rules regulating behavior or conduct in the Republic of Kenya.

4: GOVERNANCE

There shall be established a Governance Structure as Members may from time to time agree provided that the **Members' Annual General Meeting shall be the highest** authority in the Governance Structure.

5: POWERS TO AMEND

Only the Members' Annual General Meeting shall have the powers to amend this Code following recommendations from the Welfare Committee. In exercising such powers, the Annual General Meeting shall take into consideration:

- a) Any statutory obligation and in particular any emerging laws
- b) Any agreement entered into by Thamana SHG Welfare Association Members.

6: COMPLIANCE

Every Member shall acknowledge this Code as binding upon him.

7: MEMBERSHIP

A member (**retired CBK staff member**) shall only be admitted to membership upon successful application, vetting, registration and payment of the requisite Membership Fee as shall be determined by Thamana SHG Welfare Association Members from time to time.

The Executive Committee may, however, at its sole discretion admit a **Widow or Widower of a deceased member** who has been on the CBK Pensions Payroll subscriptions and the Widow/Widower, so admitted undertakes to continue the payroll

subscriptions arrangement. On application and admission, the new member shall be designated **'Honorary Member'**, status and retain the **deceased member's** Registration Number with an extension. The Honorary Member shall, however, **not vary the record of dependents** as already provided by the deceased member

8: PURPOSE

Thamana SHG Welfare Association shall, among others, provide financial, psycho-social and moral support to Members as may be defined in the progressive administrative guidelines as shall be provided in the Association's Constitution.

9: INTEGRITY

Members shall at all times maintain absolute integrity and honesty in the exercise of their obligations in the Welfare Association.

10: BEST JUDGEMENT

A Member shall in the exercise of their rights act in the best judgment except when acting under the direction of an official or a decision of the Annual General Meeting.

11: STANDARD OF PERFORMANCE

A Member shall at all times discharge their obligations in a manner and to a standard satisfactory and acceptable to the Welfare Association .

12: INSUBORDINATION

A member shall not in any way be disrespectful, or discourteous in word, act or demeanor.

13: CANVASSING AND UNDUE INFLUENCE

All members shall keep political matters out of this Association and shall not attempt to bring any political or other influence to bear upon any other Member to further his interest, or to gain advantage in the exercise of their obligations in the Association.

14: BURDEN OF PROOF

All claims in respect of any claim or benefit available under the Welfare Association's constitution shall be submitted in the prescribed official forms and the burden of proof confirming compliance shall be on the claimant.

15: WELFARE COMMITTEE

There shall be a Welfare Committee to oversee the day-to-day activities of the Association. All decisions of the Committee shall be binding on all members unless otherwise decided at an Annual General Meeting. The Committee Members shall be in office for a maximum of (2) terms of three years, renewable once and shall retire on rotation basis to ensure continuity.

The Welfare Committee may recommend the establishment of a '**Special Purposes Committee**', or '**Subcommittee**', as the case may be and present the committee so established to a **properly constituted AGM for ratification**.

16: INVESTMENTS:

Any excess funds shall be invested in a manner that is agreed upon through a Member's Proposal which will have been discussed and agreed by the Welfare Committee. This would then be discussed and ratified by majority of members of the Group at an Annual General Meeting. **Investments shall always be done in low-risk products and shall always be for the best interest of members of the Group.**

17: MONTHLY CONTRIBUTIONS:

The members will make monthly contributions of such an amount as may be recommended by the Welfare Committee and discussed and ratified by majority of members of the Association at the Annual General Meeting. As at July 2022, the monthly contribution was fixed at *1,500.00*, say (one thousand five hundred Kenya Shillings).

18: RESPONSIBILITIES OF THE WELFARE COMMITTEE:

- 18.1 **Review members' proposals and guide deliberations** in meetings
- 18.2 Ensure proper Books of Accounts are kept
- 18.3 **Ensure that members' contributions are banked promptly**
- 18.4 Propose appropriate penalties for any violations of any section of the **Constitution for deliberation and ratification in a Members' Meeting**
- 18.5 Propose a member to be co-opted to the Committee, formation of a Special Purposes Committee or Sub-committee
- 18.6 From time to time, conduct any other business that is of general good to Thamana SHG Welfare Association.
- 18.7 Ensure safe custody of all Association documents and assets
- 18.8 Consider the adequacy of the Associations Reserves and recommend the payment of a Rebate.

19: TIMELINES:

The undernoted Timelines shall be observed at all times but may from time to time be altered by the Welfare Committee and discussed and ratified by majority of members of the Welfare Association at a General Meeting.

19.1 Contributions:

All monthly contributions must be paid to the designated bank account and notification sent to The Treasurer or appointee by the fifth day of the following month.

19.2: PENALTIES:

All payments received after the fifth day of a respective month, being a contribution for the preceding month shall be levied interest at a rate of 10% p.a; which shall fall

due immediately and must be paid together with the amount owing to the Welfare Association

20: HONORARIA

The Welfare Committee may be entitled to a ***Retainer Honoraria Payment*** equivalent to 10% of the Annual Investment Income or any other amount approved by an AGM to be distributed to the members of the Committee in a manner that will have been discussed and agreed by the Committee Members and ratified by majority of members of the Welfare Association at a General Meeting.

The Committee may also, draw a ***fraction of any declared rebates*** subject to ratification by a properly constituted members' meeting (AGM).

21: SEPARATION

An active Member who opts to cease membership shall be entitled to ***75% refund of their monthly contributions less all amounts that the member may have claimed.*** However, a Member may also be expelled from the Association if found to be in violation of this Code and the ***fate of their assets will be determined by the Welfare Committee provided that, in all instances the Membership Fee is non refundable.***

22: MUTUAL RESPECT

Members of the Group shall exhibit utmost mutual respect to each and every other member both in word and in deed.

23: MEETINGS QUORUM

One Third of Members of the Group shall form a Quorum while 50%, plus one Member in a meeting shall constitute a Majority.

24: EMBEZZLEMENT

A member of the Group who embezzled or abets embezzlement of any finances, including false claims or gross negligence, shall be required to ***make good the amount so embezzled or falsely claimed at 100% with immediate effect.*** The Welfare Committee may propose cessation of membership of the embezzler for ratification by an AGM. A member who fails to refund the embezzled amount within three months will have the case referred to the appropriate legal process.

25: CONFLICT WITH KENYAN LAW

Any Article of this Code that may be found to be in conflict with any of the Laws of Kenya shall be amended to conform to the relevant laws.

26: DISBURSEMENTS

26.1 Medical Expenses

Thamana members will be expected to take up a Medical Insurance Cover, especially where such has been negotiated by the Central Bank of Kenya Pensions Secretariat. **The Medical Cover will offset all medical bills arising from a member's ailment.**

However, the Welfare Committee may facilitate the establishment of a Medical support scheme and/or coordinate donations from members where there is proof that the insurer has declined payment in respect of a particular medical condition or the **member's medical Insurance cover has been exhausted.**

26.1.1 In-house Medical Support

Pursuant to provisions of Article 11 of the Thamana SHG Welfare Association Constitution, and following a Resolution at the Special General Meeting (SGM) held on 7th February, 2023, the Committee establishes an In-house Medical support scheme. The Medical support scheme so established shall only cover fully compliant members and their spouses.

The Medical support scheme hereby established, seeks to cushion Thamana Members who may face difficulties in settling medical bills arising from either;

- a) The medical condition for which the bill arises is not covered under the current medical Insurance cover taken by the respective member, and/ or,
- b) **The medical bill is over and above the member's in-patient medical insurance cover limit**

26.1.2 Conditions of payment

26.1.2.1 The member to whom the Medical Assistance is intended must have taken a Medical Insurance Cover, arranged and coordinated by the Pensions Secretariat at the Central Bank of Kenya or any other insurance cover by a reputable firm under the armpit of the Insurance Regulatory Authority of Kenya,

26.1.2.2 The member must adduce ample evidence that either,

- a) ***The medical bill is in excess of the Medical Insurance Cover and that the current cover limit has been fully utilized, and/or***
- b) ***The medical condition (ailment) is excluded from the Medical Insurance Cover taken by the member***

26.1.3 Limit of Coverage

26.1.3.1 The Committee will draw from the Thamana Kitty the equivalent of 50% or less (depending on the current bill) the applicable In-house Benevolent Fund Cover for the Member or Spouse. At the current rates, this amounts to Kshs 50,000.00 (Kenya Shillings, fifty thousand only).

26.1.3.2 Every bona fide member of Thamana Self-Help Group Welfare Association shall, in addition to 26.1.3 a) above, contribute Kshs 500.00 (Kenya Shillings, five hundred only). Any defaulting member shall have this amount debited from their share in the Association.

26.1.3.3 For all intent and purpose, the payments will be coordinated by the Committee, provided that any member willing to make an extra contribution shall forward the additional amount directly to the affected colleague without publicity in any of the Thamana Self-Help Group Welfare association fora.

26.1.3.4 Where the bill owed to the hospital or medical facility is less than the amount raised under this arrangement, only the actual amount owing will be payable, provided that in all cases payments will be done direct to the facility from which the bill emanates.

26.2 Distressed members visitation

Pursuant to a Resolution by members during 2023 Annual General Meeting held on 27th June, 2023, Thamana Self-Help Group Welfare Association hereby establishes a patients/bereaved members visitation programme with a humble budget line. Under the Programme, the Welfare Committee will:

26.2.1 Coordinate visitation to disposed/bereaved members

26.2.2 Identify, and liaise with members in specific geographical areas, for visiting purposes

26.2.3 Facilitate acquisition of Well-wishes Cards, or any other such gestures, to identify with, and show the Group's concern to fellow members

26.2.4 Look for ways and means of improving the programme, based on experiences during the inceptive stages.

26.3 Funeral Expenses

26.3.1 Thamana members and spouses.

The Welfare Committee shall at all times actively engage service providers in a view to purchase a Last Respect Insurance Cover for Thamana members and their spouses. Once identified, negotiated and agreed, all members shall be expected to subscribe to the scheme and benefit from the policy emoluments.

26.3.2 Thamana members' parents and parents in-law

Due to their advanced ages, most service providers may decline to offer insurance for parents and parents in-law. In this regard, the Welfare Committee shall have liberty to review the financial adequacy/inadequacy of the Association, and fix a token payment to Thamana members whose parents and parents in-law pass on.

26.3.3 Thamana members' children

Arising from their attainment of adulthood, most service providers may decline to cover Thamana Self-Help Group Welfare Association members' children. The Welfare Committee shall, therefore, have discretion to review the financial adequacy/inadequacy of the Association, limit the number of children to be covered and fix a token payment for Thamana Self-Help Group welfare Association members who lose their children.

26.3.4 The Welfare Committee shall, at its sole discretion, coordinate voluntary contributions from members wishing to chip in and enhance the tokens payable to members who lose their children, parents and parents-in-law.

26.3.5 Last respect disbursements from the Thamana In-house Benevolent Fund

Having failed to secure a favourable Last Respect Cover from all prospective Service Providers who submitted their proposals in the recent past, the Committee resolved to commence an in-house Benevolent Fund.

Subsequently the Committee tabled its recommended in-house scheme and was approved by the **5th Annual General Meeting held on 27th June 2025** as herein-under tabulated:

Deceased	Payment
Member or Spouse	200,000.00
Child (maximum 4 cases)	150,000.00
Parent or Parent in-law	150,000.00

The above rates have since commenced and shall be reviewed as provided in Article 12.1 of the Thamana SHG Welfare Association Constitution.

As per the group constitution clause 8:

“Every member shall make a monthly contribution as agreed by members in a properly constituted AGM. Before any member can qualify for any benefit, he or she shall have been an active member for six consecutive months. No new member shall be allowed to pay a lump sum in lieu of the six months waiting period.”

“Claims received from Members whose subscriptions are in arrears, may not be honored.”

27: INTERACTIONS

The Welfare Committee shall endeavor, at all times, to embrace technology. Towards this end, a Web-based IT system has been developed for use by the Association. Pursuant to this initiative, interactions with the officials, and among the members, are largely, based on Web-based IT System.

27.1 The Web-based System having been fully developed and commissioned regular updates will be carried, dependent on need.

27.2 Member training and induction are also carried out on need basis, especially, to newly recruited members.

28: LIST OF MEMBERS

As at 30th June , 2025 Thamana SHG Welfare Association comprised of 231 Members:

Revised: July 06, 2025

2021