

## Staff Code of Conduct

As employees of the organisation, our reputation is reliant upon maintaining the highest degree of integrity and accountability in everything that we do.

The Staff Code of Conduct ('the Code') provides practical guidance and information on our corporate governance, regulatory and policy frameworks, compliance obligations and establishes a benchmark for our behaviour as employees.

It is your responsibility to familiarise yourself with the Code, observe and understand it, as it articulates what is expected of us. You are expected to apply it in our daily work.

### Our Values:

- Respect
- Integrity
- Client Centred
- Accountability
- Innovation
- Professionalism

These Values shape our culture and define the character of the organisation. Our Values are at the heart of who we are, and what we do, which we are all required to observe, of personal integrity; relationships with others; and accountability located here.

### Transforming lives, strengthening Industry and Community

As employees, we are dedicated to engaging with our industry and building upon our capabilities, to ensure that clients' expectations are met with high quality delivery.

Our shared vision is for everyone at this organisation to work collaboratively for industry and community; and to develop a client-centred culture, based on a sound quality framework to deliver positive client outcomes. To do so, we will impart our technical, training, development and administrative expertise with our collective passion, energy, and integrity.

### What are my responsibilities?

Read, understand, and follow the Code. It requires each of us to ask ourselves 'What is the right thing to do?' during our employment and ensuring that we do it. We are all responsible for our actions and the Code exists not just to protect the organisation, but to protect you as an individual, too.

As long as you work and behave in accordance with the Code you can be confident that you are doing the right thing by yourself, your colleagues, our clients, and the organisation.

If you choose not to follow the Code, however, you may be subject to disciplinary action under legislation and our industrial awards and agreements.

If you become aware of any actual or possible breaches of the Code, you are encouraged to discuss your concerns with your manager, a member of Human Resources, or a Public Information Disclosure Officer.

### **What should I expect as an employee?**

As an employee you should expect that you are treated in a manner that is consistent with the Code.

### **Principles of the Code:**

**Principle 1** - we value the Organisation's reputation and act in the best interest of both the public and the clients.

- we always behave in a way that reflects positively on the organisation and exemplifies our values and our reputation, no matter whether we are working on site or elsewhere.

**Principle 2** - we act with honesty and integrity.

- we stay thoughtful and objective in all our professional relations, taking care never to act with bias or preference.
- we never use our privileged positions, our access to information or our responsibilities for personal gain or to advantage others, remembering always that we work to serve the public.

**Principle 3** - we act in an open, transparent, and accountable manner and commit to using resources ethically.

- we use resources in a responsible, efficient, and accountable manner and for the purposes of clients only.
- we protect ourselves by making sure to disclose any conflict of interest that might arise and do within reason, everything possible to appropriately manage one that may exist, or may be seen to exist.

**Principle 4** - we commit to ensuring a healthy and safe workplace.

- we take personal responsibility for our own health and safety, when at work
- we take care to protect the health and safety of our colleagues and our clients.

**Principle 5** - we act professionally and treat others with respect, courtesy, and fairness.

- we welcome the diversity of our colleagues, clients, and the community.
- we treat our colleagues and clients with respect and dignity.
- we are professional and courteous with members of the public.

**Principle 6** - we respect and maintain privacy and confidentiality.

- employees may have access to sensitive and personal information about fellow employees, clients, and suppliers, and we are responsible for protecting the privacy of that information.
- we are responsible for ensuring that information is only used for authorised purposes and is protected from theft, unauthorised disclosure, or inappropriate use.

**In short, the Code requires:**

- professionalism and appropriate behaviours
- accountability for our actions
- a commitment to the Organisation and our clients
- responsibility
- transparency, and
- respect.

**What if I am unsure?**

The Code reflects what's important to us and establishes an expectation of minimum standards, but it cannot cover every possible situation. If you are unsure of the appropriate action to take in a particular situation, seek advice from your manager or a colleague before you act, because it's important to use good judgment in everything you do.

**Just ask yourself:**

- is it ethical?
- is it legal?
- Is it consistent with our values?
- Will it reflect badly on me or the Organisation?
- Would I want to read about it in the media, or have it communicated to my manager? My peers? Or my family?
- Does it protect both our short-term and long-term interests?
- Would you be able to look your manager or the Managing Director in the eye and say you think you did the right thing?

If the answer is 'no', don't do it. You are responsible for your actions and there are consequences for breaching the Code.

**Remember:**

Our employees are the Organisation, and we respect each other, and we work together as one. We conduct ourselves and our business with honesty and integrity and we refrain from doing anything that would harm our reputation.