



Code of Conduct Policy

Version Number: 03 2021 replacing version 03. Sept 2020

Approved by: CEO

Approval date: 4 June 2021

Review date: Every 2 years

1. Purpose

The Code of Conduct ('Code') relates to SEARMS and, where relevant, operates in conjunction with other policies relating to minimum standards of behaviour and conduct, the Contract of Employment or Contract for Services. The Code reflects the integral core of SEARMS and its dealing with tenants, clients and the public in general.

SEARMS is committed to managing its services and assets effectively, fairly, impartially and with integrity. As a dedicated community housing provider for the Aboriginal community, SEARMS makes decision that influences the lives of people in the community. SEARMS holds an important position in the community that requires transparency, honesty, respect and fairness for all people we engage, support and serve.

The Code policy outlines the minimum standards of conduct and behaviour expected of SEARMS employees at all times. All employees are responsible for upholding the integrity of the organisation and complying with the Code in the course of their duties. Employees should allow the Code to guide their behaviour and decision making and assist them to display the highest reasonable standards of professional and personal conduct while service the needs of the customers, tenants, the community and stakeholders.

Compliance with this Code is expected and non-compliance may result in disciplinary action including the termination of employment or contract for services.

2. Commencement of the Code

This Code replaces all other codes of conduct of SEARMS, parts of which are included in SEARMS Employment Terms and Conditions with every employee.

3. Scope

The Code applies to all directors, employees, agents and contractors (including temporary contractors) of SEARMS, collectively referred to as 'workplace participants'. The Code is included in a person's contract of employment.

4. Conduct requirements

All workplace participants are expected to observe the highest standards of ethics, integrity, behaviour and cultural sensitivity during the course of their employment or engagement with SEARMS. This Code provides an overview of SEARMS fundamental business values. It is by no means exhaustive, but summarises some of SEARMS most important policies, which

are based on standards that underlie business ethics and professional integrity, standards that apply to all workplace participants.

As representatives of SEARMS, all workplace participants are expected to conduct themselves in a professional and courteous manner and observe the following standards of behaviour both inside the workplace and outside the workplace where the workplace participant can be perceived as representing SEARMS:

- Comply with all laws, policies, procedures, rules, regulations and contracts.
- Comply with all lawful and reasonable directions from SEARMS.
- Be honest and fair in dealings with customers, clients, suppliers, co-workers, management and the general public.
- Display the appropriate image of professionalism at the workplace. Wear the required uniform, safety equipment or work clothes, and if a workplace participant wears their own clothes, ensure their appearance is neat and tidy.
- Treat tenants, clients, suppliers, co-workers, company management and the general public in a non-discriminatory manner with proper regard for their rights and dignity. In this regard, discrimination, victimisation or harassment based on a person's race, colour, religion, national origin, age, sex, sexual orientation, marital status, family responsibilities, pregnancy or potential pregnancy, union membership or non-membership, mental or physical disability, or any other classification protected by law will not be tolerated.
- Promptly report any violations of law, ethical principles, policies and this Code.
- Maintain punctuality. If a workplace participant is late or cannot report for work, please telephone and let the supervisor know as soon as possible.
- Do not use work time for private gain. If a workplace participant is required to leave the work premises for personal reasons they should advise their Manager well in advance.
- SEARMS has a legitimate interest in the private activities of workplace participants where such activities may bring disrepute upon SEARMS in its relationships with tenants, clients, suppliers, and the general public at large and may possibly call the workplace participant's fitness for continued employment or to provide services into question.
- Maintain and develop the knowledge and skills necessary to carry out duties and responsibilities.
- Observe health and safety policies and obligations, and co-operate with all procedures and initiatives taken by SEARMS in the interests of work health and safety.
- Be truthful in all dealings with persons encountered at the workplace. Workplace participants must not make false or misleading declarations during the performance of their duties or when providing services on behalf of SEARMS. A declaration can be considered to be misleading if information is omitted or presented in a manner that

enables a misleading view of the situation to be formed. This including failure to comply with reporting requirements and falsifying records and other documents.

- Refrain from any form of conduct which may cause any reasonable person unwarranted offence or embarrassment or give rise to the reasonable suspicion or appearance of improper conduct or biased performance.
- Not act for an improper or ulterior purpose to the detriment (whether perceived or actual) of SEARMS.
- Workplace participants must not abuse the advantages of their position for private purposes, or solicit or accept any gift or benefit in connection with their employment or engagement which might compromise, or be seen to compromise their integrity or SEARMS reputation.
- Respect SEARMS ownership of all of its property including but not limited to funds, equipment, supplies, books, records and confidential information (however described).
- Maintain during employment with SEARMS and after the termination of employment, the confidentiality of any confidential information, records or other materials acquired during the employment with SEARMS.
- While employed at SEARMS, not accept any employment with another organisation that is a supplier or competitor of SEARMS, or any other employment that is in conflict with your position at SEARMS.
- Not make any unauthorised statements to the media about SEARMS business (requests for media statements should be referred to the line manager).
- Do not fight in the workplace.
- Do not use inappropriate language in the workplace.
- Never report for work in circumstances where there is a risk that you could be affected by or 'under the influence' of illicit drugs or alcohol (e.g. if you have ingested or otherwise taken drugs or alcohol the night before or in the period leading up to your next work period). If a workplace participant is taking prescription medication, they must inform their manager at the commencement of their working day. Workplace participants may be required to produce medical evidence to prove their medication does not affect their capacity to perform their duties in a safe manner without harm to themselves or others.
- Do not smoke during working hours unless it is during prescribed breaks and within designated areas.

5. Managers and Supervisors

Managers and supervisors should:

- a) Promote a team spirit.

- b) Maintain confidentiality so far as is reasonably practicable when conducting investigations into grievances and disputes.
- c) Avoid bias in decision making.
- d) Ensure compliance with procedures when carrying out counselling and discipline.
- e) Exercise objectivity when administering rewards or discipline.
- f) Not condone, permit, or fail to report any breaches of the Code as outlined above by workplace participants under their supervision.
- g) Perform your duties to the best of your ability and be accountable for your performance.

6. Breaches of this Code

A breach of this Code may lead to disciplinary action including, but not limited to, termination of employment or services.

7. Record of Signed Code of Conduct

Employees	As per individual Employment Terms & Conditions (contract)
Directors	To sign copy of this Policy as below:
	<p>SEARMS Code of Conduct Declaration</p> <p>I, (Name) agree that I have read and understood this Code of Conduct and that I agree to be bound by each of its terms.</p> <p>Signed:</p> <p>Dated:</p>