

Code of Conduct and Ethics

Overview

This code of conduct explains the minimum standards of behaviour that we expect from our team members.

Scope

This policy applies to St George Community Housing Limited and its subsidiaries (we, our and us) and to our employees, contractors, directors and volunteers (our team members).

Our values and behaviour

Our values set the standard for our behaviour. We use our corporate values to make decisions that align with our purpose. Our values are:

Support

Support means our team members will:

- Model a caring environment by listening to, working with and empowering internal and external stakeholders and customers.
- Treat others with genuine kindness and understanding.
- Model collaborative behaviours which embrace high quality internal and external customer service. They will be available to offer support and advice to all, representing us professionally and ethically.

Accountability

Accountability means our team members will:

- Set clear standards, deliver on their commitments and make sure that their actions are focused on achieving organisational outcomes.
- Take ownership of their actions in an honest and open manner, showing up on time and being present.
- Respectfully give and receive feedback and learn from their mistakes.

Respect

Respect means our team members will:

- Listen with care and kindness to understand others and respond with good intent in a timely manner.

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- Value difference and diversity and the perspective that it brings.
 - Treat everyone politely and listen to others, encouraging them to express their opinions and ideas.

Integrity

Integrity means our team members will:

- Keep their word and behave in an honest, ethical and professional way.
- Speak out against misconduct, illegal and inappropriate behaviour and report apparent conflicts of interest.
- Support a culture of honesty and professionalism.
- Respect the confidentiality of client information and workplace information.

Our Code

Acting in our interests

Our team members must always act in our interests. This includes supporting on a professional level all formal decisions we make.

Obeying the law

Our team members must follow all relevant laws, regulations and standards.

Following our policies & procedures

Our team members must follow our policies and procedures. These policies and procedures form part of our team members' contractual obligations with us.

Acting professionally

Our team members must act professionally and provide good customer service. Our team members must make sure that:

- They only communicate their work mobile/phone numbers to customers and stakeholders
- They communicate clearly, promptly, politely and must be courteous, respectful and professional
- Follow our Social Media policy and any related guidelines
- Act professionally in all social interaction during work hours
- Avoid social interaction with our external customers outside of work – where this is not possible, our team members must tell their manager so that any potential conflicts can be managed
- Respond to all stakeholder contact within agreed timeframes

Use of your position

Our team members must not use their position with us to get any improper benefit for themselves or another.

Disclosure of Gifts and Benefits

We don't encourage or expect gifts from tenants, contractors or business associates but we understand that small gifts/benefits may be offered or received as a token of appreciation.

Gifts must not influence or seem to influence our decisions.

Our team members must declare any gift or benefit they receive or are offered as outlined in our Gifts and Benefits policy.

Conflicts of Interest

A conflict of interest is where someone's personal interests conflict with their responsibility to act in our best interests. A personal interest isn't just your own interests and could include the interests of family, friends or other organisations or companies that you are involved with.

Conflicts of interest include actual or perceived conflicts, or potential conflicts that could exist in the future.

Our team members must disclose conflicts of interest as outlined in our Conflicts of Interest policy.

Our Assets

Our team members must respect our funds, equipment and property and should use and maintain these resources with due care. We allow reasonable personal use of the telephone, photocopier, printer, email and the internet. Use of our letterheads for personal purposes is not allowed. Our team members must follow policies relating to our assets including our Motor Vehicles and Mobile Devices policies.

Our resources must never be used for:

- Private commercial activity or financial gain
- Any activities including jokes or pranks that are inappropriate or offensive
- Transmitting material that may damage our reputation
- Accessing or transmitting information that could be misleading, deceptive or illegal
- Gambling
- Subscribing to or accessing fee based services for personal use
- Purposes which will adversely affect the performance of our networks, email system or other operations

Our information and confidentiality

Our information must only be used for our purposes and not for personal benefit. Our information that has not been released to the public via our website, the annual report or media releases, should be considered confidential unless otherwise stated by our CEO.

Confidential information can include paper files, physical and electronic records, electronic documents, internal reports and internal emails. Our team members must not make or appear to make public comments on our behalf unless specifically authorised.

Our team members have a responsibility to make and keep accurate records.

Our team members must only access our records when it is relevant to their work. Team members must not access their own records (apart from their employee record in One Housing) or records of family, friends or business associates.

Reportable conduct

We expect our team members to act appropriately in all situations and not engage in any reportable conduct. Examples of Reportable Conduct may include:

- financial irregularities
- corrupt conduct
- criminal conduct
- failure to comply with any legal or regulatory obligation
- unethical or other serious improper conduct, including breaches of company policies and procedures

Team members should refer to our Whistleblowing and Reportable Conduct policy for more information.

Alternative employment

Our team members must not undertake any employment with another organisation that is a supplier or competitor or any other employment that conflicts with their position with us. If our team members want to undertake additional employment i.e. a second job, they should discuss this with their manager to make sure that it won't impact their role with us. Our team members must get permission from the CEO if they want to be a Director of another company (other than a family company) including a not for profit entity.

Breach of Code of Conduct

Our team members must follow this Code of Conduct.

If our team members believe that their co-worker is or may be in breach of this code, they should report the breach or suspected breach. If our team members report behaviour which they honestly believe is a breach, we will treat the report confidentially and will protect the person from any retaliation.

However, if our team members make reports which they know is false to annoy or cause harm to another person, we may consider taking disciplinary action against them, which may include terminating their employment.

We do not accept misconduct and are committed to addressing any inappropriate behaviour and making sure that our team members are not penalised for making a genuine report or complaint.

Reporting and Investigation

Our team members may report breaches of this Code under our Reportable Conduct and Whistleblowing policy.

We will investigate reports of breaches of this Code as outlined in our Reportable Conduct and Whistleblowing policy.

Policy information

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