

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 expected behaviour

Our values set the standard for the behaviour that we expect from our team members. We also use our values to make decisions that align with our purpose. Our values are:

Innovation

Innovation means our team members will:

- Find new and better ways of working to deliver the most impact for our customers.
- Support us to be a leading community housing business.

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.
- 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.

Workplace behaviour

Our team members must treat others in the workplace fairly and must not discriminate against them, harass, bully or vilify them, or engage in conduct that is unwelcome or inappropriate.

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 do not communicate their personal mobile/phone numbers to customers and stakeholders
- They communicate clearly, promptly, politely and must be courteous, fair, respectful and professional.

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- 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, personal or financial gain
- Causing harm to our entity or customers
- 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

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- 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.

Misconduct

We expect our team members to act appropriately in all situations, not engage in any misconduct and report any misconduct that they become aware of. Misconduct includes:

- fraud or misappropriation of funds
- negligence
- wilful default of obligations and duties of the team member or on our behalf
- breach of duty
- financial irregularities
- offering or accepting a bribe
- corrupt conduct, maladministration, and waste of resources
- offences under the *Corporations Act 2001* (Cth) or the *ASIC Act 2001* (Cth)
- an offence against any other Commonwealth law that is punishable by imprisonment for 12 months or more
- illegal conduct, such as theft, dealing in, or use of illicit drugs, violence or threatened violence, and criminal damage against property
- serious failure to comply with any legal or regulatory obligations
- unethical or other serious improper conduct, including serious breaches of company policies and procedures
- engaging in, or threatening to engage in, detriment as defined in our [Whistleblower Policy](#)
- systemic issues that a relevant regulator should know about

Team members should refer to our [Whistleblower Policy](#) for more information about making a Protected Report.

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.

Breaches of the Code

Our team members must follow this Code of Conduct and report any breaches of the Code as early as possible.

If our team members believe that a team member 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

If a breach relates to misconduct as defined in our Whistleblower Policy, a Protected Report can be made under that Policy.

If the breach does not relate to misconduct, team members are encouraged to discuss their concerns with their manager to resolve and address any concerns. If their concerns involve their manager or they do not feel comfortable discussing their concerns with their manager, team members can discuss their concerns with a Whistleblowing Protections Officer.

If a team member is unsure whether their concerns relate to misconduct, they should refer to our Whistleblowing Policy for more information or speak to a Whistleblower Protections Officer under that Policy.

Related documents/resources

- [Policy - Conflict of Interest](#)
- [Policy – Whistleblower](#)

Policy information

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