

THE NORTHCOTT SOCIETY

POLICY ON CODE OF CONDUCT AND ETHICS (STAFF)

VOLUME:	2	Society Policy on Management and Organisational Issues
SECTION:	A	Human Resources
SUB SECTION:	A	Personnel
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BOARD APPROVAL:		Not Applicable

Policy

It is Northcott's policy to maintain the highest standards in all areas of Northcott's operations. It is essential that the behaviour of all staff members reflects the values of respect for other people, impartiality, honesty and integrity and that staff members are competent in the performance of their duties.

Northcott's Code of Conduct and Ethics establishes appropriate standards of personal and professional behaviour for Northcott staff.

Principles

- 1 The Code should be consistent with codes of conduct for other professions so that staff can follow both Northcott's Code and any relevant professional code without conflict of interest.
- 2 Staff should familiarise themselves with the Code and act accordingly. Staff need to be aware that departure from the provisions of the Code may represent grounds for disciplinary action in line with Northcott's Disciplinary Policy and Procedures.
- 3 The Northcott's Grievance Policy is intended to deal with disputes arising in a variety of areas. Staff members may invoke its provisions should a dispute arise. However, in order to maintain the highest standard of service possible, staff are required to comply with existing instructions and/or policies pending resolution of the disagreement.

Objectives

- 1 By establishing standards of personal and professional behaviour, the Code of Conduct and Ethics seeks to advise staff clearly of their rights and obligations as employees of this organisation.

Procedures

1 Personal and Professional Behaviour

Staff members:

- i) are required to comply with any reasonable instruction given by a person having the relevant authority;
- ii) should ensure they conduct themselves with honesty and integrity. This may include a responsibility to bring to appropriate notice dishonesty by others;
- iii) need to ensure their work is carried out efficiently, effectively and economically and that the standard of work reflects favourably upon Northcott;
- iv) are expected to adhere to Northcott's policies while having the right to raise issues of concern;
- v) must not seek to influence any person in order to obtain personal or other advantage;
- vi) must observe general standards of behaviour which are acceptable in the wider community and which do not reflect adversely upon Northcott;
- vii) shall only provide advice and services for which they are qualified by training and/or experience;
- viii) must not engage in any activity likely to cause accident or injury, or that might otherwise endanger clients, visitors or other staff;
- ix) must ensure that their dealings with all others are non-discriminatory, respectful, consistent, timely and equitable;
- x) must adhere to Northcott's policy regarding a smoke free workplace.

2 Conflict of Interest

Staff who involve themselves with activities outside their duties as a Northcott employee are required to ensure that no conflict of interest exists. Where some doubt exists in this regard the matter can be discussed, confidentially, with the Human Resources Manager.

Where the possibility of future conflict of interest exists, the Human Resources Manager may advise that a confidential file note be recorded.

The interests of Northcott should not be adversely affected by a staff member's outside activities.

3 Acceptance of Gifts or Benefits

Staff must not solicit or receive, directly or indirectly, any gift, gratuity or remuneration of any kind, other than from Northcott, for services provided as a Northcott employee or in connection with Northcott.

Any offer of a gift or benefit should be notified to the Chief Executive Officer (via Department Manager) who will advise the appropriate action should the item not be of a minor nature.

4 Northcott Facilities and Equipment

Being aware of the public source of Northcott's resources, staff are required to ensure that Northcott's physical resources are used effectively and economically to fulfil the long term aims of Northcott.

Permission must be obtained prior to using Northcott resources for any purpose other than those stated in the aims and objectives of Northcott. Where there are specific directions in place for the use of Northcott facilities (eg motor vehicles) for other purposes, these must be strictly observed.

Additionally, staff are required to observe all current security procedures with respect to Northcott buildings, vehicles and other property.

5 Public Comment

Permission should be obtained from the Chief Executive Officer prior to issuing any public statement regarding matters of Northcott policy, decisions or actions. Staff members should be particularly careful making comment in the following circumstances where their comments:

- i) may be perceived to have been made by a Northcott employee rather than in a private capacity;
- ii) relate directly to a particular client or group of clients or involve disclosure of personal/private details relating to a client/s;
- iii) relate directly to another staff member or group of staff members or involve disclosure of personal/private details relating to a staff member/s;

When responding to media enquiries staff members should indicate a willingness to assist, however, authority should be obtained from the Chief Executive Officer before any comment is made.

6 Confidentiality

It is the responsibility of all Northcott staff members to maintain the confidentiality of all client, staff and Society information to which they have access. This entails:

- i) ensuring the security of documents, files, computer data, photographs, technical data and any other information which is the property of Northcott;
 - ii) not spreading gossip directed at specific clients or staff;
 - iii) where appropriate, obtaining the permission of the individual before releasing information of a personal or private nature.
- * observing the provisions of this Code with respect to "Public Comment".

In the course of their duties Northcott staff interact with a variety of outside organisations on a day to day basis. Whilst we seek to cooperate with these organisations as far as practical and appropriate, the requirement to preserve the confidentiality of client, staff and company information remains.

Supporting policies and documents

- 1 Policy on Discipline and Dismissal
- 2 Policy on Grievance (Staff)
- 3 Relevant sections of the Northcott Award

Authorised by:

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