

Policy003

Code of Conduct



Foodbank Victoria

RESPONSIBLE DEPARTMENT:	People & Culture
DATE APPROVED:	14 th August 2017
DATE OF NEXT REVIEW:	3 years
RELATED POLICIES AND DOCUMENTS:	Disciplinary Policy Workplace Behaviour Policy Fit for Work Policy Electronic Communications Policy Complaints and Disputes Policy Victoria Relief and Foodbank Limited Individual Workplace Agreement 2007 ("Agreement").

Purpose

The aim of this Code of Conduct is to ensure all employees, volunteers and stakeholders understand the standard of behaviour and conduct expected. It is a set of general principles rather than a set of rules, which anticipate situations that may pose ethical or moral issues. It is intended to be used in conjunction with all other organisation policies, procedures and in combination with good judgement to ensure that all actions are based on honesty and integrity. If a standard of behaviour isn't outlined in the organisations policies or procedures, or if there is any doubt, seek advice prior to taking any action which may compromise the standards set out in this policy.

Scope

This policy applies to all employees, volunteers, contractors, clients and any other workplace participants, working on or entering FBV worksites, including any vehicle being used for FBV related tasks. Client and community locations are worksites for the purpose of this policy.

Objectives

The objective of this policy is to ensure behaviors demonstrated within FBV conform to a sensible and reasonable set of norms and meet legislative requirements.

Policy

All incidences deemed to challenge codes of conduct will be dealt with promptly, thoroughly, and fairly.

Complaints will be treated in confidence, and where confidentiality cannot be guaranteed this will be clearly indicated to the complainant.

All parties will be treated with respect.

Values

Our mission is to deliver nutritious, healthy food to individuals and families experiencing hardship. The organisation's values have been created to guide the behaviour of all employees and the way in which we conduct our business. It is imperative that as employees and as an organisation we conduct ourselves in a manner that reflects these values;

- Empowerment
- Accountability
- Respect
- Integrity

Ethical behaviour

We will act with fairness, integrity and good faith in our dealings with our employees, clients, volunteers, contractors, and other stakeholders.

Best practice systems

We will use best practice guides to assist in providing effective and continuous improvement of our internal business processes and administrative practices. We will be transparent in reporting our activities and results.

Employment practices

It is everyone's right to be treated with respect in the workplace and equally everyone has a responsibility to ensure that others are treated with similar respect. We have employment practices and policies that are consistent with best practice systems including those of equal opportunity, selection on merit, anti-discrimination and conflict of interest.

The letter of appointment issued to employees notes that employees are to refrain from taking advantage of property, information, position, or opportunities arising from these for personal gain or to compete with the organisation.

All employees are expected to be aware of and act in a manner that is compliant with this code, company policies, procedures, laws and regulations applicable to their jobs. If questions or concerns arise, employees should ask for help.

The guides we will review to assist us are those provided by Fair Work Australia. These guides along with the Victoria Relief and Foodbank Limited Collective Workplace Agreement 2007 ("**Agreement**") will be referred to when endeavoring to provide best practice.

Occupational health and safety

We are committed to continuous improvement of workplace safety with the ultimate objective of "zero harm" to anyone. All workplace participants should ensure they are aware and compliant with the organisation's policies and related procedures.

Fit for Work

All workplace participants are expected to behave in a responsible manner and present fit for work in a condition that would not impair their ability to work safely. As outlined in our Fit for Work policy there is zero tolerance for Drugs and Alcohol in the workplace.

Dress and Appearance

All employees and volunteers should present to work in suitable attire for the work required by their role. Managers and Supervisors are to ensure that employees and volunteers in their area maintain an acceptable standard of dress and appearance that meets the business and safety requirements of working in any FBV onsite or offsite location.

Community

We recognise our place in the community and have policies and practices to protect the environment and to support selected community activities and projects in the areas in which we operate.

Custody of assets

Physical, intellectual property and financial assets of the organisation are protected by the organisation. Workplace participants are responsible for the use and protection of our assets and should not misuse or waste them. Property, time, proprietary information, corporate opportunities, the organisation's funds and equipment are all classified as assets of the organisation. Any incident construed as the theft or inappropriate use of an asset will be managed as per the disciplinary policy.

Gifts and entertainment

FBV does not accept gifts to ensure there can be no perceived improper influence being obtained.

A common sense approach to offers of entertainment is expected by employees. The receiver should refer all offers of entertainment to their manager initially or to the CEO for advice and approval. Refer to Process021 for further guidance.

Accuracy of reporting and information

The reporting of our operations and performance will be transparent. All our recording and reporting of data and results will be presented in a timely and accurate manner.

Employees should never submit incorrect, misleading or fraudulent information, either verbally or in writing. Employees must ensure that the statements and answers made on personal statements such as timesheets are true and correct.

Working with suppliers

Our ability to operate and deliver services to our customers/clients is influenced by the critically important role played by our suppliers. This is one of the reasons why we choose our suppliers carefully. When choosing a supplier, we look at their merit and ensure that they act in a manner that meets our compliance and ethical requirements.

Bribery

Bribery and/or corruption will not be engaged in any form. To ensure this we are committed to transparency in all our business.

Intellectual property

We will protect the intellectual property of our business and we respect the intellectual property of others.

Privacy & Confidentiality

We recognise our obligations to individuals' rights to privacy in respect of confidential information that is provided or obtained by us in the normal course of our business operations. All formal meetings are to be considered confidential in nature unless otherwise advised by the CEO. Disciplinary action may be taken in cases where it is proven confidentiality has been breached.

Conflicts of interest

A conflict of interest may exist if an employee's personal, financial, social or political activities potentially interfere or do interfere with an employee's or volunteer's loyalty or objectivity towards the organisation. Employees and volunteers are required to disclose in a timely manner personal relationships that have the potential for conflict of interest. Where a conflict of interest arises it must be reported immediately and must be resolved. All conflicts of interest should be avoided.

Media Discussions/Publicity

Employees and volunteers, other than those specifically authorised, are not permitted to give interviews to the media or make public statements on any aspect of the organisation or its operations. In addition, employees are not permitted to:

- Allow press or television photographers to photograph or record the interior of any of the organisation's premises without approval from the CEO; or
- Divulge the names and addresses of employees, volunteers, customers and suppliers to any members of the press or public, except where required to do so by law.

Compliance

We are committed to compliance with the law in all of our operations. We recognise that the laws in some areas may not be as stringent as our policies. Compliance with the organisation's policies will prevail in such circumstances.

We will enforce and monitor compliance with this code of conduct through employment contracts, internal communications, induction and education of all employees and volunteers.

Non-compliance

This policy is binding on all employees and volunteers without exception. Non-compliance with this policy or related policy and procedures may result in disciplinary action in accordance with the disciplinary policy.

Responsibilities

All managers and supervisors have a responsibility to ensure the FBV code of conduct is adhered to within their teams and work locations.

As a manager or supervisor, you have a responsibility to:

- Ensure all employees are aware of and comply with this policy;
- Act immediately if you witness or are informed of codes of conduct being ignored.

Employees and volunteers are responsible to:

- Ensure that their behavior reflects the expected codes of conduct at FBV;
- Abide by this policy at all times;
- Notify their manager or supervisor if they are subjected to or witness any act that does not conform with expected codes of conduct;

Any reports that codes of conduct are broken will be treated seriously and be investigated promptly, confidentially and impartially in accordance with the Complaints and Disputes Policy and/or the Disciplinary Policy. If legislation has been broken we may refer the matter to the police for action. Equally, anyone making vexatious or frivolous complaints may face disciplinary action.

We are committed to ensuring that employees who make complaints, or who act as witnesses, are not victimised. Refer to the Complaints and Disputes policy for further guidance.

Authorised:



David McNamara
Chief Executive Officer

Revisions

Revision Date	Updated by	Description
19/06/2014	HR Coordinator	New policy approved by FBV Board
05/12/2014	HR Coordinator	Format update
27/04/2017	People & Culture Manager	Revision