



CODE OF CONDUCT

FOODBANK VICTORIA

Purpose

The aim of this Code of Conduct (**the Code**) is to ensure all team members and stakeholders understand the standard of behaviour and conduct expected.

The Code provides guidance and is not an exhaustive set of rules. It is important that we all understand the Code and adhere to it both in letter and in spirit. While parts of the Code are imposed by the law, a great deal of the Code is based on common sense.

The Code is intended to be referred to in conjunction with all other organisational policies, procedures and in combination with good judgement to ensure that actions are aligned to Foodbank Victoria's (**FBV**) values. If a standard of behaviour is not outlined in FBV's policies or procedures, or if there is any doubt, seek advice prior to taking any action which may fall short of, or be inconsistent with, the standards set out in this Code.

1. Scope

This Code applies to all team members, contractors directors/officers, work experience and volunteers at FBV. For simplicity, we refer to all individuals covered by this policy as '**Team Members**'.

This code applies to behaviour whenever and wherever our Team Members carry out their work or represent FBV, including:

- at work premises (including the office, working on or entering FBV worksites, any vehicle being used for FBV related tasks, and any other locations where work is being performed or FBV events are being held. Agency partners and community locations are also worksites for the purpose of this policy;
- at work-related events, for example, at conferences and work-related social functions;
- outside of working hours where the behaviour relates to or is affected by work; and
- online (including on social media) where you interact with colleagues, clients or suppliers and your actions may affect them either directly or indirectly.



FBV also expects all other workplace participants, such as visitors and clients, to conduct themselves in a manner that is consistent with this Code of Conduct.

2. Objectives

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

3. Guiding Principles of the Code of Conduct

3.1 Values

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

Empowerment

- We develop Team Members and each other
- We challenge the status quo
- We provide the opportunity for ourselves and others to experience the value of our work
- We recognise and celebrate our accomplishments
- I have input and ownership

Accountability

- We encourage excellence
- We encourage review and promote continuous improvement & learning
- We ensure performance management consistency
- We accept mistakes and learn from them
- I am accountable for my own performance
- I am part of a team

Respect

- We encourage open, constructive feedback
- We give credit where credit is due
- We are inclusive
- We take the time to listen to each other



- We affirm our people
- We allocate tasks that are fair and reasonable to achieve

Integrity

- We explain our decisions
- We do what we say we will do
- We call out an issue when it is evident
- Equal contribution is rewarded equally
- I lead by example
- I am committed to do my best
- I am encouraged to stand up for my beliefs

Diversity

- We recognise and encourage diversity in our workplace, in our programs and in the food, we provide to our partners
- We embrace diversity in all our people, their experiences and points of view
- We value all cultures, backgrounds and genders
- We strive to form a diverse atmosphere for all people to be safe and secure
- By celebrating diversity, we help all people to feel included, safe and secure
- We don't tolerate discrimination
- We recognise and respect differences

Equality

- We encourage people to be themselves
- We strive to foster a sense of belonging in our workplace
- We ensure all people we interact with feel welcome, and a part of our family
- We are inclusive with our agencies and partners
- We strive to provide equal opportunity for all – internally and externally
- We call out practices which exclude others



3.2 Guiding Principles

Accompanying FBV's values which underpin the conduct of Team Members, are the following Guiding Principles.

Ethical behaviour

We will act with fairness, integrity and good faith in our dealings with our Team Members, clients, 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 Team Members notes that Team Members 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 Team Members 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, Team Members should ask for help.

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 FBV'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 Team Members should present to work in suitable attire for the work required by their role. Line Managers and Supervisors are to ensure that Team Members 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.

Child Safe

We acknowledge that our Team Members, and of the community broadly, have a responsibility to understand the important role they play as individuals, and collectively, in developing and maintaining a child-safe culture and an environment that ensures the wellbeing and safety of children and young people.

As an organisation which provides services for children in Victoria (including the School Breakfast Clubs Program) the Victorian Child Safe Standards apply, and FBV is fully committed to implementing and complying with all aspects of each of the Standards within our operations.

Our Team Members are to comply with the FBV Child Safe Policy to ensure a zero-tolerance approach to any form of child harm or abuse and is committed to ensuring that the risk of harm to children and young persons is mitigated as much as possible through the prompt reporting of any risk of harm.

Custody of assets

Physical assets, intellectual property and financial assets of FBV are protected by FBV. Team Members are responsible for the use and protection of our assets and should not misuse or waste them. Property, time, proprietary information, corporate opportunities, FBV's funds and equipment are all classified as assets of FBV. Any incident construed as



the theft or inappropriate use of an asset will be managed as per FBV's Performance and Behaviour Policy.

Gifts and entertainment

FBV is mindful that the accepting of gifts can be perceived as applying improper influence.

A commonsense approach to offers of entertainment is expected by Team Members. The receiver should refer all offers of entertainment to their Line Manager initially or to the Head of People and Culture for advice and approval. Please refer to the Conflict of Interest Policy for further details.

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.

Team Members should never submit incorrect, misleading or fraudulent information, either verbally or in writing. Team Members 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 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 a Team Member's personal, financial, social or political activities potentially interfere or do interfere with a Team Member's loyalty or objectivity towards the organisation. Team Members 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.

Please refer to the FBV Conflict of Interest Policy for further information.

Anti-competitive conduct

Anti-competitive conduct is any conduct between businesses which reduces competition in the marketplace and is against Australian competition laws.

Examples of anti-competitive conduct include collusion, cartel conduct, exclusive dealing, collective boycotts, misusing market power and unconscionable conduct.

Team Members must not engage in any anti-competitive conduct with any person (including clients and suppliers), nor any other conduct that is contrary to consumer protection laws. Such conduct is against the law and heavy penalties can apply to individuals who engage in such behaviour.

Media Discussions/Publicity

Team Members, other than those specifically authorised in writing, are not permitted to give interviews to the media or make public statements on any aspect of the organisation or its operations. In addition, Team Members 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 Team Members, 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 through employment contracts, internal communications, induction and education of all Team Members.

4. Compliance with the Code

Breaches of this Code are taken seriously by FBV, as it is important to have a workplace culture and environment that we can all be comfortable in, and proud of.

Where breaches of the Code have been alleged, those alleged breaches will be dealt with fairly, transparently and consistently and in accordance with the FBV Performance and Behaviour Policy, the FBV Grievance Policy and any other policy deemed applicable. The nature and seriousness of the breach will be taken into account in determining the action that is taken in response to a substantiated breach.

Various actions may be taken as a result of breaches of the Code. Action might include (but is not limited to) counselling, performance management or disciplinary processes, termination of employment, or referral to police (where there is suspected criminal activity). Anyone making vexatious or frivolous complaints may face disciplinary action.

We are committed to ensuring that Team Members who make complaints, or who act as witnesses, are not victimised. Refer to the FBV Grievance Policy and FBV Whistleblower Policy for further guidance.

5. Related Policies/ Procedures

- FBV Information Technology Policy
- FBV Communications and Social Media Policy
- FBV Workplace Health and Safety policy
- FBV Child Safe Policy
- FBV Performance and Behaviour Policy
- FBV Privacy Policy
- FBV Whistleblower Policy
- FBV Grievance Policy



6. Key Policy Information:

Policy number: 003
Responsible department: People & Culture
Date of next review: 12 October 2025

Version history:

Version no.	Date revised	Revision description	Updated by
5	12 October 2023	Revision	People & Culture
4	8 April 2020	Revision	People & Culture
3	27 April 2017	Revision	People & Culture
2	5 December 2014	Format Update	People & Culture
1	19 June 2014	New Policy	People & Culture

This policy may be reviewed, amended or withdrawn by FBV at any time, at its absolute discretion. This policy does not form part of contracts of employment or engagement.

This policy is subject to applicable laws (as in force from time to time), and in the event of an inconsistency between this policy and prevailing laws arising, FBV and its Team Members are to act in accordance with the prevailing laws.