



CODE OF CONDUCT



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1. WHAT IS A CODE OF CONDUCT?

The Code of Conduct (the Code) sets standards for the way we work at Glenorchy City Council (GCC).

The code provides a practical set of guiding principles to help you make decisions in your day to day work, whatever you do and wherever you do it. The Code is supported by a number of more detailed policies that form part of the GCC Conduct and Ethics Policy Framework. These are referenced in this document and can be found on the GCC Intranet.

Glenorchy City Council is committed to providing our community, customers, volunteers and employees with outstanding services and a high standard of professionalism. In striving to do this we are required to never compromise our ethics, honesty, integrity, quality or trust.

No matter what your role is, or which location you work in, you are expected to:

- Demonstrate the behaviours of honesty, integrity, and commitment to quality at all times.
- Set an example for others and recognise those around you who also demonstrate these behaviours.
- Speak out when you believe that these behaviours are threatened or compromised.



2. CODE OF CONDUCT PRINCIPLES:

- *We act with honesty and integrity by applying ethical and professional behaviours.*
- *We treat others with respect, and value difference and diversity.*
- *We will treat safety as a high priority.*
- *We identify conflicts of interest and manage them responsibly.*
- *We comply with this Code, Federal and State law and GCC policies and procedures.*
- *We act in the interests of our community and our organisation.*
- *We respect and maintain privacy and confidentiality.*
- *We will not tolerate fraud or corruption.*

2.1 WHO DOES THE CODE APPLY TO?

The Code applies to anyone who is employed by or works at GCC including employees, volunteers, contractors, sub-contractors and consultants.

2.2 WHEN DOES THE CODE APPLY?

The Code applies to you whenever you are identified as an employee of GCC or you are representing GCC. In some circumstances, this will include times outside your immediate workplace or working hours, for example at work functions, out of hours work activities or when you are out in the community on behalf of GCC. For contractors and consultants it will apply at all times while you are directly engaged by GCC.

2.3 WHAT WILL HAPPEN IF I BREACH THE CODE?

Failure to comply with the Code or the Policy Framework is considered serious and a breach and will be investigated. Breaches may result in disciplinary action, ranging from a verbal warning through to the termination of your employment for serious breaches.

All breaches of the Code are required to be recorded and reported in line with GCC policies and procedures.

2.4 HOW CAN I BE SURE MY CONDUCT COMPLIES WITH THE CODE AND POLICY FRAMEWORK?

While the Code provides guidance, requirements and general expectations regarding your conduct, no code or policy can ever cover every conceivable circumstance you may face. In everything you do, you are expected to use your experience, training, act safely and listen to and act upon your conscience to help build and maintain GCC's and your own reputation.

If you are in doubt about whether your conduct is consistent with this Code, it may help to ask yourself the following questions:

- Is it the right thing to do?
- Am I acting in accordance with the law and my delegated authority?
- What would a GCC or my colleagues expect or want me to do in this situation?
- What would the reaction be if my conduct was reported in the newspaper or published on social media?
- Would my colleagues or manager consider my behaviour as appropriate?
- What impact might this have on GCC and its commitment to our community?
- How would I like to be treated in the same situation?



2.5 WHO CAN SUPPORT ME IN COMPLYING WITH THE CODE AND POLICY FRAMEWORK?

If you need more information or are unsure of GCC's expectations of you or your obligations, you should speak with your direct Supervisor. Your People & Safety team can also provide assistance.

2.6 HOW DOES GCC ENSURE THE CODE IS EFFECTIVE?

The People & Safety team are responsible for the ongoing review and development of the Code.

As a part of the annual performance review process all employees are required to complete the Code of Conduct Declaration, to show that they understand and will continue to comply with the principles of the Code.



3. WE ACT WITH HONESTY AND INTEGRITY BY APPLYING ETHICAL AND PROFESSIONAL BEHAVIOURS

3.1 WHAT IS ETHICAL AND PROFESSIONAL BEHAVIOUR?

Ethical and professional behaviour is acting in ways consistent with what society, the organisation and individuals typically think are acceptable values.

Our decisions and actions should be guided by key moral principles such as honesty, fairness, equality, dignity, diversity and acknowledgement of individual rights. For example:

- Demonstrate professional behaviours at all times;
- Act impartially; be fair and do not mislead people;
- Be able to explain the reasons for your decisions;
- Implement GCC decisions and policies regardless of your own personal views;
- Be open and transparent in your day to day activities; and
- Be accountable for your actions.

GCC employees, volunteers, contractors and consultants are required to demonstrate ethical behaviour at all times.

How I will demonstrate my honest, ethical and professional behaviour:

- I will tell the truth and be honest with people at all times.
- I will respect the views of others including when they are not the same as mine.
- I will share relevant information to assist others in their role.
- I will base my decisions on facts and my professional judgement, not rumour, gossip or guesses.
- I will involve people in issues that affect them and explain my decisions.
- I will seek to understand the decision(s) of others.
- I will follow the grievance procedure to resolve differences between myself and others.
- I will support fellow team members and be aware of the requirements of their role.

4. WE TREAT OTHERS WITH RESPECT, VALUE DIFFERENCE AND DIVERSITY

GCC employees, volunteers, contractors and consultants are required to:

- Treat others as you would like to be treated;
- Treat others fairly, equitably and with respect;
- Follow the reasonable directions of management;
- Lead by example and encourage work colleagues to exercise positive personal interactions with people with differences including, but not limited to cultural background, social and professional capabilities, religious beliefs, age and gender;
- Not engage in bullying, intimidation or harassment towards a fellow employee, volunteer, visitor contractor or consultant;
- Report bullying, intimidation or harassment towards a fellow employee, volunteer, visitor contractor or consultant;
- Embrace diversity; and
- Work collaboratively with community members, work colleagues, supervisors, volunteers, contractors and consultants.

How I will demonstrate my respect for others:

- I will not bully, harass or intimidate others.
- I will report bullying, harassing or intimidating behaviour immediately.
- I will respect the diverse backgrounds and beliefs of others.
- I will listen to what people have to say, value their ideas and opinions.
- I will treat others as I would like to be treated.
- I will work at building and maintaining good relationships and provide appropriate support to others.
- I will respectfully challenge behaviours that are not consistent with the Code.
- I will be respectful in all communications with others (for example, letters, text messages, emails, telephone conversations, social media and face to face).
- I will be on time and prepared when working with others.

5. WE WILL TREAT SAFETY AS A HIGH PRIORITY

GCC employees, volunteers, contractors and consultants are required to:

- Comply with all GCC safety policies and procedures;
- Be fit for work by ensuring you do not have any alcohol or illegal drugs in your system;
- Speak up when you see others acting in an unsafe manner;
- Do not put yourself or others at risk;
- Report all near misses, hazards and incidents to your supervisor immediately;
- Apply risk management principles before you commence a task;
- Be aware of your legal, statutory and regulatory responsibilities; and
- Work to minimise damage to the environment.

How I will demonstrate that safety is my high priority:

- I will assess all of the risks associated with my work before I start.
- I will not take shortcuts
- I will maintain all licenses and certificates required to undertake my work.
- I will actively seek and participate in safety and compliance training and initiatives.

6. WE IDENTIFY CONFLICTS OF INTEREST AND MANAGE THEM RESPONSIBLY

6.1 WHAT IS A CONFLICT OF INTEREST?

A conflict of interest is when there is any possibility that personal interests (or the interests of people close to you) will conflict with your ability to perform your work duties without bias. A potential conflict of interest does not need to be an actual conflict, it can be perceived or the potential for it can exist, separate from the actual situation.

- Declare all potential or actual or perceived conflicts of interest;
- Avoid situations that could compromise the organisation or ourselves;
- Do not accept gifts or any other benefits that could compromise GCC's integrity or reputation; and
- Do not use any information that you acquire through your work with GCC for your own personal gain or benefit.

6.2 THE 5 RS FOR MANAGING CONFLICTS OF INTEREST:

1. **REGISTER** (discuss and record) all actual and potential or perceived conflicts of interest with your supervisor, and then, together plan and carry out actions to manage the issue. Register this interest in GCC's Declaration of Interest Register.
2. **RESTRICT** your exposure to any actual, perceived or potential conflicts of interest.
3. **RECRUIT** someone to oversee the process that is completely neutral and has no direct involvement or interest in the situation.
4. **REMOVE** yourself from the situation or the issue.
5. **RELINQUISH** (give up or suspend) the private interest that is causing the conflict of interest.

7. WE COMPLY WITH THIS CODE, THE LAW AND GCC POLICIES AND PROCEDURES

GCC employees, volunteers, contractors and consultants are required to:

- Ensure you are familiar with and fully understand the principles outlined in this document;
- Ensure you are aware of and fully comply with any statutory laws that are applicable to your role;
- Ensure you are aware of and comply with all GCC policies and procedures; and
- Only act within your delegated authority.



8. WE ACT IN THE INTERESTS OF OUR COMMUNITY AND OUR ORGANISATION

GCC employees, volunteers, contractors and consultants are required to:

- Protect the reputation of GCC;
- Demonstrate professionalism at all times;
- Be good citizens and engender community respect;
- Do not sabotage, modify, damage, neglect or abuse GCC property or assets;
- Do not act recklessly with any vehicle, plant or equipment or use it for unauthorised purposes;
- Do not comment on any Council related matters through the use of social media channels;
- Do not post personal opinions that could be interpreted as an official position of GCC on social media;
- Produce quality of work at all times and acknowledge and learn from your mistakes;
- Value learning opportunities and apply new ways to continually improve; and
- Meet GCC's Customer Service Standards

How I will achieve quality outcomes:

- I will do it right the first time.
- I will accept and learn from my mistakes.
- I will always be on the lookout for new and better ways to do my work or to improve outcomes.
- I will actively participate in applying new and better ways to do my work.
- I will be prompt and reliable.

9. WE RESPECT AND MAINTAIN PRIVACY AND CONFIDENTIALITY

- Ensure that all private and confidential information are secured and protected;
- Protect GCC's information from inappropriate sources;
- Only use information for the purpose it is intended to be used; and
- Do not use information with the intention to cause harm.
- Do not disclose verbally or in writing the confidential information belongs to GCC



10. WE WILL NOT TOLERATE FRAUD OR CORRUPTION

10.1 WHAT IS FRAUD AND CORRUPTION?

FRAUD is purposeful dishonesty to gain a benefit.

CORRUPTION is when someone with power acts in a dishonest or fraudulent way.

Ways we can eliminate fraud and corruption are:

- Minimise opportunities for fraudulent or corrupt conduct to occur by diligently applying GCC policies and procedures;
- Take action to detect, investigate, discipline and prosecute fraudulent and corrupt conduct; and
- GCC will not tolerate fraudulent or corrupt conduct by employees, contractors, volunteers, consultants or suppliers.

If you have concerns or suspicions of wrongdoing or unethical conduct, please seek advice from your Supervisor, Manager or Director.

The People & Safety team are also available to provide you with support and advice.



10.2 HOW TO MAKE AN ETHICAL DECISION:

STEP 1: DEFINE THE ISSUE

- What is difficult about the situation?
- Who else is involved and what is their perspective?
- What effect does your decision or actions have on them?

STEP 2: IDENTIFY THE UNDERLYING PRINCIPLES AND VALUES

- How does GCC's Code require you to act and behave?
- Do you have a personal conflict of interest, or a potential or perceived conflict interest?

STEP 3: CONSIDER THE OPTIONS

Think of alternative options to your decision and consider for each:

- Will your decision conflict with the principles in the Code?
- How could your decision impact on GCC and our stakeholders?
- What are the consequences if I take this option?

You should also get a second opinion from an independent, trusted person.

STEP 4: DO A QUICK ETHICS TEST

- What would your colleagues or manager say about the decision you are about to make?
- How would you feel if it this was reported in the media or online?
- What would your professional body say about the decision you are about to make?
- Would you be confident explaining your actions to external authorities?

- How might your decisions and actions be viewed in one year or five years from now?
- Would you be happy if you were treated this way?

STEP 5: MAKE THE RIGHT CHOICE

- Your behaviour must reflect GCC's Code
- You must be able to justify your actions
- If you feel confident about the decision you've made following your consideration of these five steps. It is probably the right thing to do.



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