

nhulunbuy corporation



CODE OF CONDUCT POLICY **POLICY - C001**

Title	Code of Conduct
Policy number	CO01
Type	Personnel
Owner	Chief Executive Officer
Responsible Officer	Chief Executive Officer
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1. Overview

The Nhulunbuy Corporation (NC) conducts its business with integrity, honesty and fairness, and complies with all relevant laws, regulations, codes and corporate standards.

Everyone working for the Nhulunbuy Corporation (NC) must follow the highest standards of ethical behaviour when dealing with customers and each other. Our leaders must encourage a culture where ethical conduct is recognised, valued and followed at all levels.

The Nhulunbuy Corporation (NC) actively supports, encourages and expects its employees to:

- Deliver value by operating safely, ethically and responsibly. We aim to increase productivity and efficiency to ensure we are a financially sustainable organisation.
- Work together to provide seamless service to our residents and business customers.
- Respect the Nhulunbuy Corporation's (NC) decision-making processes and corporate priorities for the greater good of the organisation.
- Continuously improve how we deliver services by listening to and understanding the needs of our customers. We operate in a self-service environment and use quality data to inform decisions and achieve best value.
- Be capable and effective by being adaptable and cost-effective in delivering our products and services. Our leaders are accountable to communicate business priorities and performance expectations to their teams and offer regular feedback and recognition.

The values we share as employees of the Nhulunbuy Corporation (NC) are:

- Honesty
- Integrity
- Respect
- Equality
- Diversity

Four goals we share are:

- Effective teamwork
- Engaged community
- Efficient service
- Strong leadership

These principles, together with the Nhulunbuy Corporation's (NC) values, form the basis of this Code of Conduct. They apply to all Nhulunbuy Corporation (NC) workers and guide our thinking, actions and decision-making.

2. Scope

All Nhulunbuy Corporation (NC) workers, regardless of their employment status, role or position must be familiar with and follow the spirit and content of the Code of Conduct.

Nhulunbuy Corporation (NC) workers and members are:

- Board of Directors and Town Board members – elected and representatives,
- Employees of the Nhulunbuy Corporation (NC) who are permanent, temporary or casual employees. This includes the CEO, managers, supervisors, employees on contracts, apprentices and trainees, team members and individuals
- Contractors, consultants, and labour hire workers who perform work for the Nhulunbuy Corporation (NC) under a contract for services (commercial contract), even though they are not employees of the Nhulunbuy Corporation (NC)
- Employees of other organisations or agencies who are working with the Nhulunbuy Corporation (NC) on a secondment arrangement
- Students doing unpaid work experience or unpaid placements, and
- Volunteers.

3. Outcomes

A Code of Conduct is a set of standards and behaviours related to the way we do our work. It puts a responsibility on each of us to use sound judgement.

It aims to deliver best practice by ensuring those standards are clear and guided by sound ethics. By consistently applying these standards, we enhance public trust and confidence in the Nhulunbuy Corporation (NC) through the actions of each of us. Nothing in this Code interferes with your rights as a private citizen or a ratepayer.

The Code does not cover every situation. However, the values, ethics, standards and behaviours it outlines are a reference point to help make decisions in situations not covered by the Code. If you act in good faith and in keeping with the spirit of the Code, you can expect to be supported by your colleagues, your manager and by the Nhulunbuy Corporation (NC).

A guide for ethical decision-making is included to help you in situations not covered by the Code.

4. Definitions

Acceptable use see definition of Limited personal use

Benefit means things of value that are exchanged between the Nhulunbuy Corporation (NC) and an external party for which the recipient has not paid or paid less than market value. Benefits can include the following categories: gifts, meals, entertainment, travel and lodging expenses, other contributions.

Board of Directors means the Directors of the Board of the Nhulunbuy Corporation (NC)

Bribery and corruption means accepting anything of value (e.g. money, cash equivalent, gifts, entertainment, travel and accommodation, favours or decisions, sponsorships and donations) for personal gain.

Bullying see definition of Workplace harassment

CEO means Chief Executive Officer of the Nhulunbuy Corporation (NC).

Conflict of interest means a conflict of interest involves a conflict between a Nhulunbuy Corporation (NC) employee's work responsibilities and their personal or private interests. A

conflict of interest can arise from either gaining a personal advantage or avoiding a personal loss. Conflicts of interest can be real (actual) or perceived (apparent). Interests can be financial, non-financial, personal, private, family or business.

- A real conflict of interest is a conflict between the employee's duties and their private interests.

Example: An employee is on a recruitment and selection panel and his sister is applying for a position to be decided by that panel.

- A perceived conflict of interest is if it seems an employee's private interests could improperly influence them at work, as judged by a reasonable person.

Examples:

You work for the Nhulunbuy Corporation (NC) as a community grants funding program manager. On the weekend you play tennis with the director of a community organisation applying for funding through the program you are managing.

You are responsible for assessing building applications. You receive an application for major extensions to a house owned by an old school friend.

- A financial interest is when the employee could gain a personal financial benefit including having shares, receiving gifts, benefits or bribes or receiving hospitality or travel.

Example: Your partner owns a company which is tendering for work with the Nhulunbuy Corporation (NC).

- A non-financial interest is when the employee could gain a non-financial benefit such as personal recognition, offer of employment, avoidance of a penalty, or influence a Nhulunbuy Corporation (NC) outcome for a friend or family member.

Examples:

You work in the strategic procurement area and a friend asks you to keep an eye on his tender application

You work in the funding application area and you are also president of a local group applying for funding from the Nhulunbuy Corporation (NC).

You work in the development application's area and your children's school will be affected by a new development and the development proposal has been submitted to the Nhulunbuy Corporation (NC) for approval.

Discrimination, in various state and federal legislation, occurs if a person treats, or proposes to treat, someone unfavourably due to a personal characteristic which is protected by law, for example their sex, relationship status, age, race.

In some circumstances, discrimination can be considered lawful, such as where the inherent requirements of the position require certain attributes (e.g. required attributes of an arborist position may be climbing trees, carrying tools, and working at heights).

Fraud is a deliberate deception to secure unfair or unlawful gain. Fraud is both a civil wrong (ie., a fraud victim may sue the fraud perpetrator to avoid the fraud and/or recover monetary compensation) and a criminal wrong (ie., a fraud perpetrator may be prosecuted and imprisoned by governmental authorities).

Fraud includes any theft or misappropriation of Nhulunbuy Corporation (NC) funds or assets which can include money, cash and cash equivalent, company credit card misuse, plant, equipment and inventory, confidential information, know-how and other intellectual property, employee and customer/supplier information, falsifying accounting records, overcharging on invoices, claiming expenses never incurred, accounts receivable and payable fraud.

IT asset includes, but is not limited to, networks, computing systems, software, computers, telecommunication devices, mobile computing devices, removable media, digital or analogue recorders including DVD and video, cameras, printers, fax machines, photocopiers, scanners, media players etc. and managed or controlled by the Nhulunbuy Corporation (NC).

Impaired by the effects of alcohol or drugs means

For all employees:

- a positive drug test result in excess of the cut-off levels specified in Australian Standard AS 4308-2008, and/or
- a blood alcohol content greater than 0.02%, and/or
- any physical or mental condition and/or behaviour brought on by the consumption of alcohol or drugs which limits the employee's ability to undertake work in a safe and effective manner.
- For employees operating/driving vehicles/plant or working in the Airport Operations Team a blood alcohol content great than 0.00%

Indictable offence means a criminal offence that is punishable by imprisonment for over one year. An indictable offence may be heard by a court (and jury) or may be dealt with summarily by a judge.

Limited personal use means personal use that is infrequent and brief and is performed during the employee's non-paid time, that is before and after work and during lunch breaks. Examples of permitted personal use include online banking, bill paying, sending or receiving infrequent personal messages by email or phone providing the content of the message does not breach this Code of Conduct.

Acceptable personal use does not:

- interfere with the operations of the Nhulunbuy Corporation (NC), or
- present a possible risk to the Nhulunbuy Corporation's (NC) reputation or
- compromise the Nhulunbuy Corporation's (NC) legal obligations in any way, eg. breach of copyright, unauthorised storage of sensitive personal information, or
- result in a real or perceived conflict of interest between any private employment, or the operation of a personal business, and an employee's official duties or
- involve deliberate viewing, downloading, or contributing to inappropriate material, eg. pornography, extreme violence, racism, terrorism or any illegal activity or
- detract from the performance of your work, eg. online gaming or gambling
- breach this Code of Conduct or any related Territory and Federal legislation and regulations.

Nhulunbuy Corporation (NC) means the Nhulunbuy Corporation (NC) Limited

Personal use means your personal or life interests, not associated with the performance of your NC duties.

Social media is using IT technology to share information, communicate and engage with others. Social media sites may include social networking (eg. Facebook), micro-blogging (eg. Twitter), photo and video sharing, blogs, wikis, forums, discussion boards, online social groups. Please also refer to the NC's Information, Communication Technology Use Policy (HR17).

Sexual harassment is any unwelcome sexual advance, unwelcome request for sexual favours

or other unwelcome conduct of a sexual nature which makes a person feel offended, humiliated or intimidated, and where that reaction is reasonable in the circumstances. Please also refer to the NC's Harrassment and Bullying Prevention Policy (CO08).

Summary offence is a minor criminal offence or misdemeanour, which is dealt with summarily by a magistrate.

Workplace harassment (bullying) is repeated behaviour by a person, including the person's employer or co-worker or group of co-workers of the person, that:

- is unwelcome, unsolicited or uninvited
- offends, intimidates, humiliates or threatens (regardless of intent)
- would offend, intimidate, humiliate or threaten a reasonable person if it happened to them.

Please also refer to the NC's Harrassment and Bullying Prevention Policy (CO08).

Young people means people who are under the age of 18 years.

5. Policy

i. Nhulunbuy Corporation goal – Effective teamwork

In recognition that working for the NC involves a public trust, all employees must seek to promote public confidence in the integrity of the Corporation and:

- are committed to the highest ethical standards, and
- accept and value their duty to provide advice which is objective, independent, apolitical and impartial, and
- show respect towards all persons, including employees, customers and the general public, and
- acknowledge the primacy of the public interest and undertake that any conflict of interest issue will be resolved or appropriately managed in favour of the public interest, and
- are committed to honest, fair and respectful engagement with the community.

Standards of conduct

Behaviour towards each other

We must all treat each other with trust, respect, honesty, fairness, sensitivity and dignity. Employees who supervise or manage other employees have a special responsibility to model this kind of behaviour, and to ensure that the people they supervise understand the standard of performance and behaviour that is expected of them.

You are expected to accommodate and respect different opinions and perspectives and manage disagreements by rational debate. You must not behave towards any other person in a way that could be perceived as intimidating, overbearing or as workplace harassment.

Effective teamwork is an essential part of a productive workplace culture. Each team member is expected to work co-operatively with fellow employees and willingly participate and engage in team activities (eg. meetings).

Non-discriminatory workplace

The NC is committed to creating and maintaining a workplace free from unlawful discrimination. By law, all employees must ensure that discrimination is not part of our workplace or our practices.

Please also refer to the NC's Equal Employment Opportunity Policy (HR03).

Workplace and sexual harassment

The NC is committed to preventing harassment of employees and the public.

Creating a work environment free of harassment is everyone's responsibility. As an employee you must take steps to prevent workplace harassment and sexual harassment, and address improper or inappropriate behaviours before they become severe, persistent or pervasive.

All employees are expected to contribute to building a workplace that tolerates differences and which is free from intimidation, bullying and harassment.

Please also refer to the NC's Harassment and Bullying Prevention Policy (CO08).

Conflict of interests

When making decisions, you must declare any conflicts of interest.

A conflict of interest involves a conflict between your official duties and responsibilities in serving the public interest and your private interests. A conflict of interest can arise from avoiding personal losses as well as gaining personal advantage – whether financial or otherwise. This includes advantages to relatives and friends.

If you believe you have a conflict of interest, whether real or perceived, you are required to tell your manager promptly who will review the matter, approve the next course of action and implement required controls. If you are unsure, you must discuss the matter with your team manager regardless. The CEO will then approve the conflict and proposed actions.

Until the matter is resolved, make sure you are not part of any decision-making processes related to the matter.

If you feel you have a conflict of interest between professional and corporate values, discuss it with your manager.

Influences on decision-making

You must not influence any person in an improper way to try to obtain any advantages or favours.

You must not deliberately mislead decision-makers by providing them with false, biased, incomplete, or inaccurate information.

All decisions you make must be, and be seen to be, fair and transparent. This can be achieved by:

- following the NC's procedures and processes
- keeping clear, accurate and complete records, and
- recording how and why decisions were made.

You must not in any way misrepresent your qualifications, experience or expertise in any recruitment and selection process.

Accepting gifts and benefits

You must not ask for a personal payment or other benefit for doing something as a NC employee.

Occasionally you could be offered gifts or benefits from people with whom you do business. You must not accept any gifts or benefits if there is a possibility that in doing so, you could create a real or perceived conflict of interest. You cannot accept cash or any item that is readily convertible to cash. Ask yourself if accepting the gift or benefit could suggest that the giver may or would receive favourable treatment.

Generally speaking, you can accept a gift or benefit if the following principles are applied:

- The gift or benefit is permitted by law
- The gift or benefit must not be knowingly given if it breaches the NC's internal policies and standards
- Must be given/received in good faith without expecting any benefit in return
- There must be a legitimate business purpose
- Must be tasteful, decent and consistent with generally accepted standards for professional courtesy
- The nature, value and frequency of the gift or benefit given must be appropriate to the occasion and the position or role of the recipient
- The gift or benefit must be transparently given or received. There must be sufficient documentation and information to identify the giver/recipient, the nature, value and purpose/occasion relation to the benefit.

If you are offered a gift or benefit of any value, please refer to the following table for approval requirements:

Value	Approval
Less than \$50	No approval required
\$50-\$100	Manager only
Greater than \$100	Manager and CEO

Any gift or benefit regardless of value will need to be recorded in the NC's Gift Register.

Your manager can advise you further about the receipt of gifts, gratuities and benefits.

Employment outside the NC, includes operating a personal business

It is not the NC's intention to stop you from holding secondary employment or operating a personal business outside your normal working hours, providing your private employment or business:

- does not create a real or perceived conflict of interests, and
- has no effect on the performance of your official duties, including effects from a safety/fatigue management perspective and possible exacerbation of an illness or injury, and
- is not likely to bring the NC's reputation into disrepute, and
- continues to meet these requirements.

It is a requirement for full time employees to advise their Manager in writing of secondary or outside activities which could create conflict with employment, providing details of the employer, hours and location of work.

Approval is automatically granted for you to undertake private employment or operate a personal business outside of your normal working hours, providing the above requirements are met.

You must obtain prior written approval from the CEO if:

- there is a likelihood that the above requirements may not be met, or
- you wish to undertake private employment or operate a personal business during a period of leave (both paid and unpaid).

The CEO is responsible for ensuring any such approval is registered in the payroll system and a copy is placed on your personnel file.

If you undertake voluntary work or a hobby you must ensure that these activities also meet the above requirements. However, you are not required to get written permission. If you are unsure, you must discuss the matter with your manager.

Public comments on NC business

As a general rule, only the CEO should comment publicly on NC business. NC business can be topical, sensitive and controversial and there is a process to be followed when making public comments (please refer to External Communications Policy CO15).

If you are asked to comment on any NC matter by the media or public relations firms, refer the agency to the CEO.

Sometimes, it might be appropriate to share information based on your personal and professional experience (eg. in seminars or training programs). Make sure that if you share your experiences, you do not breach the confidentiality of NC information or privacy of other persons (this can potentially include comments made and information shared in your personal life by whatever method of communication you use, including social media).

External activities

You are not to take part in political affairs while on duty. The NC's IT network, including internet access and email, must not be used for political messages or circulating defamatory or disparaging remarks against individuals or groups.

You are free to engage in trade union, party-political, professional, interest group or charity activities. You must make sure that your participation in such activities does not cause a conflict of interest, and that it does not restrict or impact on the performance of your duties with the NC.

If you comment publicly in connection with such activities, you must make it clear that the comment is your opinion as a member of those organisations. You must not give your unauthorised opinion as a NC employee.

You must not place negative or disparaging posts or make political comments on the NC's official social media channels, eg. Facebook, Twitter, from your personal accounts.

Refer to the Information, Communication, Technology Use Policy (HR17)

You must not use your role in the NC, Corporation information or information gained in the course of your duties, to advance your position or standing within an external organisation, nor for the benefit or promotion of an external organisation. You must not provide NC information to members of other groups or related persons, except where this information is publicly available.

As an employee, you are the face of the NC in the community. If you identify yourself or can be

identified as a NC employee, your out-of-work behaviour and personal opinions are likely to come under public scrutiny. When using social media outside of work hours, assume that material you post online can be made public at any time and may be permanent. Be aware that your posts and photos may be shared by others in ways beyond your control and may reach unintended audiences. Even when you post material anonymously or use private social media channels, you must continue to uphold this Code of Conduct.

Example: If you are identified as a NC employee and you post disparaging remarks about a colleague on the internet (for example, Facebook), you may be in breach of this Code of Conduct.

Fairness to suppliers

The NC has established procedures and delegations of authority for various stages of procurement of goods and services. You must comply with these procedures when seeking suppliers for goods or services.

If you have been approved to be involved in offering contracts or buying goods and services from outside NC, you must be sure you have taken reasonable, fair and consistent steps to allow all potential suppliers to bid for work.

You also need to ensure that you do not incur any liability or enter into any contract on behalf of the NC, or alter the terms or conditions of any approved contract, unless you are authorised to do so.

Refer to the Procurement Policy (FM01).

Working with children and young people

The NC has a Code of Conduct for working with children and young people. This Code outlines appropriate standards of behaviour for adults towards children. It serves to protect children and reduce any opportunities for abuse or harm to occur. The Code also assists employees and volunteers by providing guidance on how to best support children, and avoid or better manage difficult situations.

Working with Children and Young People Code of Conduct Statement:

The NC aims to be a child-safe organisation and create an environment where everyone feels safe, respected and valued. The NC promotes and protects the rights, interests and wellbeing of children and young people in Nhulunbuy, particularly those most vulnerable.

The NC supports the rights of children and young people and will act without hesitation to ensure a safe and caring environment is maintained at all times. The NC also supports the rights and well-being of our workers and encourages active participation in maintaining a secure environment for all participants, including young people who are participants in NC's workforce, such as school-based trainees, apprentices, and students on work experience.

It is mandatory for people who have contact or potential contact with children in certain specified areas of employment to hold a Working with Children Clearance Notice. Clearance Notices are designed to keep children safe by preventing those who pose a risk to the safety of children from working with them, in either paid or volunteer work. Everyone who is issued with a Working with Children Clearance Notice will also receive an Ochre Card. The Ochre Card can be carried with you as easy proof that you hold a Working with Children Clearance Notice.

For positions which provide services or activities for children and young people, the NC will ensure:

- Ochre Card checks of employees are done as required, and
- procedures are in place to manage any risks of harm to children and young people by NC employees.

Under the Northern Territory's Care and Protection of Children Act and relevant to the work of the NC, a person is in child-related work and requires a Working With Children Clearance only if the usual duties of the work involve, or are likely to involve, contact with a child aged under 18 years in connection with clubs, associations or movements with significant child membership or involvement, including groups that are of cultural, recreational or sporting nature eg. Community Recreation Officer and Aquatic Centre Officer.

You are responsible for notifying your manager if your Ochre Card lapses or is cancelled.

NC employees will:

- follow guidelines for the safety of children, as outlined in this Code of Conduct and working with children guidelines, as well as all relevant local, Territory and national laws pertaining to working with children and young people
- treat everyone with respect and honesty (this includes employees, volunteers, students, children, young people and parents)
- be respectful of children's rights, background, culture, religion, politics and beliefs
- set clear boundaries about appropriate behaviour to children in the organisation and community
- have another adult present or in sight when working with, or in proximity to, children wherever possible
- conduct themselves in a manner consistent with their position as a positive role model to children, and as a representative of the NC
- report and act on any breaches of these standards of behaviour
- where a child discloses harm to an employee, or where an employee has a suspicion of harm, the employee must report this to the CEO immediately.

NC employees will not:

- become involved in inappropriate conversations of a sexual nature, make sexually suggestive comments or expose children and young people to the sexual behaviour of others
- initiate unnecessary physical conduct with children or do things of a personal nature that children can do for themselves
- personally correspond (including email and/or mobile phone) with a child or young person in respect of personal feelings for a child or young person
- spend inappropriate time with a child or young person or show special favours.

All employees who have contact with children and young people must abide by this Code of Conduct.

Where an incident involves a young person who is a participant in NC's workforce, a manager will make immediate contact with the young person's parent or guardian.

Suspected breaches of this Code will be treated individually and all relevant circumstances will be taken into account. Depending on the severity of the breach, formal disciplinary proceedings might be taken. Matters may be referred to the NT Police as necessary.

Political contributions

Political contributions (to any government official, political party, political party official, election committee or political candidate) must not be made directly or indirectly on behalf of the NC at any time.

Proper accounting

NC employees must ensure that all Corporation accounting records accurately and fairly reflect, in reasonable detail:

- all underlying transactions
- all NC assets and liabilities, and
- any disposal of NC assets.

Accounting records must be maintained in accordance with generally accepted accounting principles and the financial and accounting policies issued by the NC.

Interactions with auditors

NC employees must fully co-operate with the internal and external auditors of the Corporation.

NC employees must not make a false or misleading statement to the internal or external auditors of the Corporation and must not conceal any relevant information from the internal or external auditors of Corporation.

ii. Nhulunbuy Corporation goal – Engaged community

In recognition that the NC is the mechanism through which programs and services are delivered for the benefit of the people of Nhulunbuy, all employees:

- accept and value their duty to be responsive to the public interest, and
- accept and value their duty to engage the community in developing and effecting municipal priorities, policies and decisions, and
- accept and value their duty to manage public resources effectively, efficiently and economically,
- value and seek to achieve excellence in service delivery, and
- value and seek to achieve enhanced integration of services to better service customers.

Standards of conduct

Using NC assets

The NC's assets include property (physical and intellectual property), plant, equipment, IT assets, keys, goods, products and valuables (this includes surplus material, waste material, and off-cuts). All employees share the responsibility for looking after them.

If you are in charge of assets you must take good care of them while they are in your possession or use, and ensure they are used economically and efficiently. It is an offence to unlawfully destroy or damage property of the NC or to misuse, or allow anyone else to misuse, NC assets. You must make sure assets are secured against theft and properly stored, maintained and repaired.

You must not allow anyone else unauthorised access to NC assets.

You must ensure that you use NC assets only for official NC business, unless approval has been

granted by your manager.

You are not to access or disclose any information about customers unless you are carrying out official NC business.

If you use a NC vehicle, you must not use it for private or non-official purposes, unless those circumstances are specifically allowed by the NC's Vehicle Policy or you have prior approval from your manager.

When you leave the NC, you must return any NC assets you have on loan and all work-related documents.

Using the NC's IT assets

Any file stored on, or information accessed using NC's IT assets, is discoverable by the NC. All devices (including personal IT devices) or systems connected to NC's corporate IT network may be subject to scrutiny.

You can use the NC's IT assets for:

- accessing data, information, websites, etc. for official purposes and as necessary where it supports or informs the work you do
- limited personal use, providing you comply with the NC's rules and guidelines about acceptable use of IT and social media. Limited personal use means use that is infrequent and brief, and is performed during your non-paid time, that is, before and after work and during lunch breaks.
- You can use NC's telephones for messaging and making local calls that you cannot make conveniently outside working hours on a reasonable basis.

You must not use NC's IT assets to:

- store large quantities of personal data or photos or non-work documents
- make unauthorised copies of software, music, videos, games, etc
- introduce, download or use unauthorised software without permission from your manager
- access or circulate inappropriate material
- Make frequent personal phone calls or messages

You must not download or store the NC's electronic files in an unauthorised location, eg. on a home computer, personal USB memory stick, personal IT device.

You must adhere to the NC's security requirements and not attempt to bypass or modify any restriction or security measure put in place by NC or third parties.

Public money

You must maintain high standards of accountability if you collect and use public money.

You are not to borrow or use NC money for private purposes. This also applies to items such as corporate credit cards, in line with the NC's Use of Corporate Credit Card policy.

Intellectual property

You must obtain written approval before arranging to publish or disclose any articles or materials

you produced as part of your official duties. Any original work, invention or product you contributed to in association with your work remains NC property.

Similarly, you must not publish or disclose any matters relating to the NC's intellectual property without appropriate authority.

This does not stop you from sharing with other organisations information relating to your official duties. However, if you do, you must make sure you do not breach the confidentiality of NC information, its employees or its clients, or compromise the NC's intellectual property rights.

You must also respect the intellectual property rights of individuals and organisations outside of the NC. For example, you must not copy, quote or reproduce their work unless they have given you permission to do so. Where you make reference to the work of others, you must cite or acknowledge the source.

You must not infringe Copyright Law, including the intellectual property, of any individual or organisation. For example, you must not store or copy audio, video or image files, printed media and software without appropriate license or approval on NC assets.

Customer service

All NC employees are energised and proud to serve customers. We are a trusted entity and take responsibility to deliver on commitments, while treating members of the public with honesty, fairness, sensitivity and dignity.

At NC, we are one team working together to provide seamless service, it is important to know there is support available if you are unsure of how to deal with difficult situations and difficult people.

Our customers have strong voices, so they have a right to complain or criticise the NC. We value customer feedback. It is important to make all reasonable efforts to help customers lodge complaints. If you think a situation is threatening or intimidating, you are entitled to withdraw. If in doubt, ask for help from your manager.

The NC will support any employee who believes they are under threat from a member of the public in the course of their duties.

Refer to NC's Customer Service Charter

Concern for the environment

We all share the responsibility to protect our natural environment, creating healthy surroundings for our community, and for managing the impacts of air, water, land and noise pollution. This includes individual responsibility for our own actions (eg. taking care in disposing of waste and using and storing chemicals, reducing energy consumption and waste in our work spaces where we can, and applying high standards for environmental protection across the region).

Please also refer to the NC's Environmental Policy.

Community engagement

The NC is committed to engaging the community on major issues affecting the future of the town and activities that have significant impacts on its residents.

It is essential that the NC has a consistent approach to community engagement and that it uses effective engagement practices. Any engagement undertaken by NC needs to be conducted in a meaningful way so that the community is clear about what it is able to influence and knows that its interests have been considered in the planning process. Wherever possible, you are expected to provide community members with feedback on how their input has influenced NC's decisions. This will help to increase their trust in the NC generally and maintain their involvement in future Corporation engagement activities.

iii. Nhulunbuy Corporation goal – Strong leadership

Standards of conduct

Acting within the law

As an employee of the NC, you are expected to comply with:

- this Code of Conduct
- the NC's corporate rules, which include policies, procedures and guidelines, as they may change from time to time
- all relevant Territory and Commonwealth legislation, and
- specific legislation relating to your employment, eg. road rules.

You have the right and responsibility to respectfully question how you do your work, particularly if you think there is an imminent risk to the safety of yourself or others, or there is a better way of doing something, or if you think that a direction may be in breach of the law. When you have recorded your suggestion or concern you are required to work as directed by your manager, except where there is an imminent risk to safety. If the matter cannot be resolved within the workgroup, it should be immediately referred to the Manager or CEO.

If you are charged, or about to be charged, in respect of:

- a summary offence relating to your employment with NC, or
- an indictable offence, whether or not that offence relates to your employment with NC,

you must immediately report the circumstances to your manager.

You are responsible for advising your manager of the outcome of any such proceedings.

If you uncover evidence or have reasonable suspicion there is fraudulent conduct, you must notify your manager or the CEO at the earliest opportunity.

Raising concerns

You have the right to comment on or raise concerns about NC policies or practices where they impact on your employment. However, you must do this in a reasonable, constructive way and take responsibility for your comments and views. You are required to comply with any lawful management direction, except where there is an imminent risk to safety.

When raising complaints or grievances, employees are expected to act with honesty and in good faith. Complaints that are considered vexatious or frivolous will not be progressed, and the employee will be managed in accordance with the Managing Poor Performance and Misconduct procedure, and any other relevant guidance material.

Handling information

You must respect the copyrights, trademarks and patents of your suppliers. You must not reproduce or quote suppliers' material unless your license specifically allows it.

You must not release information that you know, or should reasonably know, is information that:

- is confidential to NC, and
- NC wishes to keep confidential.

This obligation survives after you leave the NC's employment or your contract for services ends.

iv. Nhulunbuy Corporation goal - Efficient service

NC employees must:

- be committed to exercising proper diligence, care and attention, and
- be committed to using public resources in an effective and accountable way, and
- be committed to managing information as openly as practicable within the legal framework, and
- value and seek to achieve high standards of public administration, and
- value and seek to innovate and continuously improve performance, and
- value and seek to operate within a framework of mutual obligation and shared responsibility between public sector entities and public officials.

Standards of conduct

Diligence, care and attention

The NC aims to conduct its business with integrity, honesty and fairness, and to achieve the highest standards in service delivery. You contribute to this aim by carrying out your duties honestly, responsibly, in a conscientious manner, and to the best of your ability. This includes:

- giving priority to official duties over personal activities during work time
- helping the NC achieve its mission and goals by acting to improve systems and practices
- conducting yourself in a way so others gain confidence and trust in the way the NC does business
- not allowing your conduct to distract or prevent others from working
- not exposing the NC to a judgment for damages against it, as a result of your negligence or breach of any law or ordinance
- ensuring that you carry out your work diligently, accurately, and to the required performance standards and timeframes
- proactively seeking assistance if you are experiencing difficulties with your work
- ensuring your personal conduct does not reflect adversely on the NC's reputation.

If you are responsible for managing or supervising others, you must also ensure that:

- you model the values and principles outlined in this Code, and ensure that employees within your area of responsibility understand and comply with the Code
- you do not come under a financial obligation to any employee you manage
- your work and the work of those you supervise contributes to the achievement of the NC's goals

- employee performance is monitored and individuals are given constructive and regular feedback on their performance in line with procedures
- where practicable, employees are given training opportunities to assist them in developing their careers
- workloads are fairly distributed
- resourcing for a work team is neither excessive nor inadequate for the job
- employees who collect, handle or disburse public money are properly supervised
- employee work times, overtime, allowances and absences are correctly recorded on time sheets and pay summary reports, and time is accurately costed
- you do not exercise your delegations until you have considered all the necessary information and you are satisfied that all legislative or procedural requirements are met, and
- appropriate action is taken if breaches of this Code occur.

Attendance at and absence from duty

You are expected to follow NC employment and working arrangements, agreements and rulings on attendance at work and leave. This includes notifying your team manager by phone of any unscheduled absences prior to the beginning of your work shift (where practicable), not being absent without approval, and accurately and truthfully recording work and leave periods.

Absence without approval and without reasonable excuse can create concerns for your safety and unproductive time for others, and may result in deductions in salary/pay for the period of absence and/or possible disciplinary action.

Privacy and confidentiality

NC has information about individuals, businesses and commercial issues which is private and sensitive and which could be harmful if released. Employees must only access information and records they require in the course of their NC duties. Employees must keep this information confidential at all times, and comply with the NC's Privacy Policy.

You can maintain privacy by:

- taking care about discussing work matters with anyone not entitled to know such information
- taking responsibility to safeguard confidential files and information
- not disclosing system passwords to others
- enforcing rules about storage of information over time, and
- referring all media enquiries to the CEO.

You must not use information acquired as a NC employee to gain (directly or indirectly) an advantage for yourself or someone else, or cause detriment to the Corporation. This obligation survives after you leave the NC's employment or your contract for services ends.

Continuing development

You are expected to maintain and improve your work performance and that of your work unit in the delivery of customer service. You have a continuing responsibility to maintain and enhance your skills and expertise, and keep up to date the knowledge associated with your area of work. The NC will assist you by providing equitable access to training and development opportunities.

Workplace health and safety

We are all committed to risk minimisation in the way we conduct our business and the NC activities. You must take reasonable steps to ensure your own safety, health and welfare in the workplace. You also have a duty of care to both fellow employees and members of the public. This duty of care extends to both psychological and physical health and wellbeing.

We must all:

- identify hazards and manage risks to health and safety
- perform all work safely and follow safe work practices
- use Personal Protective Equipment (PPE) if required – as outlined in the NC's Corporate and Protective Uniform policy.
- report any incidents or hazards immediately and support investigations, and
- take corrective action to 'make safe' and implement improvements.

We must keep the workplace drug and alcohol free if we are to maintain the trust and confidence of customers and the health and safety of all employees. The use of drugs or alcohol adversely affects productivity, attendance and on-the-job safety.

You must not:

- use, possess or be impaired by the effects of illegal drugs while on duty
- consume alcohol while on duty or in the workplace (except at an authorised social activity in line with the NC's Fitness for Work policy)
- come to work impaired by the effects of alcohol or drugs
- gamble or bet on NC premises (except for authorised sweeps and tipping competitions)
- smoke in NC buildings, offices or vehicles.

Please also refer to the NC's CO11 Occupational Health and Safety Policy and the HR O1 Drug & Alcohol Policy.

6. Breaches of the Code of Conduct

A breach of the Code of Conduct damages business, public and work relationships. Any act or lack of action that contravenes the Code may be a breach of NC corporate rules and Territory/Federal laws. Suspected breaches will be treated individually and all relevant circumstances will be taken into account. Suspected breaches will be treated in line with the procedures for managing poor performance and misconduct. Depending on the severity of the breach, formal disciplinary action might be taken in accordance with the procedure for managing poor performance and misconduct.

The NC has identified a number of matters that are reportable matters. The following matters must be reported to the CEO for assessment, and the NT Police as necessary:

- Fraudulent conduct or suspected fraudulent conduct
- Allegations that an employee has carried out their duties in a way that lacks honesty and impartiality, or breaches the community's trust, or involves an improper use of Corporation information.
- Any action that is deemed to be a criminal offence, or an act which, if established, would reasonably warrant dismissal from the NC's employment. Examples are stealing NC property or a customer's property, accepting a bribe, fraud, assault of a co-worker or customer, disclosing confidential information.

You may be suspended from duty:

- if there is suspected misconduct, including fraudulent conduct

- while an investigation is progressed
- while charges are determined by the relevant court.

Suspension from duty may or may not be on full pay, at the discretion of the CEO.

The NC will not pay, directly or indirectly, any penalties imposed on a manager or employee as a result of a breach of law or regulation.

The NC's internal and external auditors are responsible for reviewing the operations of the Corporation. Part of this review will be to report to the Board of Directors any breaches of this Code that they detect.

Any subsequent disciplinary action will be in accordance with the Managing Poor Performance and Misconduct procedure and any other relevant guidance material.

7. If you have a concern

If you have a concern, or suspect a breach of the Code involving one or more NC employees, you have the right and the protection to report issues using:

- internal channels (eg. manager, CEO, Board of Directors), and
- external channels (eg. NT Police).

8. A guide to ethical decision-making

The following guide is designed to help you reach an ethical decision based on the relevant facts and circumstances of a situation.

Step 1: Assess the situation

- What is your aim?
- What are the facts and circumstances?
- Does it break the law or go against NC policy?
- Is it in line with the Code's principles?
- What principles does it relate to? Why?
- Who is affected? What rights do they have?
- What are your obligations or responsibilities?

Step 2: Look at the situation from the NC's viewpoint

- As a NC employee, what should you do?
- What are the relevant laws, rules and guidelines?
- Who else should you consult?

Step 3: How would others see your actions?

- Would a reasonable person think you used your powers or position improperly?
- Would the public see your action or decision as honest and impartial?
- Do you face a conflict of interests?

Step 4: Consider the options

- Ask your supervisor, team leader, manager, or any person who is able to give sound, relevant advice.
- What options and consequences are consistent with the NC's values, the four goals and your obligations?
- What are the costs and long-term consequences?
- How would the public view each option?

Step 5: Choose your course of action

Make sure your actions are:


- within your power to take, legal and in line with policy and this Code
- fair and able to be justified to your manager and the public
- documented so a statement of reasons can be supplied
- consistent with the NC's purpose, goals and values

9. Other Relevant Policies

- **C015 External Communications Policy**
- **HR01 Drug and Alcohol Policy**
- **FM01 Procurement Policy**
- **CO11 Occupation, Health & Safety Policy**
- **HR17 Information, Communication, Technology Use Policy**
- **HR07 Managing Poor Performance And Misconduct Policy**
- **HR03 Equal Opportunity Policy**
- **CO08 Harrassment and Bullying Prevention Policy**
- **Customer Service Charter**

10. Review process

This policy will be reviewed three years from the date of adoption.

Date 10 May 2021	Director (Name) Sophie Szytkarski	Signature 
Chief Executive Officer (Name) Allison Mills		Signature 