

CODE OF CONDUCT

Policy number	HR09	Version	1.0
Drafted by	HRM	Approved by Board on	11/11/2020
Responsible person	MD	Scheduled review date	11/11/2025

1. PURPOSE

The purpose of CEHL's Code of Conduct is to:

- 1.1. Provide a clear benchmark to our people for professional behaviour.
- 1.2. Support CEHL's image and reputation.
- 1.3. Make all our people aware of their responsibilities.

2. POLICY STATEMENT AND STANDARDS

2.1 POLICY STATEMENT

- 2.1.1 The Code of Conduct details Ethical and Legal Framework that determines how our people must conduct themselves.
- 2.1.2 These Ethical and Legal Framework reflect CEHL's Values and legal responsibilities.
- 2.1.3 Much of the Ethical and Legal Framework is enshrined in CEHL Policies and Procedures or enforceable in law.
- 2.1.4 The Code of Conduct describes how our people raise concerns about alleged breaches of the Code and the consequences of non-compliance.

2.2 ETHICAL AND LEGAL FRAMEWORK

CEHL is firmly committed to the Ethical and Legal Framework summarised below and detailed in Section 7 of this Code of Conduct. We expect all our people to share this commitment:

- 2.2.1 CEHL's Values
- 2.2.2 Organisational Policies and Procedures, including:
 - a. Health and Safety.
 - b. Workplace Behaviour Policy.
 - c. Privacy.
- 2.2.3 Brand and Reputation
- 2.2.4 Lawful and Ethical Business Practices
- 2.2.5 CEHL Property
- 2.2.6 The Environment
- 2.2.7 Reporting Breaches of the Code and Whistleblowing

3. SCOPE

- 3.1 You and all our people (all CEHL's employees, contractors and subcontractors) must comply with this Code of Conduct whenever working for or representing CEHL or interacting with any stakeholder of CEHL.
- 3.2 Supervisors are responsible to communicating this Code of Conduct to everyone reporting to them, guiding our peoples' understanding, and ensuring compliance.

4. RESPONSIBILITIES

- 4.1 Our people are responsible for understanding and complying with this Code of Conduct when working for CEHL or interacting with any CEHL stakeholder.
- 4.2 Supervisors are responsible for ensuring our people under their supervision understand this Code of Conduct, and for preventing or managing breaches of this Code of Conduct.
- 4.3 The Managing Director is responsible for ensuring the Code of Conduct is continuously maintained and regularly reviewed and improved.

5. YOUR COMMITMENT

- 5.1 You will receive a copy of the Code of Conduct when you commence working for CEHL. It is your responsibility to read and understand the Code.
- 5.2 If there are any aspects of the Code you do not understand please discuss this with your Supervisor or the Human Resources Manager.
- 5.3 In all your work you must abide by the principles in the Code and its attachments, paying particular attention to the 'Responsibilities' sections under each Principle.
- 5.4 All our people are required to sign a 'Code of Conduct Statement' (Attachment 1) to confirm they have read and understand their responsibilities and are committed to uphold the Code and the related policies and procedures.

6. DEFINITIONS

- 6.1 'Conflict of Interest' occurs when there are split loyalties, for example:
 - a. Someone is involved in making a decision that may improperly benefit them or a friend or family member through a financial or non-financial gain, or:
 - b. Someone's obligations to CEHL conflict with their personal interests or obligations to another person or entity.
- 6.2 'Indirect Supervisor' is the person with direct line management responsibilities for the Supervisor.
- 6.3 'Legal obligations or requirements' include Federal and State Laws, regulatory requirements, agreements and contracts.
- 6.4 'Our People' includes every person either employed by CEHL, or contracted or subcontracted to work for CEHL or its member cooperatives.
- 6.5 'Stakeholders' includes everyone receiving services from CEHL (including Co-operatives, Co-operative Members, Co-operative Household Members, Direct Tenants, Prospective Co-operative Members), other agencies with contracts or agreements with CEHL, partners, funders, regulators, and any other person or agency with a legal or binding interest in CEHL.

- 6.6 'Supervisor' is the person with direct line management responsibilities for a given worker. This may be an Executive Director, Manager, or Team Leader.
- 6.7 'Whistleblowing' is making a disclosure in the public interest and occurs when a concern is raised about danger or illegality that affects others, for example, financial malpractice or impropriety or fraud; failure to comply with legal and reporting obligations; breaches of any laws; criminal activity; improper conduct or unethical behaviour; or any attempts to conceal any of these matters.
- 6.8 Workers' is the term generally used by the Fair Work Ombudsman and Safe Work Australia for all employees, outworkers, students gaining work experience, contractors or subcontractors, and volunteers.

7. DETAILED CODE OF CONDUCT REQUIREMENTS

7.1 CEHL'S VALUES

- 7.1.1 CEHL recognises how we work is as important as what we achieve.
- 7.1.2 CEHL's culture is underpinned by Values developed by its employees and endorsed by CEHL's Board.
- 7.1.3 You and CEHL are jointly responsible for upholding these Values:
 - a. We work together to achieve a positive impact in our community. (We share perspectives, concerns and information to create considered solutions in the work we do.)
 - b. We care for one another. (We treat everyone with care and value their contribution – We build trust and understanding through open and honest interaction with team members, stakeholders and associates.)
 - c. We are responsible. (We take pride in what we do, we are responsible for our actions – We make and support business decisions through informed experience and good judgement.)
 - d. We make a difference. (Our history informs our future, we learn and adapt – We believe meaningful change comes from looking at challenges and opportunities from new angles.)

7.1.4 Responsibilities

YOU	YOUR SUPERVISOR	EXECUTIVE
Uphold CEHL's Values in your work.	Ensure employees and contractors understand and uphold CEHL's Values. Resolve breaches of CEHL's Values, or report significant breaches to Executive.	Endorse CEHL's Values. Resolve significant breaches of CEHL's Values.

7.2 ORGANISATIONAL POLICIES AND PROCEDURES

- 7.2.1 CEHL uses organisational Policies and Procedures to ensure:
 - a. We understand and observe the relevant Principles, Legal Obligations, and other agreed requirements.
 - b. We adopt evolving best practice in all our work.
 - c. We clearly understand our responsibilities.

- d. The right people make efficient, fair, timely and consistent decisions.
- e. We strive for effective organisational performance.

7.2.2 All operational Policies and Procedures are subject to approval by the Managing Director.

7.2.3 Health and Safety Policy

- a. CEHL’s commitment to the health and safety of our people and any others affected by its actions is enshrined in its Health & Safety Policy.

7.2.4 Privacy Policy

- a. CEHL’s commitment to the privacy of our people and stakeholders is enshrined in the CEHL Privacy Policy.

7.2.5 Workplace Behaviour Policy

- a. CEHL maintains a culture where everyone is treated with respect and is supported to build and maintain strong relationships.
- b. CEHL’s Workplace Behaviour Policy confirms the following unacceptable workplace behaviours will not be tolerated under any circumstances:
 - i. Adverse action, Coercion, Undue Influence or Pressure, or Misrepresentation
 - ii. Sexual Harassment
 - iii. Victimization
 - iv. Vilification
 - v. Workplace bullying
 - vi. Workplace Discrimination
 - vii. Workplace Harassment
 - viii. Workplace violence
 - ix. Other Unacceptable Workplace Behaviour

7.2.6 Responsibilities

YOU	YOUR SUPERVISOR	EXECUTIVE
ALL POLICIES AND PROCEDURES		
Observe operational policies and procedures. Undertake training relating to policies and procedures, as directed. Follow any lawful and reasonable instruction. Call-out or report policy breaches to your Supervisor.	Ensure employees and contractors understand and apply policies and procedures. Arrange training in relation to operational policies and procedures. Ensure policies and procedure are continuously improved to meet legal requirements and reflect best practice. Resolve policy breaches, or report significant breaches to Executive.	Maintain, endorse and observe operational policies and procedures that enable CEHL to comply with the law. Ensure policies and procedures are continuously improved to meet the requirements and reflect best practice.
YOU	YOUR SUPERVISOR	EXECUTIVE

HEALTH & SAFETY		
<p>Adopt appropriate practices to prevent injuries.</p> <p>Report to your Supervisor any hazard, incident, or near-miss.</p>	<p>Ensure employees and contractors understand their health and safety responsibilities and safe working practices.</p> <p>Consult employees and contractors to identify risks and controls.</p> <p>Implement and maintain controls to prevent, remove or reduce health and safety risks.</p> <p>Resolve health and safety breaches, or report significant breaches to Executive.</p>	<p>Ensure systems are in place to maintain, record and manage CEHL's health and safety obligations.</p> <p>Endorse controls to remove or reduce health and safety risks.</p> <p>Advise the Board on significant health and safety risks, incidents, and controls.</p>
WORKPLACE BEHAVIOURS		
<p>Treat everyone you come into contact with through your work with integrity and respect.</p> <p>Informally resolve or formally report unacceptable behaviour.</p>	<p>Ensure employees and contractors understand the required Workplace Behaviours.</p> <p>Resolve unacceptable behaviours, or report significant breaches to Executive.</p>	<p>Endorse a culture of integrity and respect consistent with CEHL's Values.</p> <p>Resolve significant workplace behaviour breaches.</p>
PRIVACY		
<p>Ensure privacy of personal information at all times.</p> <p>Report privacy breaches to your Supervisor.</p>	<p>Ensure employees and contractors understand their privacy obligations and practices.</p> <p>Resolve privacy breaches, or report significant breaches to Executive.</p>	<p>Endorse CEHL's privacy obligations.</p> <p>Resolve significant privacy breaches.</p>

7.3 BRAND AND REPUTATION

7.3.1 CEHL is committed to maintaining and fostering the positive reputation and profile of CEHL, Co-operative Housing and the community housing sector.

7.3.2 CEHL upholds its responsibilities to all its Stakeholders.

7.3.3 CEHL's Purpose: CEHL is an enabler: We partner with member cooperatives to deliver an effective sustainable cooperative housing program.

7.3.4 CEHL's Vision: Empowering people; Strong Communities; Better housing solutions.

7.3.5 Responsibilities

YOU	YOUR SUPERVISOR	EXECUTIVE
<p>Interact positively with all stakeholders.</p> <p>Never communicate or do anything that may harm the reputation of CEHL or the Co-operative Program.</p> <p>Never communicate anything on Social Media that may impact on CEHL's positive brand and reputation.</p>	<p>Ensure understanding of how to maintain and foster CEHL's positive reputation.</p> <p>Ensure our people interact positively on behalf of CEHL.</p> <p>Resolve impacts on CEHL's brand and reputation, or report significant impacts to Executive.</p>	<p>Communicate and endorse CEHL's brand and reputation.</p> <p>Ensure compliance with legal, regulatory and contractual requirements.</p> <p>Advise the Board on decisions impacting CEHL's brand and reputation.</p> <p>Resolve significant impacts on CEHL's brand and reputation.</p>

7.4 LAWFUL AND ETHICAL BUSINESS PRACTICES

7.4.1 CEHL is committed to ensuring its business practices are legal and ethically sound.

7.4.2 CEHL actively prohibits conflicts of interest, gifts, benefits, bribes and inducements, and personal profit from any decision made by CEHL.

7.4.3 Responsibilities

YOU	YOUR SUPERVISOR	EXECUTIVE
<p>Act lawfully and with honesty and integrity in all your work.</p> <p>Avoid involvement in any decisions or relationships that may carry or convey an actual, potential or perceived conflict of interest, and inform CEHL appropriately.</p> <p>Observe the Gifts & Benefits Policy – Never solicit gifts, benefits, inducements or bribes.</p> <p>Always register received gifts or benefits in accordance with the Gifts & Benefits Policy.</p> <p>Report unethical behaviour or illegal conduct including bribes and inducements.</p>	<p>Prevent unlawful or unethical conduct by employees / contractors.</p> <p>Never place a decision-making responsibility on employees or contractors who may improperly benefit from the outcome.</p> <p>Ensure employees understand and apply the Gifts & Benefits Policy.</p> <p>Never make employment decisions or contract decisions about a family member or personal friend.</p> <p>When appointing employees / contractors:</p> <ul style="list-style-type: none"> • Apply due diligence to check suitability; • Obtain written commitment to CEHL's Code of Conduct. <p>Always report unlawful or unethical practices or behaviour to Executive.</p>	<p>Endorse policies, procedures and practices that merit the continued trust and confidence of stakeholders and the public.</p> <p>Advise the Board on their decisions and practices, and their obligations under the Corporations Act 2001.</p> <p>Resolve unlawful or unethical practices.</p>

7.5 CEHL PROPERTY

- 7.5.1 CEHL ensures all the property it owns or manages is used for lawful and proper purposes for the benefit of CEHL and the Co-operative Program.
- 7.5.2 This includes housing assets, offices, motor vehicles, computer and communication systems, equipment, furniture, consumables, cash, information and intellectual property.
- 7.5.3 Employees may be permitted the personal use of company vehicles, mobile phones, laptop computers and other company items only if expressly permitted in CEHL Policies or contracts of employment.

7.5.4 Responsibilities

YOU	YOUR SUPERVISOR	EXECUTIVE
<p>Always report to your Supervisor misuse of CEHL’s housing assets.</p> <p>Always report to your Supervisor and the Police any damage or burglary of untenanted housing assets.</p> <p>Use CEHL property properly and safely, and never unlawfully.</p> <p>Never use CEHL property for personal benefit unless permitted by policy or employment contract terms.</p> <p>Understand that any innovations you make in the course of your work remain CEHL’s property after you leave.</p> <p>Return CEHL property and delete CEHL’s electronic information in your personal phone or computer at CEHL’s request.</p> <p>Reasonably safeguard CEHL property against damage, misuse or theft.</p> <p>Always report to your Supervisor misuse, damage or theft of company property.</p> <p>Always inform the Police about office break-in, malicious damage or theft of company vehicles, or theft of CEHL items outside the workplace (eg: from home, vehicle, or a public space, etc).</p>	<p>Monitor the use of CEHL Housing Assets to ensure it is used for legal and proper purposes.</p> <p>Always report misuse of Housing Assets to Executive.</p> <p>Allocate CEHL property only according to approved policies and procedures.</p> <p>Ensure departing employees return CEHL property and delete electronic information from personal phones or computers.</p> <p>Ensure damage or theft of CEHL property is reported to Police, Insurers and Executive.</p> <p>Resolve misuse or damage of CEHL property.</p> <p>Always report theft of CEHL property or significant misuse or damage to Executive.</p>	<p>Ensure property assets are used according to CEHL’s responsibilities as a Registered Housing Association and any agreements with its stakeholders.</p> <p>Maintain insurances to cover damage or loss of CEHL property.</p> <p>Advise the Board on the proper and legal use of CEHL’s property assets.</p> <p>Resolve any issue of CEHL’s housing assets.</p> <p>Endorse the proper and safe use and allocation of company property.</p> <p>Resolve theft or significant misuse or damage of CEHL property, and liaise with Insurers and Police as appropriate.</p>

7.6 THE ENVIRONMENT

7.6.1 CEHL is committed to working in an environmentally responsible manner and identifying and controlling environmental risks that may arise out of its decisions and operations.

7.6.2 Responsibilities

YOU	YOUR SUPERVISOR	EXECUTIVE
<p>Observe practices implemented by CEHL to control environmental risks.</p> <p>Minimise environmental impacts in your work (eg: minimise fuel and energy consumption).</p>	<p>Ensure employees and contractors understand practices implemented by CEHL to control environmental risks.</p>	<p>Advise the Board on any decisions that may significantly impact on the environment.</p> <p>Identify and control environmental risks that may arise out of the Board's decisions.</p>

7.7 REPORTING BREACHES AND WHISTLEBLOWING

7.7.1 CEHL expects our people to ensure they observe the Ethical and Legal Framework in this Code of Conduct, encourage others to do likewise, and report any breaches of the Code of Conduct.

7.7.2 CEHL makes a commitment to:

- a. Ensure anyone reporting a genuine concern in good faith will not be disadvantaged, so long as the person has a reasonable belief that their allegation is true.
- b. Prevent discrimination, bullying, harassment or victimisation of any person raising a concern about a breach.
- c. Investigate any report with strictest confidence. The identity of the person reporting the concern will only be disclosed to a person with authority to manage the complaint, an investigator appointed by CEHL and, if it is a criminal matter, the Police.
- d. Permit the employee to exercise any legal right to notify an appropriate external agency about a concern.

7.7.3 Responsibilities

YOU	YOUR SUPERVISOR	EXECUTIVE
<p>Report any breach of the Code of Conduct or any Policy or the law to any Manager who is not associated with the breach.</p> <p>Notify the Managing Director in strict confidence if you are worried about reporting it to anybody else, or to the Chair of the Board if you genuinely believe the Managing Director may be complicit in the breach.</p>	<p>Ensure employees and contractors understand their reporting obligations.</p> <p>Encourage and enable any person to report a breach of the Code of Conduct.</p> <p>Immediately and appropriately address any reported breach. This includes treating any allegation confidentially and notifying only a person with authority to manage the complaint.</p>	<p>Endorse Policies, Procedures and systems enabling breaches to be reported, investigated and resolved.</p> <p>Comply with any investigation or direction by a statutory body.</p> <p>Advise the Board to ensure the Ethical and Legal Framework is not breached.</p> <p>Inform the Chair of any breach presenting a significant risk for CEHL.</p> <p>Resolve any breaches of the Code of Conduct.</p>

8. CONSEQUENCES OF BREACHING THE CODE

- 8.1 The consequences described below may be applied for any intentional or unintentional breach of the Code of Conduct by our people.
- 8.2 The penalties imposed for breaching the Code will depend on the nature of the breach and the nature of a person's association with CEHL, for example:
 - a. Casual employment of less than 6 months may be terminated.
 - b. Probationary employment may be extended or terminated, according to the Employment Probation Procedures.
 - c. The Disciplinary Policy and Procedures may be applied to any other employee, and this may result in formal warnings, performance improvement plans, or termination of employment.
 - d. Contractors and subcontractors may be dismissed or not reappointed.
- 8.3 CEHL may report alleged criminal activity or breaches of the law to the appropriate authorities.

9. LEGAL AND RELATED POLICIES

- 9.1 This Code of Conduct implements CEHL's obligations under the Performance Standards: Standard 5: Probity.
- 9.2 The Code of Conduct should be read in conjunction with:
 - 9.2.1 Fair Work Act National Employment Standards
 - 9.2.2 Corporations Act 2001
 - 9.2.3 CEHL Constitution
 - 9.2.4 CEHL Enterprise Agreement
 - 9.2.5 Health and Safety Policy
 - 9.2.6 Workplace Behaviours Policy
 - 9.2.7 Privacy Policy
 - 9.2.8 Gifts and Benefits Policy
- 9.3 The Code does not replace legislation and if any part of it is in conflict, then legislation takes precedence.
- 9.4 The Code comprises a lawful direction given by CEHL to our people. It does not give rise to any contractual obligation to be performed by CEHL.

10. MANAGING DIRECTOR AUTHORISATION

Stephen Nash (Managing Director)

Date of approval

25 September 2017

ATTACHMENT 1: CODE OF CONDUCT STATEMENT

Every employee is required to read and understand the Code of Conduct Policy and sign this Code of Conduct Statement.

(Contractors and Subcontractors are issued with a 'Contractor Induction' document, available on CommonRoom, and are required to sign a similar Code of Conduct Statement.)

Signed Acceptance of the Responsibilities in the Code of Conduct

I agree to uphold these responsibilities:

1. CEHL Values:

- a. Uphold CEHL's Values in my work.

2. Organisational Policies and Procedures:

- a. Observe all operational policies and procedures.
- b. Undertake training related to policies and procedures, as directed.
- c. Follow any lawful and reasonable instruction.
- d. Call-out or report policy breaches to your Supervisor.

e. Health and Safety:

- i. Adopt appropriate practices to prevent injuries.
- ii. Report to your Supervisor any hazard, incident, or near-miss.

f. Workplace Behaviour:

- i. Treat everyone you come into contact with through your work with integrity and respect.
- ii. Informally resolve or formally report unacceptable behaviour.

g. Privacy:

- i. Ensure privacy of personal information at all times.
- ii. Report privacy breaches to your Supervisor.

3. Brand and Reputation:

- a. Interact positively with all stakeholders.
- b. Never communicate or do anything that may harm the reputation of CEHL or the Co-operative Program.
- c. Never communicate anything on Social Media that may impact on CEHL's positive brand and reputation.

4. Lawful and Ethical Business Practices:

- a. Act lawfully and with honesty and integrity in all my work.
- b. Avoid involvement in any decision or relationship that may carry or convey an actual, potential or perceived conflict of interest, and inform CEHL appropriately.
- c. Observe the Gifts and Benefits Policy - Never solicit gifts, benefits, inducements or bribes.
- d. Always register gifts or benefits in accordance with the Gifts and Benefits Policy.
- e. Call out or report unethical behaviour.
- f. Report unethical behaviour or illegal conduct including bribes and inducements.

5. CEHL Property:

- a. Always report to your Supervisor misuse of CEHL property assets.
- b. Always report to your Supervisor and the Police any damage or burglary of untenanted housing assets.
- c. Use CEHL property properly and safely, and never unlawfully.
- d. Never use CEHL property for personal benefit unless permitted by policy or employment contract terms.
- e. Understand that any innovations you make in the course of your work for CEHL remain the property of CEHL after you leave.
- f. Return all CEHL property and delete electronic information in your personal phone or computer at CEHL’s request.
- g. Reasonably safeguard CEHL property against damage, misuse or theft.
- h. Always report to your Supervisor misuse, damage or theft of company property
- i. Always inform the Police about office break-in, malicious damage or theft of company vehicles, or theft of CEHL items outside the workplace (eg: from home, vehicle, or public space, etc).

6. The Environment:

- a. Observe practices implemented by CEHL to control environmental risks.
- b. Minimise environmental impacts in our work (eg: minimise fuel and energy consumption).

7. Reporting Breaches of the Code and Whistleblowing:

- a. Report any breach of the Code of Conduct or any Policy or the law to any Manager who is not associated with the breach.
- b. Notify the Managing Director in strict confidence if you are worried about reporting a breach to anybody else, or to the Chair of the Board if you genuinely believe the Managing Director may be complicit in the breach.

Signature **Date** / /

Name

Position

Note: Signing of this document comprises acknowledgement of a lawful direction given by CEHL. It does not give rise to any contractual obligation to be performed by CEHL.