



CODE OF CONDUCT POLICY

1. Purpose

- 1.1 The Code of Conduct ('Code') operates in conjunction with other policies relating to minimum standards of behaviour and conduct for the FSAA Board, members and contractors to the FSAA.
- 1.2 The FSAA recognises the importance of an environment which actively promotes best practice. The purpose of this Code is to describe the standards of behaviour and conduct expected from people involved with the FSAA in their dealings with members, suppliers and the general public.
- 1.3 The FSAA expects all people involved in dealings with the FSAA to observe the standards set out in this Code. Compliance with this Code is expected, and non-compliance may result in disciplinary action up to and including the termination membership or contract for services.

2. Commencement

- 2.1 This Code will commence from 1 May 2019.

3. Scope

- 3.1 The Code applies to all employees, agents, representatives and contractors (including temporary contractors), collectively referred to as 'workplace participants'.
- 3.2 The Code does not form part of any employee's contract of employment. Nor does it form part of any other workplace participant's contract for services.

4. The Code requirements

- 4.1 All workplace participants are expected to observe the highest standards of ethics, integrity and behaviour during the course of their employment or engagement with the FSAA. This Code provides an overview of the FSAA's fundamental business values. It is by no means exhaustive, but summarises some of the FSAA's most important policies, which are based on standards that underlie business ethics and professional integrity, standards that apply to all workplace participants.

4.2 As representatives of the FSAA, all workplace participants are expected to conduct themselves in a professional and courteous manner and observe the following standards of behaviour both inside the workplace and outside the workplace where the workplace participant can be perceived as representing the FSAA:

- a) Comply with all laws, policies, procedures, rules, regulations and contracts.
- b) Comply with all lawful and reasonable directions from the FSAA.
- c) Be honest and fair in dealings with customers, clients, suppliers, co-workers, management, and the general public.
- d) Display the appropriate image of professionalism at the workplace. This includes personal presentation that reflects the industry and market expectations.
- e) Treat customers, clients, suppliers, co-workers, management, and the general public in a non-discriminatory manner with proper regard for their rights and dignity. In this regard, discrimination, victimisation or harassment based on a person's race, colour, religion, national origin, age, sex, sexual orientation, marital status, family responsibilities, pregnancy or potential pregnancy, union membership or non-membership, mental or physical disability, or any other classification protected by law will not be tolerated.
- f) Treat colleagues, customers, clients, suppliers, contractors with respect. Rude or insulting behaviour, including verbal and non-verbal aggression, abusive, threatening, intimidating or derogatory language or physical abuse or intimidation towards other workforce participants, customers, clients, suppliers, contractors is unacceptable. You must not use information and communication technologies, such as email, mobile phones, text or instant messaging, blogs, social media and other websites to engage in this behaviour.
- g) Promptly report any violations of law, ethical principles, policies and this Code. This includes if a workplace participant or an FSAA contractor is charged with or convicted of a serious offence, or becomes the subject of an Apprehended Violence Order.
- h) The FSAA has a legitimate interest in the private activities of workplace participants where such activities may bring disrepute upon the FSAA in its relationships with customers, clients, suppliers, and the general public at large and may possibly call the workplace participant's fitness for continued involvement or to provide services into question.

- i) Maintain and develop the knowledge and skills necessary to carry out duties and responsibilities.
- j) Observe health and safety policies and obligations and co-operate with all procedures and initiatives taken by the FSAA in the interests of work health and safety.
- k) Be truthful in all dealings with all persons encountered at the workplace. Workplace participants must not make false or misleading declarations during the performance of their duties or when providing services on behalf of the FSAA. A declaration can be considered to be misleading if information is omitted or presented in a manner that enables a misleading view of the situation to be formed.
- l) Refrain from any form of conduct which may cause any reasonable person unwarranted offence or embarrassment or give rise to the reasonable suspicion or appearance of improper conduct or biased performance.
- m) Not act for an improper or ulterior purpose to the detriment (whether perceived or actual) of the FSAA.
- n) Workplace participants must not abuse the advantages of their position for private purposes or solicit or accept any gift or benefit in connection with their employment or engagement which might compromise or be seen to compromise their integrity or the FSAA's reputation.
- o) Maintain during their employment or engagement with the FSAA and after the termination of employment or engagement, the confidentiality of any confidential information, records or other materials acquired during the employment or engagement with the FSAA.
- p) Not make any unauthorised statements to the media about the FSAA's business (requests for media statements should be referred to the CEO).
- q) Do not fight when representing the FSAA.
- r) Do not use inappropriate language when representing the FSAA.

5. Other Guidelines

5.1

- s) Promote a team spirit.
- t) Maintain confidentiality
- u) Avoid bias in decision making.
- v) Ensure compliance with the FSAA's procedures

w) Exercise objectivity

x) Not condone, permit, or fail to report any breaches of the Code as outlined above by workplace participants.

6. Breach of this code

6.1 A breach of this Code may lead to disciplinary action including, but not limited to, termination of membership as outlined in the FSAA Constitution.