

## Code of Conduct

**Policy** Employees and Management Committee members adhere to the Pandanus Workforce Code of Conduct which reflects the behaviour expected and is designed to encourage integrity and professionalism.

**Definitions** A **Code of Conduct** is a set of rules, regulations and guidelines which employees are expected to observe during their employment.

### Procedure

#### Code of Conduct philosophy

Pandanus Workforce prides itself on the professionalism and ability of its employees and Management to meet community expectations. Pandanus Workforce strives to be a leading service provider and to provide a safe, healthy, and happy workplace.

This Code of Conduct is designed to ensure that all employees, Management, and community members are treated in a manner that reflects the mission, culture and legal obligations of Pandanus Workforce.

#### Compliance

- All employees are expected to:
  - Observe all policies, procedures, rules and regulations at all times
  - Comply with all Federal, State and local laws and regulations
  - Comply with all reasonable, lawful instructions and decisions related to their work
  - Maintain a high degree of ethics, integrity, honesty and professionalism in dealing with fellow workers and members of the community.
  - Adhere to the *Workplace Health and Safety Policy and Procedure*
  - Maintain the confidentiality of Pandanus Workforce Solutions' operations in relation to service activities, confidential documentation and work practices during and after their employment
  - Take reasonable steps to ensure their own health, safety and welfare in the workplace, as well as that of fellow workers and members of the community. Employees are expected to make themselves familiar with their workplace health and safety obligations.

## **Employee behaviour**

- If an employee breaches the following guidelines, disciplinary action may be taken.
- If the breach of conduct is of a legal nature, it will be addressed in accordance with relevant Federal, State or local government laws.
- Employees **should not**:
  - Discriminate against another employee on the basis of sex, age, race, religion, disability, pregnancy, marital status or sexual preference
  - Engage in fighting or disorderly conduct, or sexually harass other employees
  - Steal, damage or destroy property belonging to Pandanus Workforce Solutions, its employees or Host Employers
  - Work intoxicated or under the influence of controlled or illegal substances
  - Bring controlled or illegal substances to the workplace
  - Smoke on Pandanus Workforce Solutions' premises or in its motor vehicles
  - Accept benefits or gifts, which give rise to a real or apparent conflict of interest.

## **Dress code**

- Employees **should**:
  - Dress to comply with workplace health and safety regulations relevant to their work activities
  - Dress suitably for their position, presenting a clean, neat and tidy appearance at all times
  - Wear minimal jewellery
  - Wear a uniform (if supplied) and maintain its condition (clean and not torn)
  - Consult with the Manager or Field Supervisor if unsure of the type of clothing appropriate to their position.
- Employees who deliberately breach this dress code may receive disciplinary action.

## **Privacy and confidentiality**

- Securely store personal information provided by a client or employee.
- Take reasonable steps to ensure this material is kept secure against:
  - Loss
  - Unauthorised access
  - Use
  - Modification or disclosure
  - Misuse.
- Use personal information only for the purposes for which it was collected. Do not disclose personal information to another party unless the individual is aware of, or has consented to, the disclosure.

- Keep information about all service provision confidential within the organisation. Do not disclose information associated either directly or indirectly, about Pandanus Workforce to external parties unless authorised by Management or a Field Supervisor.

### **Dealing with aggressive behavior**

- Employees are expected to provide high standards of service provision, but Pandanus Workforce does not accept any form of aggressive, threatening, or abusive behaviour towards its employees by others.
- If an employee is unable to calm the person and/or believes the situation places them or other employees in danger, they should notify Management or their Field Supervisor.

### **Use of computers, telephones, facsimiles**

- Unauthorised access and use of confidential information can severely damage the reputation of the organisation and undermine personal privacy.
- Employees **should**:
  - Use communication and information devices for officially approved purposes only
  - Use these communication and information devices for limited personal use, as long this use does not interfere with their daily duties
  - Not share their password/s with another employee or share another employee's password/s.

### **Use of the Internet and email**

- Internet and email are provided to employees for genuine work-related purposes.
- Employees **should**:
  - Limit personal use to a minimum. The organisation may monitor use and call upon employees to explain their use.
  - Comply with copyright regulations when using the Internet or email.
- Employees **should not**:
  - Divulge personal or confidential information via the Internet or email
  - Use the Internet to access websites or send emails of an explicit sexual nature or in any manner that breaches the *Equity, Anti-Discrimination and Workplace Harassment Policy and Procedure*.
- While the privacy of all employees is respected, emails may be used as evidence if legal action is taken against an employee.
- This information may also be used as evidence of a breach of the *Code of Conduct* or the *Equity, Anti-Discrimination and Workplace Harassment Policy and Procedure*.

### **Related documents**

Equity and Anti-Discrimination and Workplace Harassment Policy and Procedure  
 Workplace Health and Safety – General Policy and Procedure  
 Information Management Policy and Procedure