



# Code of Conduct

## Policy and Procedure

### 1. PURPOSE

This Code of Conduct sets out the standards of behaviour which all team members of Multiple Sclerosis Limited (MS) are required to observe.

### 2. SCOPE

This policy applies to all MS team members, board members, students on placement, contractors, sub-contractors and labour hire personnel.

### 3. LEGISLATIVE CONTEXT

MS is required to comply with a wide variety of legislation which is detailed within the Acts and Standards Policy and Procedure.

### 4. POLICY

MS is committed to ensuring that it maintains a positive public image and good reputation at all times. This policy reflects community expectations of individuals working for MS and supports MS's values.

This Code of Conduct is not intended to be exhaustive and cannot anticipate every situation which individuals may face in their employment. MS therefore expects employees to use their common sense and sound judgment; and to seek clarification from their manager when necessary.

MS does not authorise any inappropriate use of alcohol or other drugs in buildings or facilities owned or occupied by MS or while programs or activities are being conducted.

MS promotes a smoke-free environment; and those who do smoke cigarettes must strictly adhere to the designated smoke zone areas at MS occupied buildings.

There are eight core principles:

#### 1) **Be Personally and Professionally Accountable**

You are required to perform your duties in a professional, competent and capable manner and exercise your best professional judgement, so the best interests of MS are served at all times.

This includes:

- Completing work to the highest standard
- Fulfilling the requirements and expectations of your work role
- Following lawful instructions from a manager/supervisor
- Establishing and maintaining professional boundaries
- Undertaking continuing professional development as required
- Maintaining professional registration where required
- Adhering to policies, procedures and work practices
- Being punctual and reliable
- Dressing appropriately for your work role
- Never consuming alcohol or other illicit substances while performing duties with MS customers
- Never being intoxicated in the workplace
- Adhering to Financial Delegations
- Ensuring accurate, sufficiently detailed and appropriate records are kept
- Using work time for work activities

#### 2) **Treat Others with Dignity, Courtesy, Compassion and Respect**

You are required to treat all individuals you interact with as part of your work role in this manner.

You need to be sensitive to the needs of others; and consider the impact of what you say or do on

Approval authority: Quality Committee	Next review: August 2019
Date approved: August 2017	Key Author: Human Resources
Version 2.1	Business Unit: Commercial Development

their circumstances and/or feelings. Any form of discrimination, harassment, bullying or intimidating behaviour is unlawful and will not be tolerated. MS treats all individuals equitably.

This includes:

- Acknowledging the cultural norms of other communities
- Respecting the rights and choices of customers
- Being inclusive
- Not harassing, discriminating against or bullying others
- Listening to and respecting the opinion of others
- Being constructive when providing feedback
- Being polite and courteous
- Not using inappropriate or obscene language

### 3) **Create and Maintain a Safe Work Environment**

Each individual is responsible for creating and maintaining a psychologically and physically safe work environment. You are therefore required to ensure that your actions and conduct are consistent with this principle.

This includes:

- Creating a friendly, cooperative and supportive work environment
- Observing safe work practices
- Complying with all health and safety requirements and instructions
- Not reporting to work or remaining at work in a state that is not fit for performing your duties
- Being proactive in identifying and/or removing hazards
- Keeping your work environment neat and tidy and free of hazards

### 4) **Act Transparently, Honestly and with Integrity**

You are to act transparently, honestly and with integrity in the course of your work at all times.

This includes:

- Not using your position for your personal gain
- Being open and honest with all individuals inside and outside of MS
- Ensuring any information you provide in the course of your work is not false or misleading
- Ensuring any action you take or decision you make is transparent and fair
- Admitting to mistakes when they occur
- Acting in the best interests of MS at all times

### 5) **Avoid Conflicts of Interest and Other Situations that are Potentially Harmful to MS**

Your conduct is to be professional, ethical and above reproach. You are to behave in a way that upholds the integrity and good reputation of the organisation at all times.

This includes:

- Not making unauthorised public comments on behalf of MS, including statements to the media
- Not making defamatory comments about MS Team members, customers or any other individual or organisation associated with MS
- Not making unauthorised political donations on behalf of MS
- Avoiding any form of conduct, either on or off-the-job, which may have a detrimental impact on MS's reputation
- Avoiding any kind of conflict of interest including financial or political or any conflict of interest which interferes with the interests of MS or which may result in a personal benefit or advantage to you or other persons associated with you
- Immediately disclosing to your manager any conflict of interest which could arise
- Avoiding any unprofessional business or personal relationship with a customer or others associated with MS

### 6) **Comply with Laws, Regulations, Standards and Codes of Practices**

You are required to obey the laws, regulations, standards and codes of practices which apply to MS and your work role. Although you are not necessarily expected to know the full details of each of these, it is important you know enough to determine when to seek advice from your manager or other appropriate individuals.

Approval authority: Quality Committee	Next review: August 2019
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This includes:

- Obeying laws, regulations, standards and codes of practices when performing your duties
- Obeying the law as it applies to you as an individual outside the work environment where a breach has the potential to negatively impact yours or MS's position or reputation
- Maintaining a clear Working with Children Check where this is a requirement of your position
- Ensuring you notify MS of any charges or convictions which may impact upon your role with MS or the reputation of MS
- Only undertaking duties which you are legally registered or qualified to perform
- Complying with any external statutory reporting or record keeping requirements

#### 7) **Respect Confidentiality and Privacy**

The right to privacy and confidentiality of any personal information is to be respected at all times. Likewise, any confidential information about MS or its operations is to be kept confidential.

This includes:

- Keeping confidential any information you receive, regardless of the format it is received in
- Releasing or disclosing confidential information to a third party only where there has been prior authorisation or where it is a requirement of the law, even after you stop working for MS
- Securely storing confidential information to ensure access cannot be obtained by any unauthorised person
- Never using confidential information for your own benefit

#### 8) **Protect and use MS's assets, resources and property appropriately**

You are to ensure that MS's assets, resources and property are used appropriately and are protected from misuse, theft, damage or loss.

This includes:

- Using MS's corporate name and letterhead only as permitted
- Not removing business records from MS's premises without prior permission
- Not using MS's assets, resources and property in an unauthorised manner
- Using MS's assets only for work purposes
- Using email and the internet appropriately
- Minimising costs to the organisation
- Not misusing or misappropriating financial resources

### 5. **SUPPORTING DOCUMENTATION**

<b>Related Material</b> (any related Polices or local guidelines)	<b>Location</b>
Work Health & Safety Policy Guidelines	Basecamp
Workplace Discrimination Harassment & Bullying Policy	Basecamp
Diversity, Inclusion & Equality Policy	Basecamp

### 6. **KNOWLEDGE MANAGEMENT**

<b>Staff Group</b>	<b>Level of knowledge required</b>	<b>Training source</b>
CEO	Detailed understanding	Independent learning
Executive	Detailed understanding	Independent learning
Managers	Detailed understanding	Independent learning
Front-line staff	Detailed understanding	1:1 with Manager; policy reading
Volunteers	Awareness of the Policy	Volunteer policies and induction

### 7. **COMPLIANCE MEASUREMENT**

<b>Measure</b>	<b>Target</b>	<b>Frequency</b>	<b>Tool</b>	<b>Responsibility</b>
This policy is read by new employees upon commencement	100%	Ongoing	Key Policy Acknowledgement form	HR

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