

| | |
|-----------------------------|------------------------|
| Document: | Code of Conduct |
| Area: | Human Resources |
| Version: | 1.3 |
| Date of next review: | February 2018 |

Applicability

The Code of Conduct (Code) applies to everyone engaged in activities associated with or on behalf of the Institute of Sisters of Mercy of Australia and Papua New Guinea (ISMAPNG), whether they be sisters, employees, contractors or volunteers.

Purpose

The Code outlines the standards of conduct, personal and professional behaviours expected of a person engaged in activities associated with or on behalf of ISMAPNG to uphold and encourage a safe, supportive, productive and harmonious workplace.

The Code does not attempt to provide a detailed and exhaustive list of what to do in every circumstance. Instead it is intended to provide you with a broad framework that will assist you in understanding your responsibility to uphold these standards and display appropriate behaviour when undertaking activities associated with or on behalf of ISMAPNG or when you are faced with an ethical issue involving ISMAPNG.

Context

As a Church entity, with its particular mission and ministry focus on the spiritual and corporal works of mercy, ISMAPNG organises itself in a way which enables its mission to be carried out. Women and men inspired by the charism of mercy work alongside the Sisters and in partnership with them in a variety of settings, enabling relationships to be developed and information to be shared in various ways. The multidimensional nature of relationships that exists within ISMAPNG makes a unique and distinctive culture that will continue to emerge as we build on the rich heritage and tradition of all who now shape ISMAPNG.

The Values of ISMAPNG are derived from the gospel tradition as expressed in the mercy charism embraced by Catherine McAuley, founder of the Sisters of Mercy. Those values are Hospitality, Compassion, Justice, Subsidiarity and Respect for each person.

From time to time, various groups within ISMAPNG may nominate additional values and associated behaviours specific to that group. This Code refers to both the generic ISMAPNG values and where relevant, any specified values for a particular group.

Code

The Code outlines the obligations, responsibilities and standards of behaviour required to uphold the mission, values, integrity and reputation of ISMAPNG, both internally and externally. It is important to make yourself familiar with the requirements of the Code.

Employees and sisters are required to speak to their Community Leader, manager or Human Resources (as appropriate) if they have any concerns in understanding any part of the Code.

Contractors and volunteers must be made aware of the Code by the ISMAPNG sister or employee who is responsible for their engagement.

The objectives of the Code are to:

- Provide a benchmark for professional behaviour throughout ISMAPNG.
- Support ISMAPNG's reputation and image.
- Clearly articulate the expectation of the Institute Leader and make those associated with ISMAPNG aware of the consequences of not following these expectations.

Responsibilities under the Code

Everyone associated with ISMAPNG has the following responsibilities under the Code:

1. Demonstrate behaviours which are consistent with ISMAPNG Workplace Values.
2. Act with integrity, honestly and in good faith in the best interests of ISMAPNG.
3. Carry out duties according to the law, using due care and diligence. This includes treating all people with whom we come into contact fairly and not engaging in any practices which might reasonably be viewed as improper discrimination, bullying or harassment.
4. Comply with all ISMAPNG stewardship statements, policies, procedures, relevant statutory regulations and all reasonable instructions.
5. Assign to ISMAPNG all intellectual property rights in the works we create during our association with ISMAPNG. (Intellectual property is the ownership of intangible and non-physical goods which are the product of human intelligence and creation.)
6. Maintain confidentiality, including not disclosing, without authority, ISMAPNG or sister related information.
7. Avoid or appropriately manage any actual or perceived conflict of interest in connection with our association or employment with ISMAPNG.
8. Attend work in a fit and proper state, unaffected by alcohol or non-prescription drugs, and where affected by prescription drugs that may impair our performance, notify our leader or manager of the circumstances.
9. Not solicit or accept gifts, benefits or hospitality which might reasonably be seen to either directly or indirectly compromise or influence our duties with ISMAPNG.

10. Not engage in personal or professional conduct, including use of social media, that has the potential to adversely affect the reputation of ISMAPNG, its ministries or sisters.
11. Seek guidance from our leader, manager or Human Resources on aspects of our activities or employment where a potential breach of the Code may occur.
12. Report instances where the Code has been breached by others.

Consequences

Most people choose to serve and work with ISMAPNG because of its mission. The Code outlines the minimum expectations of sisters, employees, long term contractors and volunteers. Behaviours that are contrary to the spirit of the Code and breaches of the Code will be taken seriously and may result in disciplinary action. For other than sisters this may include termination of employment or contract, depending on the nature and circumstances of the breach. For sisters matters will be dealt with according to the Institute's Constitution and customary procedures.

To assist with understanding these obligations in more detail, examples of the behaviours which do and do not demonstrate ISMAPNG's Workplace Values are outlined below. It is expected that all those associated with ISMAPNG will be familiar with this document.

Serious Misconduct

Examples of behaviours that could amount to serious misconduct are provided below. This list is not exhaustive, however it does outline the types of actions and behaviours that could be considered serious misconduct.

Examples include:

- Breach of ISMAPNG stewardship statements or policies.
- Unauthorised provision of personal information.
- Bullying at work or violent, illegal discriminatory or harassing behaviour.
- Continual lateness for work or unauthorised absence.
- Reckless action or serious neglect of professional conduct or duty.
- Falsification of qualifications leading to employment, or omitting details of history that could have impacted the decision to employ.
- Public misrepresentation causing damage to the reputation or image of ISMAPNG, its ministries, its sisters or its workers.
- Actions which deliberately or recklessly injure other workers, sisters or visitors or that place their health and safety or the environment at serious risk.
- Improper use of workplace equipment, supplies and other physical resources or theft of property.

ISMAPNG Workplace Values

The **Workplace Values** for ISMAPNG which have been derived from the traditional mercy values have been interpreted and restated as appropriate for an ISMAPNG workplace, define the types of behaviours we demonstrate in all that we do. They are:

Hospitality, Excellence, Respect, Integrity, Unity

The behaviours which underpin our Workplace Values

Under each of the overarching statements, a list of behaviours which would positively promote or undermine our Workplace Values are provided below. These behaviours are not exhaustive and are included to encourage a reflection on the impact of our behaviours in the context of the Workplace Values. These Values, as guiding principles, are what grounds our workplace culture and help us choose between right and wrong ways of working, how we treat each other and how we make important decisions. Implementation of those values helps us bring to life what makes us a unique and values ministry of ISMAPNG.

Hospitality

We have an attitude of being present to others

EXAMPLES OF BEHAVIOUR WHICH DEMONSTRATE HOSPITALITY

- Welcoming people with kindness and patience
- Displaying compassion and generosity of spirit
- Making time to know each other
- Being attentive and responsive

EXAMPLES OF BEHAVIOUR WHICH DO NOT DEMONSTRATE HOSPITALITY

- Being too busy to take the time to understand what a person needs
- Ignoring people or not giving them your full attention
- Not responding to the needs of others
- Knowingly making a person feel inadequate or embarrassed

Excellence

We provide a dedicated and consistent high level of service

EXAMPLES OF BEHAVIOUR WHICH DEMONSTRATE EXCELLENCE

- Striving to be our best
- Being accountable and taking responsibility for our own actions
- Being inquisitive, innovative and taking measured risks
- Recognising and celebrating success
- Leading in the implementation of safe work practices

EXAMPLES OF BEHAVIOUR WHICH DO NOT DEMONSTRATE EXCELLENCE

- Blaming others for our own actions
- Not taking responsibility for our own work performance or errors
- Waiting to be told what to do
- Addressing issues only when they become critical
- Working in an unsafe manner or asking someone to do something that is unsafe

Respect

We acknowledge the inherent value of everyone and everything

EXAMPLES OF BEHAVIOUR WHICH DEMONSTRATE RESPECT

- Treating others fairly & without harassment or improper discrimination
- Recognising every person's dignity
- Valuing each others ability
- Valuing the gifts provided by our Earth
- Being open to diverse opinions and beliefs

EXAMPLES OF BEHAVIOUR WHICH DO NOT DEMONSTRATE RESPECT

- Bullying, harassing, discriminatory or intimidatory behaviour
- Telling people how to act or what to believe in
- Manipulating or undermining others
- Being dismissive of a persons opinions and beliefs

Integrity

We are fair and equitable in all of our dealings

EXAMPLES OF BEHAVIOUR WHICH DEMONSTRATE INTEGRITY

- Ensuring that our language and actions reflect our values
- Being honest and open
- Engaging in vigorous discussion and fully supporting final decisions

EXAMPLES OF BEHAVIOUR WHICH DO NOT DEMONSTRATE INTEGRITY

- Being dishonest and not complying with policies, procedures or legislation
- 'My way' or 'no way'
- Saying one thing and doing another
- Talking about people in a disrespectful or inappropriate way

Unity

We progress the mission by working together

EXAMPLES OF BEHAVIOUR WHICH DEMONSTRATE UNITY

- Collaborating and cooperating to achieve shared goals
- Working as a team and sharing knowledge
- Being inclusive and encouraging to others

EXAMPLES OF BEHAVIOUR WHICH DO NOT DEMONSTRATE UNITY

- Taking credit for the work of others
- Not actively seeking input and others perspectives
- Excluding others
- "It's not my job"

Related documents

- The ISMAPNG Constitution
- The following Policies:
 - Conflict of Interest
 - ISMAPNG Professional Standards
 - ISMAPNG Child and Vulnerable Persons Protection Policy
 - Pastoral Care to Support Abused Survivors
 - Workplace Discrimination, Harassment and Bullying
 - Intellectual Property
 - Confidentiality
 - Work Health and Safety Policies and Forms
- The following procedures:
 - Mandatory Reporting protocols for professional standards matters
 - Pastoral Care Services
 - Procedures for management of sisters who are the subject of a complaint of any form of abuse
 - Use of Information Technology
 - Managing Workplace Complaints

For further information

Please contact your Community Leader, manager or the Human Resources team or the Professional Standards team.

Declaration

I, _____ agree that I have read and understand the Code of Conduct as outlined above and will seek to implement it for the betterment of ISMAPNG.

Signature: _____ Date: ____/____/____

Version Control Page

| <u>Version Control</u> | | | |
|-----------------------------|---|------------|---|
| Document description | Code of Conduct Policy | | |
| Document applies to | Everyone engaged in activities associated with or on behalf of the Institute of Sisters of Mercy of Australia and Papua New Guinea, whether they be sisters, employees, contractors or volunteers | | |
| Document owner | Human Resource Manager | | |
| Document approved by | Executive Leadership Team | | |
| Creation date | 18 February 2014 | | |
| Next revision date | February 2017 | | |
| Version control | 1.0 | 18/02/2014 | Document created |
| | 1.1 | 01/03/2014 | Changes made by Director Mercy Support Services |
| | 1.2 | 01/04/2016 | Alterations made to remove Mercy Support Services from Document, and update minor changes and details |
| | 1.3 | 15/02/2017 | Revisions made to broaden to overtly include sisters and to include several other regulatory issues |