



CODE OF CONDUCT POLICY

Document Control and Ownership

This is a document controlled by the BFS Board and reviewed by BGRCo.

The owner of this document is the Human Resources Manager who initiates reviews of this policy as required and submits any recommendations to the CEO for review and subsequent consideration by BGRCo.

Version History

The following outlines, at a high level, the changes that have been made to each version of this document and who made them, the name of the approver and the date approval was made.

Version	Change Description	Owner	Management Review	Committee Recommendation	Board Approval Date
1.0	This Policy was created as a standalone document separate to the HR Handbook, where it was previously documented.	Allen Sibley, HR Manager	David Slinn, CEO	BGRCo 20/5/2021	Not required Approved at BGRCo level
1.1	Reviewed – no changes	Carly Aliberti – HR Manager	David Slinn, CEO	BGRCo 19/5/2022	Not required Approved at BGRCo level

Review Date:

This Policy shall be reviewed annually from the date of approval and all amendments to this Policy must be approved by the Board.

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1 INTRODUCTION

The BFS Code of Conduct policy applies to all employees and contractors and provides the framework of principles for conducting business, dealing with other employees, clients and suppliers. The Code of Conduct does not replace legislation and if any part of it is in conflict, then legislation takes precedence.

2 POLICY STATEMENT

BFS is founded on very high professional standards and is committed to providing a safe, supportive and productive work environment for all employees and contractors. All staff are required to behave according to the BFS Values and observe the Code of Conduct at all times. Any breach of the Code of Conduct constitutes misconduct and BFS staff may face disciplinary action, including termination of employment and/or legal action.

3 VALUES

The BFS Code of Conduct is based on the BFS Values:

'In reflecting Jesus, we value...

Courage	Being bold in what we stand for and in the decisions/actions we take for the benefit of BFS and its vision and mission.
Integrity	We act ethically and for the benefit of Christian churches, treating people fairly and honestly; we encourage the same from others. In all aspects of work, we act with integrity and absolute honesty.
Relationships	We value relationships and look to foster them based on trust, authenticity and respect.
Collaboration	We accept individual and corporate responsibility for our actions, working together to deliver a quality service and to promote the best interests of our stakeholders.
Accountability	We take responsibility for our decisions and actions, including the responsible use of time, assets and resources.

These **values** provide the **foundation** on which behaviour expectations and standards of conduct are determined for all employees and contractors.

How we display these values in the workplace is demonstrated by adhering to the BFS Code of Conduct.

4 CODE OF CONDUCT

Our Code of Conduct policy applies to all employees and contractors and provides the framework of principles for conducting business, dealing with other employees, clients and suppliers. The Code of Conduct does not replace legislation and if any part of it is in conflict, then legislation takes precedence.

The following are the behavioural expectations for all staff and contractors:

- Act and maintain a high standard of integrity and professionalism in all professional activities related to BFS.
- Exercise fairness, equality, courtesy, consideration and sensitivity in dealing with other employees, clients and suppliers, treating each as you yourself would like to be treated.
- Take pride in your work and in the services BFS provides.
- Perform duties with skill, honesty, care and diligence.
- Be punctual, courteous, and at all times be neat and tidy in appearance.
- Understand your position description and BFS's instructions applying to it, follow directions, exercise and not exceed the authorities and discretions delegated to you.
- Abide by policies, procedures and lawful directions that relate to your employment with BFS and/ or our clients at all times. Refer to the BFS Employment Terms & Conditions Policy for more details relating to Staff Compliance and Legal Responsibilities.
- Project a positive attitude about BFS at all times. Do not discuss confidential information with others outside the company.
- Promote the interests of BFS, acting in a manner which will enhance the reputation of BFS.
- Be responsible, considerate and respectful of the proper use of company information, funds, equipment and facilities.
- Avoid apparent conflict of interests, promptly disclosing to the BFS CEO any interest which may constitute a conflict of interest, as per the BFS Employee Conflict of Interest Policy.
- In dealing with clients, all employees should:
 - Provide prompt and efficient service to clients and prospective customers;
 - Always remain courteous and maintain clear communication;
 - Always clarify instructions or requests in writing;
 - Refer complaints or unresolved issues to your Manager; and
 - Handle any customer complaint with a patient and sympathetic attitude, rather than a defensive one. Resolve the problem as cheerfully and quickly as possible.

Any employee or contractor, who in good faith, raises a complaint or discloses an alleged breach of the Code, whilst following correct reporting procedures, will not be disadvantaged or prejudiced. All reports will be dealt with in a confidential manner.

The following are acts which BFS considers unacceptable. Any employees found engaging in these acts will be subject to disciplinary action which may include reprimand, warning, suspension or dismissal:

- Stealing, unauthorised borrowing, misappropriating money or property for private use, unauthorised access to information and fraudulent acts generally, are criminal offences.
- Not disclosing any potential or actual conflict of interest.
- Being absent from work without a valid reason.
- Being consistently late or taking unexcused absences from work.

- Ignoring work duties or wasting time during work hours.
- Intentionally giving false or misleading information to obtain a leave of absence.
- Wilfully damaging, destroying or stealing property belonging to fellow employees or BFS.
- Refusing to follow or failing to carry out the reasonable instructions of a supervisor or colleague.
- Using threatening or abusive language towards a fellow employee, manager or client of BFS.
- Coming to work under the influence of alcohol or any drug or bringing alcohol or drugs on to BFS property.
- Smoking contrary to established policy or violating any fire protection regulation.
- Wilfully or habitually violating work, health and safety regulations.

Fraud considerations

- All staff need to be alert that BFS may be the target of attempted fraud, and therefore need to ensure that BFS's position is protected and that it does not inadvertently participate in any illegal activity.
- All Employees must be aware of and comply with BFS Fraud Policy which may be accessed on the BFSHub (Sharepoint).
- All staff must report any knowledge of fraud, error, breach of law or concealed practice which may be detrimental to the interests of BFS.
- BFS will do everything it reasonably can to protect staff reporting such matters against unfair treatment. Such staff reporting such matters are regarded as Whistleblowers for regulatory purposes. Please refer to the BFS Whistleblowers Policy for details which can be accessed on the BFS intranet in the Policy folder.

Non Compliance

BFS staff members need to be aware that their employment is conditional upon compliance with the obligations detailed in all BFS policies. Should BFS staff cease to satisfy their obligations as detailed in these policies, or the Professional Practice Standards set out in this Handbook, disciplinary procedures may be commenced, or employment may be terminated immediately, where competency cannot be demonstrated, or there is unwillingness to accept management or Board directions and, or it is prejudicial to the ongoing operations of BFS.

Staff should refer to the BFS Policy relating to Disciplinary procedures.

5 ASSOCIATED BFS POLICIES, PROCEDURES AND DOCUMENTATION

- Bullying, Harassment and Discrimination Policy;
- Drugs, Alcohol & Smoking Policy;
- BFS AFSL Policy;
- BFS Organisational Competence Policy;
- BFS Anti Money Laundering Policy;
- Whistleblower Policy;
- Fraud Policy;

- Conflict of Interest Policy;
- Leave Policy;
- Disciplinary Procedure.

6 ROLES AND RESPONSIBILITIES

Management are responsible to ensure that all staff are behaving according to this Policy and to follow up any breaches of this Policy with the employees involved.

Employees are responsible to ensure that they behave in accordance with this policy at all times.

7 POLICY LOCATION

This Policy has been published on the BFSHub/Human Resources on SharePoint.