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CARE AUSTRALIA VALUES AND CODE OF CONDUCT

March 2019



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Contents

Introduction	3
CARE Australia Values	3
CARE Australia Code of Conduct	3
Conflict of Interest	4
Standards of Behaviour/Representation	5
Use of CARE Australia resources	6
Outside Employment	7
Offers of Gifts or Gratuities	8
Public Comment	8
Individual Comment	8
Official Public Comment to the Media	8
Political Neutrality	9
External Communications	9
Social Media	9
Confidentiality	10
Possession of Weapons	10
Regulations and Legal Requirements	10
Breach of the Code of Conduct	10
Reporting a breach of the Code	10



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CARE AUSTRALIA VALUES AND CODE OF CONDUCT

Introduction

The purpose of this policy is to provide advice on the standards of behaviour that are required of CARE Australia employees. It provides guidance on CARE Australia's values and code of conduct and promotes ethical behaviour and sets expectations of our employees across all locations.

CARE Australia Values

The CARE Australia values underpin relationships and behaviour and they establish 'the way we work' at CARE.

The CARE Australia Values are:

Courage:

We are clear-eyed about the challenges and opportunities facing humanity; we make difficult decisions and take calculated risks to respond to these knowing we have a healthy and productive workforce in a safe and fun work environment.

Ambition:

We are all leaders, thinking big and taking urgent action to improve the world; we challenge each other, have the confidence to try new things, and we move fast.

Respect:

We know we must be the change we want to see, so we treat colleagues, partners and the public with respect, valuing and promoting different opinions and perspectives based on our diverse life experiences, working together so we all feel safe and powerful.

Equality:

We know humanity's best chance for overcoming poverty and creating a world of hope, tolerance and social justice lies in equality; we advance equality in all our work and in our dealings with all people, especially gender equality. It all starts with equal.



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CARE Australia Code of Conduct

The CARE Australia Code of Conduct (the Code) outlines the obligations generally expected of all CARE Australia employees. You are expected to maintain a high standard of personal conduct and recognise that our organisation will often be judged by the way you represent it.

As a CARE Australia employee you are expected to:

- Behave honestly and with integrity and act with care and diligence in the course of your employment;
- Foster, promote and contribute to a work environment that is fair, inclusive, equitable and free from any form of harassment or discrimination;
- Behave in a way that upholds the CARE Australia Values and the integrity and good reputation of CARE Australia;
- Work collegially and collaboratively towards CARE Australia achieving its mission and vision;
- Comply with any lawful and reasonable direction given by someone in CARE Australia who has the authority to give the direction;
- Follow CARE Australia processes for the public disclosure of information, including making public comment on behalf of CARE Australia;
- Disclose, and take every reasonable steps to avoid, any conflict of interest (real or apparent) in connection with your employment;
- Adhere to CARE Australia's policies and procedures;
- Use resources in a proper manner and not make improper use of:
 - inside information, or
 - your position, status, power or authority, to gain, or seek to gain, a benefit or advantage for yourself or for any other person.

Conflict of Interest

No employee should engage in any activity which could be deemed to be in conflict with CARE's interests. Employees must be objective and impartial, and be seen to be so. A conflict of interests can involve:

- pecuniary interests i.e. financial gain or other material benefits
- non-pecuniary interests i.e. favours, personal relationships and associations.

It may not only be about your own interests. It may include:

- the interests of members of your immediate family or relatives (where these interests are known) or
- the interests of your associates or friends.

A conflict exists when a reasonably minded and informed person would form that view. A key issue to consider in determining whether a conflict of interest exists is what the perceptions of others might be.



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Conflict may arise in a situation where an employee uses their position to negotiate terms that are personally advantageous, eg. contracting on behalf of CARE to their own company or using CARE's assets (time, equipment, etc) for a separate business or for personal gain. A conflict may arise if an employee's performance can be influenced by conflicting loyalties. Personal gain, direct or indirect benefits to friends, family, etc, at the expense of CARE must be avoided.

The integrity of all employees is central to how well we serve the communities with whom we work. You must therefore observe the principles of fairness and impartiality in all dealings and avoid situations that might compromise your integrity or otherwise lead to conflicts of interest.

CARE employees shall exercise the powers and responsibilities of their position solely for the benefit of CARE Australia and beneficiary populations targeted by CARE Australia programmes and projects and not for personal gain.

If you think there may be any existing or potential conflict (perceived or actual) in relation to your employment with CARE Australia you must tell your manager or a member of the Board of Directors.

Standards of Behaviour/Representation

CARE Australia has a legitimate interest in your private activities because these activities may bring discredit upon CARE Australia in its relationships with beneficiaries, counterparts, host government, donors, visitors or the public at large and may possibly call your fitness for continued employment into question.

In determining whether an employee's activity or conduct is outside the provision of the Code, due regard will be taken of the following factors:

- The nature and circumstances of the activity; or,
- The position, duties, and responsibilities of the employee; or,
- The consequences of the activity on the ability of the employee to fulfil their duties and responsibilities; or,
- The effects of the activity or its consequences on relationships of CARE Australia with our beneficiaries, counterparts, host government, donors or the public at large.

Examples of unacceptable behaviour/activities include behaviour which:

- Negatively affects your own or another's performance or has the potential to do so; or,
- Is fraudulent; or,
- Embarrasses or threatens the reputation of CARE Australia; or,



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- Could result in you being charged and/or convicted of a criminal offence which, in the opinion of CARE Australia, brings into question your continued suitability to remain as an employee; or,
- Otherwise breaches the obligations created under the Code.

You have an obligation to disclose any activity, conduct or the existence of any allegation, charge or offence that could possibly call your fitness for continued employment into question.

Failure to disclose behaviour/activities which are considered unacceptable, may result in disciplinary action being taken against you and could lead to dismissal.

Use of CARE Australia resources

CARE Australia resources may include money or money-like resources (such as allowances, credit cards and cab charges), tangible goods (such as furniture or computer equipment), intangible goods (such as software), or services derived from those tangible or intangible goods (such as e-mail or internet). These resources are made available to you for fulfilling your work responsibilities. While CARE Australia accepts modest private use of a very limited number of resources (such as using social media, e-mail, or the telephone at work to contact household members or manage carer responsibilities, or using the internet at work to pay bills), you must exercise judgment and caution, and must comply with relevant legislation and organisational policies, in your use of any CARE resources.

As an employee you have an obligation to:

- show reasonable care and neither use, nor allow the use of company property, resources, or funds for anything other than authorised purposes
- use CARE Australia resources efficiently and effectively for fulfilling your work responsibilities
- treat CARE Australia property with due care and ensure it is secured against theft and misuse.

E-mail /Internet/Telephone Calls/Social Media

CARE Australia considers the content of any e-mail to be its property and reserves the right to access employee accounts. You must not download material that is inappropriate at any time for any purpose. Inappropriate use will include the use of the internet or email to access or distribute material which would be regarded as being offensive or constituting the use of these for menace or harassment. As a rule, private e-mails/internet/social media usage and private telephone calls should be restricted and excessive use or abuse may lead to disciplinary action.

Copyright law is to be observed at all times in copying or distributing any material.

Misuse of CARE Australia resources may constitute fraud and a breach the Code.



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Outside Employment

CARE Australia recognises that you may wish to engage in other employment or activities for which remuneration may or may not be received, as a result of necessity, interests or further personal or professional development. CARE Australia also recognises the benefits that can result from the development of your skills through outside employment.

However, you are required to fulfil your contractual obligations to CARE Australia in terms of your availability to undertake work required by CARE Australia. CARE Australia does not wish to interfere in arrangements made by you if you engage in outside employment, provided that such employment meets the principles outlined below.

If you are employed on a casual basis you would normally not be required to seek approval for outside employment, as it is accepted that the irregular and intermittent nature of your employment would result in, or require, that you have other employment.

However, if you believe that the nature of your other employment does not meet all the principles below, you should submit an application.

The operation of private businesses, or possession of an Australian Business Number, is included in the category of outside employment.

In assessing requests for engagement in outside employment the following principles will apply:

- the work concerned does not involve a conflict of interest or a perceived conflict of interest;
- the work concerned does not infringe on your responsibilities to CARE Australia or prevent you from attending to all facets of your duties;
- it does not interfere with your regular work;
- your official capacity as a CARE Australia employee is not used in connection with other employment; and
- the nature of the work would not bring CARE Australia into disrepute.

CARE Australia supports involvement in community activities through charitable, social or sporting bodies where conflict of interest is not involved.

Approval

If you wish to undertake outside employment you must receive the written approval of the relevant Principal Executive. Submissions requesting approval for engagement in outside employment must include details of the nature of the employment and the amount of time involved and be submitted to the Principal Executive through your Manager.



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Offers of Gifts or Gratuities

You must not abuse the advantages of your position for private purposes, or solicit or accept gifts, rewards, or benefits which might compromise, or be seen to compromise your integrity.

The line between token gifts of appreciation and those which might compromise the recipient is often not easily defined. However, as a general rule, a line may be drawn in situations where a gift (whatever its nature or value) could be seen by others as either an inducement or a reward which might place the employee under an obligation to a third party.

Any and all gifts exchanged within CARE as well as with other outside organisations and vendors shall be deemed appropriate to the circumstances and shall be token in nature (eg. less than AUD\$50).

Unless culturally appropriate, gifts should not be presented to visitors to CARE offices or project sites.

The following procedures shall be followed when gifts are offered that have more than a token value:

- You should advise vendors proposing gifts that CARE's policy does not permit the acceptance of personal gifts and that they may like to consider a gift in kind to the organisation
- Gifts from donors or organisations properly belong to CARE and shall remain in a CARE office or installation.
- Gifts clearly intended for one individual may be purchased by that individual if they wish to keep the gift or the gift may be donated to CARE Australia. Fair market value of the gift will be donated to CARE by the recipient of the gift.

Other gifts not covered by the above should be referred to the Principal Executive Corporate Services for the correct treatment.

Public Comment

Individual Comment

Generally, all employees have the same rights of free speech and independence in the conduct of their private affairs as other members of the public. However, they also have a duty not to compromise CARE Australia by publicly criticising (including via social media) the organisation, its business activities or its staff.

Official Public Comment to the Media

CARE Australia has nominated spokespersons who are authorised to communicate with the media. Unless specifically authorised, you should not communicate to the media any information concerning CARE Australia or its business activities. If you receive a media



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inquiry you should refer the journalist to the Media Relations team or Country Director, who will then work with the journalist to answer their inquiry.

For more information please read the CARE Australia Media Policy.

Political Neutrality

CARE Australia is a non-political organisation and is not to be aligned with a particular political party either within Australia or within countries in which it operates.

If you are an Australian based employee, any political activity you engage in at your own discretion and in a personal capacity should not reflect on CARE. If you are an overseas based employee you must not engage in any political activity in the country where you are working.

If CARE Australia management deems that your participation in political activities will imply association with CARE, management may not endorse such participation. In extreme cases participation in political activities may lead to disciplinary action, including dismissal.

External Communications

All reports prepared by CARE employees are for the use of CARE exclusively and remain the property of CARE Australia. Therefore, whenever you prepare correspondence about a CARE program or project, CARE Australia retains ownership of the publication.

Access for the use of all CARE Australia publications must be made in writing to the Chief Fundraising and Engagement Officer.

Prior to the publishing of any report it must first be approved for publication by the relevant Principal Executive. A copy of the approved publication will be retained by the Chief Fundraising and Engagement Officer.

Social Media

As an organisation, CARE wants to encourage and empower our staff to use their personal social media networks to share our stories and our work. Our staff are often our biggest advocates and we'd love to see everyone get involved in helping to spread news of CARE's campaigns and work.

If you use your own resources to participate in social media in your own time, you are covered by the same broad principles as other employees who comment in a private capacity on public issues. Please feel free to share posts about your work with CARE, but kindly keep in mind the following points.

1. Be a good ambassador. Your behaviour and comments online reflect on the organisation, so do not engage in behaviour online that would not be acceptable in the workplace.



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2. If your personal profiles identify you as having a position within CARE Australia, please avoid making comments that could be interpreted as an official statement on behalf of CARE Australia.
3. Kindly ensure that all posts adhere to the CARE Australia Social Media Policy..

It is important to remember that social media is often unmoderated, and so the potential for offensive remarks and opinions is therefore greater than many other forms of public expression.

A person who could be identified as a CARE Australia employee and who posted derogatory comments of CARE's work or employees, or offensive, racist or obscene material even in their own time and using their own resources, could be in breach of the Standards of Behaviour/Representation section of the CARE Australia Code of Conduct.

Confidentiality

As a general obligation, you must not disclose or use anything which could be considered intellectual property, other property, or confidential information belonging to CARE Australia without prior permission from the organisation or as required by law. It is unacceptable for you to make unauthorised use or disclosure of information to which you have had access.

Depending on the circumstances of the case, the unauthorised disclosure of information may lead to disciplinary action, including dismissal.

Possession of Weapons

It is CARE Australia's policy that its employees and consultants will not carry weapons or have weapons or ammunition while on assignment/posting with CARE. Possession of a weapon is grounds for summary dismissal.

Regulations and Legal Requirements

You are expected to follow the regulations listed in relevant manuals and guidelines, and to comply with legal requirements of the country of operation.

Breach of the Code of Conduct

CARE Australia treats breaches of the Code seriously.

You have a responsibility to act consistently with the standards and expectations set out in the Code. Failure to comply with these standards and expectations may lead to disciplinary action which could include termination of your employment.

Reporting a breach of the Code

There are informal and formal ways of raising a breach. If it is suspected that a breach has occurred then you are encouraged to raise your concerns informally in the first instance with the supervisor of the employee suspected of the misconduct, your own supervisor and or the Principal Executive, Corporate Services. If the breach involves the employee's manager then the suspected breach can be raised with the relevant Principal Executive.



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Where you feel unable to raise your concerns as described then you can make a report through the CARE Line or Tell Us Policy mechanisms.