

Code of Conduct

Purpose

The purpose of this Code is to provide the values, principles and beliefs that we share and stand for, when we work to deliver services and outcomes to Aucklanders.

The Code applies inside of work and outside of work where actions could adversely bring the image or reputation of Auckland Council/CCO into disrepute.

Scope

This policy applies to all employees, contractors/consultants, casual staff, agency temporary staff, secondees and volunteers, at Auckland Council and Council Controlled Organisations (Auckland Council/CCO).

The Council and CCOs to which this policy applies are:

- Auckland Council
- Auckland Council Property Ltd
- Auckland Council Investments Ltd
- Regional Facilities Auckland
- Auckland Tourism, Events and Economic Development Ltd
- Waterfront Auckland

This policy does not apply to the elected representatives (mayor, councillors, and local board members) who are governed by a separate Code of Conduct.

Principles

Employees and representatives are expected to conduct themselves following these principles:

<p>Professional, impartial, ethical and honest:</p>	<p>This includes:</p> <ul style="list-style-type: none"> • Following Auckland Council/CCO policies and procedures. • Acting lawfully and ethically in the best interests of Auckland Council/CCO and the community. • Being honest in all of your dealings with Auckland Council/CCO and the community. • Delivering the highest possible standard of service to all customers. • Disclosing personal interests that could conflict with those of Auckland Council/CCO. Please refer to the Conflict of Interests policy for more information. • Ensuring personal hygiene, habits and dress meet the standard required for the job being performed and do not cause offence to others. • Maintaining political impartiality at all times.
<p>Respectful and courteous</p>	<p>This includes:</p> <ul style="list-style-type: none"> • Ensuring that language and behaviour are not threatening, offensive, abusive, harassing or bullying. Please refer to the Harassment policy for more information. • Ensuring that workplace relationships do not adversely affect the performance of official

	<p>duties.</p> <ul style="list-style-type: none"> • Protecting the privacy of individuals and maintaining confidentiality. • Valuing and accepting diversity and treating all people with equity and fairness.
<p>Accountable, trustworthy and responsible custodians of Auckland's assets and funds</p>	<p>This includes:</p> <ul style="list-style-type: none"> • Taking good care of property and funds and using them only for intended purposes. • Never misusing or misappropriating Council/CCO property or funds. • Considering the safety of others and the safety and security of Council/CCO property/resources. • Treating all information with care and using it only for authorised and appropriate purposes. • Declining any offers of cash, goods or services that are or could be seen as inducements or bribes. Please refer to the Gifts and Inducements policy for more information.

Definitions and examples of misconduct and serious misconduct are available in the Appendix section of this Policy.

Breaches of the Code of Conduct may result in disciplinary action, up to and including summary dismissal, as set out in the Disciplinary Policy.

Employees or representatives who believe that the expected standards of conduct or integrity are being contravened should bring it to the attention of their manager or a Human Resources representative. If the matter potentially constitutes serious wrongdoing, refer to the Protected Disclosures Policy.

Related Legislation

- Employment Relations Act 2000
- Human Rights Act 1993
- Local Government Act 2002
- Local Government Official Information and Meetings Act 1987
- Protected Disclosures Act 2000
- Privacy Act 1993

Version Control

Owner	Employment Relations Manager		
Authorised by:	HR Director		
Version no:	1.1	Last review date:	September 2011

Appendix – Examples of Misconduct and Serious Misconduct

All people working for the Auckland Council/Council Controlled Organisations (CCO), whether paid or unpaid, are expected to comply with policies, procedures and practices. The Code of Conduct specifies expected ethical and professional standards. To help illustrate those standards the following list provides some examples of behaviours that are not acceptable. This list is not exhaustive. The fact that a certain unsatisfactory behaviour or action is not listed does not mean it is condoned or acceptable.

The seriousness and consequences of any breach of the Code depends on the circumstances in which it occurs and the impact of the conduct. In the main, breaches will fall under the heading misconduct or serious misconduct, the latter may, in some cases, be sufficient to justify summary (or immediate) dismissal. However, depending on an assessment of the facts and the degree of the breach, behaviour listed as misconduct can be treated as serious misconduct, and vice versa.

Examples of misconduct

Any allegations of potential misconduct may be investigated and could result in disciplinary action being taken, up to and including dismissal. Misconduct may include, but is not limited to:

- Refusal to perform a reasonable and lawful request to work or to follow lawful instructions.
- Careless, indifferent or negligent (other than gross negligence) performance of duties.
- Failing to adhere to protocols or internal housekeeping requirements as stipulated by team leaders/managers.
- Being discourteous to other employees, customers, clients or suppliers.
- Disorderly, aggressive or argumentative behaviour.
- Failing to be at an assigned workplace during working hours, leaving an assigned workplace without good reason or permission.
- Failing to advise (without good reason) as soon as practicable or within two hours of the normal starting time of any lateness or absence for which prior permission has not been obtained.
- Failing to record hours of work correctly.
- Regular lateness to work.
- Smoking in a designated non-smoking area.
- Failing to report any minor accident or personal injury at work or during work time.
- Failing to report minor damage to Auckland Council/CCO property or damage caused while on Auckland Council/CCO business.
- Failing to follow required product handling procedures.
- Dress that is inappropriate to the employee's working environment.
- Failing to maintain reasonable standards of grooming and hygiene.
- Failing to comply with Auckland Council/CCO's information technology and communication policies, including unauthorised or inappropriate use of e-mail, internet and mobile phones or excessive personal photocopying or printing.
- Excessive use of work email or internet for non-work personal reasons, particularly where the amount of time involved may be impacting on the time spent in the performance of normal work duties.
- Disorderly conduct in a public place or personal behaviour outside of work, which adversely affects Auckland Council/CCO in its business dealings or the organisation's reputation.

Examples of serious misconduct

Any allegations of potential serious misconduct may be investigated and could result in disciplinary action being taken, up to and including dismissal. Serious misconduct generally includes damage to property, risk to safety of employees, the public or property, damage to

Auckland Council/CCO reputation, fraud, theft and negative consequences related to drugs or alcohol. Serious misconduct may include, but is not limited to:

- Any act or omission that causes injury or damage or adversely affects quality or productivity.
- Dishonesty including theft, falsification, or being party to falsification of any Auckland Council/CCO, client or customer document or record.
- Failing to comply with Auckland Council/CCO's health and safety policies and procedures including notification of hazards, reporting of injuries, wearing and use of safety protection equipment or protective clothing, and failing to follow lawful instructions regarding health and safety.
- Failing to disclose a work-related accident or near miss incident that had significant potential to cause serious harm to any person.
- Leaving an assigned work place without authority or due cause where safety or security is then put at risk.
- Taking, selling, distributing, transferring or being in possession of illegal drugs while at work, on Auckland Council/CCO premises, or when the employee can otherwise be identified as an Auckland Council/CCO employee.
- Being impaired, or potentially impaired, by alcohol and/or drugs while at work or at a work-related activity and/or while operating Auckland Council/CCO work vehicles or equipment.
- Victimisation, intimidation, publishing defamatory statements via public forums, fighting and/or physical assault, harassment (including sexual harassment), bullying or inappropriate language or behaviour towards another person while at work and/or on Auckland Council/CCO, client, or customer property or at any Auckland Council/CCO social or public occasion.
- Accessing confidential information for personal gain or pertaining to own personal interest and/or coercing any other Auckland Council/CCO employee to progress any issue outside of normal Council process.
- Unauthorised possession of firearms/dangerous weapons/ instruments or any other illegal item on Auckland Council/CCO/client/ customer premise/property.
- Disclosure, destruction or unauthorised use of confidential information or work processes, designs or other material produced or published by Auckland Council/CCO.
- Conduct (including outside of normal working hours) that brings (or has the potential to bring) the image or reputation of Auckland Council/CCO into disrepute.
- Misrepresenting Auckland Council/CCO or knowingly accepting bribes for personal gain or profit.
- Failing to follow standard cash handling or finance policies and procedures.
- Unauthorised use or handling of funds or Auckland Council/CCO resources.
- Actions or inaction that puts the operation or security of the Auckland Council/CCO's computer networks at risk.
- Viewing, accessing, downloading, saving, printing and/or forwarding of inappropriate email/internet material inappropriate for work, such as pornography.
- Unauthorised possession of, use, lending, removal or deliberate damage to the property of Auckland Council/CCO, other employees, clients or customers.
- Failing to notify possible conflicts of interest, secondary employment, personal or third party relationships, which may have an impact on your impartiality, collusion or breaches of confidentiality.
- Non-disclosure of criminal history/convictions as requested on job application forms, falsification, or nondisclosure of relevant information on pre-employment information.