



The Corporation of the Trustees of the Order of the
Sisters of Mercy in Queensland

CODE OF CONDUCT

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1. Introduction and Purpose

This Code of Conduct ('the Code') applies to all Sisters as members of the Sisters of Mercy Brisbane Congregation. This Code also applies to staff members, volunteers, contractors and agents of the Corporation of the Trustees of the Order of the Sisters of Mercy in Queensland ('Sisters of Mercy Brisbane/SOMB') [collectively referred to as 'personnel']. It is also expected that stakeholders of SOMB, including business partners, clients and suppliers, adopt these standards of conduct and ethics when working with or on behalf of SOMB.

All Sisters and personnel are required to comply with this Code of Conduct, including behaving in a way that upholds the associated Operating Principles and the Values of the Sisters of Mercy Brisbane at all times.

This Code represents a broad framework of ethical conduct that all Sisters and personnel have an obligation to promote and uphold. Sisters and personnel are expected to act with honesty, integrity, accountability and objectivity, and maintain ethical standards at all times. This will serve to enhance SOMB's reputation and our capacity to fulfill our mission.

This Code is to be read in conjunction with other relevant policies and procedures of SOMB.

2. Operating Principles

Sisters of Mercy Brisbane's Operating Principles are:

- SOMB has zero tolerance of all forms of abuse, neglect and exploitation.
- Sisters and personnel conduct activities professionally and ethically, in accordance with relevant legislation, policies and procedures.
- Sisters and personnel demonstrate honesty and integrity to ensure positive relationships with other individuals and stakeholders.
- SOMB respects information, and considers and responds to the interests of, and communicates effectively with, all its stakeholders and personnel.
- SOMB takes the security of its Sisters, personnel, property and information seriously; and
- SOMB respects the privacy of individuals and protects their personal information.

3. General Principles and Standards of Conduct

The general principles that operate in the Code are outlined below. At the core of the Code and each principle is a relationship based on trust and the obligation to do the right thing by other people, the Corporation, and its stakeholders at all times.

All Sisters and personnel of SOMB are required to:

- Act honestly, in good faith and in the best interests of the Corporation as a whole.
- Behave respectfully, justly, honestly and with integrity.
- Maintain the confidentiality of clients, suppliers, or other individuals' information gained in the course of their role or work.
- Demonstrate a duty of care to adults at risk and children by being respectful, diligent and sensitive to their needs.
- Take reasonable steps to protect adults at risk and children from foreseeable risk of harm or injury.
- Consider the risks of any proposed activities and tasks involving adults at risk and/or children and develop strategies to mitigate and manage these risks.

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- Recognise and consider power and power imbalances in all relationships, and most especially when delivering services to adults at risk and/or children.
- Avoid, as far as possible, being alone with a child, and if required, discuss strategies to minimise risk, allow for observation and/or checking appropriately with parent/carer.
- Ensure that confidential information such as intellectual property, business plans, confidential personnel information and trade secrets, is protected and not carelessly or improperly disclosed.
- Respect and protect the property of SOMB from loss, theft, or unauthorised use, as well as the property of clients, suppliers and other individuals.
- Personnel understand and comply with the requirements of all policies, procedures, laws and regulations that apply to their role.
- Sisters understand and adhere to the relevant requirements of Canon Law and Congregation documents, along with applicable safeguarding policies and procedures.
- Uphold the principles of equal opportunity and embrace diversity in teams.
- Act in a manner that maintains a work environment free from unlawful discrimination, sexual harassment, bullying and victimisation.
- Perform duties and responsibilities in a safe, responsible and effective manner.
- Not authorise, give or accept bribes, facilitation payments, inducements, or commissions.
- Not authorise, give or accept gifts, prizes or hospitality that compromise themselves or the Corporation.
- Report unethical, illegal or improper behaviour, including breaches of this Code.
- Ensure personal business, financial and other outside interests do not conflict with, or appear to conflict with, their duties.
- Ensure that public communications and disclosures are properly authorised.
- Ensure the integrity of SOMB's information technology system is protected and not compromised such as by the use of unauthorised software, malware, breaches of licence arrangements and the like.
- Personnel must carry out lawful and reasonable instructions by their Manager; and
- Ensure that their conduct at all times is consistent with this Code and does not damage the reputation of the Sisters of Mercy Brisbane Congregation.

4. General Conduct

4.1 Workplace Health and Safety

SOMB is committed to ensuring the health, safety and wellbeing of its Sisters, personnel, clients, suppliers and visitors so far as is reasonably practicable.

Personnel have a responsibility to take reasonable care for their own health and safety and the health and safety of others in the workplace. Personnel must also take reasonable care to ensure that their acts or omissions do not adversely affect the health and safety of other persons.

Personnel must ensure that they are familiar with the Corporation's Workplace Health and Safety Policy and procedures.

4.2 Workplace Discrimination, Sexual Harassment and Bullying

SOMB is committed to providing a safe, flexible and respectful work environment that is free from unlawful discrimination, sexual harassment, bullying and victimisation.

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In an endeavour to promote such an environment, any incident of workplace discrimination, sexual harassment, bullying or victimisation will be treated seriously and investigated promptly, confidentially and impartially.

Personnel are expected to read and comply with the Corporation’s Workplace Discrimination, Sexual Harassment and Bullying Policy.

4.3 Conflict of Interest

A conflict of interest arises whenever the personal, professional or business interests of an individual personnel are inconsistent with the best interests of the Corporation.

Examples of situations in which a conflict of interest may arise include:

- Direct or indirect acceptance of payments, services or loans from a supplier, client or other entity with which SOMB does business. Such payments may take the form of gifts, trips, entertainment, or other favours of more than nominal value.
- Direct or indirect acquisition or trading of interests/property similar to that of the Corporation. This may include, but is not limited to, leases, royalty interests and payments.
- Direct or indirect ownership of a material interest in an enterprise that is a competitor with SOMB.

An actual, potential or perceived conflict of interest must be disclosed by personnel as soon as reasonably practicable after the individual becomes aware of the conflict.

SOMB recognises that there may be borderline conflict of interest situations and intends to show respect in approaching each potential case objectively, giving full recognition of relevant circumstances.

Failure to comply with the obligation to disclose actual, potential or perceived conflicts of interest may result in disciplinary action, up to and including termination of employment.

Further guidelines as to what constitutes a conflict of interest and the disclosure obligations required of personnel are detailed in the Corporation’s Conflict of Interest Policy and procedure.

4.4 Email, Internet, Telephone and Electronic Resources

Sisters and personnel must take all reasonable steps to ensure the safety and security of information technology resources, such as computers, tablets and mobile phones, as well as the intellectual property owned by SOMB.

All information technology resources are the property of SOMB and are provided to Sisters and personnel for appropriate use in accordance with applicable policies and procedures.

Only authorised personnel are permitted to take property belonging to SOMB off the work premises.

Unauthorised use by personnel of SOMB’s email, internet, software/hardware, or other information technology resources may lead to disciplinary action, up to and including termination of employment.

Unauthorised use includes but is not limited to:

- Infringement of the copyright or other intellectual property rights of other parties.
- Perpetration of fraud.
- Accessing, storing and/or transmitting pornographic, sexually explicit material or unauthorised images of children and adults at risk.
- Transmitting material that could be regarded as discriminating, racially vilifying, defamatory, or material that may inflict harm on another person whether intentionally or otherwise.
- Downloading and/or installing unauthorised software, or software without the permission of the Corporation; or
- Any act that directly or indirectly creates a risk to, or materially harms the reputation and/or goodwill of the Corporation.

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Further information is available in the Corporation's Information Communication Technology Policy and procedure.

4.5 Social Media

SOMB supports the use of social media as an important tool of business engagement. However, when engaging in social media, either for personal use or when representing SOMB, personnel must be aware of, and comply with, the requirements of this Code and the Corporation's Media Policy.

Personnel must not make any comments about SOMB, other personnel or stakeholders on social media without prior authorisation from the General Manager.

Sisters refer to BD 5.51

4.6 Privacy and Confidentiality

Confidential information pertaining to SOMB, including but not limited to commercial and financial information, branding, practices and procedures, business operations, marketing initiatives, and personnel and stakeholder matters, must remain confidential and must not be disclosed under any circumstances, unless authorised.

The unauthorised disclosure of confidential information represents a significant risk to the Corporation and there are serious ramifications for any personnel who commits an unauthorised disclosure.

Further information and guidelines for the collection, disclosure, access, correction, storage and security of personal information is available in the Corporation's Privacy Policy.

Sisters refer to BD5.55

5. Breach of this Code

The Corporation expects Sisters and personnel to demonstrate behaviours that align to the standards of conduct as outlined in this Code.

All personnel have the responsibility to comply with this Code and all other policies and procedures of the Corporation.

Personnel who have become aware of a breach or a suspected breach of this Code must report the matter immediately to their Manager or the General Manager.

In the event of a breach of this Code by personnel, disciplinary action may be taken in accordance with the Corporation's Disciplinary Policy.

Sisters have the responsibility to comply with Canon Law, Congregation documents and applicable safeguarding policies and procedures.

Sisters who become aware of a breach or a suspected breach of this Code must report the matter as outlined in Congregation documents.

6. Related Policies and Documents

In adhering to this Code of Conduct, all personnel are also to be mindful of the values of the Sisters of Mercy Brisbane and apply them in the way they conduct themselves and make decisions.

In addition, the following SOMB policies should be read in conjunction with this Code of Conduct:

- Conflict of Interest Policy
- Disciplinary Policy
- Information Communication Technology Policy
- Workplace Grievance and Dispute Resolution Policy

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- Induction Policy
- Leave Policy
- Privacy Policy
- Recruitment and Selection Policy
- Remuneration Policy
- Safeguarding Children and Adults at Risk Policy
- Media Policy
- Workplace Discrimination, Harassment, Bullying and Victimisation Policy
- Work Health and Safety Policy

Together, this Code, the values and the above policies provide a roadmap for day-to-day operations and compliance with laws and regulations. They outline expectations, guidelines and best practice for acceptable behaviour and decision-making.

7. Sign Off

I,, confirm that I have read and understood the Sisters of Mercy Brisbane Code of Conduct and will abide by it.

As personnel, I understand that if I have any questions in relation to this Code, its interpretation, and/or observed behaviour that may breach the Code, I can speak with my manager, the General Manager, the Congregation Leader or her delegate.

As personnel, I understand that any alleged breach of the Code of Conduct may result in disciplinary action being taken.

As a Sister, I understand that if I have any questions in relation to this Code, its interpretation, and/or observed behaviour that may breach the Code, I can speak with the Congregation Leader or her delegate.

As a Sister, I understand that any alleged breach of the Code of Conduct may result in action being taken in line with Canon Law and Congregation documents.

Name: Signature:

Date: Position title:

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