

Code of Conduct Policy - Policy Number 500

Edited August 2023

1. Purpose

To outline the standard of behaviour expected of individuals who represent Pacific Community Housing in the course of carrying out their roles and responsibilities for the Company.

2. Scope

This Code of Conduct (Code) applies to all Pacific Community Housing directors, employees (including staff engaged as contractors) and volunteers.

3. Principals

It is the Company's policy to engender an environment of inclusiveness, trust and integrity in serving the needs of customers and stakeholders by ensuring directors and employees:

- Demonstrate behaviours which support and are consistent with the Company's core values.
- Perform duties in a professional manner.
- Adhere to Company policies and relevant law, standards and applicable 3rd party policies and procedures.
- Act appropriately when a conflict arises between self-interest and duty to the Company.
- Exert responsible stewardship of Company resources.
- Uphold and enhance the reputation of the Company.

4. Core Values

Pacific Community Housing directors and employees are required to adopt the following core values at all times in the workplace with colleagues and all other stakeholders including housing applicants, residents, government authorities, partners and suppliers.

Honesty and Integrity – we act with sincerity; we do what is right not what is easy.

Empathy – we understand what others are going through and are there to help.

Accountability – it's what we do and do not do, for which we are accountable.

Respect – we show people they are important to us by what we say and do.

Inspiration – we instil the motivation and courage to do it better.

5. Personal Conduct

In demonstrating Pacific Community Housing's core values and complying with this code, directors and employees are expected to, for example:

- Treat everyone with courtesy, respect, kindness, consideration, and sensitivity to their rights.
- Act honestly and in good faith.
- Refrain from perpetrating or condoning all forms of bullying, intimidation and abuse, or harassment and discrimination based on gender, race, religious belief, political affiliation, pregnancy, disability, sexual orientation or illness.
- Respect each individual's rights to privacy and keep confidential information confidential.
- Consider the impact of decisions and behaviour on the well-being of others.
- Refrain from acting in any way that would unfairly harm the reputation or career prospects of other directors or employees.
- Refrain from allowing personal relationships to affect professional relationships.
- Seek advice from an appropriate manager or (in the case of a director) the Chair where a colleague's behaviour is perceived to be in breach of the Code, and report any suspected

corrupt, criminal or unethical conduct to the People and Culture Manager or the CEO, or in the case of a director to the Chair of the Board.

6. Professional Conduct

Directors and employees should behave professionally in all situations and with all stakeholders. Professional conduct is to be exhibited through methods of communication, personal appearance and the quality of workplace interactions.

Directors and employees are expected to, for example:

- Perform their duties diligently, impartially, conscientiously, with integrity, and to the best of their ability.
- Take responsibility for their health and safety and of others in the workplace.
- Keep up to date with advances and changes in the body of knowledge and the professional and ethical standards relevant to their area of expertise.
- Comply with any relevant legislative, regulatory and policy requirements.
- Foster teamwork and collegiality among all employees, and always give due credit for the contribution of others.
- Maintain adequate documentation to support any decisions made.
- Not make improper use or take advantage of any confidential information of which they become aware.
- Refrain from allowing personal political views and/or affiliations or other personal interests to influence the performance of duties or exercise of responsibilities.
- Refrain from developing personal relationships with clients, including after hours.

7. Discrimination, Bullying and Harassment

Pacific Community Housing has zero tolerance for discrimination, bullying and harassment. For further information and guidance refer to the Company's Equal Employment Opportunity & Anti-Discrimination Policy and the Bullying Policy.

8. Gifts and Benefits

Directors and employees must not solicit gifts, bribes, hospitality, benefits, services or favours as this may be considered corrupt conduct. Certain types of corrupt conduct may amount to a breach of a state or federal law.

Directors and employees may accept gifts or benefits of a nominal or token value in accordance with the Company's Gifts Benefits Policy, provided full disclosure is made in accordance with that policy.

For further information refer to the Company's Gifts Benefits Policy and Conflict of Interest Policy.

9. Conflicts of Interest

Directors and employees are to avoid any potential, actual or perceived conflict of interest and are required to disclose any conflict in advance, or as soon as reasonably practical in the circumstances. Directors and employees must ensure that their interests and actions do not conflict or appear to conflict with their obligations to the Company.

Directors and employees must disclose to the Company any situation which has, or is likely to arise, from a director or employee having a family, personal or commercial relationship with another party in relation to dealings with the Company, especially where the director or employee is likely to have direct or indirect decision-making input in relation to any dealings involving that party.

For further information and guidance refer to the Company's Conflict of Interest Policy.

10. Use of Company Equipment and Resources

Directors and employees must not abuse, waste or destroy Company equipment and resources. Reasonable use of Company equipment and resources for personal use is acceptable, however this must not impact on the operations of the business or the ability of the director or employee to complete work or impact the Company financially through time or resource wastage.

Company equipment must not be used for pornographic, racist or any unlawful purposes and its use must not put the reputation of Pacific Community Housing at risk. Equipment and resources should be treated with care and secured against theft.

11. Procuring Goods and Services

In procuring goods and services for the Company, directors and employees are required to be responsible with the Company's money, including by ensuring value for money. Directors and employees must follow the Board Delegations Policy and comply with the Company's procurement policies when purchasing or entering into agreements for or on behalf of the Company.

12. Privacy and Confidentiality

Directors and employees have a responsibility to maintain the confidentiality, integrity, security and safe storage of Company, employee and resident information and comply with Pacific Community Housing's obligations under the Privacy Act 1988 (Cth), the Australian Privacy Principles and any relevant state or territory privacy legislation.

Company information which has not been released to the public (for example, via the Company's website or media releases) is to be considered to be confidential.

13. Other Business Employment

Outside work must not be undertaken by an employee where it may cause a conflict of interest with Pacific Community Housing duties. An employee who is already involved in or considering outside employment or contract work that relates to the business of Pacific Community Housing or that might conflict with their role or duties must notify their direct report who will consult with, and seek approval from, the Chief Executive Officer.

The outside employment or business will not be given approval if it:

- Conflicts with the employee's role within Pacific Community Housing
- Involves using confidential information or Pacific Community Housing resources
- Disadvantages Pacific Community Housing in any way or discredits or negatively affects the reputation of Pacific Community Housing or has the potential to do so.

14. Company Reputation

Directors and employees are expected to:

- Promote the interests of Pacific Community Housing wherever possible in their professional dealings with others.
- Refrain from engaging in any activity that may compromise the Company's reputation.

Directors and employees, other than the Chair of the Board and the CEO, must not represent or make public comment on behalf of Pacific Community Housing in any form unless formally delegated to do so.

15. Compliance and Breaches

All directors and employees must comply with this Code and where they are aware or suspect a breach of this Code, they must immediately report the breach for further action.

A breach of the Code may lead to disciplinary action, including termination of employment where appropriate.

16. End of Employment

Upon employment or term as a director ending, an employee or director is required to return all Pacific Community Housing documentation, equipment and resources. After employment or term as a director ends the employee or director should continue to keep Pacific Community Housing's confidential information confidential and not use it for personal or financial gain.

17. Legislative Framework and Related Policies

- Equal Employment Opportunity & Anti-Discrimination - Policy 504
- Gifts and Benefits – Policy 503
- Conflict of Interest – Policy 501
- Pacific Community Housing - Business Plan 2020-2021
- Pacific Community Housing - Company Constitution