

MERCIFUL GROUP CODE OF CONDUCT

INTRODUCTION

MERCIFUL GROUP is committed to maintaining the best possible standard of occupational health and safety for employees/Volunteers.

MERCIFUL GROUP (MG) Code of Conduct sets out the standards of behaviour expected of anyone who is engaged with the organisation including the Board of Directors, employees, suppliers, volunteers, consultants and carers. The Code of Conduct forms the basis for professional and ethical behaviour and the guiding principles are aligned with the organisation's purpose and values.

MG is committed to ensuring that all individuals receive, understand and adhere to the Code of Conduct.

GUIDING PRINCIPLES

- a) Actively embrace diversity and meaningfully work to build cohesion connectedness and potential with others.
- b) Respect the right to privacy and confidentiality of MG and individuals at all times.
- c) Maintain a professional and prompt approach to all dealings with others.
- d) Act in a manner that upholds:
 - I. MG integrity;
 - II. MG reputation; and
 - III. MG ability to deliver its services.
- e) Act ethically, honestly and with integrity in all communications and dealings.
- f) Stand up for the rights of others and what MG believe will make a difference.
- g) Act in a manner that is accurate, responsible and accountable for all actions and advice.
- h) Any potential or perceived acts of bribery, fraud or corruption to be immediately reported.
- i) Use MG resources in a proper and authorised manner at all times.
- j) Avoid any potential, perceived or actual conflict of interest. Any such conflict to be immediately declared.
- k) Ensure that decisions and actions are fair, lawful and comply with MG policies, procedures, purpose, values and strategy.
- l) Any offers of gifts or hospitality may not be accepted and shall be reported to management.
- m) Recognise and honour the culture, custom, history, backgrounds and differences of individuals and communities to provide dignity to all.
- n) Recognise Aboriginal and Torres Strait Islander peoples as the traditional custodians of the land and their unique rights as first peoples.
- o) Treat all individuals with respect, dignity and courtesy.
- p) Bullying, harassment or discrimination against any person is not tolerated.
- q) Protect the assets of the company, including intellectual property.
- r) Respond flexibly, quickly and effectively to community needs and deliver on our commitments.
- s) Any event or situation that will or may impact suitability or ability to provide services to MG or its clients, to be immediately reported.
- t) Any change to criminal record or any other matters which have the potential to impact on probity status to be immediately reported.
- u) Perform work safely, professionally, efficiently, effectively and with integrity.
- v) Accountable for professional competency, quality of work and strive to continuously improve.

BREACHES OF A CODE OF CONDUCT

All individuals will be held accountable for their actions. Behaviour which is contrary to the Code of Conduct will be dealt with in accordance with MG's policies and procedures. Any breach or suspected breach will be subject to an investigation and may result in disciplinary action, termination or de-authorisation/disengagement.

In circumstances of a breach of law, the matter may be required to be referred to the appropriate government or regulatory body.

If you require further explanation or translation assistance, please speak to your manager.

Acknowledgement of Receipt

I hereby acknowledge that I received a copy of the Code of Conduct and have read and understood its content. I agree to abide by the principles set out within the Code of Conduct.

I understand that a signed copy of this statement will be placed on my personnel file.

Signature:		Witness Signature	
Name:		Name:	
Date:		Date:	