

insert
club name
/logo

Code of Conduct

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Organisation Statement

The Club is committed to fostering and maintaining a safe, healthy, and supportive environment for everyone.

We expect all workers to act ethically, honestly, professionally, and respectfully in their interactions with other workers, members, customers, and external parties.

The objectives of the Code of Conduct (**Code**) are to:

- promote ethical and professional conduct;
- support workers to understand our values;
- clarify our expected standards of behaviour; and
- clearly define obligations required of all workers.

All workers must comply with this Code.

The Club supports, equips, and prepares its workers to comply with this Code by providing training, making sure its policies and procedures are easily accessible, and by taking action to ensure its workers meet this Code.



Who does this Code apply to?

This code applies to all workers in the workplace.

For the purposes of this Code, ‘workers’ shall include:

- every employee of the Club
- volunteers
- work experience students
- contractors/subcontractors and any of their employees whilst engaged on work for the Club
- consultants or consultants’ employees whilst engaged on work for the Club
- agents whilst acting on behalf of the Club

Where does this Code apply?

This code applies to conduct in the workplace and in connection with work.

For the purposes of this Code, ‘workplace’ shall include:

- the Club’s premises, during or outside business hours
- all of the Club’s workplaces and other off-site premises where workers may be working or representing the Club
- all work-related functions such as Club functions, Christmas parties, and other social activities
- social media and social networks such as Facebook, Snapchat, Instagram, TikTok, or similar
- messaging services such as SMS, email, WhatsApp, or similar

Distribution of this Code

This Code will be made available online. All workers will be made aware of any amendments to this Code.

This Code will form part of the induction of new employees and will be provided to all other workers who perform work for the Club.

Policy Pillars

1

Integrity

2

Mutual Respect

3

Ethical Conduct

4

Workplace Safety

5

The Club's Goodwill

All workers should take the time to learn and remember our policy pillars, as they set the standards for conduct in the workplace.

1 Integrity

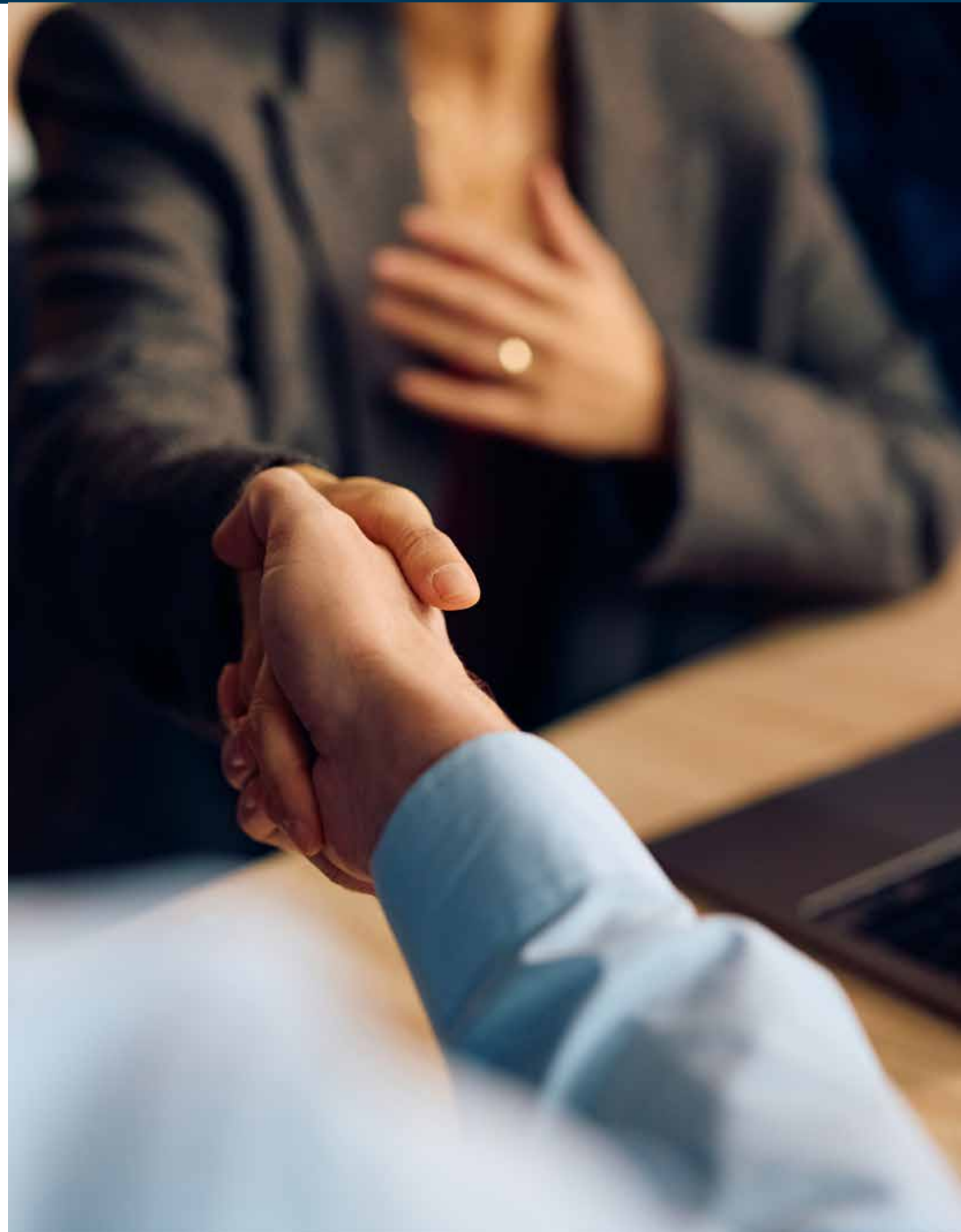
All workers should conduct themselves with honesty and integrity in all business transactions and in all dealings with others.

The standards set out in this Code are intended to form a mandatory standard for all workers. However, all workers are also expected to have a high level of personal integrity and demonstrate a vigilant sensitivity to the consequences of every act, and a commitment to avoid any impropriety or even the appearance of one.

All workers are expected to take reasonable steps to avoid conflicts of interest, whether real or perceived, when working at the Club.

2 Mutual Respect

All workers are expected to treat other workers, suppliers, customers, members, and anyone else with whom they interact in their work, with courtesy and respect. This includes using professional language, being considerate of others, recognising and respecting individual differences, and behaving in a way that reflects positively on the Club.



3

Ethical Conduct

All workers are expected to uphold the ethical standards set by the Club, ensuring that ethical considerations guide every decision and action taken in the workplace.

This means choosing behaviours that reflect honesty, fairness, accountability, and respect for others.

Acting ethically looks like being truthful and transparent, complying with the Club's established processes and procedures, and seeking guidance when unsure about how to proceed.

4

Workplace Safety

Every worker commits to maintaining a safe and healthy workplace by always carrying out their work in a safe and reasonable manner.

This commitment applies to every task, interaction, and decision made during the workday. Workplace safety is a shared responsibility and is a fundamental part of how we work.

Workers can contribute to a safe and healthy workplace by following safe work practices, identifying and reporting safety hazards, using personal protective equipment, and completing safety related training as required by the Club from time to time.



5

The Club's Goodwill

The Club requires all workers to always conduct themselves in a manner which upholds the reputation and good name of the Club. Workers must not involve themselves in any conduct which, in the reasonable opinion of the Club, could harm or prejudice the Club's reputation.

This includes not saying or doing anything which is adverse to, prejudicial to, or inconsistent with the Club's management or policies.



Professional Standards of Conduct

Although the Club is a social environment, the expectation is that workers must at all times behave in a professional manner that is consistent with this Code. This expectation extends to a worker’s conduct at social functions such as Christmas parties.

Club leaders must role model expected standards of behaviour.

All workers must:

1.

act honestly and impartially in the performance of their duties
2.

lead by example and strive for excellence by setting high standards in the discharge of their professional duties and personal conduct
3.

show respect to others, follow instructions, lawful orders, and directions, and work in collaboration with other workers
4.

not engage in bullying behaviour, unlawful discrimination, or victimisation
5.

not tolerate or engage in any form of harassment, including sexual harassment, for which there is zero tolerance
6.

not engage in conduct which would bring the Club into disrepute
7.

not engage in any misconduct or unprofessional behaviour
8.

attend work in a fit state to perform work and unimpaired by drugs or alcohol
9.

contribute to the maintenance of a safe, healthy work environment for workers, customers, and members
10.

adhere to the standards of conduct that have been set by the Club and act ethically in our approach to business decisions
11.

be free from real, apparent, or perceived conflicts of interest
12.

comply with the Club’s policies and procedures including the Sexual Harassment Policy and Procedure, Workplace Bullying and Psychosocial Hazards Policy, Social Media and ICT Policy, Racial and Religious Tolerance Policy, and Equal Employment Opportunity and Discrimination Policy
13.

not accept gifts from customers and/or members, excepting small gifts during occasions such as Christmas, New Year, or Easter. If a worker accepts or is unsure whether to accept a gift, they should consult with their manager.

Responsibilities of Workers

Managers and Supervisors

For the purpose of this policy, a manager is any employee responsible for leading or supervising workers.

Managers will have the primary responsibility of ensuring that breaches of this policy do not occur, and where it does, ensuring that it is promptly addressed.

Managers have a responsibility to:

- comply with this policy and related policies, and model appropriate behaviour;
- monitor the working environment to ensure that acceptable standards of conduct and safety are observed at all times;
- promote this policy within their work area;
- treat all complaints seriously and take immediate action to resolve the matter in accordance with this policy; and
- refer complaints to another appropriate person if they do not feel that they are the best person to deal with the matter (for example, if there is a conflict of interest or if the complaint is particularly complex or serious).

All Workers

All workers have a responsibility to ensure that they do not breach this policy.

Workers have a responsibility to:

- comply with this policy and related behavioural policies;
- complete related training;
- report any breaches of this policy when they occur; and
- maintain complete confidentiality if they are involved in an investigation conducted under this policy.

How can I report a breach of this Code?

The Club encourages all workers who experience or witness conduct in breach of this Code to report it immediately, in line with the below process.



1.

In the first instance, a worker seeking to make a report should contact a manager or supervisor that they trust.



2.

The manager or supervisor should ensure that they obtain the particulars of the complaint/allegations in writing, such as what occurred, when it occurred, and whether there were any witnesses.



3.

Where possible, and if appropriate in the circumstances, the Club will attempt to resolve the matter via a mediation process between the parties.



4.

However, if mediation is inappropriate or is unsuccessful, subject to the circumstances, the Club may arrange for an investigation.

The investigation will be conducted in accordance with the principles of natural justice.



5.

Depending on the nature and complexity of the complaint, the Club may engage an external investigator.



6.

Once the investigation is complete, the Club will make findings in relation to the conduct and confirm relevant findings and next steps with the affected parties in writing.

The Club will ensure that such reports are addressed in a timely and sensitive manner.

Confidentiality and Victimisation

Confidentiality

Reports and details of an investigation are subject to strict confidentiality and must only be disclosed to others on a need to know basis.

A worker who breaches confidentiality may face disciplinary action up to and including summary dismissal or cessation of engagement.

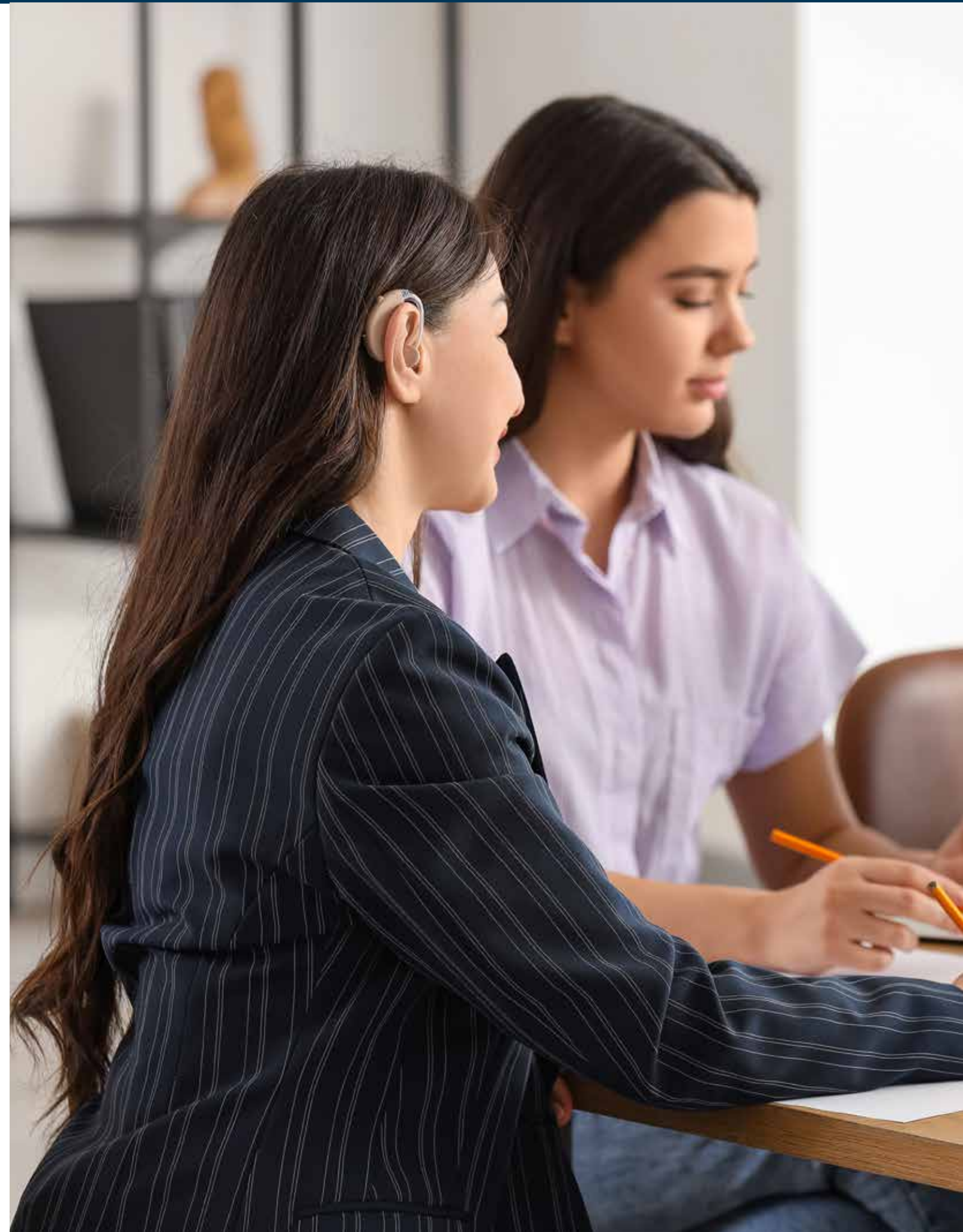
Victimisation

Victimisation is strictly prohibited and will not be tolerated by the Club.

Victimisation occurs where one worker subjects, or threatens to subject, another worker to any detriment because that worker has made a report, or is involved in an investigation conducted under this policy.

A worker who feels they are being victimised should report it in accordance with this policy.

A worker who victimises another worker may face disciplinary action up to and including summary dismissal or cessation of engagement.



What will happen if I breach this Code?

A breach of the obligations outlined in this Code may lead to:

- an employee being subject to disciplinary action up to and including summary dismissal; or
- termination of the engagement of any other worker, or cessation of their services being provided to the Club.