

Code of Conduct Policy

A comprehensive workplace conduct policy template
for Australian businesses

Organisation Name: _____

ABN: _____

Policy Effective Date: _____

Last Review Date: _____

Next Review Date: _____

DISCLAIMER

This template is provided for general informational purposes only and does not constitute legal advice. It is designed to reflect Australian workplace standards and Fair Work principles at the time of publication. You should review and tailor this template to suit your business, industry, modern award, enterprise agreement and specific workplace circumstances. For complex situations or disputes, independent legal or HR advice should be sought. RosterElf Pty Ltd accepts no liability for any loss arising from reliance on this document.

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1. Purpose & Scope

1.1 Purpose

This Code of Conduct establishes the standards of behaviour and ethical principles expected of all employees. It provides a framework for professional conduct that aligns with Australian workplace laws, including the Fair Work Act 2009 and applicable work health and safety legislation.

The purpose of this policy is to create a safe, respectful and productive work environment where all employees understand their responsibilities and the standards expected of them.

1.2 Scope

This Code applies to:

- All employees (full-time, part-time and casual)
- Contractors and labour hire workers
- Directors, managers and supervisors
- Volunteers and work experience participants
- Any person acting on behalf of the organisation

This Code applies during work hours, at work-related functions, on social media when representing the organisation, and whenever conduct may impact the workplace or the organisation's reputation.

1.3 Related Legislation

This policy operates in conjunction with:

- Fair Work Act 2009 (Cth)
- Work Health and Safety Act 2011 (or state equivalent)
- Sex Discrimination Act 1984 (Cth)
- Racial Discrimination Act 1975 (Cth)
- Disability Discrimination Act 1992 (Cth)
- Age Discrimination Act 2004 (Cth)
- Privacy Act 1988 (Cth)
- Applicable modern awards and enterprise agreements

2. Our Values

Our organisation is committed to maintaining a workplace culture built on the following core values. These values guide our decisions, actions and interactions:

Integrity: We act honestly and ethically in all our dealings

Respect: We treat all people with dignity and courtesy

Accountability: We take responsibility for our actions and decisions

Safety: We prioritise the health and wellbeing of everyone

Fairness: We ensure consistent and equitable treatment for all

Excellence: We strive for quality in everything we do

3. Professional Conduct Standards

3.1 General Expectations

All employees are expected to:

- Perform duties to the best of their ability with care and diligence
- Follow lawful and reasonable directions from management
- Comply with all workplace policies, procedures and applicable laws
- Maintain appropriate standards of dress and personal presentation
- Be punctual and reliable in attendance
- Communicate professionally and courteously
- Cooperate with colleagues and contribute to team goals

3.2 Customer and Client Interactions

When interacting with customers, clients or external stakeholders, employees must:

- Represent the organisation professionally and positively
- Respond to enquiries promptly and helpfully
- Handle complaints with patience and in accordance with procedures
- Maintain confidentiality of customer information
- Never make promises or commitments outside their authority

4. Workplace Behaviour

4.1 Expected Behaviours

Employees are expected to demonstrate the following behaviours:

- Treat all colleagues, customers and visitors with respect and courtesy
- Communicate openly, honestly and constructively
- Listen to and consider the views of others
- Support colleagues and offer assistance when appropriate
- Accept constructive feedback positively
- Report concerns through appropriate channels
- Maintain a clean and organised workspace

4.2 Unacceptable Behaviours

The following behaviours are not acceptable and may result in disciplinary action:

- Bullying, harassment or discrimination of any kind
- Physical or verbal aggression, threats or intimidation
- Offensive, abusive or inappropriate language
- Spreading rumours, gossip or malicious information
- Deliberate exclusion or isolation of colleagues
- Insubordination or refusal to follow lawful directions
- Theft, fraud or dishonesty
- Attending work under the influence of alcohol or drugs
- Wilful damage to property
- Serious breach of workplace health and safety requirements

5. Bullying, Harassment & Discrimination

5.1 Our Commitment

Our organisation is committed to providing a workplace free from bullying, harassment and discrimination. We have a zero-tolerance approach to such behaviour and will take all reasonable steps to prevent and address it.

5.2 Definitions

Workplace Bullying

Repeated unreasonable behaviour directed towards a worker or group of workers that creates a risk to health and safety. Under the Fair Work Act 2009, a worker can apply to the Fair Work Commission for an order to stop bullying.

Harassment

Unwelcome conduct that a reasonable person would anticipate would offend, humiliate or intimidate. This includes sexual harassment, which is unwelcome conduct of a sexual nature.

Discrimination

Treating someone less favourably because of a protected attribute, including race, sex, age, disability, religion, sexual orientation, gender identity, pregnancy, marital status, family responsibilities, or political opinion.

5.3 What is NOT Bullying

Reasonable management action conducted in a reasonable manner is not bullying. This includes:

- Setting reasonable performance goals and expectations
- Providing constructive feedback on work performance
- Allocating work and directing how work is performed

- Taking disciplinary action for misconduct or poor performance
- Implementing organisational change
- A single incident of unreasonable behaviour (though this may still be unacceptable)

5.4 Examples of Unacceptable Conduct

- Abusive or offensive language or comments
- Behaviour that intimidates, humiliates or threatens
- Inappropriate jokes or comments about personal characteristics
- Displaying offensive material
- Unwelcome physical contact
- Stalking or following
- Excluding or isolating employees from work activities
- Spreading malicious rumours
- Assigning meaningless tasks or impossible deadlines
- Withholding information needed to do the job

6. Health, Safety & Wellbeing

6.1 Employer Responsibilities

Under work health and safety legislation, the organisation will, so far as is reasonably practicable:

- Provide and maintain a safe work environment
- Provide and maintain safe plant, structures and systems of work
- Ensure the safe use, handling and storage of substances
- Provide adequate facilities for the welfare of workers
- Provide information, training, instruction and supervision
- Monitor health of workers and workplace conditions

6.2 Employee Responsibilities

Employees have a duty to:

- Take reasonable care for their own health and safety
- Take reasonable care that their acts or omissions do not adversely affect others
- Comply with reasonable instructions given by the organisation
- Cooperate with reasonable WHS policies and procedures
- Report hazards, incidents and near-misses immediately
- Use personal protective equipment as required
- Not wilfully or recklessly interfere with safety equipment

6.3 Mental Health and Wellbeing

We recognise that psychological health is as important as physical health. We are committed to supporting employee wellbeing by maintaining a respectful and supportive work environment, managing work demands appropriately, and providing access to support services where available.

7. Conflicts of Interest

7.1 Definition

A conflict of interest occurs when an employee's personal interests (financial, family, social or other) conflict or appear to conflict with their duties and responsibilities to the organisation.

7.2 Examples

- Having a financial interest in a competitor, supplier or customer
- Employing or supervising family members or close personal friends
- Accepting gifts or benefits that could influence decision-making
- Using company information for personal gain
- Having outside employment that conflicts with duties
- Participating in decisions that benefit family members

7.3 Disclosure Requirements

Employees must disclose any actual, potential or perceived conflict of interest to their manager as soon as they become aware of it. Managers will work with employees to manage or eliminate the conflict appropriately. Failure to disclose a conflict of interest may result in disciplinary action.

8. Confidentiality & Privacy

8.1 Confidential Information

Employees must protect confidential information belonging to the organisation, including:

- Business strategies, plans and financial information
- Customer and supplier information
- Employee personal information
- Trade secrets and intellectual property
- Proprietary systems, processes and methods
- Information marked as confidential

Confidential information must not be disclosed to anyone outside the organisation or used for personal benefit without proper authorisation. This obligation continues after employment ends.

8.2 Privacy Obligations

The organisation complies with the Privacy Act 1988 and Australian Privacy Principles. Employees must handle personal information in accordance with privacy laws and only collect, use or disclose personal

information as authorised for legitimate business purposes.

9. Use of Company Resources

9.1 General Principles

Company resources including equipment, vehicles, materials, technology and facilities are provided for business purposes. Limited personal use may be permitted where it does not interfere with work duties, incur significant cost, or breach any policy.

9.2 Technology and Equipment

When using company technology (computers, phones, email, internet), employees must:

- Use resources primarily for business purposes
- Protect passwords and access credentials
- Not access, download or distribute inappropriate content
- Not install unauthorised software
- Comply with software licensing requirements
- Report suspected security breaches immediately
- Understand that company systems may be monitored

10. Social Media & Communications

10.1 Personal Social Media Use

When using personal social media, employees must:

- Not post content that could damage the organisation's reputation
- Not disclose confidential or sensitive information
- Make clear that personal views are their own, not the organisation's
- Not bully, harass or make discriminatory comments about colleagues
- Not use social media excessively during work hours

10.2 Official Communications

Only authorised employees may make official statements on behalf of the organisation. Media enquiries should be directed to the appropriate person. Employees should not speak to media or post publicly about workplace matters without authorisation.

11. Alcohol & Drugs

11.1 Policy Statement

Employees must not attend work or perform duties while impaired by alcohol or drugs (including prescription medication that affects capacity to work safely). Being impaired at work is a serious breach that may result in immediate dismissal.

11.2 Work Functions

Where alcohol is served at work-related functions, employees are expected to consume responsibly. The Code of Conduct continues to apply at work functions. Employees remain responsible for their behaviour and must not drink to the point of intoxication.

11.3 Support

Employees who have concerns about their own or a colleague's alcohol or drug use are encouraged to speak with their manager or HR. Support services may be available and will be treated confidentially where possible.

12. Reporting Concerns

12.1 How to Report

If you witness or experience conduct that breaches this Code, you are encouraged to report it. Reports can be made to:

- Your direct manager or supervisor
- Another manager if your supervisor is involved
- Human Resources
- A designated contact person

12.2 What to Include

When reporting a concern, provide as much detail as possible:

- What happened (specific behaviours or incidents)
- When and where it occurred
- Who was involved
- Names of any witnesses
- Any evidence or documentation

12.3 Protection from Victimisation

Employees who report concerns in good faith will not be disadvantaged or victimised. Retaliation against someone for making a report is a serious breach of this Code and may result in disciplinary action. This protection does not extend to malicious or vexatious complaints.

12.4 External Reporting

In some circumstances, employees may have the right to report matters externally, including to:

- Fair Work Commission (for bullying)
- Fair Work Ombudsman (for workplace rights issues)
- Australian Human Rights Commission (for discrimination)

- State/territory work health and safety regulators
- Police (for criminal matters)

13. Breaches & Consequences

13.1 Investigation Process

Alleged breaches of this Code will be investigated promptly, fairly and confidentially. The employee will be informed of allegations and given the opportunity to respond. Investigations will be proportionate to the seriousness of the alleged breach.

13.2 Possible Outcomes

If a breach is substantiated, consequences will depend on the nature and seriousness of the breach, the employee's history, and any mitigating circumstances. Possible outcomes include:

- Informal counselling or coaching
- Formal verbal warning
- Written warning
- Final written warning
- Demotion or transfer
- Termination of employment
- Summary dismissal (for serious misconduct)

13.3 Serious Misconduct

Serious misconduct may result in summary dismissal without notice. Under the Fair Work Regulations 2009, serious misconduct includes wilful or deliberate behaviour inconsistent with continuing employment, and conduct that causes serious and imminent risk to health and safety or the reputation of the business.

14. Review & Acknowledgement

14.1 Policy Review

This Code of Conduct will be reviewed at least annually or when there are significant changes to legislation, business operations, or workplace practices. All employees will be notified of any changes and may be required to re-acknowledge the updated policy.

14.2 Employee Acknowledgement

All employees are required to read, understand and acknowledge this Code of Conduct as a condition of employment. By signing the acknowledgement form, employees confirm they understand their obligations and agree to comply with this policy.

14.3 Questions

If you have any questions about this Code of Conduct or are unsure whether certain conduct is appropriate, please speak with your manager or Human Resources before taking action.

Employee Acknowledgement Form

I acknowledge that I have received, read and understood the Code of Conduct Policy. I understand that:

- This Code applies to me in my role with the organisation
- I am required to comply with the standards set out in this Code
- Breach of this Code may result in disciplinary action, up to and including termination
- I should report any concerns about potential breaches of this Code
- I can ask questions if I am unsure about any aspect of this Code

Employee Name: _____

Position: _____

Employee Signature: _____

Date: ____ / ____ / ____

For HR/Manager Use Only

Received by: _____

Position: _____

Signature: _____

Date: ____ / ____ / ____