



CODE OF CONDUCT HR001

1. INTRODUCTION

Charles Sturt Campus Services Limited (CSCS) (“the Company”) is committed to achieving the highest standards of ethical behaviour through all members of the organisation working collaboratively, and conducting business in accordance with company standards, applicable laws and regulations. The success of CSCS relies on the confidence that clients and the community have in the way we conduct our business. Integrity, confidentiality, and the highest ethical standards are our key principles. We recognise that while all our actions must be lawful, mere lawfulness may not be an adequate test of integrity. The highest standards of professionalism must at all times guide the actions of all involved with the Company; from staff and contractors through to our Executive Management and Board of Directors. This Code of Conduct (“the/this Code”) is provided to assist staff, contractors and others who represent CSCS in understanding their responsibilities to uphold the standards and values to which the Company aspires. The obligations in the Code are binding on all staff and are in addition to any obligation in any specific CSCS policy, an employee’s contract of employment or site / contract specific obligations that may apply to an employee at any time.

1. PURPOSE

The Code of Conduct specifies standards of conduct that are expected of all staff of Charles Sturt Campus Services Limited (CSCS).

This Code aims to foster and maintain public trust and confidence in the integrity and professionalism of CSCS staff and enhance the reputation of the Company.

The Code aims to ensure that all CSCS representatives:

- a) maintain appropriate standards of conduct;
- b) develop, where necessary, those skills necessary for the efficient performance of their duties;
- c) maintain fairness and equity in decision making; and
- d) maintain and enhance the reputation of CSCS.

2. SCOPE

The Code applies to all persons who represent the Company (referred to in this document as “staff”) including but not limited to:

- permanent and full-time and part-time staff;
- fixed term and maximum term full-time and part-time staff;
- casual staff;
- contractors (including subcontractors) engaged by the Company; and
- the Board of Directors

This Code applies within all locations the company operates, works or travels on CSCS business.



In some circumstances, this Code may apply to staff conduct outside of work. For example, it applies:

- a) when staff are on CSCS, University or client premises outside normal hours of work;
- b) whenever staff wear a CSCS uniform, drive a University or CSCS -badged vehicle or can otherwise be identified as a CSCS staff member; and
- c) when staff attend a meeting, conference, training session or work-related social function.

It is the responsibility of all staff to familiarise themselves with the content of this Code and to be aware of the sanctions that can be applied by CSCS for a breach of the Code (see clause 14 of this Code).

3. GLOSSARY

For the purposes of this Code:

- (a) Public comment - means any form of public speech and includes, but is not limited to, public speaking engagements, comments on radio or television, the expression of views in letters to newspapers or in books, journals, notices or other media (including emails, text and social media such as Facebook and Twitter) where it might be expected that the publication or circulation of the comment will spread to the community at large.
- (b) Speech - extends to all forms of expressive conduct including oral speech and written, artistic, musical and performing works and activity and communication using social media; and the word 'speak' has a corresponding meaning.
- (c) Staff refers to all persons who represent the Company ("you").

4. POLICY

COMPLIANCE WITH THE LAW

You should be aware of, and comply with, your duties and obligations under all laws and regulations relating to your work. We encourage you to:

- actively understand the laws which affect or relate to CSCS operations
- attend training presented by the CSCS or other external service providers to maintain your knowledge of the laws and regulations, as well as to increase your awareness of relevant legal and industry developments; and
- interpret the law in a way which reinforces the Company's reputation for integrity.

If you have a question as to whether particular laws apply or how they should be interpreted, please contact your manager.

STANDARDS OF STAFF CONDUCT

It is the vision of CSCS to be recognised for the provision of premium services. Our mission is to foster a highly skilled and committed team, dedicated to providing effective service solutions.

The standards of staff conduct support CSCS values, principles & responsibilities:

- [Vision and Mission Statement](#)
- [Employee Values, Principles and Responsibilities](#)
- [Leadership, Values and Principles CSCS](#)



PERSONAL AND PROFESSIONAL CONDUCT

Staff are expected to act in a professional manner at all times. This includes the following:

- (a) Maintain an awareness of and work in accordance with CSCS's mission, principles, values, priorities, objectives, strategic and operational plans, relevant policies and procedures, contractual agreements and legislation;
- (b) maintain currency of their knowledge, skills and technical competencies
- (c) during allocated work time, CSCS staff will work to the best of their ability and will ensure that personal errands, tasks, and undertakings are completed outside of working hours.
- (d) engaging in conduct which is professional, and which has regard to CSCS's interests and policies and which does not bring CSCS into disrepute; and
- (e) behave ethically and take action to prevent unethical behaviour;
- (f) perform duties with professionalism, care, skill, fairness and diligence;
- (g) ensure the image of the company is represented in a professional and positive manner through appropriate dress, conduct and attitude.
- (h) treat others with courtesy, dignity, and respect; communicate without bias; respect and accommodate the rights and differences of others; and ensure that their own conduct contributes to an environment free of discrimination and harassment. For more detailed information on staff obligations, see the following Equity, Diversity and Support policies:
 - a. [Equal Opportunity Policy](#)
 - b. [Grievance Harassment and Bullying Policy](#)
- (i) take all reasonable care for the health, safety and wellbeing of others, and report hazards, incidents, accidents and risk of harm or injury to the appropriate officer or Supervisor. For more detailed information on staff obligations, see the following Health, Safety and Wellbeing policies:
 - a. [Work Health & Safety \(WHS\) Policy](#)
 - b. [Injury & Incident Management Policy](#)
 - c. [WHS Roles and Responsibilities Procedure](#)
 - d. [Drug and Alcohol Policy](#)
 - e. [Smoking in the Workplace Policy](#)
- (j) act in the best interests of CSCS and refrain from activities that could bring CSCS and its clients into disrepute.

COMMUNICATION AND USE OF CSCS AND CLIENT INFORMATION

Public Communications and Disclosures

CSCS is committed to encouraging public comment and the engagement of staff in intellectual debate and cultural pursuits. Public comment includes public speaking engagements, comments on radio or television and expressing views in letters to newspapers or in books, journals notices or other media (including email, text and social media such as Facebook and Twitter) where it might be expected that the publication or circulation of the comment will spread to the community at large.



Media statements and official announcements may only be made by persons authorised to do so. If you receive a request for information and you are not authorised to respond to the enquiry, refer the request to the appropriate person.

In making written or oral comments which purport to represent the views or authority of CSCS and which might reasonably be expected to become public, staff have a responsibility to ensure that they hold proper authority to make such public comments, and that such authority has been given to them by a person holding actual authority on behalf of CSCS to make such public comments.

- [Social Media Policy](#)
- [CSCS Enterprise Agreement 2019](#)

Personal Information and Confidentiality

Staff are entitled to confidentiality and privacy with respect to information which is personal to them.

Staff are expected to maintain the confidentiality, integrity and security of such information to which they have access in the normal course of their duties.

Staff must not use information to which they have access as a result of their employment with CSCS to gain or seek to gain personal benefit for themselves or others.

Disclosure of Information

CSCS is entitled to the protection and integrity of the information it holds.

Staff should only release information that they are authorised to release in the course of their duties.

Any disclosure of information;

- a) must comply with any CSCS policy and procedure on the release of information;
- b) must comply with the relevant information protection principles in the [Privacy and Personal Information Protection Act 1998 \(NSW\)](#);
- c) must not be misleading or likely to be misused; and
- d) must not contain unauthorised expression of opinion on official CSCS policy or practice

To ensure that internal documents (e.g. working papers, budgets, committee agendas and minutes, and incident reports) are only accessible to CSCS management they should be password protected on the Internet and/or placed in restricted access.

Protected Disclosure of Information

In the public interest, staff must report the following to an appropriate authority: breaches of this Code, suspected corrupt conduct, maladministration or serious or substantial waste of public money.

CSCS will endeavor to protect staff who in good faith, report breaches referred to in this Code. Such disclosures shall not be deemed to be a breach of this Code.



CSCS AND CLIENT RESOURCES

Staff are expected to maintain, protect, properly use and care for CSCS and client resources, including property, facilities, equipment, information systems, motor vehicles and funds. Fraud or theft by an employee may result in dismissal, and where appropriate, legal action will be taken.

Staff may use CSCS and client resources, including equipment and motor vehicles, only when provided or approved for official CSCS business. Other use of CSCS and client resources, or its use by persons who are not staff of CSCS, must be in accordance with CSCS policy and undertaken only with the approval of an authorised CSCS officer.

Staff may use CSCS and client information systems only for official CSCS business. CSCS information systems, including software and computer equipment, must be used in accordance with CSCS policy, and only with the approval of an authorised officer of CSCS. Electronic equipment and copying devices represent particular areas where staff are obliged to act responsibly.

CONFLICT OF INTEREST

A “conflict of interest” is a situation where there is an actual, potential or perceived divergence between the individual interests of an employee and his/her professional and work related obligations to CSCS, such that an independent observer might reasonably question that the employee’s conduct may have been influenced by his or her own private interests or personal circumstances.

Situations of actual, potential, or perceived conflict of interest may arise in regard to previous, concurrent, or successive interests held by an employee. The situations in which conflicts of interest might arise are as follows:

- (a) personal and family relationships;
- (b) staff and students;
- (c) financial interests and affiliations;
- (d) receipt of gifts;
- (e) acceptance of outside professional work or secondary employment;
- (f) use of CSCS information;
- (g) external activities and public comment;
- (h) multiple roles; and.

Staff are expected to take reasonable steps to avoid actual, potential or perceived conflicts of interest between their private interests and the interests of CSCS and its clients.

If a situation that may give rise to an actual, potential or perceived conflict of interest exists or staff are unsure whether such a situation exists, disclosure must be made to their immediate supervisor or other senior officer within their area, and staff must withdraw themselves immediately and indefinitely from the situation unless authorised to act otherwise.

Staff in supervisory positions must be especially alert to the various situations in which conflicts of interest may arise in the workplace and handle such situations in a sensitive manner.



Personal Relationships

Staff are expected to take care that all CSCS & client-related relationships are appropriate, comply with professional and ethical standards, and do not involve a conflict of interest or breach of trust (e.g. employing family members). They should disclose close personal relationships to their supervisor if they could result in a conflict of interest in the workplace or in the performance of their official duties.

Gifts and Benefits

When acting for CSCS, staff shall not do anything which could compromise either their or the company's position.

Staff must not give, solicit or receive gifts or benefits that might, or might be perceived to, in any way compromise or influence them in the performance of their duties.

Gifts received by staff of CSCS may be accepted, provided there is no possibility that the recipient may be, or might appear to be, compromised in the process or where the gift could be seen by others as either an inducement or reward which might place an employee under an obligation.

Where staff, directly or indirectly, receive a financial benefit or other advantage in respect of any work with which they are connected as CSCS staff, disclosure must be made in accordance with CSCS policy.

Outside Employment and Private Practice

Staff may be permitted to engage in private practice and/or employment outside CSCS upon terms and conditions prescribed by the company. Any conflict of interest must be disclosed to CSCS Management prior to confirmation of engagement. An example of a conflict of interest in this area would be starting a private cleaning business.

BREACH OF CODE

Breaches of this Code should be dealt with as a breach of discipline or misconduct/serious misconduct under any relevant industrial instrument (eg. CSCS Enterprise Agreement or contract of employment) or any legislation, policy or by-law. CSCS may, at any time and without notice to the relevant staff member, report any suspected breach of law to police or any other appropriate authority external to the University.

An employee who breaches the conflict of interest provisions in this Code may be subject to one or more of the following sanctions, depending on the seriousness of the breach:

- (a) counselling;
- (b) formal censure;
- (c) withholding of a salary step;
- (d) demotion by one or more salary steps;
- (e) demotion by one or more classification levels;
- (f) termination of employment;
- (g) any other sanctions authorised under any relevant industrial instrument or any legislation, policy or By-law of CSCS;
- (h) civil action; and/or
- (i) reporting of the breach to the police, or any other appropriate authority external to CSCS.



5. RELATED LEGISLATION

- Anti-Discrimination Act 1977
- Work Health and Safety Act 2011
- Work Health and Safety Act 2011 No 10

6. CSCS POLICIES AND PROCEDURES

This Code should be read in conjunction with all relevant Company policies, which include (but are not limited to) the policies referenced in the Code.

A full list of the Company's policies and procedures is available in the "Staff Resources" section of the CSCS intranet site.

We regularly monitor and test our policies under the Code so that our commitments remain relevant, effective and consistent with our stakeholders' expectations. As policies and procedures may change from time to time, staff are responsible for making themselves familiar with any updates.

Some of the related policies within this Code include:

- *CSCS Enterprise Agreement HR025*
- *CSCS Disciplinary Code*
- *CSCS WHS Policy WHS005*
- *Generic Responsibilities of CSCS Staff HR009*
- *CSCS Employee Values, Principles & Responsibilities HR078*
- *CSCS Grievance, Harassment and Bullying Policy WHS090*
- *CSCS Social Media Policy CSCS146*
- *Equal Employment Opportunity Policy HR026*
- *Vision and Mission statement WHS006*

7. SIGN OFF

Company Representative:

Signed:

Date:

26-08-2021

Name:

Martin Dooner

Position:

General Manager