



Code of Conduct Professional Standards

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You, and others who are involved in the activities of Mahboba's Promise, have a critical role to play in achieving these objectives. You have a responsibility to conduct yourself with a high degree of integrity, to strive for excellence in the work you perform and the outcomes you achieve, and to promote Mahboba's Promise's values.

The purpose of this Code is to set out Mahboba's Promise requirements of its employees and others who are involved in its activities.

1. Values and application

1.1 Values

This Code sets out Mahboba's Promise's requirements for all staff, volunteers and contractors. These requirements focus on a wide range of matters.

All of the requirements of the Code result from applying Mahboba's Promise's values to situations that may arise in your work or the activities of Mahboba's Promise.

1.2 Who does the Code apply to?

This Code applies to you if you:

- are an employee of Mahboba's Promise; or
- occupy a position (whether as a volunteer, contractor, consultant or otherwise) within the organisational structure of Mahboba's Promise; or
- are a contractor, consultant or visitor to Mahboba's Promise and we have informed you that you are required to comply with some or all of the Code.

1.3 Familiarisation with the Code

This Code may change as Mahboba's Promise's practices and activities undergo changes. You are required to review and familiarise yourself with the requirements of the Code, as updated from time to time.

2. Professional conduct

You are a representative of Mahboba's Promise's, and the way you perform your work reflects on Mahboba's Promise. It is essential that you perform your work professionally, to a high standard, with integrity, and to the highest ethical standards.

2.1 Duties

You have a range of duties to Mahboba's Promise. Some of the more important general duties are:

- to conduct yourself honestly in all dealings you have in the course of your work for Mahboba's Promise both within and outside of Mahboba's Promise;
- to perform your role to the best of your ability;
- to exercise your powers and discharge your duties with care and diligence, in good faith, in the best interests of Mahboba's Promise and for a proper purpose;
- not to use your position to gain an advantage for yourself or someone else, or to cause detriment to Mahboba's Promise or another person;
- not to use any information obtained by you in the course of your work with Mahboba's Promise to gain an advantage for yourself or someone else, or to cause detriment to Mahboba's Promise or another person; and
- to comply with laws that apply to you and Mahboba's Promise as well as the policies and lawful directions of Mahboba's Promise.

2.2 Avoiding conflicts of interest

On occasion, a conflict can arise between your personal interests and your duties to Mahboba's Promise. These include situations where:

- you may have an interest in a transaction with Mahboba's Promise;
- you have a personal or financial relationship with someone who is dealing with Mahboba's Promise.

You are required to recognise and properly manage situations which involve or may appear likely to involve a conflict between your interests and your duties to the Organisation. If there is a reasonable basis to believe that a conflict of interest exists or is likely to arise, you are required to contact the management team.

See also Conflict of Interest Policy

2.3 Appropriate use of position

You must always use your position in good faith and in the interests of Mahboba's Promise. You must conduct yourself in a manner that does not bring you or Mahboba's Promise into disrepute.

You must always exercise your powers and discharge your duties:

- in good faith in the best interests of Mahboba's Promise, and for a proper purpose;
- with care and diligence. This means that when you make a judgment:
 - the judgment is made in good faith and for a proper purpose;
 - you are reasonably informed about the subject matter of the judgment;
 - you believe on a rational basis that the judgment is in the best interests of Mahboba's Promise; and
 - neither you, your friends or relatives have a material interest in the judgment.

2.4 Fair dealings with third parties

You must act honestly and fairly in all your dealings for and on behalf of Mahboba's Promise. Any actual or perceived conflicts of interest should be disclosed to management team.

2.5 Involvement in other employment or business

You are required not to engage in other employment or business activities (including paid or unpaid activities) which are offered to you as a result of your position in Mahboba's Promise, or which may create a conflict of interests or otherwise impact on your obligations to Mahboba's Promise.

It is often difficult to anticipate whether an external role or business activity might conflict with your duties to Mahboba's Promise. Accordingly, you should inform management team of any other employment or external business activity you are considering accepting before undertaking that employment or other activity.

2.6 Use of social media

Comments about your colleagues, the person you report to, your experiences at work and your views about your work have the potential to adversely affect your reputation as well as the reputation of others and Mahboba's Promise. When using social media, you must ensure that your communications do not lead to any unauthorised disclosure of Mahboba's Promise's operations or views.

See also Mahboba's Promise's IT, Internet, Email & Social Media Policy.

3. Personal conduct

In the course of your work with Mahboba's Promise, you are required to conduct yourself with a high degree of professionalism, and with respect and courtesy for the people you deal with.

3.1 Professionalism

In all of the work you perform (including working alone or with others in a team), you are required to utilise and demonstrate the skills, competence and professionalism reasonably expected of a person in your role. This includes:

- the skills you utilise and demonstrate in your work;
- the outcomes you achieve in your areas of responsibility; and
- the relationships you establish and maintain within Mahboba's Promise and with others you deal with in the course of your work for Mahboba's Promise.

3.2 Respect and courtesy

You are required to treat everyone you deal with in the course of your work for Mahboba's Promise with respect and courtesy. The specifics of this requirement may vary from one situation to another, but generally this will involve:

- acting with care and consideration for the feelings, situation and circumstances of others;
- politeness in your dealings with others; and
- avoiding any unnecessarily harsh, antagonistic or aggressive approach with others.

3.3 Working effectively with others

All of us will from time to time (and sometimes regularly) have to work in teams, work with people from other parts of Mahboba's Promise, and work with people outside of Mahboba's Promise. You must approach your work with others co-operatively, sharing information and guidance as appropriate, respect the role and contribution of others, and ensure that the people you are working with are properly included in joint work activities.

You must continue to demonstrate high levels of personal performance and efficiencies whether you are working in a team or individually.

3.4 Avoiding discrimination, bullying and harassment

You have a right and a responsibility to take reasonable steps to ensure that your work environment and relationships with others in Mahboba's Promise are free from unlawful discrimination, bullying and harassment.

Unlawful discrimination involves making decisions on the basis of irrelevant and unfair attributes such as a person's age, gender, disability, race, religion, sexuality or ethnic background. It includes establishing conditions which are more difficult for someone with the relevant attribute to satisfy than someone without that attribute.

Bullying and harassment involves repeated or isolated instances of unreasonable and unwelcome conduct that has the effect of intimidating, offending or humiliating the person to whom the conduct is directed.

If you are the victim of this sort of conduct, you are encouraged to bring it to the attention of management team as soon as practicable. If you witness this conduct being directed to someone else, you are required to bring this to the attention of management team as soon as practicable.

See also:

- Equal Employment Opportunity and Anti Bullying Policy
- Family Career and Leave Provisions Policy
- Professional Development Policy
- Grievance Complaints Policy

3.5 Obscene or abusive language, materials or messages

Obscene or abusive language, materials or messages are not acceptable in the workplace. This includes material that includes:

- harsh or inappropriate language;
- pornographic or degrading images;
- violent or threatening images;
- racially offensive or sexist images or materials.

You must not use language or materials of this kind or encourage or be involved with any other person in any form of communication which contains this sort of material. If you receive a communication containing this sort of material, you must immediately inform your management team.

3.6 Safe work environment

Mahboba's Promise has an obligation to ensure, so far as is reasonably practicable, the physical and mental health and safety of people who are working in its business while they are at work.

Similarly, you have an obligation to:

- take reasonable care for your own physical and mental health and safety;
- take reasonable care that your acts or omissions do not adversely affect the health and safety of other persons;
- comply, so far as you are reasonably able, with any reasonable instruction that is given by Mahboba's Promise; and
- co-operate with any reasonable policy or procedure of Mahboba's Promise relating to health or safety at the workplace that has been notified to you.

See also

- Mahboba's Promise's Occupational Health and Safety Policy.
- First Aid Policy
- First Aid Policy Legislative Requirements

3.7 Drugs and alcohol

You must not attend at work affected by alcohol or drugs, other than prescription or over-the-counter medication. However, if you take prescription or over-the-counter medication that may impact on your ability to perform your work, you must discuss this with management team.

You must not consume drugs (other than prescription or over-the-counter medication) at work, and must not consume alcohol at work other than at functions arranged or sponsored by Mahboba's Promise at which reasonable alcohol consumption is permitted.

See also:

- Mahboba's Promise's Alcohol and Drugs Policy
- Mahboba's Promise Smoking Policy

4. Mahboba's Promise property, information and resources

Mahboba's Promise has sensitive and confidential information and property which you will have access to. You are required to use it appropriately and protect it.

4.1 Mahboba's Promise property, information and resources

Mahboba's Promise's assets, equipment, systems, facilities and services are provided for business purposes. You must not use them inappropriately.

Examples of inappropriate use are:

- excessive use of Mahboba's Promise's phones, electronic mail or fax systems for personal use;
- using Mahboba's Promise's letterhead for personal correspondence;
- sending a personal email using Mahboba's Promise's email system in your professional capacity as a representative of Mahboba's Promise (and not in your personal capacity); or
- using Mahboba's Promise's resources for activities that are prohibited under this Code or any other policy of Mahboba's Promise.

In using Mahboba's Promise's property, equipment, systems, facilities and services, you must familiarise yourself with its:

- Intellectual Property, Security and Resources Policy; and
- IT, Internet, Email & Social Media Policy.

4.2 Confidential, sensitive, privileged or protected information

In the course of your employment with Mahboba's Promise, you may have access to information which is:

- confidential, that is, which is not generally available outside of Mahboba's Promise;
- sensitive, that is, which has the potential to be valuable in the hands of someone outside of Mahboba's Promise;
- privileged, that is, a document in respect of which Mahboba's Promise enjoys a legal protection;
- personal, that is, relating to a potential, current or former employee or customer of Mahboba's Promise; and
- protected by legislation.

Your access to any material of this kind is solely to enable you to perform your role for Mahboba's Promise. You have a legal obligation:

- not to disclose this material;
- to take reasonable steps to preserve the confidentiality of this material;
- not to use this material for any purpose other than in the proper course of your work for Mahboba's Promise; and
- to take reasonable steps to ensure that others who have access to this information :
 - do not disclose it;
 - preserve the confidentiality of it; and
 - do not use it other than in the proper course of their work for Mahboba's Promise.

For further information on the appropriate use and protection of Mahboba's Promise's information, and the steps to take in the event of an unlawful disclosure of such information, see the following policies:

- Confidentiality Policy;
- Intellectual Property, Security and Resources Policy; and
- IT, Internet, Email & Social Media Policy

4.3 Intellectual property

In the course of your employment by Mahboba's Promise, you may be involved (directly or indirectly) in creating or developing materials in relation to which intellectual property rights may arise. Mahboba's Promise will own all right, title and interest in all such materials. Your employment agreement with Mahboba's Promise may set out in more detail about these matters.

5. Breaches of the Code of Conduct

5.1 Obligation to report breaches

You and each other person this Code applies to are required to comply with this Code and take reasonable steps to ensure that others comply with it.

If you are aware of any conduct in breach of this Code, you are required to inform management team as soon as practicable.

If you are concerned that your reporting of a breach of the Code might have an adverse impact on you, you should raise this at the time you report the breach.

5.2 Consequences of breach

Mahboba's Promise takes seriously any instances where this Code is breached.

Mahboba's Promise will determine by reference to the circumstances of each case how to respond to a breach or alleged breach of the Code. Mahboba's Promise's response may include disciplinary action up to and including termination of employment, and serious breaches may be referred to the police.

5.3 Investigation of complaints or breaches

In some cases, it will be necessary for Mahboba's Promise to investigate complaints or alleged breaches of this Code. If in a particular case an investigation is required, Mahboba's Promise will determine the form and timing of the investigation and the person to conduct the investigation having regard to:

- the general desirability of confidentiality of investigations into employee matters;
- the need to ensure that the investigation is conducted fairly;
- the circumstances of each party;
- the desirability of conducting the process quickly and efficiently; and
- the need to ensure that any outcome of the investigation is accurate and reliable.

Mahboba's Promise may suspend your employment whilst an investigation is undertaken if it believes on a reasonable basis that it is appropriate to do so.

For further information and the steps to take in the event of breach of Conduct, see the following policies:

- Disciplinary Action for Misconduct Policy
- Termination of Employment Policy

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