

Policy Name: Code of Conduct (Our Code)

Approver: Board

Owner: Chief People & Culture Officer

Lead: Head of People Services

Version	Date of Approval	Summary of changes made	Next review due
1.0	25 August 2023	Code of Conduct developed. The Code of Conduct replaces the Ethical Framework.	
1.1		Updated to align with new brand guidelines at 1 July 2024	2025

Note: We can provide this policy in an accessible format and additional languages for Australian Red Cross People who require it. For assistance, please visit any Australian Red Cross Office (see redcross.org.au/contact/), contact us on 1800 733 276 (within AUSTRALIA) or +61 3 9345 1800 (from overseas) or email contactus@redcross.org.au.

1 Purpose of Our Code

Our Code sets out the expectations of all Australian Red Cross People in connection with their roles with Australian Red Cross, including those partners, suppliers, contractors, and consultants that work with Australian Red Cross to help achieve Our Purpose.

Note: Roles with Australian Red Cross is a reference to any time that you are acting on behalf of or in connection with Australian Red Cross, and includes fundraising, meetings, delivery of programs, etc.

At all times, Our Code should be interpreted consistently with:

- The Fundamental Principles guide the International Red Cross and Red Crescent Movement, including Australian Red Cross in pursuing its mission to prevent and alleviate human suffering wherever it may be found and are enshrined in international legal frameworks;
- Our Purpose and Vision; and
- Our Values, including our constructive culture.

Note: If you are unsure how to interpret Our Code in a particular situation, have questions about how it is being applied, or need more support you should contact your supervisor, contract manager, the Chair of your Divisional Advisory Board, the Executive team, People & Culture team, or Governance team.

2 Scope and Audience

- This policy applies to all Australian Red Cross People in connection with their roles with Australian Red Cross.
- Australian Red Cross expect contractors, consultants, suppliers, and others who perform work or services for Australian Red Cross to comply with Our Code in connection with that work.

Note: For the purposes of this policy the term 'Australian Red Cross People' includes all contractors, consultants, suppliers, and others who perform work or services for Australian Red Cross.

3 Policy

3.1 The guiding principles of Our Code

At Australian Red Cross we...	This means that we (for example)...
Act in accordance with our Values	<ul style="list-style-type: none"> ✓ Speak up when we see something that is not right, or someone does something that is inconsistent with <i>Our Code</i>. ✓ Take responsibility for our own actions.

At Australian Red Cross we...	This means that we (for example)...
	<ul style="list-style-type: none"> ✓ Approach matters with a view to continuous improvement in how we do our work. ✗ Never accept or permit retaliation of any kind against people who make reports in good faith of perceived concerns. People should feel safe to speak up when they see something that is not right.
<p>Treat all people with dignity and respect</p>	<ul style="list-style-type: none"> ✓ Treat all stakeholders (including other Australian Red Cross People, customers, clients, and community members) with dignity, respect and fairness. ✓ Implement equitable measures to ensure inclusion of all Australian Red Cross People and its communities, including to value and leverage the benefits of diverse lived experiences. ✓ Challenge inappropriate, exclusionary, or discriminatory behaviour. ✗ Never behave in a way that would be reasonably viewed as offensive, insulting, malicious, humiliating, intimidating or Lateral Violence. ✗ Never make jokes about an individual’s characteristics – including their race, gender, ethnicity, religion, sexual orientation, age, physical appearance, disability, or other personal attribute. ✗ Never distribute or display any offensive material including inappropriate photos or cartoons.
<p>Act ethically and with integrity</p>	<ul style="list-style-type: none"> ✓ Act in an honest, transparent, and cooperative way. ✓ Stay vigilant for conflicts of interest and take immediate and appropriate steps to resolve or manage any conflicts that may arise. ✓ Acquire goods and services based on an objective selection and evaluation criteria. ✗ Never authorise, offer, give, or promise anything of value directly or indirectly to any person (including a government official) to influence an official action. ✗ Never partake in or influence any decision-making process where you or a Close Relative holds a personal or financial association/interest. ✗ Never hire, promote, or directly supervise a Close Relative (unless authorised by the CEO or their delegate). ✗ Never make a commitment on behalf of Australian Red Cross unless you have delegated authority to do so. ✗ Never knowingly enter any fraudulent or illegal transactions or fail to report them as soon as you suspect such arrangements may exist. <p>Note: If you need assistance with ethical matters you can contact the Ethics Centre’s ETHI-CALL for confidential and independent assistance. See ethics.org.au/consulting-and-leadership/ethi-call/.</p>

At Australian Red Cross we...	This means that we (for example)...
<p>Protect privacy and confidentiality</p>	<ul style="list-style-type: none"> ✓ Only collect, access, use and disclose confidential and personal information for legitimate businesses purposes, where authorised to do so or where required by law. ✓ Provide only such confidential and personal information to other Australian Red Cross People as is required for work purposes. ✓ Follow Australian Red Cross privacy, information handling and security policies and procedures.
<p>Protect our people, customers, clients, and community members</p>	<ul style="list-style-type: none"> ✓ Identify, assess, and comply with relevant health and safety requirements (including taking steps to control health and safety hazards) and help all Australian Red Cross People, customers, clients, and community members do the same. ✓ Immediately report accidents, incidents, injuries, and unsafe conditions of a physical and psycho-social nature, to a supervisor. <p>Note: See redcross.org.au/speakup/ or (for internal users only) The Lounge > Departments > Risk and Compliance > Speak Up Report It on how reports can be made.</p> <ul style="list-style-type: none"> ✓ Act immediately on all work, health and safety complaints or warnings raised with you. ✓ Comply with all safeguarding policies and procedures. ✗ Never smoke (including e-cigarettes or vapes) in undesignated areas at any Australian Red Cross location. ✗ Never possess (nor distribute) or be under the influence of illegal drugs at any Australian Red Cross location. ✗ Never operate Australian Red Cross vehicles while under the influence of alcohol or drugs or where you are drowsy, dizzy, nauseous, light-headed, or shaky. <p>Note: Where using prescription or over-the-counter medications, all warnings and directions relating to operating motor vehicles must be followed.</p>
<p>Protect Australian Red Cross</p>	<ul style="list-style-type: none"> ✓ Make work decisions in the best interests of Australian Red Cross. ✓ Protect Australian Red Cross funds, facilities and other assets including hardware, software and data from waste, damage, misuse, loss, fraud, theft, and unauthorised access. ✓ Identify, assess, and take steps to avoid and minimise environmental impacts associated with our work. ✓ Immediately report the damage, loss or theft of Australian Red Cross equipment, data or credentials to your supervisor and IT. ✓ Treat emails and other electronic communication as official records and only use authorised applications to send these messages.

At Australian Red Cross we...	This means that we (for example)...
	<ul style="list-style-type: none"> ✘ Never make a public statement (including on social media channels) on behalf of Australian Red Cross unless authorised. ✘ Never do anything or make any public statement (including on social media channels) that could cause detriment to Australian Red Cross or bring it into disrepute, or that goes against the Fundamental Principles. ✘ Never use Australian Red Cross facilities, hardware, software, or data for personal gain. ✘ Never allow others to use your personal logon credentials to Australian Red Cross systems and applications (unless authorised by the CEO or President). ✘ Never deliberately access, store, send, post or publish inappropriate material on Australian Red Cross technology systems or devices. ✘ Never use non- Australian Red Cross storage solutions, like external hard drives, USBs, personal email/cloud storage, to store, transmit or backup Australian Red Cross data.
Comply with Our Code, policies, procedures, and the law	<ul style="list-style-type: none"> ✓ Understand and comply with law, regulations, policies, procedures, and <i>Our Code</i>. ✓ Complete all training required by Australian Red Cross. ✘ Never conceal breaches of the law, regulations, policies, and procedures, or <i>Our Code</i> (or help anyone else to do so).

Note: *The examples above are not an exhaustive list.*

3.2 Expectations of under *Our Code*

- (a) All Australian Red Cross People must:
- (i) Always understand and act in accordance with the Fundamental Principles, Our Code, Our Values, policies, procedures, and the law.
 - (ii) Embed Our Code into day-to-day activities and processes.
 - (iii) Seek guidance on the application of laws, regulations, policies, procedures, and Our Code.
 - (iv) Ensure others who perform work or deliver services for Australian Red Cross (including suppliers, contractors, consultants and other third parties) are aware of and abide by Our Code.
 - (v) Hold Australian Red Cross People to account for breaching Our Code by reporting deviations to a supervisor, Divisional Advisory Board Member, Executive team member or Board member.

Note: *You can report concerns and deviations in line with details set out at redcross.org.au/speakup/ or (for internal users only) [The Lounge > Departments > Risk and Compliance > Speak Up Report It.](#)*

- (b) Additionally, all leaders of Australian Red Cross People, including Divisional Advisory Board members must:
- (i) Help all Australian Red Cross People understand the expectations and practical application of Our Code.

- (ii) Ensure all Australian Red Cross People have been advised of internal avenues for raising concerns.

3.3 Breaches of Our Code

- (a) Any breaches of Our Code may lead to disciplinary action. Depending on the severity of the breach, such disciplinary action against any Australian Red Cross People may include reprimand, formal warning, demotion, stand down, suspension, or termination.
- (b) Similar disciplinary action may be taken against any leader, supervisor, or manager who directly approves or condones a breach of Our Code and does not take immediate action to remediate such breach.
- (c) Breaches of applicable laws or regulations may also result in prosecution by the appropriate authorities.

4 Other

4.1 Definitions

Term	Definition
Australian Red Cross	Australian Red Cross Society
Australian Red Cross People	<ul style="list-style-type: none"> (a) All employees, volunteers, and members of Australian Red Cross; and (b) For the purposes of <i>Our Code</i>, all contractors, consultants, suppliers, and others who perform work or services for Australian Red Cross
Close Relative	<p>An individual's family member who may be expected to influence, or be influenced by, that individual in their dealings with Australian Red Cross, including:</p> <ul style="list-style-type: none"> (a) A person in a close personal relationship with the individual, such as: <ul style="list-style-type: none"> (i) A spouse or partner, including a de facto partner. (ii) A financially dependent person. (iii) Any person with whom there is currently, or in a relevant period has been, an intimate relationship. (b) The individual's children, dependants, and grandchildren. (c) Children, dependants, and grandchildren of a person in a close personal relationship with the individual. (d) The individual's immediate family, including a parent or sibling
Division(s)	The same meaning as given to that term in the Divisional Regulations
Divisional Advisory Board	The body as established in accordance with Rule 17.4 to provide advice in Divisions pursuant to the Divisional Regulations
Divisional Regulations	The same meaning as given to that term in the Rules
Fundamental Principles	Seven principles that guide the work of the International Red Cross and Red Crescent Movement in pursuing its mission to prevent and alleviate human suffering wherever it may be found. The Fundamental Principles (see Annexure 1) are enshrined in international legal frameworks as well as the Royal Charter. It is a formal requirement for all components of the International Red Cross and Red Crescent Movement to comply with the Fundamental Principles at all times

Term	Definition
Lateral Violence	<p>Is not just an individual's behaviour, but often occurs when a number of people work together to attack or undermine another individual or group. It can also be a sustained attack on individuals, families, or groups</p> <p>Note: For more information on Lateral Violence see arrivalsdepartures.uk/dispatches/lateralviolence</p>
Our Code	This policy
Our Purpose	See Annexure 1
Our Values	See Annexure 1
Our Vision	See Annexure 1
Royal Charter	The formal grant issued by the monarch under royal prerogative (and amended from time to time) that established Australian Red Cross
Rule(s)	The rules of Australian Red Cross dated 2 August 2013 (as amended or substituted from time to time)

4.2 Related Documents

All Australian Red Cross policies and procedures.

4.3 Related legislation / standards

N/A

Annexure 1 Interpreting Our Code

1 Fundamental Principles

- **Humanity:** The Movement, born of a desire to bring assistance without discrimination to the wounded on the battlefield, endeavours, in its international and national capacity, to prevent and alleviate human suffering wherever it may be found. Its purpose is to protect life and health and to ensure respect for the human being. It promotes mutual understanding, friendship, cooperation and lasting peace amongst all peoples.
- **Impartiality:** The Movement makes no discrimination as to nationality, race, religious beliefs, class or political opinions. It endeavours to relieve the suffering of individuals, being guided solely by their needs, and to give priority to the most urgent cases of distress.
- **Neutrality:** In order to continue to enjoy the confidence of all, the Movement may not take sides in hostilities or engage at any time in controversies of a political, racial, religious or ideological nature.
- **Independence:** The Movement is independent. The National Societies, while working with humanitarian services provided by their respective governments and subject to the laws of their respective countries, must always maintain their autonomy so that they may always be able to act in accordance with the principles of the Movement.
- **Voluntary Service:** The Movement is a voluntary relief movement not prompted in any manner by desire for gain.
- **Unity:** There can be only one Red Cross or Red Crescent Society in any one country. It must be open to all, and it must carry on its humanitarian work throughout its territory.
- **Universality:** The Movement, in which all societies have equal status and share equal responsibilities and duties in helping each other, is worldwide.

2 Our Purpose and Vision

- **Purpose:** Bringing people and communities together in times of need and building on community strengths. We do this by mobilising the power of humanity.
- **Vision:** Being trusted as the leading humanitarian organisation making a genuine difference in the lives of people and communities.

3 Our Values

**We aspire.**

We want to be better and do better. We are curious, optimistic and want to grow – learning from successes and failures. We continuously improve and innovate – all in pursuit of a bigger impact and to leave the world and Red Cross in a better place.

**We respect.**

We put people first – listening, seeking to understand, and considering the impact our words and actions may have. We do the right thing with communities, for the planet, and for each other.

**We collaborate.**

We achieve the best outcomes by bringing everyone together on common goals. We invest time understanding the needs, strengths, and perspectives of others. We are transparent, act with humility, and seek to find common ground.

**We stand up.**

We face difficult challenges, opportunities, change, and uncertainty with courage and compassion – even when it is not easy or popular (whether humanitarian in nature or within Red Cross).

**We deliver.**

We set ambitious goals and unite as one to achieve them. We act with integrity and take ownership and accountability – delivering on commitments we make.