



The Way We Work

Code of Conduct

THE ROYAL NEW ZEALAND SOCIETY FOR
THE PREVENTION OF CRUELTY TO ANIMALS

Contents

1.	About our Code of Conduct.....	4
1.1	Make a commitment	4
2.	Treat People and Animals with Respect and Compassion	5
2.1	Practice good behaviours	5
2.2	Prevent all forms of harassment.....	6
2.3	Encourage professional practice	7
2.4	Respect privacy and confidentiality	7
3.	Keep Our People Safe at Work	7
3.1	Our Compliance under the Health and Safety at Work Act 2015	8
3.2	Health, Safety and Wellbeing.....	9
3.3	Compassion Fatigue and Stress.....	10
3.4	Drugs and Alcohol	10
4.	Act with Integrity, Honesty and Transparency	11
4.1	Financial integrity and company property.....	11
4.2	Accurate and complete information on documentation.....	12
4.3	Attendance	12
4.4	Respecting SPCA property and brand	13
4.5	Email, Internet and Computer Use.....	14
4.6	Effective use of social media and communications	15
4.7	Reporting Conflict of Interests	16
5.	Administration of the Code of Conduct	16
6.	Acknowledgement	20

Document Type:	5. Human Resources	Version number:	2
Number & Title:	5 2 1 6 Code Of Conduct - Final	Issue date:	March 2019
Document Owner:	National Office Document Control	Date next review:	March 2021

Mission

To advance animal welfare and prevent cruelty

Values

- We are One
- We Serve
- We are Kind
- We Thrive
- We are Brave



1. About our Code of Conduct

The Code of Conduct sets out what we expect from every person working for and with SPCA (our people), regardless of location and position and confirms our commitment to our people, our animals and our supporters.

The Code brings together all of our key policies and principles, and provides a working guide for our people to do the right thing when making decisions in our daily activities. Policy updates and other more role specific policies will be provided by Team Leaders and Managers.

We need all our people to read, understand and live by this Code.

While the Code provides guidance on standards of integrity and conduct and our commitment to the Health & Safety of our workers, it does not attempt to address every situation that we might encounter. Use this Code's direction, our key principles and SPCA values to guide your behaviour and decisions.

Failure to follow the conduct guidance in this Code may result in disciplinary action.

1.1 Make a commitment

Our people:

- Act safely, ethically, compassionately and responsibly, taking pride in their actions and decisions
- Comply with the principles in this Code and fulfil legal and regulatory obligations
- Hold their colleagues accountable for behaving ethically and following the guidance in this Code
- Speak up if they see unsafe or unethical behaviour or breaches of this Code

Leaders and managers, in addition:

- Apply the Code consistently for all our people
- Address any misconduct or ethical problem immediately and seek guidance when necessary
- Encourage their team members to ask questions and raise any conduct or ethical concerns by speaking up, dealing with concerns when they are raised and making sure that no one who speaks up is treated unfairly as a result

If our people have any questions about this Code of Conduct, they should please contact their Manager or Human Resources.

2. Treat People and Animals with Respect and Compassion

- Practice good behaviours
- Prevent all forms of harassment
- Encourage professional practice
- Respect privacy, confidentiality and disclosure

2.1 Practice good behaviours

The actions and statements of our people can directly affect our work with animals and the effectiveness of our work together and how the organisation is viewed by people outside the organisation.

Therefore, our people shall:

- Ensure that they work and conduct themselves in accordance with the SPCA values and key principles in the Code of Conduct
- Behave honestly, respectfully, honourably and with kindness towards their colleagues and external stakeholders
- Work within any professional code of practice and/or Code of Ethics that governs their professional practice
- Behave in a way that maintains and builds the reputation of SPCA during and outside of work hours
- Be mindful of the environment and sustainability
- Treat animals for whom they are responsible with respect and care in accordance with the standards and recommendations of SPCA (Minimum Centre Standards), as well as the standards associated with applicable legislation such as the [Animal Welfare Act 1999](#), [Dog Control Act 1996](#) and the relevant [Codes of Welfare](#). For example, dogs should not be left without shelter and water; animals being transported in cars should be appropriately restrained
- Reports cases where it is suspected that an animal welfare offence (according to the [Animal Welfare Act 1999](#)) has been committed
- Meet the obligations of owners and of persons in charge of animals as described in the [Animal Welfare Act 1999](#) and as considered appropriate by SPCA
- Provide for an animal's physical, health, and behavioural needs in accordance with both good practice and scientific knowledge, especially guidance advocated by SPCA
- Wear the approved SPCA uniform if that is a requirement of the employee's and volunteer's role, to a presentable standard
- Ensure their actions always result in a valuable and excellent quality of service
- Use SPCA resources in a respectful and professional way and not for personal use or gain
- Avoid behaviour that could be considered as harassment, discrimination or bullying

2.2 Prevent all forms of harassment

SPCA ensures a safe work environment that does not tolerate any form of harassment, such as bullying, victimisation, discrimination or any other unacceptable or offensive behaviour. There is no place at SPCA for any form of harassment and this includes language or conduct that may be derogatory, intimidating and offensive to others. Harassing behaviours are inappropriate behaviours that undermine someone's right to respect at work. Discrimination against anyone for any reason will not be tolerated including discrimination based on gender, marital status, religious belief, ethical belief, colour, race, ethnicity, nationality, disability, age, political opinion, employment status, family status, or sexual orientation.

We are all responsible for ensuring this type of behaviour does not occur.

SPCA may initiate disciplinary or legal action against people who harass others. This includes customers, volunteers and other visitors to the premises.

2.2.1 What are your obligations?

- Treat people with respect and compassion
- Behave in a way that is welcoming, not intimidating or offensive, such as threats, bullying, inappropriate jokes or actions of a sexual nature
- Encourage others to behave in a respectful and professional manner
- Take all harassment complaints seriously
- Treat those who make a good faith complaint of harassment fairly.

2.2.2 What can you do if you feel you are being harassed or discriminated against?

If our people feel that they are being harassed or discriminated against, there is action which they can take that may resolve the problem.

If they feel comfortable to do this, ask the person to stop, or make it clear that they find the behaviour offensive or unwelcome. Maybe the alleged discriminator/harasser is not aware that his/her behaviour is intimidating or unwelcome and will stop once they say so. It may be useful to speak with their Manager, Centre Manager, Human Resources or the CEO to seek guidance on how to do this; and/or

Raise the issue with either a Manager, Centre Manager, Regional Manager, Human Resources or the CEO, **as soon as possible** after the incident(s) have occurred.

Although they may feel the need to tell a trusted friend or work colleague about the matter, caution is advised. Accusations of unlawful discrimination/harassment can harm the reputation of those involved and could lead to legal action for defamation. Our people should not participate in the spread of rumours and prevent any circumstances in which rumours could be spread.

Please refer to SPCA's Workplace Harassment Policy and Workplace Harassment Procedure for further detail.

2.3 Encourage professional practice

It is the personal responsibility of all our people to maintain their professional practice and ensure their requirements of practice are met.

Where required, our people will ensure:

- Compliance with the requirements of all relevant professional bodies in order to maintain continuous professional registration
- Applications for annual practising certificate(s) are made in good time to ensure certificates remain current.

2.4 Respect privacy and confidentiality

In accordance with the [Privacy Act 1993](#), this section outlines SPCA's policy on how we collect, use, disclose and store the personal information of our people

SPCA respects people's privacy and the confidentiality of personal information, only retaining personal information that is required to operate effectively or to comply with the law.

SPCA holds information subject to its most current Privacy Policy.

3. Keep Our People Safe at Work

- Our Compliance under the Health and Safety at Work Act 2015
- Health, Safety and Wellbeing
- Compassion Fatigue and Stress
- Drugs and Alcohol

3.1 Our Compliance under the Health and Safety at Work Act 2015

SPCA and its people shall ensure that the provisions of the Health and Safety at Work Act 2015, and all subsequent and related legislation, are complied with, both in respect of the Employee and all other staff, volunteers and contractors, contractors' workers (staff, volunteers and contractors) and visitors.

SPCA has a duty of care to ensure they are:

- a) providing and maintaining a work environment that is without risks to health and safety
- b) providing and maintaining safe plant and structures
- c) providing and maintaining safe systems of work
- d) ensuring the safe use, handling and storage of plant, structures and substances
- e) providing adequate facilities for the welfare of workers when they are doing work for your business, including ensuring access to those facilities
- f) providing any information, training, instruction, or supervision that is necessary to protect all persons from risks to their health and safety arising from the work of your business
- g) monitoring the health of workers and the conditions at the workplace for the purpose of preventing injury or illness of workers arising from the conduct of the business or undertaking

SPCA people (referred to as 'workers' under the Act) have a duty of care to:

- h) take reasonable care for their own health and safety
- i) take reasonable care that what they do or do not do does not adversely affect the health and safety of other people
- j) cooperate with any reasonable workplace health and safety policy or procedure that has been notified to them by the business or undertaking
- k) comply, so far as reasonably able, with any reasonable instruction given by the business or undertaking, so the business or undertaking can comply with HSWA and regulations.

Furthermore, and more specifically, all workers must:

- l) Ensure that they know how to use equipment safely and that they use all equipment in the correct manner
- m) Use any personal protective equipment provided to them by the SPCA to protect their safety and ensuring that they use this equipment correctly
- n) Participate in all aspects of Health and Safety, Health and Safety training and wellbeing
- o) Report all incidents and accidents at the workplace using the appropriate forms in accordance with the policy. This includes both actual incidents and 'near hits' (that is, where an incident has occurred which had the potential to cause personal injury or damage to SPCA property, even if no injury or damage occurred). All moderate and major incidents and accidents must also be reported verbally to their supervisor or Manager
- p) Report all hazards and near hits at the workplace using the appropriate forms. All moderate and major incidents and accidents must also be reported verbally to their supervisor or Manager

- q) Report all safety issues.

SPCA will keep a record of all work-related illnesses, injuries, near hits and hazards no matter how minor, to comply with legislation.

Maintaining a safe work environment requires everyone's continuous co-operation. It is a partnership between our people and SPCA. This means that our people are individually responsible to protect their own health and safety, and the health and safety of their co-workers and SPCA visitors, by working in compliance with the law and with our Health and Safety Policies and Procedures. Non-compliance in Health & Safety requirements is regarded as serious misconduct.

It is unlawful to discriminate against or victimise any SPCA worker - because he/she:

- r) Makes a complaint about a workplace matter that he or she considers is not safe or is a risk to health.
- s) Is a member of the Health and Safety Committee or is a Health and Safety Representative
- t) Assists or gives information in relation to health and safety to an inspector, member of the Health and Safety Committee or the Health and Safety Representative.

3.2 Health, Safety and Wellbeing

The health, safety and the wellbeing of our people at SPCA is a top priority. We are committed to instilling a culture of safety, wellbeing and continuous improvement. Wellbeing is referred to as the state of being comfortable, healthy and happy. We expect everyone at the SPCA to contribute positively to the health, safety and wellbeing of all SPCA workers and visitors and to behave in a safe and responsible manner at all times.

What this means for our people:

- (a) They are responsible for their own safety and wellbeing, and the safety of their colleagues and our customers
- (b) Only undertake work if they are medically fit for duty, sufficiently rested and alert enough to carry it out
- (c) Comply with applicable safety laws and follow safety procedures and requirements
- (d) Prevention is critical – our people should identify and report all hazards
- (e) Report events immediately where safety and wellbeing have been compromised, including any incident, accident, injury, illness, unsafe or unhealthy condition
- (f) If injured, ensure they do all they can in their recovery and rehabilitation for a safe and early return to work
- (g) Always drive safely, responsibly and legally when operating company vehicles or operating any vehicles on company premises.

3.3 Compassion Fatigue and Stress

3.3.1 Compassion Fatigue

Compassion fatigue, also known as secondary traumatic stress (STS), is a condition characterised by a gradual lessening of compassion over time. Sufferers can exhibit several symptoms including hopelessness, fatigue, a decrease in experiences of pleasure, constant stress and anxiety, sleeplessness or nightmares, and a pervasive negative attitude.

SPCA wants all workers to have an awareness of compassion fatigue and will pro-actively support any concerns relating to compassion fatigue. Training is provided to help our people understand, prevent and if necessary manage compassion fatigue. SPCA will also provide information that addresses compassion fatigue and offer a free counselling service to our people.

3.3.2 Stress

Stress is the adverse reaction people have to increased pressure or other types of demand placed upon them. It occurs when the level of pressure (stressor) is outweighed by the person's ability to cope with it. Stress can be caused by work-related or personal/lifestyle factors, or both. Increased stress can lead to decreased performance, increased absenteeism, increased injuries and grievances.

Stress may be a personal hazard in the workplace. As such our people have an obligation to notify management if they believe they or someone else are showing signs of suffering from harm caused by work-related stress or if work-related stress may lead to physical or mental harm. Training is provided to help them understand, prevent and if necessary manage stress.

SPCA will take all practicable steps to prevent unreasonable workplace stress and to support our people in managing the demands of the workplace.

Please also refer to SPCA's Health and Safety Policy.

3.4 Drugs and Alcohol

Alcohol and drugs must never affect our people in our work. Our safety, and that of our colleagues and customers depend on an alcohol and drug free environment. Therefore, our people must maintain a zero blood alcohol level and be drug free while working. This includes being free from the negative effects of legal drugs, such as prescription medication. Any possession, use, sale or distribution of illegal substances at work will be treated very seriously.

What this means for our people:

- (a) Never, under any circumstances, work while affected by alcohol or any other drug that impairs judgement, performance or behaviour. Be drug free and maintain a zero blood alcohol level whilst working unless authorised (e.g. sponsored and supervised functions)
- (b) Always be drug and alcohol free when driving a business vehicle in work hours and remain within legal limits at all other times
- (c) Discuss any prescription medication or other drugs which may impair their ability to work with their manager
- (d) Don't store or consume alcohol on SPCA premises unless authorised (e.g. sponsored and supervised functions)
- (e) They may be required to undergo alcohol and other drug testing where there is cause or as set out by SPCA's Drug and Alcohol Policy.

Please also refer to SPCA's Drug and Alcohol Policy.

4. Act with Integrity, Honesty and Transparency

Our people should always act with SPCA's values in mind, including acting with integrity, honesty and transparency. There is always risk to SPCA's brand and reputation should our people fail to do so.

Outlined below are details around:

- Financial integrity and company property
- Accurate and complete information documentation
- Attendance
- Respecting SPCA property and brand
- Email, Internet and computer use
- Using social media
- Conflicts of interest

4.1 Financial integrity and company property

SPCA expects all SPCA people to be good stewards of the organisation's funds and donations and spend responsibly. Our financial and accounting controls ensure we apply sound financial principles in our business transactions. Our managers have an extra duty to ensure that their teams manage expenditure within budget and spend SPCA money extremely carefully.

Please also refer to SPCA's Fraud Policy.

4.1.1 Gifts

SPCA people must ensure the highest standards of behaviour in relation to offers of gifts. All gifts received in the course of SPCA business are the property of SPCA and must be handed on to a manager, Human Resources or CEO who will ensure that the gift is used in service to SPCA.

4.1.2 Intellectual property

Any invention, improvement, design, process, artwork, promotional idea, advertising, patent, trademark, copyright, system or intellectual property right whatsoever made or discovered by an employee or contractor in the course of the performance of his or her duties with SPCA must be immediately disclosed to SPCA and shall be the absolute property of SPCA.

4.2 Accurate and complete information on documentation

Clear, complete, and coherent documentation is fundamental to the delivery of high-quality animal care, customer service and Health and Safety compliance.

Entries for any recordable event must be recorded as soon after the event as possible, e.g. where an animal is surrendered, this must be entered into ShelterBuddy as soon as possible, or where a Health and Safety Incident occurs, this must be entered into Vault as soon as possible. Where a late entry is unavoidable, the entry must clearly state the time and date at which the event occurred, plus the time and date of the entry. SPCA are committed to ensuring all our records are complete and accurately reflect transactions and events.

4.3 Attendance

All our people are required to start on time as agreed with their manager.

If our people are not able to attend work for any reason, they are required to advise their manager on or before their start time on the first day of absence. The manager must be advised of the reason for the absence and expected date of return to work.

SPCA may require you to provide a medical certificate in accordance with the [Holidays Act 2003](#).

4.4 Respecting SPCA property and brand

We are proud of our brand and reputation as these are some of our most valuable assets. We must all comply with policies that protect our brand and those that prevent damage to our reputation or misuse of our brand. We all have a duty to protect our brand and company property.

The broad rules that apply in this area are outlined below, but please also refer to SPCA's "Vehicle Policy and Procedure" for further details.

4.4.1 Vehicles

When required to drive a SPCA vehicle our people will:

- Have a current and valid New Zealand driver's licence for the class of SPCA vehicle that they use
- Only use SPCA vehicles when authorised
- Drive responsibly, safely and respectfully and in accordance with NZ road rules
- Avoid the infringement of any traffic or road rules/laws. Any such infringements (e.g. parking or speeding offences) are the responsibility of the driver, who remains liable for any fines or penalties incurred while driving or parking a SPCA vehicle
- Abide by the SPCA Vehicle Policy and Procedure.

4.4.2 Personal conduct, uniform and presentation

All of our people are responsible for promoting a professional and positive image of the organisation. As part of our brand and in order to ensure good health and safety, some of our people are required to wear the SPCA uniform. Some of our people also need to be clearly identifiable in their roles and are therefore required to wear a uniform and/or a name badge.

All of our people are expected to maintain a neat and tidy appearance. They should project a professional image for our customers, our people and our visitors.

For those that are not required to wear the SPCA uniform, smart casual dress is the standard for our dress code. It is expected that all of our people will take a common sense approach to dress and appearance, cleanliness, and personal hygiene and dress appropriately for the day ahead. Clothing should be worn appropriately for the work being undertaken and in particular, if personal protection equipment or sensible shoes are required, these must be worn.

4.5 Email, Internet and Computer Use

Email and the Internet are to be used primarily for business purposes. The broad rules that apply in this area are outlined below, but please also refer to SPCA's "Email, Internet, Mobile Phone and Computer Use Policy and Procedure".

SPCA people will:

- Only access legal and work appropriate websites and not infringe copyright legislation (e.g. by downloading music/films)
- Not use SPCA email or computer systems to buy or sell personal items or exchange or access inappropriate images
- Respect any technological equipment provided by the SPCA and use it for work purposes in an appropriate manner

The SPCA can monitor all Internet and email usage. Those found to have engaged in inappropriate use could face disciplinary action, up to and including dismissal.

4.5.1 Ownership and rights of access

The SPCA maintains ownership over all SPCA IT resources. It is a condition of use of the SPCA IT resources that where any third party device is connected to the SPCA IT systems, permission must first be obtained. It is a further condition of use of any third party device that the SPCA is entitled to inspect, search or otherwise take control of the device at any time.

The SPCA maintains an unfettered right of access to all SPCA IT resources, and any devices connected to SPCA IT resources. The SPCA will undertake monitoring of all such resources as it considers necessary to protect the interests of the SPCA.

4.5.2 Prohibited use

Users agree that they will not use any SPCA IT resource for any illegal, unethical, or otherwise improper purpose. For example,

Accessing websites and/or downloading any materials:

- (a) containing pornography; that support illegal activities; that are offensive and/or discriminatory in content; that contain content that is abusive, defamatory, threatening or harassing in nature; that incur charges, without prior proper authority to do so; that breach any copyright law; and/or that do not reflect well on the SPCA.

Additionally, users will:

- (a) Ensure that they keep any passwords, keys, encryption devices or similar technology safe and secure, and not disclose or allow the use of such to any other person unless authorised
- (b) Ensure that all workstations are locked when left unattended in a manner requiring password access
- (c) Not undertake any adaptation or modification to any software or data except with the written authority of the SPCA, and take all steps necessary to ensure that ownership of any modifications is vested in the SPCA.

4.6 Effective use of social media and communications

The SPCA recognises the benefit and importance of communicating through social media. The SPCA wants all our people to be good ambassadors for our brand and do not want you to say anything that may have unintended or negative consequences.

4.6.1 What this means for our people

An employee or volunteer using social media as a private individual, both during and outside working hours:

- (a) Should ensure that no confidential or proprietary information about the SPCA, its business, our people/contractors, management or any other matter the SPCA is involved in, is posted or commented on or authorise any other person to post such information about the SPCA
- (b) When posting anything directly or referring to the SPCA, must do so in a professional manner and must consider how the social media posting will affect the SPCA, or any member of the SPCA and its reputation
- (c) Must ensure that they do not comment on anything that purports to be or could be construed as being the opinion or view of the SPCA
- (d) Must consider the privacy of other people and not post any details, photographs, or videos without the express permission of those individuals.

4.6.2 Why do we have this policy?

Social media websites are public forums and many members of the media follow these websites. Posting on social media is equivalent to posting on our website or talking directly to the media. SPCA needs to carefully manage the messages we communicate in public and all spokespeople on any issue need to be authorised.

What is expected of our people:

- (a) Ensure their internal and external communications are professional, timely and, when necessary, approved. Please refer to SPCA's Media Policy
- (b) Act professionally when representing the SPCA, particularly when wearing a SPCA uniform, using one of our vehicles or attending events on our behalf
- (c) Make no statements that could have a negative impact on the SPCA's reputation or brand
- (d) Make any personal comments that could be interpreted, even mistakenly, as a comment or an endorsement made by the SPCA
- (e) Keep organisational information confidential unless authorised otherwise.

4.7 Reporting Conflict of Interests

A conflict of interest can happen if an employee's or volunteer's personal, social, financial or political activities interfere (or could interfere) with their judgement in work-related decisions. Our people are required to declare, obtain approval and register any potential conflicts of interest, or perceived conflicts of interests with their manager. Managers are to inform their HR Advisor of any declared conflict for their team members or themselves. HR will store these appropriately on a central Conflict of Interest Register.

Our people should obtain consent prior to engaging in any activities that could conflict with their abilities to perform their duties at the SPCA. SPCA people will be aware and avoid entering arrangements that could create or might appear to create a conflict with the interests of the SPCA.

Please also refer to the Fraud Policy.

5. Administration of the Code of Conduct

5.1.1 Disciplinary procedures

The Code of Conduct seeks to clarify the acceptable standards of conduct, behaviours and performance we expect all SPCA's people to adhere to.

If the behaviour or decisions of our people fall short of the required standards set out in this Code, their employment agreements and SPCA policies, it may result in disciplinary action. This could also include termination of employment. Final outcomes will depend on the seriousness of the situation. Good employer principles and processes and good faith will be applied in dealing with any breaches of the Code of Conduct.

Please refer to SPCA's Disciplinary Policy and Disciplinary Procedure for further details.

5.1.2 Suspension

Where the seriousness or nature of an incident requires it, the employee or volunteer may be suspended. It is a step that may be taken in order to ascertain whether or not disciplinary action is appropriate.

The reason for suspension may be:

- a. To take the heat out of a situation where other people are involved
- b. To reduce the emotive element
- c. To keep all parties safe
- d. To allow for an unhindered investigation
- e. That the allegation is such that work cannot continue until the allegation has been rebutted.

Any employee may be suspended on ordinary pay, for a period to be determined, to allow for a full enquiry.

In the event that the allegation is not proved, the employee or volunteer shall be returned to work without any break in service and without loss of earnings.

5.1.3 Examples of breaches

The examples outlined below are intended as guidance. This is not an exhaustive list of breaches of the Code of Conduct. If any further clarity is required, our people can talk to their Manager or Human Resources before they take any course of action that they think may fall outside the guidance outlined in this Code.

Serious Misconduct

- Failure to follow Health and Safety procedures which result in a serious safety or damage situation.
- Acts which cause injury or damage or cause imminent or serious risk to the health and safety of any person
- Disclosure of SPCA information
- Falsification or being party to falsification of any SPCA document or record. This includes wage/accident/expense/leave/animal records etc.
- Damage to property/brand/equipment
- Deliberate disregard of rules and procedures
- An act of animal cruelty, on or off SPCA premises during or outside the course of normal duties that could be indictable under the Animal Welfare Act 1999 or is considered serious by the employer
- Unauthorised possession and/or movement of animals in SPCA's care, whether they be seized or surrendered to SPCA
- Gross neglect of duty, for example by administering medications without the appropriate authority or failing to administer prescribed medications at the required time, or by failing to complete or inaccurately completing the required documentation for animals in SPCA's care
- Harassment or bullying of another employee, customer, or volunteer
- Intimidation of another employee, customer or volunteer
- Fighting and/or use of foul language and/or verbal abuse of another employee or customer on SPCA premises or when attending SPCA functions
- Consuming alcohol on SPCA property during working hours without management's consent
- Being in possession of, under the influence of, or using drugs while at work (other than those personally prescribed by your doctor)
- Reporting for work in such a condition that in the employer's opinion the employee is unable to carry out their duties properly or safely
- Absence from work without good cause during a period for which a request for leave has been denied
- Unauthorised possession and/or movement of SPCA or other worker's property, including scrap, waste or damaged items
- Unauthorised use of SPCA equipment or vehicles
- Unauthorised Media/Social Media
- Viewing or circulating inappropriate material via mobile telephone, email, and or the Internet
- Failure to follow a lawful and reasonable direction
- Bringing the organisation into disrepute

Misconduct

- Failure to report any accident or personal injury occurring at work, no matter how minor the incident
- Failure to perform work to required standard
- Careless or indifferent performance of duties
- Unauthorised absence
- Failing to be at the assigned place of work during working hours without the permission of management, other than for tea and meal breaks or personal needs
- Poor timekeeping, including arriving late for work, or from lunch and/or tea breaks
- Failing to report to a manager any lateness or other absence within two hours of normal starting time, without good reason
- Being discourteous to other people and customers
- Aggressive/argumentative behaviour
- Using abusive language that may cause offence to another person
- Unauthorised/excessive use of telephone, email, and or the Internet
- Smoking in a Non-Smoking area
- Failure to act in a manner that is consistent with the mission and values of the organisation

It is important to note that the examples of “serious misconduct” and “misconduct” provided are not definitive. Whether certain conduct is properly characterised as “serious misconduct” or “misconduct” will depend on the facts at hand.

5.1.4 Reporting Breaches

Any employee or volunteer who has knowledge of conduct that could be in breach of this Code should immediately advise a member of the management team.

The SPCA will support any person who, acting in good faith, reports a breach and will, wherever possible, keep the identity of the person reporting the breach confidential. However, there may be circumstances where a proper investigation of the matter will mean that confidentiality cannot be maintained.



6. Acknowledgement

This is an official acknowledgment that SPCA people have read and understood the SPCA Code of Conduct and agree to follow the guidelines outlined herein.

In signing below, I agree to the following:

- (a) I have received and read the SPCA Code of Conduct and I understand and fully accept the content and conditions.
- (b) I understand that adhering to the terms outlined in the SPCA Code of Conduct is part of my job requirement and agree to do so
- (c) I understand that failure to comply with the SPCA Code of Conduct could result in disciplinary action by the SPCA depending on the type and severity of the violation, whether it causes any liability or loss to the SPCA, and/or the presence of any repeated violations.

Full name:

Signature:

Date: