

Sri Venkateswara Temple Helensburgh Limited
Manual of Code of Conduct for Company's members of the Board of Management, Employees. Contractors and casual employees

PART 1

General Administrative Process

Context

The aim of this Code is to establish a common understanding of the standards of behaviour expected of individuals employed/directors of the Board of Management/contracted by the Company.

This Code does not attempt to provide a detailed and exhaustive list of what to do in every aspect of your work. Instead, it represents a broad framework that will help you decide on an appropriate course of action when you are faced with an ethical issue.

Definition

A brief definition of code of conduct is given to set out the need and the context so that you would be aware of your obligations, duties and responsibilities in complying with the rules.

A code of conduct is a set of rules outlining the social norms and religious rules and responsibilities of, or proper practices for, an individual, group or organization. Related concepts include ethical, honour, moral codes and religious laws. It helps to set a standard in the workplace for the staff/members so that they know what could be expected of them in that environment and any contravention of the code could result in adverse consequences after a fair process of review by Management.

General Requirements

You must:

- engage in personal or professional conduct that upholds the reputation of the Company;
- apply the Company's policies and procedures as communicated to you verbally or in writing;
- act ethically and responsibly; and
- Be accountable for your actions and decisions.

As an employee, contractor or casual employee you should be aware of the Company's policies, procedures and delegations, particularly those that apply to your work. If you are uncertain about the scope or content of a policy with which you must comply, you should seek clarification from Management. You should also be familiar with the legislation under which you are employed as this may specify requirements with which you need to comply.

As an employee/contractor/director of the Company, you are expected to:

- perform your duties to the best of your ability and be accountable for your performance;
- follow reasonable instructions given by a supervisor/Board;
- comply with a lawful direction;
- carry out your duties in a professional, competent and conscientious manner, while seeking suitable opportunities to improve your knowledge and skills, including through participation in relevant professional development;
- act honestly and in good faith in providing advice or service that is honest, impartial and comprehensive, irrespective of your personal views on a matter;
- be courteous and responsive in dealing with your colleagues and members of the public;
- work collaboratively with your colleagues;
- be mindful of your duty to the safety of yourself and others; and
- Be aware that if your conduct has the potential to damage the reputation of the Company, even if it is in a private capacity, this could lead to disciplinary action.

As an employee/contractor/director of the Company, you hold a position of trust and are accountable for your actions.

Consequences of Breach

Where there has been, actual or perceived breach, the Board of Management has several options to consider when deciding what action to take include:

- the seriousness of the breach;
- the likelihood of the breach occurring again;
- whether the officer has committed the breach more than once;
- the risk the breach poses to employees, devotees or any others who visit the temple; and
- Whether the breach would be serious enough to warrant formal disciplinary action.

The Board of Management shall give you notice, in writing as well as verbally, by way of warning detailing the breaches and outlining the course of action proposed. Under normal circumstances actions that may apply to proven (after investigation) breaches of the Code can include management or remedial action, or disciplinary action ranging from a caution and reprimand to dismissal.

The outcome of criminal proceedings against employees may be considered as possible breaches of the Code of Conduct and action, including disciplinary action,

Process of Inquiry & Discipline

Procedural fairness will be followed as it requires a decision-maker to:

- inform you of the allegations made against you
- give you an opportunity to respond, and
- Not have a personal interest in the outcome.

PART 2

Code of Conduct

1. Purpose

This code cannot describe every requirement of employees/office bearer or present all the details of the policies that affect their conduct. Instead, it has been written to make employees/directors aware of the range of ethical issues and legislation that affects their behaviour at work and to point to where they can find out more detailed information about procedures or policy. It is also up to employees to seek information when they need a fuller account of standards or procedures or if they are unclear on any area of conduct.

The code is shaped by the Company's statutory obligations, its principles of good governance and its corporate values. Fraud, corruption, dishonest acts and conflicts of interest are clearly not acceptable conduct and they are moreover illegal acts. However, as well as avoiding breaches of legislation, the Company wants a workplace where individuals act with integrity and with respect for others, show courage when it is needed and aim for excellence in performing their duties. It is hoped that this code will give employees and the members of the Board of Management the principles and information which will allow them to make good judgements in difficult circumstances, as well as follow procedures and comply with legislation.

2. Who does the code apply to?

All employees, including office bearers of the Company, casual employees and contractors must act in accordance with the code and managers at all levels must promote or enforce the code in their office or work place. Service providers, representatives, and agents must make sure their employees are aware of the code and do not breach its principles when performing duties on behalf of the Sri Venkateswara Temple Helensburgh Limited.

3. Breaches of the code

Fraudulent or corrupt behaviour which violates legislation as well as the code should be dealt with according to the law. Other breaches of the code will be dealt with according to the guidelines on disciplinary procedures or, in the case of contractors and contracted providers or representatives, under the terms and conditions set out in their contract.

The code is presented in the following sections

1. Principles of conduct
2. The responsibilities of employees
3. Attendance, Punctuality and Performance
4. Prohibition of use of alcohol, drugs and tobacco
5. Virtues of non-stealing/non-gambling

6. The use of information and intellectual property
7. Appropriate use and preservation of assets and resources
8. Avoiding conflicts of interest
9. Disclosure of criminal offences
10. Fairness, equity and diversity
11. Workplace health and safety
12. Disciplinary actions

4. Principles of conduct

You should be guided by the values of the Sri Venkateswara Temple Helensburgh Limited when you act on behalf of the Company. The values of the Sri Venkateswara Temple Helensburgh Limited and the actions associated with these values are described below.

Integrity

Acting with integrity means that employees/directors will

- a) act and decide in an honest, consistent and transparent way
- b) deal with others fairly and consistently
- c) support the decisions of Board
- d) take responsibility for their actions
- e) perform their duties with reasonable care and diligence and in the best interests of the community
- f) use resources and time wisely

Courage

It may take courage sometimes to pursue a course of action. Employees should

- a) find new and better ways
- b) learn from mistakes
- c) speak up – tell it like it is
- d) support colleagues
- e) take the extra step

Accountability

Employees should take personal responsibility for decisions and actions to achieve agreed outcomes. Behaviour that demonstrates accountability is:

- a) ensuring best use of resources
- b) taking responsibility for personal decisions and actions
- c) acting and working in an open and transparent manner and reports results
- d) recognising the achievements of others within the work area
- e) responding to phone calls, emails and correspondence in a timely manner

Respect

This means that employees/directors will act with courtesy by listening to differences of opinion and show respect for the differences of race, culture, religion, language, gender and abilities of others. This means employees:

- a) are punctual and prepared
- b) consider and understand the perspective and circumstances of others
- c) honour privacy
- d) provide and accept feedback
- e) honouring the privacy of others
recognise and respond to the contribution and needs of others

Excellence

Employees should aim to work to an excellent standard. This means employees should

- a) commit to achieving outstanding outcomes for the temple
- b) display leadership
- c) try always to improve their performance
- d) take pride in the Company.

In partnership with the values, employees should respect and promote the human rights by:

- making decisions and providing advice consistent with human rights; and
- actively implementing, promoting and supporting human rights.

5. The responsibilities of employees

Acting with good judgement requires knowledge of the regulations and legislation that affect the Sri Venkateswara Temple Helensburgh Limited's activities.

Employees must comply with the letter and spirit of the law. Some of this affects the conduct of all members of staff, other parts are more relevant to management.

All employees must follow any lawful directions given by a person authorised to do so. If a direction is unclear you should ask for more information in order to fulfil your duties. If you believe the direction could be unlawful or unethical or contradict the organisation's values, then you should ask a senior Management for guidance.

The way employees behave at public functions reflects on the Temple. Employees should not consume alcohol or attend unsuitable entertainment. At events or promotional functions hosted by other organisations, employees should make sure their conduct adds to the good name of the organisation. All employees should do their best to avoid the appearance of improper conduct or poor performance of duties.

6. Attendance, Punctuality and Performance

Attendance is a key factor in your job performance. As an employee of Association, you are expected to be punctual and regular in attendance and commence your temple duties as per the Duty Statement contained in your Employment Contract. Tardiness or absenteeism problems can cause problems for your fellow employees and the

Management. When you are absent, others may be required to perform your assigned work.

It is the Board of Management's responsibility to determine when an employee's absenteeism becomes excessive. Excessive absences, unauthorized absences, tardiness, or leaving work early without authorization is not acceptable.

7. Prohibition of use of alcohol, drugs and tobacco

You are prohibited from any use of alcohol, drugs and tobacco under any circumstances at work place. You are responsible for ensuring your capacity to perform your duties is not impaired by the use of alcohol or drugs, and that the use of such substances does not put at risk you or any other person's health and safety. As an employee/director of the Company, you must not attend work under the influence of alcohol, illegal drugs or non-prescribed and/or restricted substances; not endanger your own safety or the safety of any other person in the workplace by consuming alcohol, illegal drugs or non-prescribed and/or restricted substances.

Any instances of such practice will result in severe disciplinary action including dismissal after due process.

8. Virtues of non-stealing/non-gambling

You are required to uphold the virtue of non-stealing, thieving, coveting or failing to repay debt. You must control your desires and live within your means. You must not gamble or defraud others. Do not use others' names, words, resources or rights without permission and acknowledgement.

You must not allow the priests to perform poojas or any other ritual for a devotee without the appropriate docket/ticket issued by the Company. Any instances of such practice will result in severe disciplinary action including dismissal after due process.

9. The use of information and intellectual property

All employees must treat confidential information with discretion. No employee may make a statement made on behalf of the Sri Venkateswara Helensburgh Limited to the media or public. These communications are made by the media unit with the authorisation of the Secretary of the Company.

Your contract specifies your conduct in relation to confidential information:

"Employees must not disclose or make improper use of any information, either during this employment or thereafter, any trade secret, financial, business, confidential or other information belonging to or concerning the legislative, administrative, operational or business affairs of or relating to the Sri Venkateswara Temple Helensburgh Limited or acquired by virtue of employment or any other relationship with the Sri Venkateswara Temple Helensburgh Limited or any of its trading enterprises, without the prior written approval of Sri Venkateswara Temple Helensburgh Limited for the particular disclosure; or use or attempt to use any of the Sri Venkateswara Temple Helensburgh Limited's information in any manner which may cause or be calculated to cause injury, loss or embarrassment to the Sri Venkateswara Temple Helensburgh Limited.

There are also circumstances where an individual's interests could be furthered by information, they gain during their employment with Sri Venkateswara Temple Helensburgh Limited. These interests need to be declared. This is covered in section 8 Conflict of interest, personal interest and gifts and hospitality.

10. Appropriate use and preservation of assets and resources

This means planning projects and temple activities so that existing resources are used efficiently, thinking imaginatively about alternatives, seeking suppliers whose practices are also sustainable and also using and maintaining existing assets and resources with care. This principle guides those setting the long-term goals of the Sri Venkateswara Temple Helensburgh Limited as well as employees using equipment, vehicles and other assets of the Sri Venkateswara Temple Helensburgh Limited every day. The Sri Venkateswara Temple Helensburgh Limited has policy on planning and the sustainable use of resources.

Assets must be used effectively and stored securely so that they perform well over a reasonable life span. The Company will take action against any employee who steals, misappropriates, or converts Sri Venkateswara Temple Helensburgh Limited community or customer assets to private use.

Responsibility for how staff members use assets

Members of the Board of Management and employees must ensure that there are suitable practices in place for the use of assets, so that, where it is appropriate, employees should obtain authorisation to use them. They should also ensure that assets and equipment are secure and well-maintained.

The Sri Venkateswara Temple Helensburgh Limited's assets and resources are there for Sri Venkateswara Temple Helensburgh Limited purposes only. They may be used for private purposes only if they are supplied as part of a contract of employment (such as a mobile telephone or personal computer) or if a senior manager authorises it and payment is made.

Information about the Sri Venkateswara Temple Helensburgh Limited's assets is stored on the Asset Register which is maintained by Financial Services. The register shows what work area has the use of it and which manager is responsible for the asset. This person authorises its use, ensures it is secure and in good condition, and that there is, if necessary, training in its use. This manager may delegate day-to-day administration for the use of equipment to other employees but they are still responsible for the assets. There are guidelines on the purchase and use of assets.

If an asset is damaged, the employee named as responsible in the Asset Register should be notified so that they can arrange for its repair or replacement. Some kinds of damage may be subject to an insurance claim and in this case the manager should inform the Insurance Services Officer as soon as possible. If an asset is lost the manager must notify the Management who will look for it or notify the Treasurer of its loss.

11. Conflict of interest

This section is quite extensive as it covers conflicts of interest, other disclosable interests, as well as gifts and hospitality.

Conflict of Interest

Employees may have private interests that conflict or may be perceived to conflict with the interests of the organisation. These interests must be declared. Conflict of interest provisions can be complex and you are encouraged to seek advice from your Manager or the Manager Governance Services if you have any questions.

How do I know if I have a direct interest in a matter?

A person has a direct interest in a matter if there is a reasonable likelihood that the benefits, obligations, opportunities or circumstances of the person would be directly altered if the matter is decided in a particular way. This includes where there is a reasonable likelihood, that the person will receive a direct benefit or loss that can be measured in financial terms or that the residential amenity of the person will be directly affected, if the matter is decided in a particular way.

How do I know if I have an indirect interest in a matter?

Indirect interests fall within the following five classes:

An indirect interest by close association

A person has an indirect interest by close association in a matter if-

- (a) a family member of the person has a direct interest or an indirect interest in a matter; or
- (b) a relative of the person has a direct interest in a matter; or
- (c) a member of the person's household has a direct interest in a matter.

An indirect financial interest

A person has an indirect financial interest in a matter if the person is likely to receive a benefit or incur a loss, measurable in monetary terms, as a consequence of a benefit received or loss incurred by another person who has a direct or indirect interest in the matter.

This includes:

- if the person is owed money from another person and that other person has a direct interest in the matter (except if the other person is an authorised deposit-taking institution).

An indirect interest because of conflicting duties

A person has an indirect interest in a matter because of a conflicting duty if the person:

- (a) is a manager or a member of a governing body of a company or body that has a direct interest in a matter;
- (b) is a partner, consultant, contractor, agent or employee of a person, company or body that has a direct interest in a matter;
- (c) is a trustee for a person who has a direct interest in a matter.

A person has an indirect interest in a matter because of a conflicting duty if the person held a position or role specified in points (a), (b) and (c) above and, in that position or role, dealt with the matter.

Whether or not your duties relate to the matter in question does not alter the situation. Your duties may not relate in any way to the particular matter, but just the fact that you have duties to the relevant person or organisation creates a situation of conflicting duty.

Other employment or unpaid activity

Sri Venkateswara Temple Helensburgh Limited employees only engage in other employment or unpaid activity where these do not conflict with their role as a Sri Venkateswara Temple Helensburgh Limited employee. Other employment includes a second job, conducting a business, trade or profession. Examples of unpaid activity may include volunteering and sitting on a board external to The Sri Venkateswara Temple Helensburgh Limited.

The Sri Venkateswara Temple Helensburgh Limited will not prohibit other employment or unpaid activity without good cause. Management can assist employees to determine if such activity will cause an actual or perceived conflict of interest. If employees believe there may be a conflict of interest they must seek approval from the Management to commence or continue in other employment or unpaid activity by completing the Request to Engage in Other Employment or Unpaid Activity form.

Employees who do not disclose other employment or unpaid activity and a breach is discovered, may be counselled or disciplined under Sri Venkateswara Temple Helensburgh Limited's Disciplinary Policy and Procedure, which may result in the termination of their employment.

Disclosure requirements

If an employee considers they have an interest in relation to a matter that is in conflict with their public duty, he or she must notify the Management that they have an interest or that there could be the possibility of one arising. They should do this as soon as the interest or potential interest is identified. The manager must then determine whether the interest or the circumstances of the person could be perceived as compromising his or her capacity to carry out duties.

Failure to disclose interests

Depending on the nature of the breach, sanctions will vary from counselling, use of disciplinary procedures, suspension, civil action, or reporting of actions to enforcement authorities. This applies to employees and includes the manager's failure to act if they have the knowledge.

12. Disclosure of criminal offences

It is not discrimination if a person's criminal record means that he or she is unable to perform the inherent requirements of a particular job. (Extract from the Australian Human Rights Commission – accessed on 09/07/09)

Sri Venkateswara Temple Helensburgh Limited employees must advise their Management if they are charged with a criminal offence, which is punishable by imprisonment, or if found guilty, could reasonably be seen to affect their ability to meet the inherent requirements of the work they are engaged to perform.

The Sri Venkateswara Temple Helensburgh Limited has policies and procedures to ensure that employees are aware of both employer and employee obligations in relation to the *Equal Opportunity Act 1995* and the *Human Rights & Equal Opportunity Commission Act 1986* (Commonwealth):

- Discrimination and Harassment Prevention Policy
- Workplace Bullying Policy
- Recruitment Policy
- Equal Opportunity Policy

The Sri Venkateswara Temple Helensburgh Limited identifies roles within the organisation that require a pre-employment check such as a Police Check or Working with Children Check. The Sri Venkateswara Temple Helensburgh Limited responds to the requirements of external agencies such as the Departments of Justice and Human Services, who regulate the requirements for working with children, the aged and the vulnerable. Other positions may be identified because of the possible nature of risk to the Sri Venkateswara Temple Helensburgh Limited, its employees, customers and the community it serves.

Where an ongoing risk is identified, employees may be required to complete ongoing Police Checks and Working with Children Checks at designated intervals during the course of their employment.

13. Fairness, equity and diversity

Employees at the Sri Venkateswara Temple Helensburgh Limited must treat others fairly and with respect for the differences of others. This aspect of work place relations is also affected by anti-discrimination and equal opportunity laws. These laws apply to how we treat other employees and also its customers.

Management must encourage a workplace culture which respects differences but also ensures their employees know the policies which should guide their behaviour.

14. Workplace health and safety

People managers must take all reasonable steps to ensure employees and others working on behalf of the Sri Venkateswara Temple Helensburgh Limited know the standards and statutory regulations that affect them. All employees are obliged to comply with safety standards and not breach them either deliberately, by negligence or by trying to coerce another to breach those standards. If an employee identifies a hazard it must be reported immediately to the Management.

No one may bully, harass or behave in a discriminatory manner towards a colleague or others associated with Sri Venkateswara Temple Helensburgh Limited. All breaches of this kind will be subject to disciplinary action.

15. Respect, courtesy and tolerance

Your daily interaction with others reflects on the Company's reputation. Therefore, you are expected to be approachable, courteous and prompt in dealing with devotees, visitors including other employees (irrespective of their position or seniority) and members of the community.

In dealing with other people, you should be able to accommodate and tolerate different opinions and perspectives, and sort out your disagreements by rational discussion.

16. Disciplinary actions

The company may have to take disciplinary action against employees who repeatedly or intentionally fail to follow our code of conduct. Disciplinary actions will vary depending on the violation.

Possible consequences include:

- Demotion.
- Reprimand.
- Suspension or termination for more serious offenses.
- Detraction of benefits for a definite or indefinite time.

The Company may take legal action in cases of corruption, theft, embezzlement or other unlawful behaviour.