

RALAC Code of Conduct

All employees of RALAC are expected to observe the highest standards of ethical behaviour and integrity in their conduct. The RALAC Code of Conduct sets out our key values and how they should be applied within our workplace and in our dealings with those outside of our organisation. It is an important management tool which can positively shape our culture.

This Code of Conduct applies to all directors, officers, and employees of RALAC.

Introduction from Chief Executive Officer

RALAC will only succeed in achieving our objectives where we have the respect of our stakeholders (including our residents, their representatives and carers, and our colleagues) and the communities in which we operate. Our reputation is dependent on a culture where every one of us acts with the highest level of integrity and honesty and takes responsibility for their actions. Our Board of Directors is committed to ensuring our organisation operates with the highest level of integrity and expects all employees to do likewise.

RALAC's Code of Conduct sets out the ethical behaviour expected of us. It will assist every employee in solving ethical dilemmas they may face in their working environment.

Commitment to an ethical culture within our organisation involves us capturing opportunities to increase the awareness of this Code of Conduct and making it part of our daily business decisions and actions. It is up to all of us to ensure the Code of Conduct becomes part of the operational fabric of our organisation. Successfully implemented, this Code of Conduct will result in:

- more effective compliance with relevant laws
- more effective management
- maintenance of the integrity and reputation of RALAC

This Code of Conduct outlines our key values and our expectations of you in our workplace environment. We expect every person within our organisation to uphold the key values and expectations of this Code of Conduct when acting on behalf of or representing RALAC.

Yours Sincerely,

Chris Reside

Chief Executive Officer

Our Key Values

RALAC's Code of Conduct is underpinned by our overriding vision, mission and values.

Our organisational key values are:

- Live simply
- Love generously
- Care Deeply
- Speak kindly

This Code of Conduct provides guidance on the responsibilities of our organisation, our employees and any third party acting on our behalf.

Responsibility in this context means that each individual takes responsibility for their actions. High ethical standards flow from the concept of us being “responsible” for our actions. Each individual who is a part of our organisation is expected to take responsibility for their own actions. This is a key part of our operational process.

There is no right way to do the wrong thing. Behaving in an ethical manner and in accordance with our key values is vital to RALAC's success. Applying this Code of Conduct ensures our organisation maintains a high ethical standard which reinforces one of our key assets, our reputation.

Our Working Environment

RALAC is committed to providing a safe and satisfying working environment in which everyone is treated fairly, with respect and where employment decisions are based on merit. The organisation has established various workplace standards so that it can meet these commitments.

The organisation's key commitments to our employees are to:

- provide clear and fair terms of employment
- provide clean, healthy and safe working conditions
- remunerate fairly
- abide by our Anti-Discrimination Policy which aims to ensure equality and diversity for all present and potential employees and not to discriminate on the grounds of disability, colour, ethnic origin, gender, sexual orientation, age, religion, political or other opinions
- encourage employees to develop skills and progress in their careers
- abide by our zero tolerance of any sexual, physical or mental harassment or any other bullying of our employees.

The organisation expects all employees to:

- act with care and diligence in fulfilling the requirements of their job
- act in a professional and respectful manner
- act in accordance with our values
- not engage in any behaviour which involves harassing, bullying or discriminating against another person
- promote the safety, welfare and wellbeing of residents, their families and other employees
- deliver high quality care and services to residents
- take responsibility for and support official decisions

- maintain standards in personal appearance and hygiene
- maintain strict observance of organisational policies and procedures including the reporting of improper or unethical behaviours (including any breach of this Code)
- declare conflicts of interest and not let business dealings on behalf of the organisation be influenced, or appear to be influenced, by personal or family interests
- respect organisational ownership of all RALAC's equipment, supplies, books, records and proprietary information, including manuals and any other material
- not use information or authority derived from employment with the organisation for personal gain
- preserve confidential information including personal information of residents and other key stakeholders, plans and decisions, information about employees and any other information that is not public knowledge. Confidential information must not be used for personal benefit and must only be used in the ordinary course of business
- report to Management any possible violation of any law or regulations.

Our Duty of Care to Residents

RALAC, its Board and Management, and each employee owe a duty of care to uphold the rights of a resident as well as prevent injury or harm that may be reasonably foreseen. This requires everyone not just to react to situations as they arise but to engage in appropriate risk management to reduce the risk of injury or harm.

All employees of RALAC are required to prevent harm, and take actions where necessary, in a way that is respectful of a resident's rights and wishes.

The organisation is committed to:

- establishing and effectively implementing a comprehensive range of resident care policies and procedures and making these policies and procedures readily available to all staff
- providing training to staff with respect to resident safety, dignity and respect issues
- regularly reviewing policies and procedures to ensure that they remain fit for purpose
- capturing data with respect to resident injuries and safety incidents and implementing safety control measures as appropriate.

The organisation expects all employees to:

- promote the safety, welfare and wellbeing of residents
- abide by our resident care policies and procedures
- be vigilant as to resident safety, dignity and respect issues
- report to Management any concerns arising with respect to resident safety issues
- not engage in inappropriate relationships with residents
- not engage in any form of bullying or harassment or physical conduct that may cause harm or injury to a resident
- not engage in any form of discriminatory conduct with respect to a resident.

Our Business Dealings

We are all responsible for the organisation maintaining the highest standards of ethical business conduct.

RALAC's key commitments to our residents and their families are to:

- act honestly and fairly in our relationships with residents and their families, representatives and carers
- provide care and services to the standards that have been agreed
- take all reasonable steps to ensure the safety of services we provide
- not engage in bribery or corruption in relation to our residents, their families, representatives or carers.

The organisation's key commitments to our suppliers and contractors are to:

- act honestly and fairly in our relationships
- not engage in bribery or corruption
- encourage suppliers and contractors to abide by the principles of our Code of Conduct
- endeavour to procure goods and services from those organisations demonstrating good ethical practice.

Community & Environment

RALAC aspires to support our community and the environment. Our goal is to provide lasting social, environmental and economic benefits to society. We strive towards the implementation and maintenance of management systems for sustainable development that drive continual improvement.

RALAC's key commitments to our community and the environment include:

- contributing to making the communities, in which the organisation operates, better places to live and do business
- being sensitive to local communities' cultural, social and economic needs
- endeavouring to support ethical trade in our purchasing practices
- protecting the environment in terms of the organisation's use of resources and minimisation of waste and pollution.

Implementation

All RALAC directors and managers are responsible for promoting compliance with this Code of Conduct and monitoring its applicability and effectiveness. The CEO will report to the Board, so they can review the effectiveness of the Code of Conduct on an annual basis.

Awareness and Training

This Code of Conduct is available on RALAC's PolicyConnect site. It is also available to the community through the organisation's public website. All employees are required to read and understand this Code of Conduct as part of their induction process.

Ethical awareness will be maintained by regular training sessions, and where necessary, workshops in which relevant issues will be discussed.

Compliance with the Law

All employees must be familiar with the basic legal requirements that apply to their duties and responsibilities. RALAC will provide resources to assist employees to become familiar with their legal obligations if required.

Reporting Unethical Behaviour

It is important that we all take responsibility for ensuring that the standards contained in this Code of Conduct are translated into action. This means that if a violation comes to your attention you are required to take some action, since turning a blind eye is a way of contributing to an unethical situation. Therefore, we each have a responsibility to report unethical behaviour.

Employees must bring the matter to the attention of the appropriate manager. There may be occasions where it may be inappropriate to make a report to a manager or there may be concerns about reprisals if an allegation is made. In these circumstances the matter should be reported to the CEO or if the matter involves the CEO to the Chairman of the Board.

Breach of Code of Conduct

Where a staff member breaches this Code of Conduct RALAC may take disciplinary action, including in the case of serious breaches, summary dismissal.