



Policies and Procedures Rescare Homes Trust Incorporated

Policy No 3.37 CODE OF VALUES AND CONDUCT

1. What is the Code of Values and Conduct for?
 - a. The Code of Values and Conduct is designed to set the standards for how we work at Rescare Homes Trust ("Rescare")
 - b. The Code of Values and Conduct is supported by other policies which can be found on the intranet, or by speaking with your line manager.
 - c. The Code of Values and Conduct is supported by a number of policies and procedures outside this document that the Board of Trustees (Trustee) and employees are expected to adhere to.
2. Code of Values and Conduct Guiding Principles
 - Genuineness: Be real, sincere, and honest
 - Responsibility: Practice due diligence and take our work seriously
 - Flexibility: Cope with changes and think about challenges in novel, creative way
 - Respectfulness: Treat people with courtesy, politeness, and kindness

Rescare takes this Code and all supporting policies seriously. As a Trustee or employee of Rescare, you must comply with the principles set out in this Code.

3. Who does this apply to?

Anyone who is employed by or works for Rescare. This includes all Trustees, employees, contractors, and interns.
4. When does the Code apply?

Whenever you are a representative of Rescare. This may include times out of your usual working hours or locations, such as functions, or when you are meeting with the community.
5. What do I need to do?

You are expected to adhere with this code, the law, and Rescare policies, processes, procedures. You are expected to complete all required training to maintain and/or build your awareness of this code, the law, and Rescare standards.
6. How can I be sure I'm abiding by the Code?

It is expected that you understand the guiding principles, and act with Rescare's best interests in mind at all times.
7. Who can help me abide by the Code?

Your line manager is your first point of call. If they are unable to assist, please contact the CEO.
8. How does Rescare make sure the Code is effective?

All employees and Trustees are expected to familiarise themselves with the Code. The Board of Trustees of Rescare are responsible for the Code, and the CEO is responsible for communicating any changes to the Code.



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Rescare's Behaviours

It doesn't matter where you work, or what you do, you are always expected to live the Rescare values of Genuineness, Responsibility, Flexibility & Respectfulness

Speak out when you feel these values are being compromised

Genuineness

We do what we say and say what we mean

We are good listeners

We focus on possibilities

We take responsibility for our mistakes

We are courageous

We laugh everyday

Responsibility

We do the right thing even when no one is watching

We can distinguish right from wrong

We care about how our actions affect others

Flexibility

We plan ahead

We keep calm in the face of challenges

We think quickly

We respond to sudden changes

Respectfulness

We encourage others to express opinions and ideas

We never speak over, butt in, or cut another person off

We talk less, listen more

We take criticism and learn from it

We help others to succeed

We work hard

We follow the rules

Elements of the Code of Values and Conduct

1. Personal activities

1.1. You need to ensure that personal activities or interests (including participation in political matters) do not conflict, and are not seen by others to conflict, with the aims or objectives of Rescare and the support and care of people we support. If your beliefs on an issue are incompatible with the views of Rescare you should discuss this with your line Manager. Refusing a lawful and reasonable instruction may be grounds for dismissal.

1.2. As an employee, you have a responsibility to provide honest, impartial and sound advice to Rescare. This means that you are not to withhold relevant information, seek to obstruct or delay a decision, or attempt to undermine or improperly influence.



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2. Honesty

- 2.1. Rescare requires employees and Trustees to act with the utmost honesty. Through their position within Rescare employees will have access to information, systems, goods and documents belonging to Rescare and its people we support. Stealing, misappropriating, or converting these items to private use and / or using knowledge gained through unauthorized access to information are criminal actions. Any such offence is likely to result in dismissal as well as formal notification to the Police.
- 2.2. Concealing errors and omissions or attempting to protect fellow employees or Trustees who have breached the law or Rescare procedures will also be viewed very seriously. If employees become aware that any other employee has been involved in any activity, they consider suspicious or in breach of the Code of Values and Conduct, they are required to bring this to the immediate attention of their Team Leader or Manager.

3. Personal conduct

- 3.1. At all times the actions of employees and directors, both inside and outside the workplace, should be beyond reproach. Employees and Trustees should avoid any activities, whether connected with their official duties or outside of work, which might bring Rescare into disrepute, or jeopardize its relationships with people we support, their whanau and the general public.
- 3.2. Refusing to perform a reasonable request, sleeping during working hours, acting in a manner which results in injury/bodily harm to another person or using offensive or obscene language to a resident, colleague or visitor are all examples (but not an exhaustive list) of unacceptable conduct. Depending on the nature and severity of the offence, disciplinary action resulting in a formal warning, or in some cases dismissal, may occur.
- 3.3. Only the Chair of the Board of Directors or the Chief Executive Officer may communicate with the media on behalf of Rescare unless otherwise expressly authorised by the Chair or the Chief Executive Officer.

4. Criminal offences

- 4.1. If an employee or Trustee of Rescare is charged with a criminal offence during their employment with Rescare, it is their responsibility to inform their line manager of the charge(s). This applies regardless of whether the offence is related to Rescare. The decision of the court is to be advised together with conviction details, if applicable. Failure to report a criminal offence may result in disciplinary action. If a criminal offence is committed while at work, disciplinary action will be taken separately from the criminal process.

5. Respect for the rights of others

- 5.1. In performing their duties, employees and Trustees must respect the rights of their colleagues, our people we support and the public. This means that you are expected to:
 - a. Avoid behaviour that might distress other employees or disrupt the workplace
 - b. Make sure that any workplace relationships do not have a negative effect on your work performance.
 - c. Respect the privacy of individuals when dealing with personal information.



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- d. Not harass or discriminate against your colleagues, or people we support or the public, on the basis of their gender, age, sexual orientation, disability, marital status, and ethnicity, religious or ethical beliefs.
 - e. Not bring into the workplace any material that may be viewed as racist or sexist, that is pornographic, or that is otherwise offensive.
6. Avoidance of conflicts of interest or integrity
- 6.1. You are expected to be honest, fair and impartial when you perform your duties. This means that:
- a. You are not to approve anything that will result in a financial gain to yourself or whanau (e.g. increased salary, travel expenses, a training course, your own overtime)
 - b. You are not to lend money to, or borrow money, or otherwise enter financial relationships with staff, people we support or suppliers.
 - c. You must inform Rescare if you are involved in or have a personal or financial interest or commitment to, any activity that may conflict, or could be seen by others to conflict, with the performance of your duties.
 - d. You should not show bias to an individual or organisation.
 - e. If you are an employee, you must ask your line manager before taking up other paid employment, where that other paid employment could conflict with the performance of your duties.

Breaching the Code of Values and Conduct

The elements of the Code of Values and Conduct are by no means exhaustive. A relationship based on trust and confidence between Rescare and its employees cannot be underestimated.

All suspected breaches of the Code of Values and Conduct, or any other situations pertaining to the relationship of trust between Rescare and its employees and Trustees will be thoroughly investigated.

If these investigations reveal breaches of the Code of Values and Conduct by an employee, a formal disciplinary investigation will be undertaken.