

## Code of Conduct

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Responsible Officer	Chief Executive Officer		
Contact Officer	Head of Human Resources		
Policy Type	Board Policy		
Superseded Documents	-		
Review	Three years		
Associated Documents	<a href="#">A4U Grievance Policy</a> <a href="#">A4U Safeguarding People Policy</a> <a href="#">A4U Whistleblowing Policy</a> <a href="#">A4U Workplace discrimination and harassment Policy</a> <a href="#">A4U Workplace Health and Safety Policy</a>		
Policy Status	This policy may be amended or revoked by A4U at any time and at its discretion		
Version	Authorisation	Approval Date	Effective Date
1.0	Board	January 2016	January 2016
2.0	Board	August 2024	August 2024

## Australia for UNHCR (A4U) and New Zealand for UNHCR (NZ4U) Code of Conduct

### Introduction

A4U is an independent registered not-for-profit, non-governmental organisation that was established to raise funds for the achievement of the United Nations High Commissioner for Refugees (UNHCR) humanitarian objectives for refugees and other persons of concern. This is outlined in the organisation's Constitution.

Australia for UNHCR was established for the purpose of

- (a) raising funds from the private sector in Australia and New Zealand (the "Territory") in support of UNHCR's protection and assistance programmes for refugees and other persons of concern worldwide;
- (b) raising awareness within civil society within Australia and New Zealand about the situation and needs of refugees worldwide and other persons of concern to UNHCR; and,
- (c) engaging advocacy activities for refugees and persons of concern for UNHCR through media and social media campaigns, public speaking, and the commissioning of research in order to facilitate civic engagement and fundraising.

A4U is a National Partner of UNHCR. It is important that all representatives of A4U conduct behaviour and activities that display the highest standards of personal and professional conduct and reflect positively on A4U and UNHCR. UNHCR has an obligation to remain independent and impartial and be perceived as such. As a national partner we cannot be seen to undermine this impartiality and independence. This has implications for how we present as employees.

As a member of the Fundraising Institute of Australia (FIA), Fundraising Institute of New Zealand (FINZ), Australian Council for International Development (ACFID) and, in relation to NZ4U, the Council for International Development (CID) it is expected we comply with the relevant Code of Conducts. All Australian employees and board directors are required to complete online training for the ACFID Code of Conduct, NZ trustees are expected to complete the CID Code of Conduct training, and all fundraising employees and board directors are to complete the online FIA, and, if undertaking fundraising activities for NZ4U the FINZ code, training as part of the induction program.

### Purpose

The A4U and NZ4U Code of Conduct ('our Code') sets out expectations for how we behave, provides a framework for how we make decisions, provides information on how to speak up if you have any concerns and outlines what can happen if the Code is breached.

Our Code is underpinned by our values and our policies.

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## Scope

Our Code applies to all representatives of A4U and NZ4U, all employees, board directors, trustees, volunteers, contractors, interns, casual and temporary employees.

It applies to how we interact with everyone we encounter, at work and outside of work, such as our colleagues, donors, stakeholders, partners, suppliers, sector peers, and the general public. Our Code applies whenever you represent A4U or NZ4U, including outside the workspace.

## Our Values

Our values are what we believe in, they guide us in everything we do. Our Code specifies the expectations of behaviour aligned to the values.

### **Ambitious – we challenge ourselves to be the best we can be.**

We do our utmost to achieve our mission  
We accept challenges and try new things  
We develop our skills and grow our career

### **Collaborative – we work together to empower refugees.**

We respect, trust and support each other  
We encourage everyone to speak up, ask questions and share ideas  
We are strategic and focused on meeting the long-term needs of refugees

### **Accountable – we hold ourselves to the highest standards.**

We are transparent and honest in all that we do  
We take responsibility for our own actions  
We use our resources (human, environmental, financial) carefully

### **Inclusive – we can be our authentic selves.**

We respect everyone's background, skills, experience and knowledge  
We encourage a diversity of perspectives  
We offer a safe and supportive environment

## Our Code

As representatives of A4U and/or NZ4U, we are committed to acting with our values. We do this in recognition of our responsibilities towards:

- Donors and supporters who trust us with their donations.
- Refugees, displaced people and the communities we serve.
- Partner organisations and other bodies who support our mission; and
- Our colleagues, board members, volunteers and anyone in our workplace.

Our code is not designed to address every possible scenario or dictate specific behaviours in every situation. Instead, it offers guidance on expected conduct, emphasising the importance of personal accountability and responsibility. It sets the following expectations that apply to everyone.

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At A4U and NZ4U we...	This means that we (for example) ...
Act in accordance with our values	<ul style="list-style-type: none"> <li>• Speak up when we see something that is inconsistent with our Code, our values or our policies</li> <li>• Treat each other and all stakeholders with respect</li> <li>• Are accountable and take responsibility for our actions</li> </ul>
Act honestly and transparently to meet the highest ethical standards	<ul style="list-style-type: none"> <li>• Make decisions in the best interests of A4U</li> <li>• Stay alert to potential conflicts of interest and take action quickly to address or manage any under our Conflict of Interest policy</li> <li>• Are transparent, honest and open in our communications</li> <li>• Are committed to ethical, accurate, accountable and transparent fundraising and communication practices set out in our Ethical Fundraising Policy and Transparency Policy</li> <li>• Will not engage with individual or business sector entities that contribute or are complicit in activities which are incompatible with our cause and belief in human rights</li> <li>• Regularly review, identify and manage risks in accordance with our Risk Management Policy and Framework</li> <li>• Comply with all obligations regarding the collection, storage and use of private and sensitive information including disclosure requirements under the IT Policy</li> <li>• Raise staff awareness to the identification and management of risks through policy training and staff communications</li> <li>• Ensure our commitments and procurement are within our authority under the Delegated Authority Policy</li> </ul>
Use our resources carefully and efficiently	<ul style="list-style-type: none"> <li>• Acquire goods and services based on an objective selection criteria and under the terms of our Procurement Policy to achieve value for money</li> <li>• Aim to procure from businesses run by refugees and former refugees where it aligns with our procurement policy</li> <li>• Identify, assess and take steps to avoid and minimise environment impacts connected to our work</li> <li>• Use our technology, and other assets, responsibly meeting the obligations under our IT policy</li> </ul>
Foster an inclusive, supportive and safe work environment for everyone	<ul style="list-style-type: none"> <li>• Collaborate with others and seek to obtain diverse perspectives</li> <li>• Take care when using social media, personally or professionally, to ensure we are engaging in respectful communications aligned to our Communications policy</li> <li>• Contribute to creating a safe and supportive environment free from discrimination and harassment</li> <li>• Comply with our key people policies such as Workplace Bullying and Harassment, Diversity, Inclusion and Equity, Work, Health and Safety, and Safeguarding People</li> <li>• Challenge inappropriate, exclusionary or discriminatory behaviour</li> <li>• Take care to protect our own health and safety and consider our impact on the health and safety of others</li> </ul>

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Comply with our policies, procedures, regulator codes of conduct, and the law	<ul style="list-style-type: none"> <li>• Understand and comply with all policies and procedures</li> <li>• Attend and complete all training required by A4U</li> <li>• Are alert to our obligations and responsibilities and take a proactive approach to understanding and complying with our policies, codes of conduct and the law</li> <li>• Never conceal breaches of policies, regulations, the law or our Code</li> <li>• Ensure there is no chance that our personal views or opinions on social media could be attributed to A4U or UNHCR</li> </ul>
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There may be serious consequences for non-compliance with our Code. Disciplinary action may include informal and formal warnings, up to and including termination of employment.

## Our Responsibilities

### Individual responsibilities

We all have a personal and professional responsibility to:

- Speak up and report unethical behaviour, code breaches, or non-compliance of our policies, or when things don't feel right
- Seek guidance when we are unsure about a decision or course of action and encourage others to do the same if we observe they need help
- Stay informed about the expectations of you in your role including, reading our policies and procedures and participating in training

### Management and Leadership responsibilities

If your role has responsibilities for managing or leading people, you have additional responsibilities to:

- Lead by example, influencing and guiding those under your leadership to maintain a positive culture and ensure compliance with the Code
- Support and develop your team, ensuring team members know and understand the Code and complete the training required of them
- Take all reports about possible unethical behaviour and suspected breaches seriously, taking appropriate action to address issues

## How we make decisions

We make decisions every day, and some will be more complex than others. Our decisions are expected to align to our values and our Code.

Having a framework to make decisions can be useful, here are some key questions for you to ask yourself:

- Is this consistent with our values and policies?
- Am I being clear and transparent?
- Is this fair to our donors? Our stakeholders? Colleagues?

If you answer 'no or unsure' to any of the above, you should find a different solution and/or decision so that you can comfortably answer 'yes' to all the above. If you need support to do this you should contact your manager or, if it isn't appropriate to discuss with your manager, the Chief Operating Officer or Head of HR for guidance.

If you've answered 'yes' to all of the above questions it is a sign you are working in line with our Code.

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## Speaking up

We all have a personal and professional responsibility to speak up and report unethical behaviour, possible breaches of our Code, non-compliance with A4U policies or when things just don't feel right.

If you see or hear about something that concerns you, you are encouraged to speak to your manager, if it is appropriate to do so. However, there are also other avenues for you to speak up.

Concern	Contact	Relevant policy
Bullying, discrimination, harassment	HR	Workplace discrimination and Harassment Grievance Policy
Sexual exploitation or abuse (SEA)	HR Chief Operating Officer UNHCR Inspectors General's Office	Safeguarding People
Sexual harassment	HR Chief Operating Officer	Workplace discrimination and Harassment
Suspected corruption, misconduct or unethical behaviour	Whistleblowing Officer (Chief Operating Officer) @ <a href="mailto:whistleblowing@unrefugees.org.au">whistleblowing@unrefugees.org.au</a> (refer to the policy for additional complaint contacts and mechanisms)	Whistleblowing Policy
Work health and safety	HR Work Health and Safety Committee members	Work Health and Safety Policy
If it isn't appropriate to raise with your Manager	HR Any Executive member CEO	

A4U is committed to ensuring that staff will not suffer detriment for raising genuine concerns in relation to improper conduct. Refer to the Whistleblower policy for further information. Any reports will be dealt with under our Grievance policy.

## Commitment to Our Code

I agree that I have read and understood our Code and will uphold our Code to the best of my ability. I understand that the Code of Conduct will be updated from time to time, and I may be asked to recommit to our Code as necessary. I understand the consequences for breach of the Code.

Name: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_