

# Code of Conduct

## Policy and Procedure Manual

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### 1. Policy

The purpose of the code of conduct is to establish a set of sensible expectations for all that are employed or participate in the operation of Apex Care to follow. In the interest of efficient and safe operation, and to protect the well-being and rights of all employees and clients, it is necessary to observe this code of conduct without exception.

### 2. Scope

This policy applies to the following:

- Prospective employees of Apex Care
- Current employees of Apex Care whether casual or permanent
- Apex Care Management

### 3. Expected Conduct

Improper performance is against the best interests of Apex Care and collaborative organisations and may be subject to disciplinary action. Employees must observe the following:

- failure to abide by the Employer's health and safety policies and procedures and your general health and safety responsibilities
- actions which could threaten the health and safety of yourself, your colleagues or others
- to maintain professional boundaries at all times
- to uphold confidentiality at all times
- provide support in line with the support plan
- failure to carry out all reasonable instructions or follow our rules and procedures
- persistent absenteeism and/or lateness
- unsatisfactory standards or output of work
- rudeness towards customers/clients, members of the public, your colleagues or other persons on site. This can be, but not limited to, objectionable or insulting behaviour, harassment, bullying or bad language.
- failure to devote the whole of your time, attention and abilities to our business and its affairs during your normal working hours
- unauthorised use of email, internet and/or social media
- allowing a client to use your mobile or any other technological equipment
- unauthorised use or negligent damage or loss of our property
- failure to report immediately any damage to property or premises caused by you
- use of the Employer's vehicles without approval or the private use of our commercial vehicles without authorisation
- carrying a client in your vehicle without permission
- failure to report any incident whilst driving the Employer's vehicles, whether or not personal injury or vehicle damage occurs
- if your work involves driving, failure to report immediately any type of driving conviction, or any summons which may lead to your conviction

- carrying unauthorised goods or passengers in the Employer’s commercial vehicles or the use of the Employer’s vehicles for personal gain
- loss of driving licence where driving on public roads forms an essential part of the duties of the role
- gossiping in front of the client
- smoking around the client

**This list is not exhaustive.**

#### **4. Additional expectation of conduct**

- Employees are expected to work their scheduled hours.
- If sick and unable to work employees should personally notify the office immediately, with reason for not being able to report for work.
- Always wear your name badge, be appropriately dressed and well groomed.
- No smoking during work time with clients.
- Reporting for work under the influence of drugs or alcohol can lead to immediate suspension or termination of employment.
- No dangerous weapons or unauthorized possession of drugs is permitted.
- Do not ask family or friends to visit during work hours – such visits can interfere with the care of tangata whaiora.
- Willful damage or unauthorized removal of property is not permitted.
- Committing an improper, immoral or act of violence, such as fighting whilst at work is not permitted.
- Refusal to perform work as directed, willful neglect of duty, malingering or shirking of duties will be subject to disciplinary action.
- Willful violation or disregard of safety, health, fire, security or employment regulations, signs or notices will not be tolerated.
- Disobedience and insubordination will not be tolerated.
- Permitting another person to substitute for work duties or falsely use ID badge is not permitted.
- Whilst driving a vehicle on Apex Care business, staff must comply with traffic legislation, be conscious of road safety and demonstrate safe driving and other good road safety habits.

#### **5. Disciplinary Action**

Apex Care may take Disciplinary Action against staff who repeatedly or intentionally fail to uphold and follow our code of conduct. The Disciplinary action will be decided based on the severity and regularity of the violation. Possible consequences include:

- Mediation meeting
- Demotion
- Warning
- Suspension
- Termination

Apex Care may take legal action in serious offenses such as theft, corruption, or other unlawful behavior.

#### **6. Relevant Legislation**

- Health and Safety at Work Act 2015
- Employment Relations Act 2000
- Privacy Act 1993