

# CODE OF VALUES AND CONDUCT

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Human Resources

Approved 21 May 2020



OCEANIA  
HEALTHCARE

# THE CODE OF VALUES AND CONDUCT

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## 1 What is the Code of Values and Conduct for?

- The Code of Values and Conduct is designed to set the standards for how we work at Oceania Healthcare.
- The Code of Values and Conduct is supported by other policies which can be found on the intranet, or by speaking with your manager.
- The Code of Values and Conduct is supported by a number of policies and procedures outside this document that directors and employees are expected to adhere to.

## 2 Code of Values and Conduct Guiding Principles

- We show compassion and understanding and treat everyone with **Kindness**.
- We work with **Passion** and believe we make a difference in the lives of our residents.
- We treat others with **Respect**, embracing diversity, everyone matters.
- We work with trust and integrity to fulfil Oceania Healthcare's commitment of **Excellence** for all of our stakeholders.

Oceania Healthcare takes this Code and all supporting policies seriously. As a director or employee of Oceania Healthcare, 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 Oceania Healthcare. This includes all directors, employees, contractors, and consultants. Anyone who works for Oceania Healthcare must sign the Code of Values and Conduct and Ethics.

## 4 When does the Code apply?

Whenever you are a representative of Oceania Healthcare. 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 Oceania Healthcare policies, processes, procedures. You are expected to complete all required training to maintain and/or build your awareness of this code, the law, and Oceania Healthcare 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 Oceania Healthcare's best interests in mind at all times.

**7 Who can help me abide by the Code?**

Your manager is your first point of call. If your manager is unable to assist, the HR Manager or a member for the HR team are available to help.

**8 How does Oceania Healthcare make sure the Code is effective?**

All employees and directors are expected to familiarise themselves with the Code. The Board of Directors of Oceania Healthcare are responsible for the Code, and the HR Manager is responsible for communicating any changes to the Code.



# OCEANIA HEALTHCARE VALUES

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It doesn't matter where you work, or what you do,  
you are always expected to:

Live the Oceania Healthcare values of **Kindness, Passion, Respect and  
Excellence**

Speak out when you feel these values are being compromised

## **1 Kindness – Show compassion and understanding**

We will be kind to one another, taking the time to listen and understand the views, feelings and preferences of our residents and colleagues. We genuinely care, and demonstrate empathy, tailoring our care and support to others' needs.

## **2 Passion – Believe that we make a difference**

We are passionate about actively creating a great place for our residents to live, families to visit and our employees to work. We take pride in what we do and have a positive attitude, energy and enthusiasm for our work.

## **3 Respect – Everyone matters**

We are committed to diversity, maintaining a workplace that is inclusive and accepting of difference. We demonstrate respect for others and bullying, harassment, discrimination, and victimisation will not be tolerated from any employee, supplier, or other third party.

## **4 Excellence – Quality in everything we do**

We provide excellent care that reflects our residents' individuality and their right to choice, respect and dignity. We encourage feedback and continually improve what we do to add value to our residents and the business.



# ELEMENTS OF THE CODE OF VALUES AND CONDUCT

## 1 Personal activities

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- 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 Oceania Healthcare and the care of residents. If your beliefs on an issue are incompatible with the views of Oceania Healthcare you should discuss this with your Manager<sup>1</sup>. 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 Oceania Healthcare. This means that you are not to withhold relevant information, seek to obstruct or delay a decision, or attempt to undermine or improperly influence.

## 2 Honesty

- 2.1 Oceania Healthcare requires employees and directors to act with the utmost honesty. Through their position within Oceania Healthcare employees will have access to information, systems, goods and documents belonging to Oceania Healthcare and its residents. 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 directors who have breached the law, NZ Nursing Council standards or Oceania Healthcare's 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 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 directors should avoid any activities, whether connected with their official duties or outside of work, which might bring Oceania Healthcare into disrepute, or jeopardize its relationships with residents, their families and the general public.

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<sup>1</sup> For the purposes of this Code, the "Manager" of the CEO or a director is the Chairperson of the Board, and the "Manager" of the Chairperson of the Board is the Chairperson of the Audit Committee.

- 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 Chairman of the Board of Directors or the Chief Executive Officer may communicate with the media on behalf of Oceania Healthcare, unless otherwise expressly authorised by the Chairman or the Chief Executive Officer.

#### **4 Criminal offences**

- 4.1 If an employee or Director of Oceania Healthcare is charged with a criminal offence during their employment with Oceania Healthcare, it is their responsibility to inform their Manager of the charge(s). This applies regardless of whether the offence is related to Oceania Healthcare. 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 directors must respect the rights of their colleagues, our residents 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.
  - d) Not harass or discriminate against your colleagues, 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 (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 into financial relationships with staff, residents or suppliers.
- c) You must inform Oceania Healthcare 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 Oceania Healthcare.
- d) You should not show bias to an individual or organisation.
- e) If you are an employee, you must ask your manager before taking up other paid employment, where that other paid employment could conflict with the performance of your duties.

## **7 Gifts and rewards**

- 7.1 You may not seek any form of reward (including gifts, favours, prizes or fees) for performing your duties as an employee or director. Gifts or rewards may be seen as bribes or inducements that put you under an obligation to someone other than Oceania Healthcare. If you are offered any form of reward or gift you should inform your Manager who will decide the right response.



# 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 Oceania Healthcare 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 Oceania Healthcare and its employees and directors 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. If there is a breach of the Code of Values and Conduct by a director, an investigation will be undertaken by the Chairperson of the Audit Committee or an independent expert.

## CODE OF VALUES AND CONDUCT COMMITMENT

(Oceania Healthcare copy)

### Signatures of confirmation

I am committed to, and agree to abide by, the Code of Values and Conduct



Earl Gasparich

### Chief Executive Officer

I have read, understood and agree to abide by the Code of Values and Conduct

.....  
Employee Signature

.....  
Employee Name

.....  
Date

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