

CODE OF CONDUCT

Civic is committed to providing an engaged, committed and professional workforce that maintains high moral and ethical standards in the conduct of our business.

Civic's Code of Conduct defines the standards of acceptable behaviour which we expect from all those associated with Civic. Civic's values are embedded into our Code of Conduct and can be described as the 'way we work at Civic'.

Integrity: We are honest, grounded and committed

We strive to be honest, courteous, reliable and responsible in our interactions with others at all times. We will keep our word. We won't promise more than we can reasonably expect to deliver, nor will we make commitments we don't intend to keep.

We take pride in our work and actively seek new ways of doing things better.

We encourage staff to actively listen and understand their teams, to value each person's skills and abilities and undertake self-reflection on professional behaviour. We encourage transparency and honesty in all communications, whilst considering requirements relating to confidentiality and privacy. Staff will uphold all laws and regulations and the policies and procedures of Civic.

Empowerment: We enable choice and opportunity

We value a workplace that shares ideas, listens, utilises best practice and person centred approaches in the way we conduct our business to provide

exceptional customer service. We strive to perform our duties to the best of our ability and reliably assist each other to learn and develop. We build constructive relationships to achieve positive outcomes for all.

We are committed to ensuring that our staff have the skills, resources, authority and opportunity, so that they can take initiative, exercise independent judgment when necessary, make decisions to solve problems, and improve service and performance.

Diversity: We respect and learn from all individuals

We believe that success comes through recognising the value of people and encouraging that value through personal development. We respect, value and support workforce diversity and will provide a fair and just working environment where all can achieve their best.

It is the responsibility of each and every person to set the highest standards for themselves, to monitor their own behaviour, learn new skills in their work place and uphold Civic's Vision, Mission and Values.