

Staff Code of Conduct

1 Background

The Motor Accidents Insurance Board (MAIB) Staff Code of Conduct is based on the following underlying principles:

- Our clients have the right to expect the utmost integrity and competence of our staff;
- Staff must perform their function effectively and efficiently, and are required to operate in accordance with sound commercial practice;
- Staff should embrace a spirit of co-operation in the workplace; and
- Fellow employees must be treated with dignity and respect.

2 Code of Conduct

As a staff member of the MAIB you are required to:

- Act with the highest standards of integrity and in accordance with the MAIB's values policies, procedures and objectives at all times;
- Adhere to all legislative requirements and to lawful directions that relate to your job functions and responsibilities;
- Conduct all interactions with clients, providers, colleagues and members of the community in accordance with the highest standards of tolerance, honesty, empathy and compassion;
- Provide a positive and helpful service to clients, work colleagues and other people with whom you come into contact in undertaking job activities. The MAIB Customer Service Charter (COR114) must be adhered to at all times;
- Not disclose any information, written, electronic or verbal, regarding the operation or the affairs or any commercial in confidence information or matters regarding the MAIB, its clients, its staff or Directors of the Board to any other person, except to the extent that:
 - such information is available to the public generally;
 - you are required to make the disclosure by law; or
 - such a disclosure is made on a confidential basis to the professional advisors of the MAIB for the purpose of obtaining professional advice.

Disclosure to the press or media must not be made about any issue whatsoever unless specific authority in writing is first obtained from the Chief Executive Officer (CEO) (the Social Media Policy COR013 provides further guidance in relation to the releasing of information);

- Actively promote safe working practices and a safe work environment for all staff and members of the community who use the MAIB's facilities, equipment and motor vehicles. It is the duty of every member of staff to exercise personal responsibility and to do everything possible to prevent injury to him/herself, other members of staff, and the public;
- Neither discriminate against, nor harass or vilify clients, suppliers, colleagues or any member of the community;
- Neither use, nor allow the use of, the MAIB's property, resources, or funds for other than authorised purposes;
- Declare any conflict of interest, or suspicion or potential for a conflict of interest to your manager or the CEO;
- Not demand, claim or accept hospitality, gifts of cash, or benefits such as goods or services. Any offers of gifts and benefits must be managed in accordance with the Offer of Gifts and Benefits Policy (COR022);
- Obtain approval from the CEO to take additional employment outside your employment at the MAIB. Staff are permitted under certain conditions to engage in outside work, provided such employment does not adversely affect their work performance at the MAIB or does not give rise to a conflict or potential conflict of interest;
- Attend work during agreed/contracted hours; and
- Make all reasonable endeavours to attend relevant training provided by the MAIB relating to matters covered by the Code of Conduct

3 Acknowledgement and Commitment to Code of Conduct

New employees are required to acknowledge their understanding and commitment to this Staff Code of Conduct by signing an Agreement form upon commencement of their employment with the MAIB.

Each year the Staff Code of Conduct will be sent to all employees, via email. Employees are required to acknowledge, by electronic sign off, that they have received, understood and will comply with the Staff Code of Conduct.

4 Breaches of the Code of Conduct

This Code of Conduct is designed to promote and enhance the ethical behaviour of all staff at the MAIB. If you are found to have breached the Code, disciplinary procedures may be invoked. Any such action may result in sanctions being imposed, which may include termination of employment.