

Good Return Code of Conduct

This Code of Conduct describes how all Good Return team members should act on a day-to-day basis. It aims to ensure we behave in line with our mission and our culture. It has been created with input from across the organisation.

This Code is subject to local laws that apply wherever Good Return team members are based, and should be interpreted in a manner compliant with those laws. It applies to all occasions where team members act as a representative of Good Return, including social occasions and similar events. It supplements and does not replace other relevant Good Return policies.

Dream

We pause to think, listen and dream. We engage in big picture thinking and visioning. We create space to advocate for new ideas. We encourage and support each other to pursue our shared mission. We strive for excellence.

- I will do everything in my power to work towards Good Return's mission
- I will share my ideas for how to create a world without poverty, and encourage and listen to others as they share theirs

Collaborate

We value the benefit of working as a team and do so where possible. We communicate openly and honestly. We involve people early on, determine input and availability. We strive to be aware of what others are doing. We share experiences and take time to connect. We celebrate success and effort.

- I will work as a team player for the greater benefit of Good Return's mission
- I will be honest and transparent at all times, while respecting confidentiality as required
- I will listen, focusing on understanding others' points of view, and accept different opinions
- I will celebrate success and participate in team events

Respect

We treat everyone with respect and dignity. We respect differences in cultural norms and rituals. We listen to and value each other and the different perspectives we bring. We seek to understand context before voicing opinions. We treat others as equals, regardless of seniority, gender, sexual orientation, culture, ethnicity or religion. We celebrate diversity in all its forms.

- I will treat everyone with respect and dignity
- I will be respectful to all customs and cultures and seek advice when necessary . I will promote human rights
- I will promote equality (including gender, disability, ethnicity and LGBTQIA+)
- I will fight against discrimination in any form
- I will respect and protect the rights of children
- I will not engage in any form of bullying, sexual exploitation, abuse or harassment
- I will not engage in any form of transactional sex with staff of partner organisations, their clients or beneficiaries. I understand this to be any form of sexual activity in exchange for goods or services, money, employment or preferential treatment.
- I will oppose criminal and unethical activities and will report any such offences . I will protect the natural environment and use resources in a sustainable way

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Support

We reach out and support each other. We give constructive and honest feedback. We recognise time pressures. We recognise personal boundaries. We strive to be a gender responsive organisation. We understand that to achieve well-being, balancing work, home and personal time requires flexibility.

- I will protect the health, safety, security and welfare of all those engaged with Good Return, including myself
- I will treat people with courtesy, politeness and kindness
- I will listen to staff and partners' personal needs and do my best to understand their need for flexibility
- I will respect personal and family time for myself, other staff and our partners, and encourage everyone to take care of their personal and family time
- I will recognise and acknowledge when someone is putting in the effort to work in personal time

Be accountable

We set and manage expectations. We do what we say we will do. Our meetings have a clear purpose and agenda, firm start and end times, and action items. All team projects have time expectations. We strive to be efficient in terms of time and resources. We understand strong and accountable teams are built on trust.

- I will uphold the reputation of Good Return and report any suspected violation of this Code
- I will act against any form of bribery or corruption
- I will be responsible when using information, equipment, and resources of Good Return
- I will not accept gifts of money or any other inappropriate gifts (as required by Ethical Conduct policy). I will declare to my supervisor any in-kind donation or gift over \$200
- I will undertake my work and personal life so there is no conflict of interest with Good Return
- I will obtain approval for absences including sickness, holidays and remote working
- I will seek authorisation before communicating externally in Good Return's name, and aim to minimise any unintended negative repercussions for me or Good Return
- I will declare any financial, personal, family (or close intimate relationship) interest in matters which may impact on the work of Good Return (e.g. contract for goods/services, employment, partner organisations)

I will adhere to the following Good Return policies and procedures:

- Child Protection . All requirements of Employee & Volunteer policies
- Gender Equality (including Discrimination, Bullying & Harassment)
- Disability Inclusion . Prevention of Sexual Exploitation Abuse & Harassment
- Environmental Impact . Security Policy and Local Security Guidelines
- Whistleblowing & Complaints Handling

I agree to act in accordance with this Code, thereby contributing to Good Return's quality of performance and reputation, and achievement of our vision and mission.

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