



AIIA Code of Conduct

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Our Values

- At the centre of all successful entities is a clear set of compelling values by which all their people live. Values underpin all our decisions, the relationships we build and guide us in our behaviours. This Code is designed to support us make choices aligned with our values. It provides more context around how all of us should behave in keeping with our values of: **Agility**; (*Capacity to shape our environment*); **Collaboration** (*Customer / member Partnership, Teamwork*) **Leadership** (*Adventurous, Excellence*); **Influence**, and **Integrity** (*Puts the heart into the organization*).

Purpose and Application of Our Code of Conduct

- We are confident all associated with AIIA know what constitutes good and appropriate behaviour, and what is expected of them, however, it is helpful to put things clearly and avoid ambiguity where possible. The Board, CEO and all senior management are absolutely committed to ensuring everyone behaves ethically and responsibly over and above simply meeting any minimum formal legal obligations required of us as an organisation. This code provides some guidance on what is expected.
- This Code describes the standards of conduct expected of all the people associated with AIIA - Directors, staff, councillors, volunteers, Members and their representatives (while supporting and contributing to our work), consultants, contractors, consultants, and secondees - everyone ("AIIA people"). It applies to anyone who is employed by, or works with AIIA in whatever direct or indirect capacity.
- To be clear, this Code applies to all interactions with other whether between AIIA people, or with other stakeholders when carrying out AIIA activities and the work of AIIA. For example, it includes how volunteers treat each other and AIIA staff, how AIIA staffs treat Members, and how Directors treat fellow Directors and AIIA volunteers and staff.

Guiding Principles

AIIA people:

- act honestly and with high standards of personal integrity - with consideration, transparency, and respect;
- act in the best interests of AIIA and its Members (when working with, or supporting AIIA's work);
- do the right thing by Members, volunteers and stakeholders and demonstrate generosity in the context of generating mutual relationships;
- value our industry partnerships;
- follow through on our commitments and earn respect through our actions;
- are transparent and open in our communication;
- work collaboratively with each other;
- uphold standards of practice (including following any staff guidelines that may apply) and take action when needed;
- comply with the laws and regulations that apply to AIIA, its activities and its operations, and
- immediately report any concern about a possible breach of the Code.



We do not:

- knowingly participate in any illegal or unethical activity;
- enter into any arrangement or participate in any activity that would conflict with the AIIA's best interests or that would be likely to affect the AIIA's reputation negatively ;
- take advantage of the property or confidential information of AIIA, its Members, volunteers or customers for personal gain or to cause detriment to AIIA, Members, volunteers or stakeholders; and
- take advantage of our position or the opportunities arising from them for our personal gain.

All of these principles apply to everyone's behaviour - even if not expressly elaborated upon mentioned below in the Code.

Obligations and Duties - how we act to meet them

- AIIA people are committed to complying with the laws and regulations that apply to AIIA, its activities and its operations. We are all expected to:
 - a) act in accordance with:
 - i. the letter and spirit of the law, and
 - ii. all relevant regulations, policies and procedures
 - b) participate in relevant compliance training sessions; and
 - c) contact the AIIA's Secretary if you have any uncertainty at all about any of our compliance obligations.
- All of us, the Chair, Directors, CEO, management, staff, volunteers, Members and their representatives (while supporting and contributing to our work), consultants, contractors, consultants, and secondees must also comply with AIIA's internal charters, guidelines, policies and procedures, including this Code. If anyone is unsure what applies to their work, then please talk to colleagues, peers or AIIA's Secretary.
- In the unlikely event of there being a possible inconsistency between the laws and regulations applying to your work with AIIA and AIIA's policies and procedures, then please meet whatever sets the higher standard of behaviour, and let AIIA's Secretary know.
- AIIA people must:
 - a) always act in good faith;
 - b) treat all other AIIA people and all regulators, public servants, suppliers and other stakeholders fairly and with respect;
 - c) provide appropriate, timely and relevant information material to members, regulators, government and other key stakeholders and the information, communication and technology ("ICT") community generally;
 - d) avoid any practices that are, or could be judged to be misleading, deceptive or unfair;
 - e) not accept, solicit or offer money, business opportunities, gifts, favours, entertainment or inducements of a type a reasonable person might think likely to influence, or be seen to influence a board or management decision, submission or policy or business judgment, and



- f) not accept, receive, solicit or offer money, business opportunities, gifts, favours, entertainment or inducements as a result of their association with AIIA or through the use of the products or services AIIA provides.

How we treat each other

AIIA people specifically:

- a) treat everyone associated with AIIA with respect and kindness to create an environment that supports people, their organisations and the ICT community to realise their potential;
- b) look after the health, safety and welfare of AIIA people;
- c) recognise the importance of diversity and we value and respect each other's differences;
- d) do not tolerate unlawful bullying, harassment, unlawful discrimination or any other offensive conduct of any type;
- e) recognise that some behaviour that we may consider acceptable may not be acceptable to others, and
- a) take responsibility for AIIA's work and working environment by reporting any issues immediately.

How we handle information

AIIA people must:

- a) treat all information acquired while they are working with AIIA as confidential, even after they stop working with or supporting the work of AIIA;
- b) take great care to ensure the integrity and security of all of AIIA's confidential information which relates to the affairs of AIIA and AIIA people generally, its Members, volunteers, stakeholders, and suppliers; and
- c) not access or request or make improper use of (e.g. to obtain a personal benefit or benefits for other people) or transfer or disclose confidential information to anyone else (other than in the proper course of their duties or work with AIIA) without written permission from AIIA or as legally required; and
- d) immediately return any confidential information which may come into their possession unintentionally or by mistake.

How we manage Conflicts of Interest

- The simple principle is we should not participate in activities that involve a conflict of interest between our personal or organisational interests and our duties and obligations to AIIA, or which a reasonable person would perceive as involving a conflict of interest. Thus AIIA is committed to managing, and where required, avoiding conflicts of interest.
- AIIA people must:
 - a) not allow personal or organisational interests to conflict with the interests of AIIA;
 - b) obtain written permission before accepting a position in any other company, business or organisation as a director, agent, employee, volunteer or consultant, whether paid or unpaid, which may, or may be seen to give rise to a conflict of interest;



- c) disclose any perceived, potential or actual conflict of interest or duty to a relevant person or AIIA's Secretary as soon as they become aware of it;
 - d) avoid participating in decisions and activities which may conflict with their duties and responsibilities to AIIA; and
 - e) not take part in any decision making process of AIIA relating to a perceived, potential or actual conflict that they are involved in.
- In relation to possible Conflict of Interests that may arise at the Board, there are specific guidelines that can be read in the AIIA Board Charter and Constitution.

How we respect the property of AIIA

- The simple rule is AIIA people **do not** take advantage of the property of AIIA, its members or customers for personal gain or take advantage of our position or the opportunities arising there from for our personal gain. It is dishonest.

AIIA people must:

- a) ensure AIIA's property is used appropriately for legitimate AIIA purposes;
- b) not use AIIA's assets for personal purposes, except in accordance with AIIA's policy or with approval (e.g. use of AIIA's property such as computers and devices is permitted for private and non-income producing purposes within reason provided they used in accordance with the principles set out in this Code); and
- c) report any suspected or actual property theft, misuse or fraud to their manager or any other person nominated by AIIA.

How we need to act if we think there is a breach of the Code

- One guiding principle is that AIIA people should immediately report any concern about a possible breach of the Code. The reason for this is obvious. We are all equally responsible for ensuring compliance with it - individually and collectively. The Code is only of value to each of us if we all live by it and take accountability for compliance with it. While we don't believe it will happen often, or at all, it is vital to know when or if there may have been a breach.
- It is also important for you to know AIIA has appropriate protections in place for people who report possible breaches, provided they do it in good faith.
- AIIA people must report to a relevant person any :
 - a) suspected breach of this Code;
 - b) actual or suspected unlawful, fraudulent, dishonest or unethical behaviour; and
 - c) suspected breaches of charters, guidelines, policy or procedures.
- A "relevant person" to whom reporting of a breach may be made, includes:
 - the Chair of the Board;
 - the Chair of a sub-Committee of the Board;
 - the Chair of a State or Territory Council;
 - the Chair of a Special Interest Group;



- an AIIA Director;
 - the CEO of AIIA, or
 - a senior manager of AIIA.
- In certain circumstances it may not be appropriate, prudent or easy to report matters to a peer, colleague or manager. In these circumstances, AIIA people may escalate it by reporting the possible breach to any other relevant person nominated with which they may not have had any direct dealings.

How AIIA will respond to a possible breach of the Code

- AIIA will take any possible or actual breach of this Code seriously. Matters raised in good faith will be investigated and AIIA will take appropriate action in respect of any breach found to have occurred. Reported breaches that are misconceived, vexatious, and lacking substance may result in disciplinary or other appropriate action being taken.
- Appropriate action in relation to a breach (or mischievous reporting) may include:
 - A oral request to stop behaving contrary to the Code;
 - A request for resignation from the AIIA body with whom that person is directly or indirectly connected;
 - A written notice withdrawing approval to be associated with AIIA;
 - disciplinary action and, in some cases, termination of employment, in the case of AIIA staff or
 - legal action depending on the severity and nature of the breach and whether it was unethical, unlawful or both.
- The Secretary will provide further information or confidential assistance regarding this Code, policies, processes and procedures if any AIIA people need it.

Review of the Code

- This Code will be reviewed from time to time as good practice; legal or governance requirements dictate. A copy of this Code will be distributed to all directors and employees, contractors or consultants and is available on our website. It is important to understand the Board views this Code as critical to fostering a great culture, and the Code can only be changed by resolution of the Board.

