



Code of Conduct Guide

BloomHQ

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www.bloomhq.co.nz

Overview

What's the purpose of this doc?

This document pairs with the Code of Conduct (CoC) you have received. It gives guidance on how to roll-out / implement the CoC.

This guide is intended for use by those in your organisation who have ownership of / responsibility for HR processes. It is not intended for general employee use.

Understanding the Code of Conduct we have provided.

The Code of Conduct is written by highly experienced HR professionals with years of understanding what constitutes a safe and healthy work environment. It is essential that you review this document thoroughly before rolling it out, engage in a great design process to customise it, and understand that it is absolutely crucial for leadership in your organisation to be setting the example and walking the talk with the CoC expectations around treatment of others.

Why is a good Code of Conduct important?

It is important for both employers and all staff (employees & contractors) to be clear on what expectations are of how they show up for work. This sets the bar for behaviour in the workplace, and particularly sets the bar for how your team is expected to treat one another.

Having a clear Code of Conduct around this, means employees can feel safe coming to work, knowing that people are likely to uphold the standard, and that if they don't, their employer will take it seriously and address the concerns.

As an employer, you have an obligation to uphold the Code of Conduct, both by walking the talk, and holding your employees accountable. The treatment of others, or professional conduct, is very important for having a safe, healthy, and high functioning workplace.

Rolling out your Code of Conduct

Whenever you are making any changes or updates that affect your employees, the most important thing is communication. It does wonders for an employee's sense of value and belonging, when they are kept in the loop and kept informed of changes that affect them.

Our recommended process:

- Thoroughly read the Code of Conduct and ensure you are familiar with its contents.
- Ideally, run a co-design session with your team to identify what is important to them in a Code of Conduct. Read more under 'Co-Design'.
- If you can't run a co-design session, run through this document with your values as a lens and make sure you customise it for your organisation to make sure it's appropriate for your culture and team.
- Ensure any other staff who will be responsible for upholding/handling, thoroughly read your Code of Conduct (for example, other HR team members, senior leaders, people managers) and understand that leadership needs to be the role models for upholding this Code of Conduct.
- Get clear on what your processes are for handling conduct issues. Even a few bullet points that you can start with and build on is great.
- Announce the Code of Conduct to your full team, making sure to provide access to the document and a link to it. Invite all employees to ask any questions about the Code of Conduct to relevant team members (leads, managers, HR, founders).
- Explain to them that you are committed to improving HR and PX processes in your organisation and therefore you have developed a Code of Conduct that is robust and aligned with your intentions to be a great employer.
- Store the Code of Conduct in a digital location that all employees can access freely and easily (not in restricted access HR folders).

Upholding your Code of Conduct

Once your Code of Conduct has been rolled out, we recommend the following tips to keep it upheld effectively:

- Always act in accordance with the Code of Conduct. It is important that the expectations of behaviour and conduct at your company are embodied and demonstrated by leaders.

- Take new employees carefully through the Code of Conduct during their induction so their understanding of the expectations and standards are clear. Give them the opportunity to ask questions.
- Ensure new employees in relevant roles involving the Code of Conduct process, are clear on the intent of the Code of Conduct, the processes, and their relevant responsibilities.
- Review the Code of Conduct every year to ensure it remains aligned with the organisation's values. If any changes are desired, update the Code of Conduct doc and notify the full team of the changes. Make sure you fully consider the implications of making any changes - you always want to be moving toward a safer and healthier workplace!

We recommend consulting an HR professional when making any changes to the Code of Conduct. We are always happy to take a call!

Note: always update the date at the top of the policy when changes are made so your employees know they are reading the most up-to-date version.

Co-Design

We highly recommend engaging in a co-design process with your team when implementing a new policy. You can use our Code of Conduct template as a starting point to ask your team what each pillar/idea means to them and to name some examples of what that looks like within your specific environment.

For example, you could ask them what 'No-one stands alone' means to them - what would we want to see and hear our team doing to contribute to this pillar? Then, you could ask for some examples of what it would look like if this wasn't happening.

It can also be powerful to ask your team how they'd like to see breaches of the code of conduct managed. You can even ask them 'If you were to not live up to one of these values, how would you like someone to draw your attention to it?' That can be a great way to get buy-in to the management side of this. For serious misconduct stuff, you'll want your HR team to manage that though and it would be hard to expect your team to co-design that part!

Have fun - this is one of our most favourite policies to implement because it can be super empowering for your team when you get it right!



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