



Code of Conduct

BloomHQ

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www.bloomhq.co.nz

Overview

What's the purpose of this doc?

It is important for us to set out clear expectations of the kind of conduct that we expect of ourselves, our team, and other parties we engage with, so you know what appropriate conduct looks like. This document is designed to support the creation of a culture where our whole team are respected, treated with care, included, feel safe, and are able to thrive.

Who does it apply to?

All staff of **COMPANY NAME** (includes founders, employees, & contractors), referred to here as employees, colleagues and team members.

What does it include?

A general overview of expectations around treatment of others
Clarity around what misconduct and serious misconduct looks like
The processes we will follow to address issues with conduct

Why is a Code of Conduct important?

It is important to **COMPANY NAME** that we have a safe and healthy workplace. Ensuring that everyone is included, respected, and treated well is a huge component of this - it affects a team member's sense of belonging and worth, whether they look forward to coming to work or dread it, and the general cohesiveness of a well functioning team. As an employer, we are also responsible for the health, safety, and wellbeing of our people, and how you are treated by the wider team is a crucial part of this.

Who is responsible for the Code of Conduct at our organisation?

Everyone is responsible for upholding the Code of Conduct at **COMPANY NAME**. We will ensure that our Code of Conduct is reviewed yearly and kept up to date with best practice, as well as any feedback we receive on how it can be better.

Code of Conduct

Our expectations and standard of conduct.

NO ONE STANDS ALONE

We welcome and support people of all backgrounds and identities, and we understand that diversity contributes to a richness and growth of all of our people and organisation. This includes, but is not limited to, members of any: sexual orientation, gender identity and expression, race, ethnicity, culture, colour, immigration status, and national origin, social and economic class, educational level, sex, age, size, family status, political belief, religion, atheism, and spirituality.

What being inclusive looks like:

Inclusivity is about proactively including others, and the practice or policy of providing equal access to opportunities and resources for people who might otherwise be excluded or marginalized. You can include others by:

- Starting conversations, as opposed to just responding, and showing interest in who they are
- Inviting others to participate in things, as opposed to waiting for them to ask
- Asking others for their opinion, as opposed to waiting for them to share
- Paying attention to what makes someone an individual and acknowledging that. An example could be as simple as bringing vegetarian snacks to a shared lunch if you have a vegetarian colleague
- If you have colleagues who have communicated their pronouns or a name that they want to be called, use that to address them
- Noticing moments where someone hasn't been included and taking steps to rectify that
- Noticing policies, practices, rituals that are biased or not inclusive and changing them or asking for them to be changed
- Advocating for people to be designed with, rather than for, in all aspects to do with their working environment
- Organising work events at appropriate times that considers different people's needs

BE COLLABORATIVE, NOT COMPETITIVE

We all depend on each other to produce the best work we can as an organisation, and a lot of this will happen through collaboration. At **COMPANY NAME** we are all united by common goals, and we'll get there faster together. This means that we need to work together as a team, rather than treading on each other to try and be the star performer.

What being collaborative looks like:

- Actively listening to and assessing all ideas and opinions before making decisions
- Offering support when your team members ask for help
- Giving credit when credit is due, celebrating the successes of your team
- Sharing resources and information with your team members
- Adopting a reflective practice where you notice how you're taking up space and where there are opportunities to uplift someone else
- Designing your work with others, rather than trying to do it all yourself
- Spending more time talking positively about others behind their back and shutting down unhelpful and competitive gossip

PROFESSIONAL AWARENESS

We strive for a culture that is **X** and part of that is knowing that it's super important that we do treat our workplace like a workplace, to help protect ourselves, our team members and our company. Your decisions and how you conduct yourself at work will affect your colleagues and our clients and / or customers, and you should take that into account when making decisions.

What professional awareness looks like:

- Speaking, and acting in a way that represents yourself and our company well whenever you are working
- Paying attention or getting up to speed on circumstances so you understand what's going on before taking action
- Thinking about your actions before you take them, considering the effect of what might then happen, or how you might make someone feel

- Always upholding confidentiality regarding what you know about our company, or clients and / or customers, and your team members (see your employment agreement for more information)
- Being mindful of how you talk about our company, clients and / or customers, and your team members to others, with regards to how you are representing us / them
- Being aware that some people may want to keep work at work and home at home and respecting those boundaries

BE RESPECTFUL

We won't all agree all the time, and that's okay. Disagreeing with someone is no excuse for disrespectful behaviour. We all experience frustration from time to time, but we cannot allow that frustration to become personal attacks. An environment where people feel uncomfortable or threatened is not a safe, productive, or creative one.

What being respectful looks like:

We should all be working toward embodying an understanding and acceptance of the differences and diversity, and checking ourselves for our own biases.

- Being humble, knowing you are not always going to be right or have the best idea
- Accepting that sometimes the ideas of others will be chosen as the path forward, even if your idea might have more merit in some regards
- Being curious and inviting in the different opinions and ideas of others
- Understanding that there is always growth and learning to be done, and most of the time that comes from others
- Be conscious of giving everyone airtime, meaning not talking over others and actively listening to what other people are saying
- Acknowledging that people have different perspectives on issues, and that can be valuable for solving problems or generating ideas
- Adopting a reflective practice where you're able to notice your own reactions to different situations and adapting how you react as you learn more about yourself
- Practising self care. When we look after ourselves and respect our own needs, it's more likely we'll be able to respect others' needs.

TALKING TO OTHERS

Always approach others from a place of respect and kindness – with your words, your tone, and your intent. It is not acceptable in our work environment to speak to others with the intent to harm, hurt, harass, discriminate, insult, condescend, or belittle. It is not acceptable to yell or shout at others.

What a respectful and kind approach to talking to others looks like:

- Communicating kindly and considerately, doing your best to speak in a tone, volume, and pace that is easy to understand
- Being self aware and able to regulate your own reaction to people's behaviour, so you can think before you speak / act – reactivity is not a hall pass for causing harm
- Interpreting others behaviour with generosity first, instead of assuming the worst, especially when it comes to digital communication where there is no tone or body language
- Listen if people give you feedback on the way you speak to them, sometimes we use tones or inflection that we aren't aware of, that may come off as rude or hurtful
- Using 'I feel' statements instead of 'you are / you did' statements, when communicating with others about how their actions are affecting you
- Try to put yourself in their shoes before you speak to others – this may help you find a better communication approach

ACT WITH INTEGRITY

At **COMPANY NAME**, integrity is central to all of our actions and interactions. We respect, acknowledge, and protect each other's ideas, intellectual property, and confidential information. Honesty is key to a thriving workplace and thriving team relationships, and any instances of dishonesty, will be addressed accordingly.

What integrity looks like:

- Being honest
- Taking ownership of your mistakes and bringing them forward
- Not engaging in anyone else's dishonesty
- Raising concerns about behaviour or conduct you witness in our workplace

KEEP A CLEAR HEAD

We expect all of our employees to show up for work in a fit condition to carry out the duties of their roles. While this is a clear expectation of ours at **COMPANY NAME**, we know that sometimes this isn't always as easy to do as it seems. It is important that we have conversations if you're struggling with anything at all that is preventing you from having a 'clear head', we are always here for a discussion first and foremost, to support you in whatever way we can.

What a clear head looks like:

- Staying hydrated and fed
- Not being hungover
- Being sober, intoxication or being under the influence of any substance at work
- Focusing on work tasks while at work

Addressing conduct issues

Where we draw the line:

There are certain behaviours that will not be tolerated and will be addressed with seriousness when witnessed or alleged. Below is a list of examples, but you can also refer to the rest of this Code of Conduct for further information on our expectations of how you show up and how you treat others.

Examples include:

- Threats or intimidation of any kind
- Discriminatory jokes, mockery, and language
- Sharing sexually explicit or violent material via electronic devices or other means
- Personal insults of any kind
- Unwelcome sexual attention
- Proactively exclusionary behaviour or bullying
- Supporting or encouraging any of the above behaviour
- Use of drugs or alcohol just before or during work
- Breaches of the terms of your employment agreement
- Breaches of the law either during work hours or outside work hours

Identifying serious misconduct:

When identifying serious misconduct, the key question to ask is if the misconduct undermines or destroys the trust and confidence an employer has placed in the employee. Certain actions may immediately impact the relationship of trust, or repeated instances of more minor misconduct where there is no evidence that behaviour will change.

What we will do:

It is important that all employees know we take conduct seriously and will not tolerate behavior that is problematic, abusive, or discriminatory. We will always endeavour to follow a process modelled on compassion and curiosity, meaning we'll make sure to fully check out any claims about unacceptable behaviour before taking action. Where possible, we will work with you in a restorative approach, rather than a punitive one.

Depending on the severity of the situation or allegation, there may be circumstances where we will immediately suspend you from work while we investigate claims about conduct, if we believe there is potential harm or risk to another team member or the organisation. This will be handled confidentially. Please refer to your employment agreement for more information on suspension.

If, after an investigation, we find that misconduct or serious misconduct has occurred, we will address this accordingly. Know that this could lead to disciplinary action, up to and including formal warnings, suspension, and dismissal.

You can refer to [this government website](#) for further information on misconduct and serious misconduct.

The Human Rights Commission:

If you would like some additional assistance, or you ever experience or witness serious conduct issues in our workplace, The Human Rights Commission provides a free and confidential mediation service.

For more information contact the Human Rights Commission:

Phone: 0800 4 YOUR RIGHTS (0800 496 877)

Email: infoline@hrc.co.nz



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