



Code of Conduct

Rotaract Club of Perth

Professional Development Committee

16th March 2011

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1. Introduction

This code of conduct sets out principles of good conduct and the standards of behaviour that are expected from the members of the Rotaract Club of Perth.

The standards in this code are in addition to the Rotaract Club Constitution and the Rotaract Statement of Policy or any other Rotaract documents applicable to the Rotaract Club of Perth regarding the performance of members' roles.

2. Statement of Commitment

Members of the Rotaract Club of Perth are to act with honesty and integrity in the performance of each role, as well as to demonstrate positive ethics, conduct and behaviour that builds trust and confidence both within the community, as well as with the external stakeholders of our club.

3. Principles

In association with the club vision for 2011/2012, which is,

'To Professionally Grow Our People for Us to Serve Our Local and International Communities In Need in a Sustainable Manner'.

A member of the Rotaract Club of Perth shall therefore demonstrate the following principles in their behaviour:

- Act in good faith and in a fair, respectful and non-discriminatory manner when dealing with individuals.
- Conduct performance in a way that builds the trust and confidence of others in the club.
- Behave in a manner that enhances the image of the club and prevents damage to the reputation of the club.
- Be open and accountable to the community and external stakeholders of the club
- Avoid any personal conflict of interest that jeopardises or overrides the club's interest.

4. Roles

1. *Role of the Rotaract Club of Perth*

- Provide an environment for its members to develop skills and knowledge to serve the needs of the local community, and to provide opportunities in developing professional relationships with people around the world through a framework of friendship and service.

2. *Role of the Board Members*

A board member is part of the management team of the club that has been nominated in writing, in which general members have faith in them to make decisions, and are therefore expected to:

- Demonstrate leadership and guidance to the general members through the highest level of work ethic, commitment and dedication in performing duties to the best of their ability.
- Facilitate communication between the club and the sponsoring club: The Rotary Club of Perth.

- Perform duties and responsibilities according to the position description and its targeted objectives associated with their role.
- Conduct themselves professionally and not take advantage of their position to undertake actions or activities that may cause harm and detriment to individuals and/or the club.
- Participate in performance management as directed for professional growth and club business improvement purposes.

3. *Role of General Members*

A general member is someone who has a full membership status, which meets the conditions of membership qualifications under the *Article IV – Membership* of the Standard Rotaract Club Constitution. A general member shall:

- Accept and follow rules, policies and procedures relevant to the club
- Conduct themselves professionally at all times in dealing with individuals and organisations associated with the club.
- Cooperate with the board members in all aspects, so far as is reasonably practical, in achieving the club's objectives.
- Commit to an avenue of service within the club, which includes Club Services, Local Community Services, International Services or Professional Development.

4. *Relationship between Board Members and General Members*

- Board members and general members seek to adopt a team approach when dealing with each other to promote an environment that is based on mutual respect and trust.
- Each member understands their own duties and responsibilities and acknowledges the limitations of the scope of practices, delegations and authorities in relation to their role.
- Board members and general members seek to establish a professional working relationship that recognises the diverse values and backgrounds of each other to achieve targeted outcomes.

5. Attendance and Leave of Absence

1. Each member of the club shall attend at least 60% of the club's regularly scheduled meetings annually. Absence from a meeting may however be made up as follows:
 - Attendance at a regular meeting of any other Rotaract or Rotary Club on any day within 14 days before or after the scheduled club meeting.
 - Attendance and participation in a club service or community event or activity authorised by the board.
2. A member's absence can be excused if approved by the board based on the following conditions:
 - Reasons for absence are appropriate and sufficient
 - The absence complies with the conditions and circumstances set by the board.
 - The absence does not reflect an intention to avoid duties and responsibilities specific to the role of the member.
3. Request for leave of absence must be made through written application to the board, providing good and sufficient cause, with a specified length of time of absence submitted, for approval to be granted by the board.

4. Leave of absence does not operate to prevent forfeiture of membership. Members shall comply with the conditions set in the code at all times if they engage in any business activity associated with the club.

6. Grievance Resolution Process

1. A complaint made verbally or in writing, no matter the form of communication, against a member of the club, will be taken seriously (*Refer to Appendix A for the Grievance Resolution Process*).
2. All matters of complaint made in relation to the club will be brought to the attention of the club president, unless the subject of complaint is directed to the president. Under any circumstances in which the president is being complained about, a third party will be invited to act as a moderator in dealing with the matter. Ideally, the third party shall be a representative from the sponsoring Rotary club or the District Rotaract Representative (DRR).
3. The person responsible for the grievance resolution shall determine a thorough investigation process to be conducted to assure both the complainant, and the subject of the complaint, have the full confidence of the club in supporting them throughout the entire investigation process.
4. Shall a member be proven to be in breach of this code, or relevant Rotaract policy, the person will be handled according to *Section 7 – Dealing with Member Misconduct* of this code, in association with the Standard Rotaract Club Constitution.

7. Dealing with Member Misconduct

1. Members shall at all times conduct their affairs so as to uphold the dignity, standing and reputation of individuals and the club. Shall a member behave in a way that may have an adverse impact on the image of the Club, and/or cause harm to individuals, communities or organisations associated with the club, either physical or psychological, it may lead to disciplinary action and membership termination.
2. Misconduct constitutes a grievance and thus shall be resolved according to the grievance resolution process as outlined in this code, *Section 6 – Grievance Resolution Process*.
3. For issues that are considered minor, or where a formal disciplinary action may appear too severe, an informal conversation with the member in dispute can be conducted and no formal documentation shall be retained.
4. The procedure for the formal disciplinary action includes the following three step process (*Refer to appendix B for the Dealing with Member Misconduct Flowchart*):
 - Formal verbal notice
 - First and final notice in writing
 - Notice of membership termination
5. Conduct that may lead to disciplinary action includes, but is not limited to, the following:

- Engage in acts that are against the ethical standards addressed in the code, Rotaract constitution, policy and by-laws.
- Failure to demonstrate role expectations as outlined in this code, *Section 4: Roles*.
- Behave in a manner that brings the club into disrepute.
- Verbal or physical harassment of any other members, broader community and/or external stakeholders of the club.
- Treat someone less than favourably, intimidate, humiliate, tease or undermine the well-being of others in the Club, regardless of any circumstances.
- Inappropriate use of club property and equipment.
- Wilful damage to, or theft of, property belonging to the Club, or other members and guests of the Club.

8. Communication and Confidentiality

1. Members shall be respectful and engage in a manner that enhances constructive communication between individuals and external stakeholders of the club.

2. In dealing with the individuals and external stakeholders of the club, members of the club endeavour to ensure that the information that is conveyed to others, through written and electronic means, is not offensive to any person or body. This can be achieved through using non-discriminatory language.

3. Members shall be aware that when expressing personal opinions, if they are not a decision or subject authorised by the board, that it may not represent the viewpoint of the club.

4. Members shall not:
 - Use any club information to gain personal advantage for any other person or body, in ways that go against their obligations to act with integrity and in good intention, or may cause harm and detriment to any individual or organisation associated with the club.
 - Disclose information that is confidential in nature, until it is no longer considered to be confidential.

5. Members maintain effective formal and informal communication at all times, when dealing with matters relevant to the club via all means of printed and electronic communication channels (*Refer to Appendix C – Guidelines for Effective Communication Methods*). Members are prohibited from any conduct that:
 - Is against the rules and ethical standards provided in the code, Standard Rotaract Club Constitution, or relevant policy and procedure.
 - Violates the rights of others, including the right to privacy.
 - Delivers information that contains false, inaccurate, defamatory, abusive, violent, threatening, discriminatory and other inappropriate material.
 - Forwards or passes information of a confidential nature to individuals to whom transmission is not or yet authorised by the club, including club members and individuals outside the club.
 - Forwards chain emails or messages to an individual or groups without consent of the sender or user.

- Uses club information for personal advantage or private commercial or business transactions without authorisation by the club.
 - Discloses passwords or information that results in unauthorised external access to the club's internal communication system.
 - Engages in acts that interfere with the ability of others to conduct business relevant to achieving club objectives.
 - Is involved in the unauthorised installing or downloading software and programs related to the club.
6. Formal disciplinary action will be carried out against any members or individuals in the club found to have engaged in a prohibited use of the club's internal communication system.

9. Intellectual Property Rights

- Members shall acknowledge and respect the club's intellectual property rights, use of club name, logo and copyrighted documents authorised by the club.
- It is forbidden to use and distribute club information and property, without authorisation by the board, for financial or other personal advantage. This is considered theft of club property and shall be treated according to the process of handling misconduct set out in Section 6 of the code.

10. Statement of Adoption and Review

This Code is adopted on 16th March 2011 and will be reviewed annually after the new election.

The next review is due by 16th March 2012.

11. Commitment of the Board Members

The board members of the Rotaract Club of Perth are committed to performing their duties and responsibilities to the best of their ability.

The board members commit to be bound by the standards and requirements of this code of conduct.

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TRISTAN KOLAY
PRESIDENT

.....
BETHANY INDRAWAN
VICE-PRESIDENT

.....
DAVID TRUMBLE
SECRETARY

.....
BEVERLEY JOHNSON-MWENDA
TREASURER

.....
PIRIYE ALTRAIDE
CLUB SERVICE DIRECTOR

.....
STEPHEN BERNARD
COMMUNITY SERVICES DIRECTOR

.....
HUI LIN TAN
PROFESSIONAL DEVELOPMENT DIRECTOR

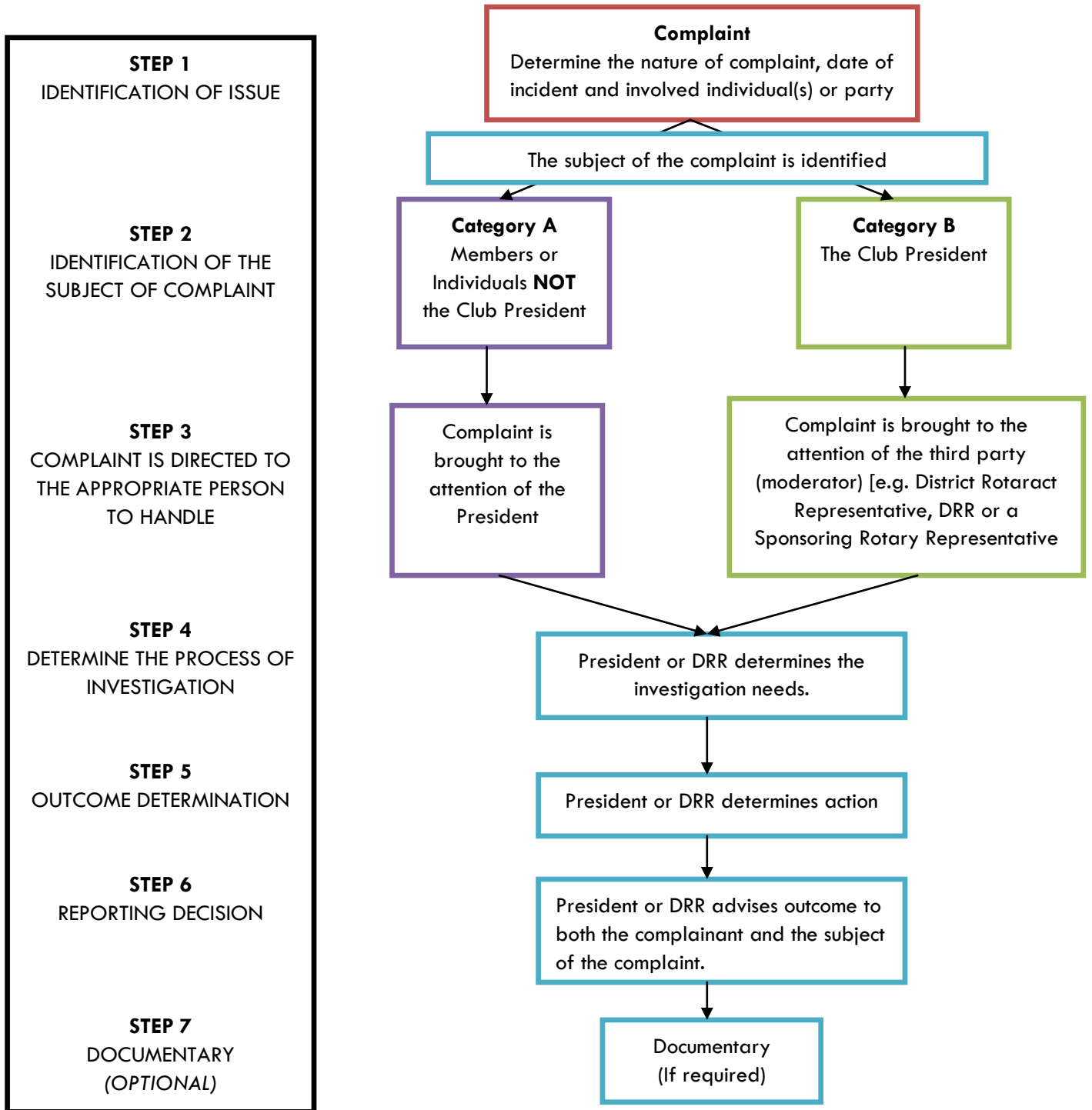
.....
MELANIE CHAPMAN
ACTING INTERNATIONAL SERVICES DIRECTOR

.....
MELANIE CHAPMAN
OPERATIONS DIRECTOR

Appendix A

Grievance Resolution Procedure

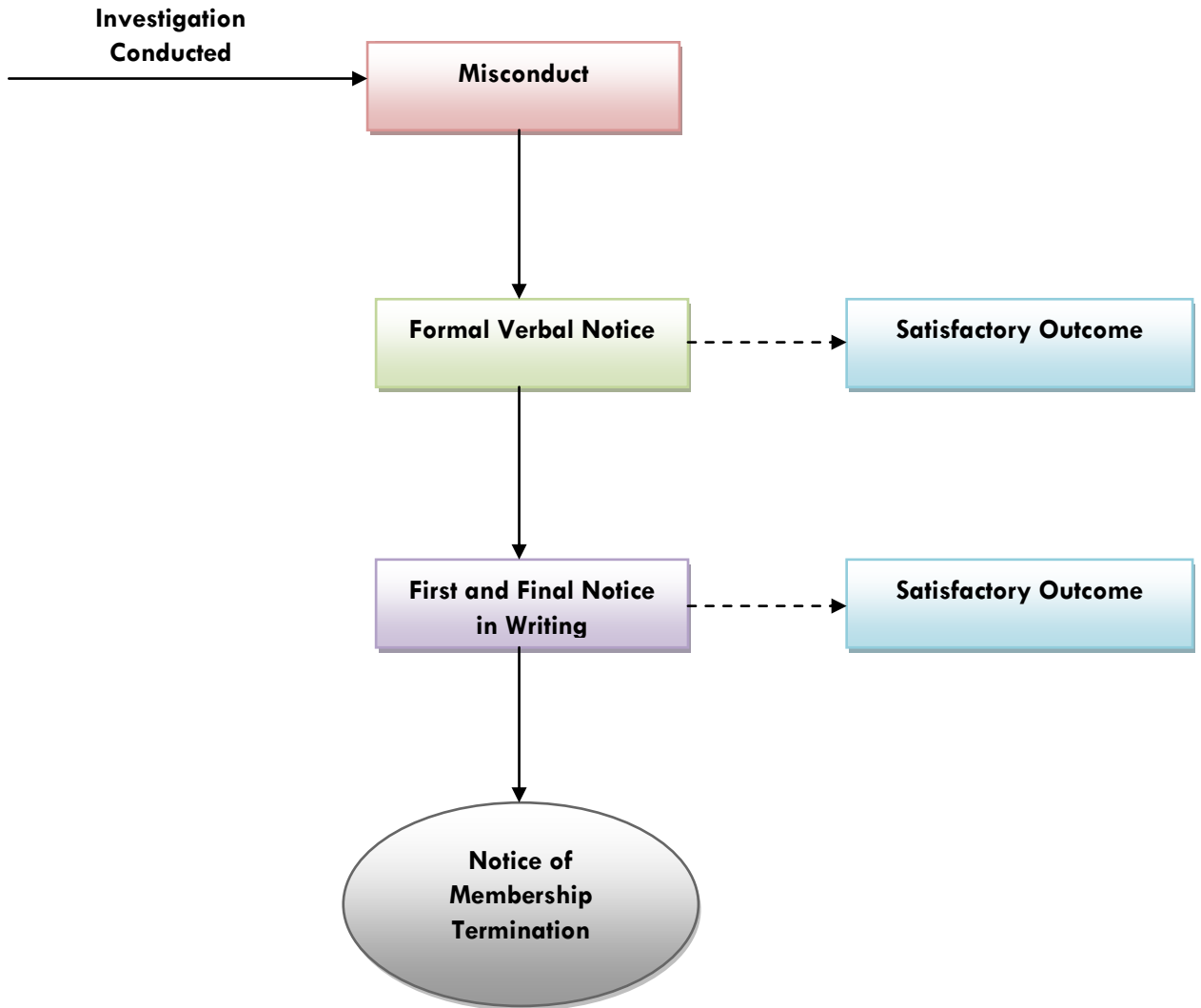
Flowchart



Appendix B

Dealing with Member Misconduct

Flowchart



Appendix C

Guidelines for Effective Communication Methods

| Communication Methods | |
|---|--|
| Do's | Don'ts |
| Email | |
| <ul style="list-style-type: none"> To protect the privacy of each recipient when sending a group email, place the individual's email address in the 'Bcc' (Blind Carbon Copy) rather than the 'To' or 'CC' field, unless it is intended by the sender to allow all recipients to see each other. | <ul style="list-style-type: none"> Try to avoid humour, sarcasm, images or emoticons in the email to prevent miscommunication. Always keep the email professional. |
| <ul style="list-style-type: none"> Emails may not always be delivered successfully, do request a confirmation of receipt for important messages. | <ul style="list-style-type: none"> Avoid using email to inform or provide negative feedback. Reserve negative appraisals for face-to-face conversation. |
| <ul style="list-style-type: none"> Always try to keep the content of emails simple, short and to the point. | <ul style="list-style-type: none"> Avoid inappropriate use of the 'reply to all' button. Make sure the list of recipients contains only individuals who will be interested in or need to be aware of the content of your response before hitting the 'Send' button. |
| <ul style="list-style-type: none"> Use different fonts (e.g. bold, underline) to highlight important information to make it look appealing and attractive. | <ul style="list-style-type: none"> Avoid the usage of capital letters as it is the email version of 'shouting', which is rude and inappropriate. |
| <ul style="list-style-type: none"> Use a signature whenever appropriate to ensure the recipient is aware of who and where the email is from. | <ul style="list-style-type: none"> Do not send out email details of members to others without the consent of the user. |
| <ul style="list-style-type: none"> Use 'spell check' to ensure the content is free from spelling errors. | <ul style="list-style-type: none"> Avoid spamming and distributing 'junk emails' or irrelevant information to club members. |
| <ul style="list-style-type: none"> Respond to email enquiries or requests as soon as possible before they become outdated and invalid. | <ul style="list-style-type: none"> Avoid sloppy expression |
| Internet (e.g. Club Website, Facebook, Dropbox) | |
| <ul style="list-style-type: none"> Website is easy to read and user- friendly. | <ul style="list-style-type: none"> Avoid distributing or disclosing information on the site if it is not targeted to all users or the public. |
| <ul style="list-style-type: none"> Ensure all information is valid and up-to-date. | |
| Other Publications (e.g. Flyers, Handouts, Display Materials and other Promotional Items) | |
| <ul style="list-style-type: none"> Information is accurate and timely, suited to the audience towards which it is targeted. | |
| <ul style="list-style-type: none"> Appropriate use of Rotaract logo. Request for approval and authorisation from the club if unsure about the logo usage. | |

