



## **Member Code of Conduct**

### **1. Introduction**

Royal Life Saving believes in empowering and encouraging its members to embody the values and mission of the organisation. A positive culture, characterised by mutual respect and inclusivity, is vital for achieving the best outcomes for our members, customers, and the Western Australian community.

The purpose of our code of conduct is to clearly outline the expectations and standards of behaviour for all members. and serves as a guide to assist them in making ethical and responsible decisions. This code of conduct is not just a set of rules, but rather a reflection of our organisation's commitment to upholding the highest standards of integrity and safety.

### **2. Application of Code of Conduct**

This Code of Conduct sets the standards expected of all members within Royal Life Saving. It is the responsibility of every person covered by this Code of Conduct to conduct themselves in accordance with the Code.

The Board of Directors has approved this Code of Conduct and fully supports its objectives and content.

### **3. Commitment to the Code of Conduct**

It is a requirement that each member of the Royal Life Saving Society WA:

- read this Code of Conduct,
- agrees to it
- follows the Code of Conduct at all times during their membership

### **4. Breaches of the Code of Conduct**

All members have an obligation to ensure compliance with this Code. If you observe behaviour that you believe violates this Code, it is your duty to report it to the Member Engagement Manager at Royal Life Saving WA. All alleged breaches of this Code will be thoroughly investigated, and if a violation is confirmed, appropriate action will be taken, which may include termination of membership.

### **6. Mission, Purpose & Values**

All members are expected to embody the mission and values of Royal Life Saving, and to actively contribute to a culture that supports and promotes them.

Our mission is a water loving nation free from drowning.

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Our purpose is to empower our community to be safe in and around water, and leading efforts to reduce the impact of drowning.

Our values are:

- Leadership: We drive innovation and positive change.
- Collaboration: We work together to find solutions and welcome others to join us.
- Action: We focus on results, evidence informed practice and making a difference.
- Integrity: We do what we say and hold ourselves accountable.
- Safety: We put health and safety first.

## 7. Guiding Principles

As a charitable organisation, Royal Life Saving will:

1. respect the dignity, rights and freedoms of all members;
2. provide a safe and secure environment for all its members, employees, visitors, volunteers and particularly to children and vulnerable people.
3. recognise the achievements of each of our members.
4. respect members, customers', suppliers' and employees' personal and sensitive information.
5. reinforce Royal Life Saving's commitment to the highest standards in business and professional ethics; and
6. obey the law.

As members we will:

1. treat customers, and employees with honesty, courtesy and respect.
2. support an environment that ensures the safety for participants, particularly children and vulnerable people.
3. respect and safeguard the property of other members, customers, Royal Life Saving workers.
4. perform our duties, as best we can, taking into account our skills, experience, qualifications and position.
5. do our jobs in a safe, responsible and effective manner.
6. maintain confidentiality of other members, customers', Royal Life Saving's and other parties' personal and sensitive information gained through our work in accordance with privacy legislation.
7. ensure that our personal, business and financial interests do not conflict with our duty to Royal Life Saving.
8. work within Royal Life Saving's policies and procedures; and
9. obey the law.

If we as members undertake these obligations and responsibilities, our performance will benefit, and we will achieve better outcomes for Royal Life Saving and the Western Australian Community.

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## 8. Expected Behaviour

The below provides more specific guidance on the expected behaviour of members

1. **Inappropriate behaviour:** members are expected to behave appropriately at all times, including refraining from harassment, discrimination, and bullying/intimidation. Members will also comply with our policies related to bullying and sexual harassment.
2. **Non-discrimination:** Royal Life Saving is committed to equal opportunity and does not tolerate discrimination or harassment based on various factors such as race, gender, age, and disability. Members will comply with our Equal Opportunity policy, which provides further details.
3. **Personal conduct:** Members are expected to deal fairly and honestly with others members and/or customers.
4. **Work environment & Safety:** Royal Life Saving is committed to encourage a healthy, safe, and productive work environment for members and employees. Members are also responsible for their own health and safety, and for the safety of others. The abuse of prescription drugs or the use/possession of illicit drugs is not acceptable, nor is the consumption of alcohol that affects customer service, work performance, safety, or violates the law. Members are expected to follow health and safety policies and procedures, including reporting any hazards or incidents.
5. **Customer service:** Members are expected to provide exceptional value and service to other members and/or customers, including ensuring a safe and welcoming environment, providing high-quality customer service and products/services, and meeting customer needs.
6. **Privacy & Confidentiality:** Members are expected to maintain confidentiality regarding company information.

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