

GLNA Ethical Behaviour Policy | February 2021

Non-discrimination, Anti-harassment and Anti-bullying

GLNA is committed to a work environment in which all individuals are treated with fairness, respect and dignity by staff, customers, vendors, suppliers, and volunteers. Everyone has the right to work in a professional atmosphere that promotes equal employment opportunities and prohibits unlawful discriminatory practices, including harassment based on protected characteristics. Therefore, GLNA expects that all relationships among persons in GLNA will be professional, free of bias, prejudice, harassment and bullying.

GLNA has developed this policy to ensure that all its staff can work in an environment free from unlawful harassment, discrimination, bullying and retaliation. GLNA will make every reasonable effort to ensure that all concerned are familiar with these policies and are aware that any complaint in violation of such policies will be investigated and resolved appropriately.

These policies should not, and may not, be used as a basis for excluding or separating individuals of a particular gender (or any other protected trait or class) from participating in work-related or social activities or discussions. In other words, no one should make the mistake of engaging in discrimination or exclusion to avoid allegations of harassment. The law and the policies of GLNA prohibit disparate treatment based on sex or any other protected trait or class, with regard to terms, conditions, privileges and perquisites of employment. The prohibitions against harassment, discrimination, bullying and retaliation are intended to complement and further those policies, not to form the basis of an exception to them. When planning work related social activities, staff member should seek to emphasize activities that are accessible to diverse groups of people rather than activities that depend primarily on physical strength. Consumption of alcoholic beverages at work-related social activities is permissible, but not encouraged and should be kept at minimal levels.

Equal Opportunity Employment

GLNA is committed to equal opportunity and believes in the advantages of an inclusive workplace in which individuals of varied backgrounds and perspectives are welcomed, encouraged, and given the opportunity to contribute to their fullest potential. GLNA expressly prohibits any form of unlawful staff harassment or discrimination based on any of the characteristics mentioned. Improper interference with the ability of other staff to perform their expected job responsibilities is not tolerated.

Unlawful Discrimination, means discrimination declared unlawful by Federal or State/Territory laws including discrimination on the basis of a person's: *Race, including colour, nationality or ethnic origin. Sex, pregnancy, marital status, or career status; and age and disability.*

Unlawful Discrimination occurs when a person, or a group of people, is treated less favourably than another person or group because of their background or certain personal characteristics.

There can be either direct or indirect discrimination.

There are exemptions from unlawful discrimination laws for religious bodies and that can apply to GLNA. If these exemptions apply the conduct by GLNA is not unlawful.

Harassment

GLNA expressly prohibits any form of unlawful staff harassment of any kind, including sexual harassment, and will take appropriate and immediate action in response to complaints or knowledge of violations of this policy.

Harassment involves a pattern of behaviour, or course of conduct, by an individual that is designed to intimidate or distress another individual.

The behaviour should be oppressive and not a mere irritation or annoyance. In this policy, Harassment includes unlawful harassment (such as sexual harassment) and offensive behaviour based on racial hatred, and offences under Crimes legislation.

Under discrimination laws, it is unlawful to treat a person less favourably based on particular protected attributes such as a person's sex, race, disability or age. Treating a person less favourably can include harassing or bullying a person.

Also, there are specific provisions making unlawful sexual harassment, racial hatred and disability harassment. Unlawful Harassment can include behaviour such as:

- telling insulting jokes about particular racial groups
- sending explicit or sexually suggestive emails or text messages
- displaying racially offensive or pornographic posters or screen savers
- making derogatory comments or taunts about a person's disability; or
- asking intrusive questions about someone's personal life, including his or her sex life.

Sexual harassment in the workplace by employers, co-workers and other "workplace participants" is prohibited under the Federal Sex Discrimination Act and State/Territory anti-discrimination laws.

Sexual harassment is broadly defined as unwelcome sexual conduct that a reasonable person would anticipate would offend, humiliate or intimidate the person harassed. A one-off incident can constitute sexual harassment.

The Disability Discrimination Act 1992 Cth. prohibits harassment in the workplace based on or linked to a person's disability or the disability of an associate.

The Racial Discrimination Act 1975 Cth. prohibits offensive behaviour based on racial hatred. Racial hatred is defined as something done in public that offends, insults or

humiliates a person or group of people because of their race, colour or national or ethnic origin.

Unlawful stalking is a crime and complaints can be made to Police. Using a telecommunications service to menace or harass is an offence under s.474-15 of the Criminal Code Cth.

Courteous, mutually respectful, pleasant, noncoercive interactions between staff, including men and women, that are appropriate in the workplace and acceptable to and welcomed by both parties are not considered to be harassment, including sexual harassment. Staff should be aware that different people react very differently to physical contact. A simple pat on the shoulder may be offensive to some while others welcome friendly hugs. Staff should be clear about their own preferences and should respect preferences expressed by their co-workers. Physical contact should be limited to normal business interactions, such as handshakes, until the parties are well enough acquainted to establish their own preferences for communication.

If GLNA concludes that a staff member or any affiliated client, customer, vendor, supplier, or volunteer has engaged in inappropriate conduct, whether or not the behaviour meets the legal definition of harassment or sexual harassment, the corrective action may include discipline up to and including termination of employment or applicable relationship.

Bullying

GLNA's policies extend beyond legal requirements to include patterns of interactions that are reasonably likely to cause justified offense or that create an abrasive or intimidating environment that is reasonably likely to unreasonably interfere with staff member's performance of their duties, when judged from the perspective of a reasonable third-party. Threatening, demeaning or hostile communications are not appropriate. Singling out any staff member or other person with abusive language or conduct is not appropriate. Do not lash out. If you experience frustration in any situation, take time to calm down and to reinforce your respect for your co-workers. If you believe another staff member or a subordinate is consistently failing to perform their responsibilities in a timely, competent manner, address the matter with your own manager or with HR.

Bullying is a violation of GLNA's expectations concerning courtesy, respect and integrity and/or the Guiding Principles for Life Together. Staff should report patterns of bullying to the CEO/Board Chair.

Making Apologies and Extending Grace

GLNA expects all staff to recognise when they have offended others through their conduct or taken undue advantage of a hierarchical relationship. Staff should apologize freely and sincerely when they have offended or otherwise wronged a co-worker. An apology is a formal recognition that you have erred and caused offense or injury. An apology does not reduce anyone's stature within the organisation; your failure to apologise may reasonably cause you to lose the respect of others. Reports to CEO concerning any violation of GLNA policy are still appropriate, even if the person violating the policy has apologised.

While we expect all GLNA personnel to avoid intentionally offending others, some abrasion due to diverse personalities or working styles may occur. We are all human, therefore small offenses and abrasions will happen. Staff are expected to have grace for the happenstance interactions of the day to day and to deal with ordinary interactions among peers as responsible adults. If you are offended by someone's behaviour, and this behaviour is not sexual in nature and does not break any of the harassment guidelines in this policy, we encourage you to graciously communicate that the conduct was unwelcome. If the conversation is too awkward or difficult, please approach the CEO/Board Chair to discuss.

Vulnerable People (including children)

All GLNA Representatives must maintain the trusted reputation of GLNA as a Christian organisation that acts with integrity and with a commitment to providing a safe environment for all, and particularly for Vulnerable People. Any GLNA Representative engaged in Vulnerable People-related Work must hold a current Working with Children Check as required by their state of employment.

While GLNA is not a youth/children's ministry and does not typically have programs directed to children, there may be occasions where staff may have contact with children as they are carrying out their job or volunteer duties or attending as registered guests of a GLNA sponsored event.

Staff are expected to apply the highest standards of conduct in relating with children and are expected to avoid any activity or behaviour that might constitute child abuse or neglect. Staff who suspect or become aware that other staff have engaged in child abuse or neglect or other inappropriate behaviour with a child are expected to report the matter immediately to the CEO. In some cases, it may be necessary for GLNA or staff to make a report to law enforcement authorities or representatives of other government agencies.

Staff with questions about the application of this policy or about a specific incident or concern are encouraged to discuss the matter with the CEO or Board Chair.

Staff should not engage in any investigation into suspected or known abuse prior to making a report. Any investigation will be carried out by designated GLNA personnel and/or law enforcement personnel as deemed appropriate by the CEO or Board Chair.

Staff and volunteers found to have violated this policy or to have engaged in other conduct in relating to children deemed inappropriate by GLNA may be subject to immediate termination or disciplinary action in the discretion of GLNA.

Theft and Dishonesty

Staff are expected to safeguard and avoid misuse of the funds, records, tangible assets, intellectual property, and other property of GLNA. Staff are also expected to conduct the business affairs of GLNA in a manner that complies with applicable state, federal and local laws.

Staff are prohibited from engaging in any activity that may involve theft, misappropriation, or other misuse of GLNA property, or violation of law, including but not limited to the following:

- theft or unauthorized use of GLNA funds, equipment, supplies, and other tangible property, and data, software, mailing lists, contact information, and other intellectual property.
- misuse of GLNA cash, credit cards, checks, and other financial instruments to purchase personal items or divert GLN funds to personal use or to unauthorized third parties.
- falsification of GLNA time or payroll records, expense reimbursement reports, and any other GLN forms, reports, and records.
- misappropriation of GLNA data, trade secrets, copyrighted material and other intellectual property for personal use or unauthorized use by third parties.
- conducting GLNA business affairs in violation of local, state and federal laws; and
- intentional misstatements in GLNA financial statements, tax or information returns, or other financial reports and records, including the intentional misstatement of the results of operations.

Staff are encouraged to report immediately any known or suspected violation of this policy. Such reporting provides GLNA with the opportunity to evaluate the known or suspected policy violation and to act as necessary to protect GLNA's property, funds, and other ministry interests. In some circumstances, GLNA may report the matter to law enforcement authorities who may in turn conduct an investigation.

Retaliation

GLNA encourages reporting of all perceived incidents of discrimination, harassment, or other misconduct. It is the policy of GLNA to investigate such reports promptly and thoroughly. GLNA prohibits retaliation against any individual who in good faith reports discrimination, harassment, other misconduct or participates in an investigation of such reports, even if such report is determined to be unfounded.

Retaliation may include termination of employment, change in assignment, ostracism by other staff, and bad-mouthing an employee at work or in the professional community. Knowingly making an unfounded report for the purpose of retaliating against or harming the person complained of is also a violation of policy.