

Nature Care follows a Code of Conduct which outlines how you can expect the organisation and our employees to behave.

Similarly, Nature Care has expectations for student behaviour. These are outlined in the '**Student Handbook under Student Conduct**'.

CODE OF CONDUCT

This code requires every employee, whatever their job, to observe the conduct guidelines set out below, and to show commitment to the Nature Care College in return for its commitment to them. It provides a clear guide to appropriate workplace behaviour.

1. Commitment to the Company/Adhere to the Australian Traditional Medicine Code of Conduct

To demonstrate our commitment to *Nature Care College* we:

- ensure our actions do not bring *Nature Care College* into disrepute
- disclose and resolve any conflicts of interest
- refrain from canvassing for private business during work hours
- do not disclose confidential information, or use information for our own gain or to disadvantage another
- refuse inappropriate gifts and benefits from customers or suppliers only transact and approve expenditure for which we are authorised
- do not abuse, deface or wilfully damage company property.
- Adhere to the Australian Traditional Medicine Society Code of Conduct at all times

2. Respect for Others

In dealing with customers, suppliers, and other employees, we:

- do not use language or behaviour that offends, harasses, or unfairly discriminates
- observe *Nature Care College's* smoke-free workplace policy
- do not work when affected by alcohol or recreational drugs
- abide by all safety rules and procedures operating within Nature Care College and also comply with all relevant federal and State workplace health and safety laws in order to provide a safe and healthy workplace for ourselves, our fellow employees and visitors of Nature Care College.

3. Customer Service

When dealing with internal and external customers we:

- are honest, courteous and helpful
- actively consult with and listen to the customer
- provide prompt attention, accurate information and meet commitments
- ensure our appearance is neat, clean, and appropriate to the job, wearing a uniform if required

4. Teamwork

We work together towards our goals by:

- being punctual, and only leaving the workplace early after gaining prior approval
- reporting and accounting for any absences
- following lawful and reasonable instructions
- providing guidance and feedback to one another
- actively learning from one another, and seeking assistance when required sharing relevant information
- observing safe working practices and reporting hazards, accidents, injuries, and unsafe practices
- following procedure and instructions in the case of emergency.

5. Results

To ensure the quality of our work, we:

- observe the spirit and letter of the law, and company policies governing our work
- work to the best of our ability, giving proper attention and care to the job
- use materials, equipment and other resources wisely, and prevent their misuse.