

Code of Conduct

1. Purpose and Objective

The purpose of the Heart Foundation Code of Conduct ('the Code') is to set out the broad ethical framework within which the organisation operates. It is based on the highest standards for business and personal conduct and is one of the ways that we put our values into practice.

Our commitment to the highest ethical standards helps us to engage great people, achieve excellence in the pursuit of our vision Health for Every Heart, attract loyal donors, partners and other supporters and create healthy workplaces and practices that promote the safety and well-being of our people.

The Code outlines our commitments and the expectations of all Heart Foundation people. Many sections of the Code are supported by detailed policies and procedures, which you are encouraged to review and refer to as needed.

All Heart Foundation people are responsible for reading, understanding and adhering to the Code and are accountable for their actions, and failure to comply may result in disciplinary action.

2. Scope / Coverage

This Policy applies to all Heart Foundation Board Members, Advisory Board Members, employees, volunteers, work experience and placement students, contractors and honoraries (together 'HF People').

It applies in all physical locations where our people are volunteering and working for the Heart Foundation, including our offices, home offices and any other remote spaces, including online interactions.

It also applies whenever HF people are representing the organisation or identifying themselves as an honorary, volunteer, student, contractor or employee of the Heart Foundation, such as in the media, including social platforms, at external meetings, fundraising and other public events, professional development activities (conferences, course, workshops etc.) and social functions.

3. Relevant Legislation and Related Documents

All relevant legislative and regulatory provisions and internal policies and relevant Heart Foundation policies and procedures including:

- Respect at Work: Discrimination, Harassment and Bullying Policy
- Psychological Safety Policy
- Flexibility Policy
- Workplace Health, Safety and Wellbeing Policy
- Safeguarding Children and Young People Policy
- Conflict of Interest Policy
- Gifts, Benefits and Hospitality Policy
- Fraud Control Policy
- Privacy Policy
- Acceptable Use (ICT) Policy
- Intellectual Property Policy
- Procurement Policy
- Complaints Policy (Internal)
- Complaints Procedure (Internal)
- Whistleblower Policy

For more information on the policies and procedures above refer to the Policies and Procedures Library on Heart Hub.

4. Definitions / Abbreviations

Nil

5. Policy

The Heart Foundation is committed to the highest standards of integrity, respect and accountability in how we treat each other and conduct our work aligning with our core values. The Code sets out clear expectations for decision-making and behaviour, serving as a foundation for all policies and procedures.

Our values

Our values define who we are, guiding our actions and interactions. They reflect our sense of purpose, passion for our work, and commitment to respecting our people and those we interact with and serve.

Stronger Together

We believe in the power of unity, as we are strongest when we work together. We support each other so we all feel appreciated, by showing respect, leveraging diverse backgrounds, talents, perspectives, and resources.

Make a Difference

We are proud of our history and our achievements; we use our past successes to guide the future. We work with evidence to be a trusted voice on heart health – when the evidence changes, we change with it.

Change the Future

We are courageous and think big, but we don't ignore the details. We promote creativity and innovation in our thinking and actions to continually increase our reach and impact.

Build Connections

We build genuine connections with our community, stakeholders, partners and customers. We strongly believe that what we do every day is for the benefit of others.

Act with integrity

We are honest and take responsibility for our actions. We value the opinions of others and always assume positive intent. We enhance our trusted reputation through the responsible and transparent use of donor funds.

5.1 General Standards of Conduct

We expect all Heart Foundation people to treat others with respect, courtesy and dignity, by greeting others, actively listening, valuing perspectives and acknowledging contributions. You will:

- Be reliable. Inform your people leader as soon as possible if you can't attend work as scheduled and share when you expect to return so plans can be adjusted.
- Work your core and agreed hours consistently and be available during key operational times.
- The office is the primary location of work as per the Heart Foundation's Flexibility Policy.
- Demonstrate strong work ethic by fulfilling role requirements, meeting deadlines, delivering high quality, taking initiative and following instruction.
- Take responsibility for your actions and proactively address issues or mistakes.
- Stay open to feedback and seek opportunities for growth.
- Apply for leave in advance and ensure it is approved before taking time off.
- Always maintain a professional appearance.

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- Contribute to a respectful, safe and inclusive environment for everyone.
- Use communication tools professionally and minimise personal use of technology during work hours.
- Use company resources responsibly and for their intended purpose only.
- Follow safety protocols, report incidents, hazards, and act responsibly to keep the workplace safe for everyone.

5.2 *Discrimination, Harassment and Bullying*

We are committed to fostering a safe, respectful, and inclusive workplace. We are committed to creating healthy workplaces and work practices that protect and promote the physical and psychological well-being of our people.

We are dedicated to ensuring that everyone is treated fairly and with respect, courtesy and dignity, free from any form of discrimination, harassment, or bullying. We take steps to prevent such behaviours by fostering a clear and shared understanding of unacceptable conduct and the consequences of engaging in it. For more information refer to the Respect at Work: Discrimination, Harassment and Bullying Policy.

5.3 *Psychological Safety*

We recognise that a mentally healthy workplace is a key driver for organisational success and sustainability. We are committed to continuing to provide a safe and inclusive environment where our people feel supported, valued, and empowered to thrive personally and professionally. For more information refer to the Psychological Safety Policy.

5.4 *Safeguarding Child and Young People*

We are committed to creating an environment which is safe for children and young people, and to ensure that this is reflected in all aspects of our operations. The Heart Foundation has zero tolerance for abuse against children or young people. Our people have a responsibility to protect the children and young people who access our programs and to report information about actual or suspected child abuse. All HF people working with children and young people or who interact with children and young people in the workplace must ensure and maintain a child safe environment by adhering to professional behaviours which are further outlined in our Safeguarding Children and Young People Policy.

5.5 *Flexible Work*

We believe that achieving our vision requires innovative approaches to working arrangements that support work-life balance and enhance the health and well-being of our people. This approach enables the Heart Foundation to attract and retain talent, while fostering an engaged workforce focused on delivering our purpose.

Our commitment is to support our people by providing options to assist them in managing their work and personal lives. In return, it is expected that employees accept and adhere to the flexible work guiding principles to ensure business deliverables are prioritised. The opportunity to adopt flexibility in the way we work is to be balanced with a commitment to in-person collaboration, fostering meaningful connections and relationships across the Heart Foundation. The office remains the primary location of work for employees. For more information, refer to the Flexibility Policy.

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5.6 *Workplace Health & Safety*

Workplace health and safety is a shared responsibility. All HF people must work in accordance with our WHS System and actively contribute to a safe environment by protecting their own and others' physical and psychological health and safety. This means being aware of potential risks, speaking up and reporting in our SafeGuard system if you notice issues or hazards, contributing to continuous improvement initiatives and fostering a supportive, safe and respectful workplace. For more information refer to the Workplace Health, Safety and Wellbeing Policy.

5.7 *Conflicts of Interest*

A conflict of interest can arise when an individual has an actual, potential or perceived conflict between their official Heart Foundation duties and their personal interests. All HF people are expected to take reasonable steps to avoid conflicts of interest. If they cannot be avoided, they must be declared to the relevant leader so they can be registered and managed without affecting business activities and decisions. For more information refer to the Conflicts of Interest Policy.

5.8 *Gifts, benefits and hospitality*

Gifts, benefits or hospitality (not including honorarium payment or gift cards that recognise an individual's contribution internally) that could reasonably be expected to affect the Heart Foundation's integrity or impartiality should not be accepted or solicited. The acceptance of other gifts, benefits or hospitality must be approved by a leader and, if they have more than a nominal value, recorded on the Heart Foundation's Gift Register. For more information refer to the Gifts, Benefits and Hospitality Policy.

5.9 *Complaints Handling*

We are committed to fostering a safe, inclusive workplace where complaints are addressed fairly and transparently. We recognise that complaints may arise and provide a structured, confidential and impartial process for handling these complaints, while ensuring procedural fairness and supporting the wellbeing of those involved. For more information refer to the Complaints Policy (Internal) and Complaints Procedure (Internal).

5.10 *Privacy*

We are committed to complying with the Australian Privacy Principles and respect the privacy of personal and sensitive information. Personal and sensitive information about individuals must be handled in accordance with our Privacy Policy. For more information refer to the Privacy Policy.

5.11 *Confidentiality*

We value and respect the privacy of our people, partners, donors and stakeholders. Everyone is expected to safeguard confidential information about the business, property, affairs and operations of the Heart Foundation. This includes but is not limited to sensitive personal data, proprietary information and organisational strategies which must not be shared, unless there is a legitimate business need and explicit approval has been granted. This obligation extends after your employment period with the Heart Foundation ceases.

Always exercise discretion when discussing work-related matters, both in and outside the workplace. Breaching confidentiality not only compromises trust but can also have serious legal and professional consequences. If you're unsure whether something is confidential, err on the side of caution and seek guidance.

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5.12 *Heart Foundation assets and equipment*

5.12.1 *Use of Heart Foundation equipment*

All Heart Foundation assets and equipment must be used primarily for work purposes and in a legal, safe, secure and economical manner. This includes undertaking training and following safety and operating procedures for any piece of equipment. For more information refer to the Acceptable Use (ICT) Policy.

5.12.2 *Intellectual Property*

All Intellectual Property (IP) developed, created, authored, or otherwise contributed to by HF People, whether individually or jointly with others, in the course of their employment or engagement with the Heart Foundation, or using or accessing Heart Foundation resources, is owned by the Heart Foundation, unless otherwise stated in the Intellectual Property Policy. This includes, but is not limited to, copyrighted materials, trade secrets and know-how, inventions, discoveries, designs, and trade and service marks related to the Heart Foundation's business and operations, or where creation has resulted from the use of, or incorporates, Heart Foundation-owned background IP.

Individuals contributing to such IP are required to waive their moral rights with respect to the IP generated for the Heart Foundation. However, the Heart Foundation will use reasonable endeavours to acknowledge any relevant authors where appropriate.

Intellectual property ownership in projects involving external third parties and contractors will be determined by the contractual agreements with those parties, which will outline the appropriate protection of the Heart Foundation's interests with regard to IP.

For more information, refer to the Intellectual Property Policy.

5.13 *Financial and contract authority*

The Heart Foundation receives most of its funds from generous donors and is committed to using these funds responsibly through effective internal controls that include financial and contract delegations. Financial and contract delegations are associated with positions, not people, and, if a position changes, delegations may also change.

5.13.1 *Financial delegations*

Financial delegations give nominated positions the authority to expend Heart Foundation resources to a specified limit. This authorisation needs to be recorded in relevant documents such as purchase orders, cheque requisitions, reimbursement of expenses claims, corporate card transactions or statements, and supplier invoices.

5.13.2 *Contract delegations*

Contracts can only be signed in accordance with the delegations set out in the Financial Delegations Matrix and once fully executed must be recorded on the Contract Register. For more information refer to the Procurement Policy and Financial Delegations Matrix.

Employees procuring goods and services should ensure that contracts meet the Heart Foundation's relevant policy requirements. While not all contracts require Legal Team review, Employees may reach out to the Legal Team as appropriate. Employees should consult the Legal Team portal to obtain further information about contract management and engaging the Legal Team.

5.14 *Record keeping*

Keeping clear, accurate, and complete notes or records in your role may be essential to meet legal, management, and reporting requirements. Up-to-date documentation ensures that our work remains transparent, traceable, and accountable. For example, if there is ever a question about a project decision or an employee interaction, well documented notes allow us to provide accurate information

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quickly and confidently. While this practice is standard for many roles, it may not apply to all, such as volunteer or student positions.

5.15 Compliance with laws and regulations

We have a responsibility to comply with all applicable laws and regulations. All HF people should have an understanding of the relevant laws and regulations applicable to their role and seek guidance from their people leader or Legal Team if required. It is important that everyone prioritises the completion of relevant training modules as issued from time to time to understand obligations and legislative changes.

5.16 Further information and assistance

The Code helps guide our behavior, but it may not cover every ethical question. When in doubt, it's up to you to get more information or ask for help before taking action.

This is available from several sources including the Heart Foundation's Policies and procedures Libraries located under Document Libraries on Heart Hub. If you are unable to access or find the appropriate policy or procedures for any reason, please reach out to your People Leader. Assistance is also available from your leader, the relevant functional lead and other members of the Leadership Group, as well as the Legal and People and Culture Teams.

5.17 If you breach the Code of Conduct

If you breach the Code, you may face disciplinary action, which could include mandatory training, counseling, a formal warning, or, in severe cases, termination of your volunteer role or employment.

5.18 If you believe someone else has breached the Code of Conduct

If you believe that someone else has breached the Code, you can raise this in several ways.

If the breach relates directly to you, for example if you feel you have been subject to discrimination, harassment, vilification or bullying, you can raise it in line with our Complaints Procedure (Internal) which includes informal and formal options.

If the breach is more general, we encourage you to raise it with your leader who can determine the appropriate course of action. You can also raise it with the relevant functional lead or other members of the Leadership Group, the Legal or People and Culture teams.

You may also raise wrongdoing, related to business practices and operations, in accordance with our Whistleblower Policy. For further information and an understanding of wrongdoing, please refer to the Whistleblower Policy.

Whistleblower Hotline information

Emverio Workplace Complaints is an external independent third party authorised by the Heart Foundation to receive disclosures under this policy. Emverio Workplace Complaints can be contacted by:

- Phone: 1300 454 574 (between 7:00am and 7:00pm (AEST) Monday to Friday)
- Email: info@complaints.emverio.com
- Web-address: <https://workplacecomplaints.com/>
- Completing the following form: Emverio Online Workplace Complaint Form.

6. Roles and Responsibilities

Role: Board or delegated Board Sub-committee	
Responsibility	Frequency
Ensures that the Policy is in place and is reviewed.	Ongoing
Oversee, review and approve this Policy.	Every two years
Role: Executive Group	
Responsibility	Frequency
Ensure the Heart Foundation develops procedures and controls to implement the policy	Ongoing
Oversee, review and endorses this Policy	Every two years
Role: People & Culture	
Ensure that the Policy is in place	Every two years
Promote the policy and ensure all HF people have access	Ongoing
Ensure all HF people complete relevant training as required	On commencement & Ongoing
Ensure execution of key responsibilities under the Policy	Ongoing
Role: People Leaders	
Responsibility	Frequency
Ensure staff, volunteers, contractors and themselves are aware of, trained and comply with this Policy.	Ongoing
Role: All Staff	
Responsibility	Frequency
Comply with the policy	Ongoing

7. Review and Document Control

This policy shall be subject to periodic review to ensure its relevance, accuracy, and effectiveness in achieving its stated objectives. At minimum this policy will be reviewed biannually and approved by the Board or delegated subcommittee.

Version Number	03 - 0225	Risk Rating	High
Board / Delegated Sub-committee Approved Date	Approved by the Board 01/05/2025	Next Review Date	01/05/2027
Publishing location:	The policy will be communicated via Pulse, the Heart Foundations Internal Newsletter, published on Heart Hub and issued to all employees via our e-learning hub as compliance training.		

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To address any questions or concerns you have related to this policy please contact the Heart Foundation's Head of People and Culture who can provide guidance with the administration of this policy.

8. Attachments

Nil.