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Staff Code of Conduct

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Introduction

At FAIRACTION International, our commitment to providing sustainable access to clean drinking water is underpinned by our dedication to the highest standards of ethical behavior and professional integrity. This Staff Code of Conduct serves as a cornerstone of our organizational culture, outlining the expectations for all employees and ensuring that our work environment fosters respect, fairness, and dignity for everyone.

This document is designed to guide all staff members in making decisions that align with our core values and ethical standards. It delineates clear expectations for personal and professional conduct, addressing issues such as discrimination, workplace bullying, harassment, and other unethical behaviors that could undermine our mission or harm our team members.

The Staff Code of Conduct includes comprehensive policies and procedures on the following key areas:

Anti-Discrimination

FAIRACTION International is firmly committed to the principles of Equal Employment Opportunity and actively supports the creation of working conditions that ensure all team members have an equal chance to seek and obtain employment, promotion, training, and the benefits of employment. As an equal opportunity employer, FAIRACTION is dedicated to fostering a workplace where all team members are treated solely on the basis of their merits, without regard to race, age, sex, marital status, or any other factor not applicable to their role.

At FAIRACTION, team members are valued according to how well they perform their duties and their ability and enthusiasm in maintaining the high standards of service expected by our organization. We believe that all team members have the right to work in an environment free from discrimination

and harassment. Discrimination not only undermines proper working relationships but also may lead to low morale, absenteeism, and resignations. Under Federal and State anti-discrimination laws, discrimination against team members, clients, or suppliers on the following grounds is against the law:

- Sex
- Relationship or parental status
- Race
- Religious belief or activity
- Political belief or activity
- Impairment
- Trade union activity
- Lawful sexual activity
- Pregnancy
- Breastfeeding needs
- Family responsibilities
- Gender identity
- Sexuality
- Age

It is also unlawful to treat a team member or client unfairly because they are linked to someone from one of these protected groups. Unlawful discrimination occurs when someone is treated less favourably because of one of their personal characteristics listed in the legislation. This may involve:

- Offensive "jokes" or comments about another team member's racial or ethnic background, sex, sexual preference, age, disability, or physical appearance,

- Display of pictures, computer graphics, or posters which are offensive or derogatory,
- Expressing negative stereotypes of particular groups, for example, suggesting that “married women shouldn’t be working”,
- Judging someone on their political beliefs rather than their work performance,
- Using stereotypes or assumptions to guide decision-making about a person’s career,
- Undermining a person’s authority or work performance because you dislike one of their personal characteristics.

Managers at FAIRACTION will ensure that all clients and team members are treated equitably and are not subject to unlawful discrimination. They are also responsible for ensuring that people who make complaints or who are witnesses are not victimized in any way. Any reports of discrimination or harassment will be treated seriously and investigated promptly, confidentially, and impartially. Disciplinary action will be taken against anyone who unlawfully discriminates against a co-worker or client. Discipline may involve a warning, counseling, or dismissal, depending on the circumstances.

Workplace Bullying & Harassment

FAIRACTION International is dedicated to maintaining a healthy and safe working environment that is free from hostility, offensiveness, intimidation, harassment, and any form of unlawful discrimination. Such behaviors undermine the integrity of our workplace and are strictly prohibited within the organization.

Impact of Bullying and Harassment

Bullying or harassment within the workplace can lead to the loss of skilled and talented team members and can significantly damage morale and productivity. It is our belief that all team members deserve to work in an environment free from any form of intimidation and harassment. At FAIRACTION, we hold each individual accountable for their behavior to uphold these standards. If there is any doubt about whether an action might be offensive, it is better not to do it.

Definition of Workplace Bullying & Harassment

Workplace bullying occurs when:

- A person or group of people repeatedly behaves unreasonably towards a team member or a group of team members at work, and
- The behavior creates a risk to health and safety.

It is important to note that bullying does not include reasonable management actions conducted in a fair manner, such as:

- Providing feedback on work performance,
- Addressing underperformance,
- Implementing organizational changes or restructuring.

Examples of Bullying Behaviors

Behaviors that may be considered bullying if they are repeated, unreasonable, and create a risk to health and safety include, but are not limited to:

- Aggressive or intimidating conduct,
- Belittling or humiliating comments,
- Spreading malicious rumors,
- Teasing, practical jokes, or initiation ceremonies that are unwelcome,
- Exclusion from work-related events without justifiable reason,
- Setting unreasonable work expectations, including assigning too much or too little work, or work that is clearly beyond or below a team member's skill level,

- Displaying offensive material such as derogatory posters or screen savers,
- Pressuring someone to behave in an inappropriate manner.

FAIRACTION International is committed to addressing all incidents of bullying and harassment promptly, fairly, and confidentially. Team members are encouraged to report any incidents they experience or witness as soon as possible to allow for immediate resolution.

Responsibilities

- **Team Members:** Responsible for maintaining professional conduct and reporting any bullying or harassment they experience or observe.
- **Managers:** Required to take immediate action upon receiving complaints about bullying or harassment, ensuring a safe and respectful work environment.

Any reports of bullying or harassment will be treated seriously and investigated thoroughly. Appropriate measures will be taken against those found guilty of such behaviors, which may include disciplinary actions up to and including termination of employment.

Definition of Sexual Harassment

At FAIRACTION International, we are committed to creating a work environment that respects the dignity of all employees. Sexual harassment is a serious violation of that commitment and is strictly prohibited. It is defined as any form of unwelcome sexual attention that creates an uncomfortable, hostile, or intimidating workplace environment.

What Constitutes Sexual Harassment?

Sexual harassment includes, but is not limited to, the following behaviors:

- **Unwelcome Physical Contact:** Including touching, hugging, massaging, or kissing.
- **Verbal Harassment:** Sexual or suggestive comments, jokes, taunts, or name-calling.

- **Non-Verbal Harassment:** Offensive gestures, staring, or making sexually suggestive gestures.
- **Written/Electronic Communication:** Sending unwelcome emails, SMS messages, or social media messages; posting inappropriate comments, pictures, videos, or blogs online.
- **Visual Displays:** Displaying sexually explicit or suggestive material, such as photos, pin-ups, screensavers, or calendars.
- **Intrusions into Personal Privacy:** Insinuations or inquiries about a person's private life or sexual preferences that are unwelcome and unrelated to work.

Key Aspects of Sexual Harassment

- **Unlawfulness:** Sexual harassment is against the law and FAIRACTION's policies regardless of whether the actions or remarks are repeated or occur just once. Even a single incident can amount to sexual harassment if it is sufficiently severe.
- **Non-Deliberateness:** The intent behind the behavior does not determine whether it is considered sexual harassment. It can also occur in cases where any reasonable person would have anticipated the behavior to be offensive.
- **Criminal Offenses:** Some forms of sexual harassment, such as sexual assault, indecent exposure, and stalking, are not only violations of workplace policy but also criminal offenses under the law.

FAIRACTION's Commitment

We are dedicated to ensuring that all reports of sexual harassment are taken seriously and investigated promptly and thoroughly. FAIRACTION International does not tolerate sexual harassment in any form and will take appropriate disciplinary action, up to and including termination, against any individual found guilty of such behavior.

Victims of sexual harassment or those who witness such acts are encouraged to report the incidents to their manager or Human Resources immediately, without fear of reprisal or retaliation. Ensuring a safe and respectful work

environment is a responsibility shared by all team members at FAIRACTION International.

Actions That Are Not Bullying or Harassment

At FAIRACTION International, it is important to differentiate between legitimate and reasonable management actions and bullying or harassment. The following actions are necessary for proper management and are not considered bullying or harassment when conducted in a reasonable manner:

- **Performance Management Processes:** Including evaluations of job performance against established standards and constructive feedback.
- **Disciplinary Actions for Misconduct:** Addressing issues related to workplace rules and behavior.
- **Communication about Work Performance:** Informing team members about unsatisfactory performance or inappropriate behavior in a constructive and professional manner.
- **Assignment of Duties:** Asking a team member to perform duties that are reasonable, within their job scope, and necessary for business operations.
- **Setting Workplace Goals and Standards:** Maintaining clear, reasonable, and achievable goals and standards that are necessary for the functioning of the organization.

Effects of Bullying or Harassment on Individuals and FAIRACTION

Bullying or harassment can have profound negative effects not only on affected individuals but also on FAIRACTION as an organization. These effects include:

- Creating an unsafe and hostile working environment.
- Resulting in the loss of skilled and talented team members.
- Causing the breakdown of team cohesion and individual relationships.

- Reducing organizational efficiency and productivity.
- Leading to distress, anxiety, withdrawal, depression, and loss of self-esteem and self-confidence among team members.

Strategies to Eliminate Bullying and Harassment

FAIRACTION International is committed to creating a workplace free from bullying and harassment. To achieve this, we will:

- **Provide Training:** Offer all team members comprehensive training on recognizing, preventing, and addressing workplace bullying and harassment.
- **Develop and Uphold a Code of Conduct:** Establish clear guidelines that promote respect and dignity within the workplace.
- **Implement a Complaint Handling System:** Introduce a robust system for handling complaints related to bullying and harassment, including clear instructions on how to file a complaint, the support available, and the process for resolving issues.
- **Regular Policy Review:** Continuously assess and update our bullying and harassment prevention policies, training programs, and complaint handling procedures to ensure they remain effective and relevant.

By proactively addressing these issues, FAIRACTION International aims to maintain a healthy, safe, and productive working environment for all employees.

Responsibilities of Team Members

FAIRACTION International expects all team members to adhere strictly to our workplace bullying and harassment policies. Responsibilities include:

- **Compliance with Policies:** Understand and comply with the anti-bullying and anti-harassment policies of FAIRACTION.
- **Zero Tolerance:** Do not tolerate or ignore any form of unacceptable behavior. Actively help in creating a respectful workplace.

- **Maintaining Confidentiality:** Respect and maintain the confidentiality of all parties during investigations.
- **Reporting Incidents:** Immediately report any incidents of bullying or harassment to your manager. If you witness behavior that may constitute bullying or harassment towards others, you are encouraged to report these observations.

Responsibilities of Managers

Managers at FAIRACTION International play a crucial role in enforcing our policies and ensuring a safe working environment:

- **Enforcement of Policies:** Ensure that team members understand and adhere to our anti-bullying and harassment policies.
- **Demonstrating Appropriate Behavior:** Lead by example by demonstrating respectful and professional behavior at all times.
- **Serious Treatment of Complaints:** Treat all complaints of bullying and harassment seriously and follow through with appropriate actions.
- **Protection from Victimization:** Ensure that individuals who make complaints or are witnesses are not victimized or retaliated against.

Vicarious Liability – Bullying and Harassment

Under Anti-Discrimination legislation, FAIRACTION International, as an employer, can be held liable for the actions of our team members that involve bullying, harassment, or discrimination. It is crucial that:

- **Proactive Measures:** We take reasonable steps to prevent and address any incidents of harassment or discrimination in the workplace.
- **Awareness and Training:** Regular training and clear communication are provided to ensure all team members understand their rights and responsibilities.
- **Liability Awareness:** Understand that ignorance of these issues does not absolve the organization from liability.

Commitment to Promptly Investigate - Bullying and Harassment

FAIRACTION International is committed to treating all reports of workplace bullying or harassment with the utmost seriousness. Our commitment includes:

- **Prompt and Fair Investigation:** All reports will be investigated promptly, fairly, and impartially.
- **Support:** Ensure support is available for the complainant and the accused during the investigation process.

Consequences of Breach of Policy

Disciplinary actions will be enforced against anyone found guilty of bullying or harassing a co-worker, client, or supplier, or victimizing someone who has lodged a complaint:

- **Disciplinary Measures:** Actions may include warnings, counseling, or dismissal, depending on the severity and circumstances of the breach.
- **Handling Malicious Complaints:** If a complaint is found to be malicious, frivolous, or vexatious, disciplinary action may also be taken against the complainant.

Review of Policy

FAIRACTION International is committed to maintaining the highest standards of workplace conduct and ensuring that our policies effectively address all aspects of workplace bullying and harassment. Therefore, this policy and the actions outlined within it will be subject to a regular review process.

- **Scheduled Reviews:** This policy will be formally reviewed every two years to ensure its effectiveness and relevance. The next scheduled review date is [insert next review date here], unless significant changes in the risk profile of the workplace or relevant legislation necessitate an earlier review.
- **Adapting to Changes:** If changes in the legal environment, organizational structure, or any other relevant external or internal factors occur, this policy may be reviewed earlier than scheduled. This ensures that our practices remain compliant with current laws and

aligned with best practice standards.

- **Continuous Improvement:** During each review, we will assess the effectiveness of the policy and the adequacy of our actions to prevent and control workplace bullying and harassment. Based on this evaluation, further changes and actions may be introduced to enhance our preventive measures and response strategies.
- **Stakeholder Involvement:** We will engage a variety of stakeholders in the review process, including employees from different levels within the organization, to ensure that the policy meets the needs of all team members and reflects a comprehensive understanding of the workplace dynamics.

By adhering to this review schedule and process, FAIRACTION International ensures that our policies remain dynamic and responsive to the needs of our team and the requirements of an evolving work environment.

Racial Vilification

FAIRACTION International values the diversity of racial backgrounds and the unique contributions each individual brings to our organization and society. We are committed to promoting a culture of fairness and respect, in line with various pieces of legislation such as the Queensland Anti-Discrimination Act and the Victorian Racial and Religious Tolerance Act. These laws are designed to protect individuals from racial and religious vilification both within and outside the workplace.

What is Racial Vilification?

Racial vilification refers to public acts that express hatred, serious contempt, or severe ridicule towards people or groups based on their race or religion. It is considered unlawful when it incites or encourages hatred against individuals or groups. Vilification is a serious offence that can also include criminal actions, such as threats of physical harm to a person or their property.

Examples of Racial Vilification Include:

- **Hate Speech:** Speeches or statements made in public that incite racial or religious hatred.
- **Written Material:** Graffiti, postings on social media, or other publications that express hatred towards racial or religious groups.
- **Visual Representations:** Public display of images, symbols, or slogans that demean or vilify a group based on racial or religious identities.
- **Harassing Behavior:** Directing abusive or threatening behavior towards individuals in public because of their race or religion.

Legally Protected Activities:

It is important to distinguish between vilification and protected expressions of free speech. The following are not considered vilification:

- **Fair Reporting:** Neutral reporting of hateful acts by the media, without adding vilifying content.
- **Public Discussion:** Engaging in discussions or debates about racial or religious issues that are conducted reasonably and in good faith.
- **Official Use:** Material used in parliamentary, court, tribunal proceedings, or other government inquiries.

FAIRACTION's Commitment to Preventing Racial Discrimination

FAIRACTION International is dedicated to preventing racial vilification and ensuring that all team members work in an environment free from hatred and discrimination. We will:

- **Educate and Train:** Provide training to all employees on recognizing and standing against racial vilification.
- **Monitor and Enforce:** Actively monitor our environments and take action against any form of racial vilification.
- **Support Affected Individuals:** Offer support to any team member who experiences or witnesses racial vilification.

- **Investigate and Discipline:** Treat all reports of racial vilification seriously and conduct thorough investigations. Appropriate disciplinary actions will be taken against anyone found engaging in vilification.

We uphold these standards to foster a workplace that respects individual differences and promotes equality. Through these efforts, FAIRACTION aims to lead by example in building a respectful and inclusive global community.

Vicarious Liability - Racial Vilification

Under Anti-Discrimination legislation, FAIRACTION International, as an employer, can be held liable for the actions (including racial vilification) of our team members or agents. This legal concept, known as vicarious liability, compels us to take reasonable steps to ensure our workplace is free from racial vilification and other forms of discrimination and harassment. FAIRACTION cannot absolve itself of liability under the act simply by claiming unawareness of discriminatory actions committed by team members. It is our duty to implement effective measures to prevent such behavior and to ensure that all employees understand and comply with our anti-discrimination policies.

Commitment to Promptly Investigate

FAIRACTION International treats any reports of racial vilification with utmost seriousness. All complaints will be investigated promptly, fairly, and impartially. We are committed to ensuring that:

- No individual making a complaint, or witnessing an incident, faces victimization.
- The investigation process respects the privacy and dignity of all involved.

Consequences of Breach of Policy

Disciplinary actions will be taken against any individual within FAIRACTION who participates in racial vilification or who victimizes a complainant or witness. The nature of the disciplinary action will depend on the severity and circumstances of the breach and may include:

- Formal warnings,
- Mandatory counseling,
- Dismissal from employment.

Additionally, if a complaint of racial vilification is found to be malicious, frivolous, or vexatious, the complainant may also be subject to disciplinary action.

Whistleblowing

FAIRACTION International is committed to upholding the highest standards of legal, ethical, and moral behavior. We do not tolerate any form of unethical, unlawful, or undesirable conduct. All staff, volunteers, contractors, and partners are obligated to report any potential wrongdoing or breaches of FAIRACTION's Code of Conduct.

Purpose of the Whistleblowing Policy

This policy ensures that our team members and contractors can report concerns about serious instances of wrongdoing within the organization without fear of retaliation. It is designed to protect individuals who are exposing wrongdoing, thereby supporting our commitment to integrity and accountability.

Interaction with Other Policies

While this whistleblowing policy stands as a specific avenue for reporting serious wrongdoings, it does not replace other reporting processes within FAIRACTION, such as those for dispute resolution, grievances, equal opportunity, discrimination, harassment, or bullying. However, it comes into play when these systems are inadequate, fail to address the issue, or handle it in a biased, unfair, or inappropriate manner.

Definition of Whistleblowing

Whistleblowing at FAIRACTION is defined as: "The deliberate, voluntary disclosure of individual or organizational wrongdoing by a person who has or had privileged access to data, events, or information about actual, suspected, or anticipated wrongdoing within or by the organization that is within its ability to control."

Examples of Wrongdoing Include:

- **Dishonesty:** Fraudulent or corrupt activities.
- **Legal Breaches:** Activities such as theft, drug sale or use, violence, harassment, or criminal damage to property.
- **Unethical Conduct:** Dishonestly altering company records, engaging in questionable accounting practices, or wilfully breaching FAIRACTION's code of conduct.
- **Organizational Harm:** Actions that may cause financial loss to FAIRACTION, damage its reputation, lead to substantial wasting of resources, or otherwise be detrimental to the organization's interests.
- **Serious Impropriety:** Any other kind of serious impropriety that falls outside the ethical framework expected at FAIRACTION.

Reporting and Protection

FAIRACTION ensures that all reports of wrongdoing are treated confidentially and investigated promptly and thoroughly. We are committed to protecting those who report wrongdoing from any form of retaliation or victimization as a result of their disclosure.

Review and Update

This policy will be reviewed regularly to ensure it remains effective and relevant to the needs of our organization and complies with current laws. Adjustments will be made as necessary to continue to protect whistleblowers and encourage a culture of transparency and accountability.

For more detailed information, team members are encouraged to refer to the full FAIRACTION Whistleblowing Policy document.

Discipline

FAIRACTION International upholds strict disciplinary standards to maintain the integrity and professionalism of our workplace. Our disciplinary policy is designed to be fair and transparent, ensuring that all team members are treated equitably and understand the consequences of their actions.

Summary Dismissal

At FAIRACTION International, summary dismissal may occur without notice or warning when it is believed, on reasonable grounds, that a team member's conduct is so serious that it justifies immediate termination. Serious misconduct that may warrant summary dismissal includes, but is not limited to:

- Theft
- Fraud
- Violence
- Serious breaches of workplace health and safety procedures

To ensure fairness, it is sufficient—although not mandatory—that allegations involving theft, fraud, or violence be reported to the police. FAIRACTION must have reasonable grounds for such reports and for the decision to summarily dismiss an employee.

Procedural Matters

In situations where dismissal is considered:

- **Representation:** The team member under consideration for dismissal may choose to have another person present during disciplinary discussions. This support person cannot act in a legal capacity during these discussions.

- **Evidence and Fair Process:** If a team member contests a dismissal claiming it to be unfair, FAIRACTION is required to provide evidence of compliance with our disciplinary procedures. This may include documentation such as a completed checklist, copies of any written warnings issued, a statement of termination, or signed witness statements.
- **Guidance and Compliance:** All disciplinary actions are carried out in accordance with relevant employment laws and FAIRACTION's internal policies. Team members seeking more detailed information or guidance can refer to official resources such as the Fair Work Small Business Dismissal Code available through Fair Work Australia.

Commitment to Fairness

FAIRACTION International is committed to handling all disciplinary matters with the utmost fairness and transparency. Our procedures are designed to provide clear expectations and processes to all team members, promoting a work environment based on mutual respect and accountability.

Alcohol & Drugs

FAIRACTION International is committed to ensuring a safe, healthy, and productive work environment for all employees. This commitment extends to our strict policy regarding the use of alcohol and drugs.

Prohibitions

While working, operating any company property (including company vehicles), or during any meal breaks or rest pauses authorized by FAIRACTION:

- **Under the Influence:** Employees must not be under the influence of alcohol or any illegal or non-prescription drugs.
- **Possession:** Employees must not possess illegal or non-prescription drugs of any kind.

Use Outside of Working Hours

FAIRACTION International advises against the use of alcohol or drugs outside working hours to the extent that such use impairs work performance. The effects of alcohol and drugs can diminish professional capabilities and workplace safety. Consequently:

- **Arrival at Work Under Influence:** Any employee arriving at work under the influence of drugs or alcohol will be sent home for the day without pay.
- **Repeated Incidents:** Repeated instances of arriving at work under the influence will be subject to disciplinary actions, up to and including termination of employment.

Responsibility and Enforcement

All team members are expected to adhere to these guidelines to help maintain a safe and effective working environment. Managers are responsible for enforcing this policy and should address any violations with appropriate actions immediately.

FAIRACTION International takes this policy seriously and expects full cooperation from all employees to ensure workplace safety and health.

Smoking Policy

FAIRACTION International maintains a strict non-smoking policy within and around all workplace environments. This policy helps ensure a healthy and comfortable atmosphere for all employees and visitors.

Restrictions:

- **Workplace Areas:** Smoking is not permitted in any indoor or outdoor areas of FAIRACTION facilities, including lunchrooms, storage areas, restrooms, or within 4 meters of entryways.
- **Company Vehicles:** Smoking is prohibited in any vehicle owned, leased, or operated by FAIRACTION.
- **Breaks:** Smokers may take designated smoking breaks—no more than two per day in addition to their lunch break. These breaks should not exceed 10 minutes from leaving the workplace to recommencing

work.

- **Visibility and Identification:** Smoking during unpaid meal breaks or before/after shifts must not occur in sight of the front door or windows of any FAIRACTION premises, and employees must not be identifiable as FAIRACTION personnel (e.g., wearing a uniform, name badge).

Consequences:

- **Excessive Smoking Breaks:** Excessive smoking breaks will be treated as absenteeism and may result in performance improvement actions or disciplinary measures.

Prohibition of Transactional Sex

FAIRACTION International prohibits any form of transactional sex by staff, volunteers, contractors, or any other representatives while conducting business, representing, or being in a position to represent FAIRACTION, both during and outside working hours. This policy is critical to maintaining ethical standards and safeguarding the dignity and respect of all individuals and communities we engage with.

Internal Fraternization Policy

FAIRACTION International defines internal fraternization as any relationship within the scope of conducting business that involves—or appears to involve—partiality, preferential treatment, or improper use of rank or position. This policy covers:

- **Scope of Behavior:** Including voluntary sexual behavior not amounting to intercourse, close and emotional relationships involving public displays of affection, private intimacy, or the public expression of intimate relations.
- **Power Imbalances:** Special attention is given to relationships where significant power imbalances could lead to potential exploitation. Such imbalances might be based on gender, age, authority, or socio-economic differences.

Restrictions:

- **Workplace Relationships:** FAIRACTION prohibits fraternization for all personnel, particularly in regional offices and field operations, to prevent conflicts of interest and maintain professional integrity.

Enforcement:

- **Monitoring and Disciplinary Actions:** Compliance with this policy will be closely monitored, and breaches will be addressed through appropriate disciplinary actions to ensure adherence to our ethical standards.

Grievance Procedures

FAIRACTION International is committed to maintaining a harmonious work environment where all team members feel respected and heard. Our grievance procedures are designed to address and resolve complaints swiftly and fairly.

Informal Resolution

We encourage an initial informal approach to resolving grievances. This involves:

- **Direct Discussion:** Team members are encouraged to discuss their concerns or complaints directly with their immediate manager as the first step. This approach often resolves issues quickly and effectively, fostering a straightforward and open communication line.
- **Mediation:** If a direct discussion with a manager is not feasible or if the issue persists, mediation with another neutral party within the organization may be appropriate.

Formal Grievance Process

If the grievance cannot be resolved informally, or if the nature of the issue is particularly serious, the following formal procedure should be followed:

- **Written Complaint:** The grievant should submit a written complaint to their manager or the HR department outlining the details of their grievance.

- **Investigation:** Upon receipt of the complaint, a thorough investigation will be conducted. This will involve gathering information from all relevant parties and ensuring that everyone has a chance to present their side of the story.
- **Resolution:** Based on the findings of the investigation, appropriate actions will be taken to resolve the grievance. The resolution process will aim to be just and fair to all parties involved.

Protection Against Retaliation

FAIRACTION International strictly prohibits retaliation against any team member for raising a grievance. We are committed to ensuring that all grievances are treated with seriousness, and that no vindictive, arbitrary, or adverse actions are taken against those lodging a complaint or mentioned in one.

Review and Follow-Up

After the grievance has been addressed, the situation will be monitored to ensure the resolution is effective and that no further problems arise. Team members are encouraged to provide feedback on the process to help improve our procedures.

Reference to Industrial Awards or Agreements

For specific details related to employment conditions, rights, and more formal aspects of the grievance procedures, team members should refer to the relevant Industrial Awards or Agreements that apply to their position within FAIRACTION International.