

12 September 2018



Karl Bloxham
fyi-request-8595-03ff18cd@requests.fyi.org.nz

Dear Mr Bloxham

Ref: 0052673

Official Information Act Request

Thank you for your clarified request of 7 September 2018 asking for the following information, under the Official Information Act 1982 (the Act):

I would therefore ask for a copy of the ACC Employees Code of Conduct, including documents relating to ACC employees expected performance, ethics, misconduct, discipline, dismissal procedure.

Our Response

Please find enclosed a copy of the *ACC Code of Conduct*, and two pages from our staff intranet - *Code of Conduct, Disciplinary and dismissal procedures*.

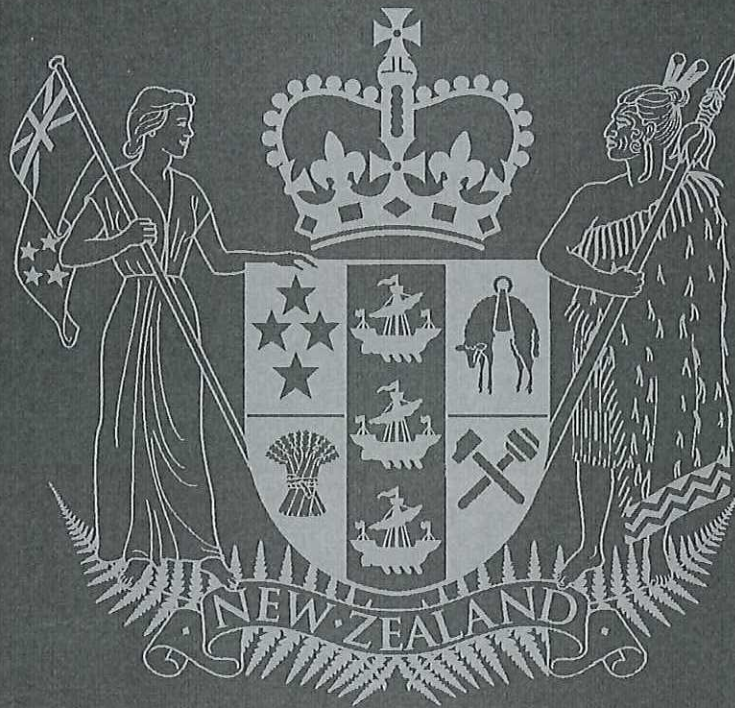
Queries

If you have any questions or concerns about the information provided, ACC will be happy to work with you to resolve these. Please address any concerns by emailing governmentservices@acc.co.nz or in writing to *Government Engagement and Support, PO Box 242, Wellington 6140*.

You also have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at www.ombudsman.parliament.nz or by phoning 0800 802 602.

Yours sincerely
Government Engagement and Support

ACC Code of conduct



*The Code of Conduct applies to all
ACC employees and contractors*

Everyone who works for ACC has an important role to play in making sure we achieve our vision that 'ACC creates a unique partnership with every New Zealander, improving their quality of life by minimising the incidence and impact of injury'.



This updated version of the Code of Conduct took effect from 30 November 2012.

Introduction

Everyone who works for ACC has an important role to play in making sure we achieve our vision that ‘ACC creates a unique partnership with every New Zealander, improving their quality of life by minimising the incidence and impact of injury’.

How we go about our business is as important as what we deliver. As a Crown entity, ACC is part of the State Sector and contributes to building the trust and confidence of citizens in the institutions of government. All State Sector organisations are expected to work with a spirit of service to the community, to make our services accessible and effective to those who need them, and to strive to make a positive difference to the wellbeing of New Zealanders. Our actions and behaviours must be consistent with these expectations at all times.

ACC is charged with the implementation of the Accident Compensation Act 2001. The Corporation’s reputation and standing is largely determined by public perception of employee conduct. All ACC employees and contractors are expected to maintain the highest standards of integrity, discretion and ethical conduct when performing duties or representing the Corporation in any way.

This Code of Conduct sets the required standards of conduct for all ACC employees, to enable us to meet the expectations placed upon us as a Crown Entity. These standards are based on the standards that apply to all State Servants, detailed in the State Services Standard of Integrity and Conduct.

The Code of Conduct:

- Can be used to provide coaching on appropriate conduct
- Enables recognition of those who model the desired standard of conduct
- Reflects and reinforces the ACC values. In particular, the Code elaborates on the standards of integrity required
- Outlines inappropriate behaviour and its consequences (misconduct and serious misconduct)

Everyone who works for ACC must read, understand and follow our Code of Conduct. All employees are required to undertake a Code of Conduct eLearning module when they join ACC. Talk to your manager if you have any concerns about what might be considered unacceptable behaviour or before you take a course of action that you are not entirely sure falls within the bounds of acceptable behaviour.

If you believe someone in ACC is acting unethically or has been involved in serious wrongdoing you should report this confidentially through OKtoSay and receive protection under the Protected Disclosure Act. For more information go to Make a Protected Disclosure on the Sauce.

Expectations of all employees

You are expected to exercise good judgement to determine what action to take in a given situation. Your actions need to be able to withstand scrutiny from internal and external parties. Our behaviour and actions must be seen to be fair, impartial, responsible and trustworthy at all times.

In order to achieve the high standards of behaviour expected of us, as an employee or contractor you must:

1. Be honest and act with integrity in all aspects of your employment (e.g. in your work with clients and levy payers, with regard to work attendance, requests for financial reimbursement, use of sick leave etc.)
2. Respect the rights of others by:
 - treating others fairly, courteously and without discrimination or harassment
 - upholding the rights of clients, as specified in the Code of ACC Claimants' Rights
 - being respectful of and responsive to all cultures, values and beliefs, particularly Maori and those of ethnic or minority groups
 - promoting the principles of Equal Employment Opportunities.

Refer to the Equal Opportunities in Employment Policy, Bullying and Harassment Policy, and Code of ACC Claimant's Rights

3. Perform your duties to the best of your ability by:
 - ensuring your primary role as an ACC employee takes precedent over any secondary interests, commitments, values or beliefs you personally hold, and declare any potential for a conflict of interest immediately
 - showing commitment to a high quality of work performed in a manner consistent with the ACC WorkSAFE policies
 - complying with all ACC policies, processes and standards
 - model and demonstrate our values of:
 - People before process
 - Safe Kiwis
 - Good Partners
 - Fair and Open
 - Responsible Stewards
 - these organisational values underpin decisions about what we do, how we operate and behave
 - complying with the Code of any professional body that you are registered or affiliated with, where this impacts upon your work with ACC
 - showing initiative and being creative in resolving problems, seeking improved productivity and identifying opportunities for improvement
 - making decisions appropriate to your role and being responsible for those decisions and the actions that result from them
 - being supportive of changes made by the Corporation, as change is necessary for ACC's success

- being supportive of your colleagues and accepting your responsibilities as a team member
- making sure you manage your personal and workplace relationships appropriately so they do not adversely affect the way you do your work.

Refer to the Conflict of Interest Policy, Health, Safety and Security Policy, Delegations Manual, and taking leave policies.

4. Uphold the reputation and standing of ACC by:

- acting with integrity in any personal dealings you may have with ACC as a client
- obtaining your manager's approval before commencing any activity, business interest or employment that has the potential to conflict with ACC business (e.g. acting as an advocate for a client, undertaking secondary employment)
- ensuring your behaviour in relation to gifts and gratuities and managing contracts and purchasing does not compromise (or appear to compromise) your personal integrity or the Corporation
- maintaining the same standard of behaviour as if you were at work, when travelling on Corporation business or in situations where you could be perceived as a representative of ACC
- having a professional standard of dress
- forwarding any media enquiries to the Media Unit, who will advise you on how the query is to be handled
- behaving in a manner that will not bring ACC into disrepute

- advising your manager if convictions or charges are laid against you whilst working for ACC
- maintain appropriate boundaries and relationships with clients and the people that you work with.

Refer to the Dress Code, Conflict of Interest Policy, Procurement Policy, Sensitive Expenditure, Media Policy, and Social Media Policy.

5. Act in a politically neutral manner by:

- ensuring that your behaviour maintains Ministerial and public confidence in the impartiality of advice given and actions taken
- ensuring your individual comments do not compromise either the Corporation or the Minister (e.g. stating or implying your personal view on an issue is the Corporation's view)
- ensuring your participation in political matters does not bring you into conflict or the appearance of conflict with your duty to act in a politically neutral manner.

Refer to the State Services Standard of Integrity and Conduct, Conflict of Interest Policy, and Social Media Policy.

6. Use ACC information and property appropriately by:

- being responsible for the security and confidentiality of all information that you deal with during your employment with ACC

- use financial and non-financial information gathered by ACC and your knowledge of ACC's systems and processes only to perform the Corporation's business
- treating all ACC assets with care and respect
- taking all reasonable steps to protect client privacy
- reporting any actual or potential privacy breach immediately to your Manager.

Refer to the Privacy Policy, Social Media Policy, information security policies, Reporting and Managing Wrongdoing Policy, and Internet Access, Email and Instant Messaging Policy.

7. Act within the law (in particular Accident Compensation Act 2001, Official Information Act 1982, Privacy Act 1993, Health Information Privacy Code 1994, Human Rights Act 1993, Employment Relations Act 2000 but including any other relevant legislation).

Additional expectations for managers

Managers are representatives of ACC both when dealing with external customers or stakeholders, and when dealing with internal employees and contractors. Managers have a lead role in establishing and promoting our expected standards of behaviour and integrity. Managers are expected to consider their behaviour, actions and decisions in terms of the expectation to be fair, impartial, trustworthy and responsible at all times.

As a manager you are expected to:

- manage employees in line with the Code of Conduct, and other ACC policies, processes, standards and systems in place to support you as a manager (e.g. coaching programme, performance management processes).
- lead, model and promote the expected standards of behaviour and integrity within the Code of Conduct and other internal policies and processes, providing employees with education on these where needed.
- represent ACC positively when interacting with your staff and deliver its policies, changes, initiatives or decisions in a manner consistent with ACC's intentions.
- take ultimate responsibility for work quality and the actions and decisions of employees in your team.
- manage within your capabilities and take ownership of your own development and that of your team.
- manage within the delegated authorities framework as specified in the Delegations Manual.

Misconduct and Serious Misconduct

Behaviour or actions that are investigated and found to be in breach of the Code of Conduct may result in disciplinary action. In all instances, the discipline and dismissal procedures available on the Intranet will be followed and the employee will have an opportunity to provide an explanation for their actions or behaviours and have the right of representation.

The action taken will depend on the severity of the breach:

- Breaches of the Code of Conduct that are deemed Misconduct may lead to disciplinary action up to and including a final warning.
- Breaches of the Code of Conduct that are deemed Serious Misconduct may lead to disciplinary action up to and including summary dismissal. Summary dismissal is termination of employment without notice or prior warnings.
- If any breaches normally considered to be misconduct are very serious or repeated, these may be deemed serious misconduct and could result in disciplinary action up to and including summary dismissal.

The lists below of actions considered to be misconduct or serious misconduct are intended as a guide for employees, and are examples only. They do not constitute an exhaustive list of breaches of the Code of Conduct. Talk to your manager if you have any concerns about what might be considered unacceptable behaviour or before you take a course of action

that you are not entirely sure falls within the bounds of acceptable behaviour.

Misconduct

Examples of Misconduct include:

- any act of negligence injuring the Corporation
- disobeying a lawful and reasonable instruction from a manager
- failure to meet the standards of performance and behaviour expected of ACC employees
- inappropriate behaviour or relationships
- any action which may in any way damage the relationship of trust and confidence between ACC and Government, other agencies or the community
- allowing unauthorised access to, or disclosure of, any matter or information in relation to ACC business
- misuse of ACC internet and/or email systems
- absence from duty or place of work without proper reason or authorisation, repeated lateness for work, or repeated absenteeism without just cause
- failure to comply with any ACC policy or procedural requirements
- any behaviour of a similar type.

Serious Misconduct

Examples of Serious Misconduct include:

- dishonesty of any kind

- theft
- fraud against ACC or a claimant
- handling a claim relating to oneself, a relative, acquaintance or friend without the express approval of the manager, or taking a role as an advocate for a claimant without approval
- corruption – accepting a bribe, inducement, reward or gift, or complying with a request or threat to use your position to provide a benefit to any person or third party, which has the effect of allowing inappropriate activity or compromising the impartial performance of your duties
- failure to declare any activity, business interest or employment that has the potential to conflict with ACC business
- accessing ACC information relating to family, friends, acquaintances or clients without legitimate cause
- criminal conviction, leading to imprisonment or adversely affecting the employee’s ability to carry out their work. Offences generally considered unacceptable are outlined in the Screening for Criminal Convictions policy but will be determined according to the nature of the employee’s role
- misuse or unauthorised possession or sharing of ACC property and/or information (e.g. misuse of financial information or client information)
- harassment of anyone you work with (eg. client, employee, contractor)
- abusive or discriminatory statements or practices
- fighting with, assaulting or abusing another person
- drug, alcohol or substance abuse during working hours or work performance affected by drug, alcohol or substance abuse

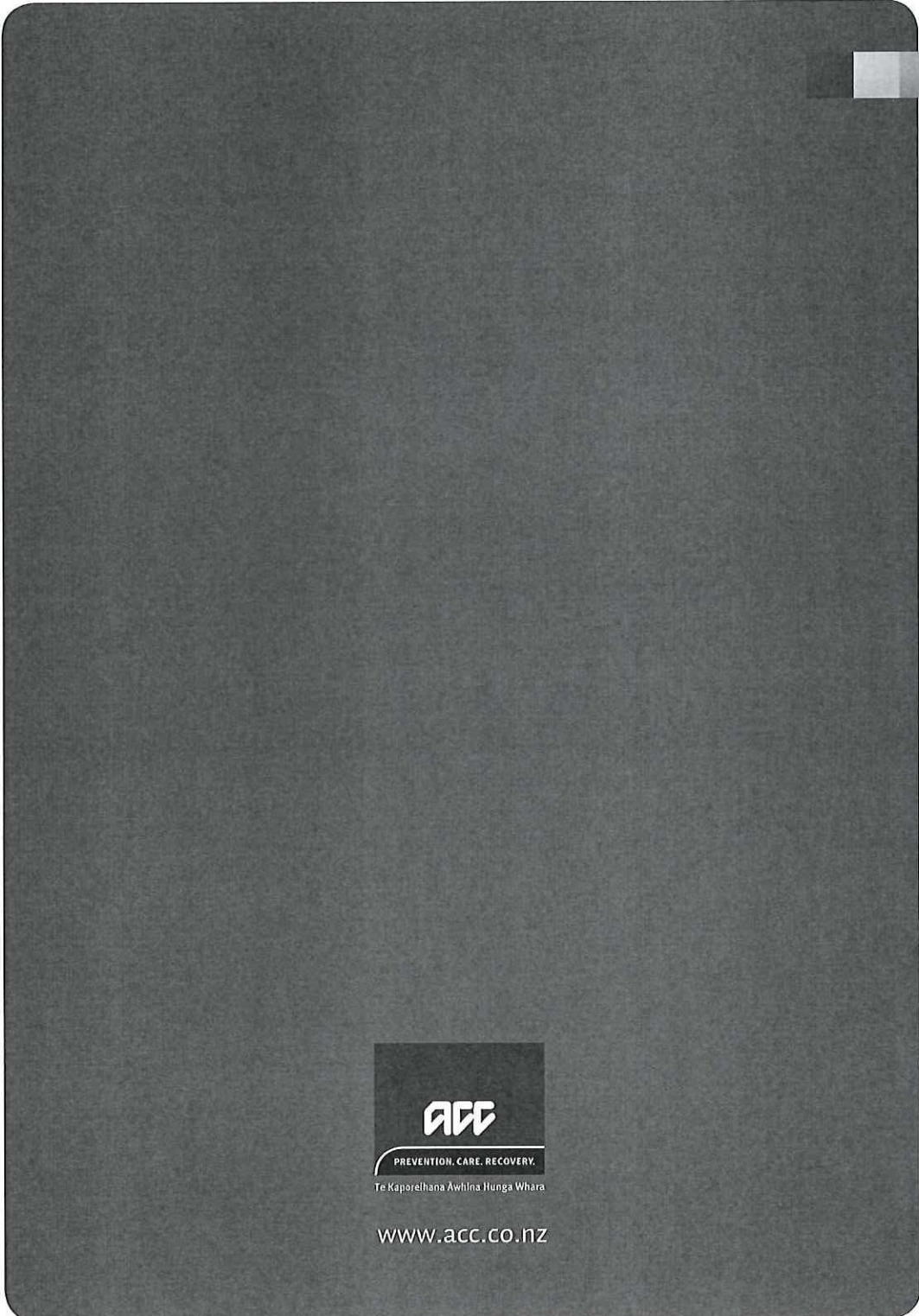
- dangerous or unsafe work practices, including non-compliance with ACC WorkSAFE and health and safety legislation
- any act that has the potential to bring ACC into disrepute
- significant failure to comply with any ACC policy or procedural requirements
- any behaviour of a similar type.

Related policies

The following related policies are referenced within the Code of Conduct. Each one provides further information on the particular aspect of the Code of Conduct it relates to:

- Equal Employment Opportunities
- Bullying and Harassment
- Conflict of Interest
- Delegations Manual
- Protected Disclosure
- Dress Code
- Health, Safety and Security
- Information Security
- Internet Access, Email and Instant Messaging
- Media
- Privacy
- Procurement
- Sensitive Expenditure
- Social Media
- taking leave policies
- Code of ACC Claimant's Rights.

These policies are provided on The Sauce. You must read, understand and follow these in addition to the Code of Conduct.



www.acc.co.nz

ACC480 June 2017

Code of Conduct

Contact [HR Help](#)

Last review 22 Feb 2018

Next review 22 Feb 2019

Code statement

ACC is charged with the implementation of the Accident Compensation Act 2001. In fulfilling this duty, ACC's vision is to create a unique partnership with every New Zealander, improving their quality of life by minimising the incidence and impact of injury.

As a Crown entity, ACC is part of the State Sector and contributes to building the trust and confidence of citizens in the institutions of government.

All State Sector organisations are expected to work with a spirit of service to the community, to make our services accessible and effective to those who need them, and to strive to make a positive difference to the wellbeing of New Zealanders.

Everyone who works for ACC has an important role to play in making sure we achieve our vision, and in ensuring we maintain our reputation and standing in the perception of the public. Our actions and behaviours must be consistent with these expectations at all times.

Objective

This Code governs the behaviours of all employees of ACC, to enable us to meet the expectations placed upon us as a Crown Entity. These standards are based on the standards that apply to all State Servants, detailed in the State Services Standard of Integrity and Conduct.

State Services Standard of Integrity and Conduct ([external link](#))

The Code of Conduct:

- can be used to provide coaching on appropriate conduct
- enables recognition of those who model the desired standard of conduct
- reflects and reinforces the ACC values and behaviour required
- outlines inappropriate behaviour and its consequences.

Scope

All ACC employees and contractors are expected to maintain the highest standards of integrity, discretion and ethical conduct when performing duties or representing ACC in any way.

Code standards

You are expected to exercise good judgement to determine what action to take in a given situation.

Your actions need to be able to withstand scrutiny from internal and external parties. Our behaviour and actions must be seen to be fair, impartial, responsible and trustworthy at all times.

In order to achieve the high standards of behaviour expected of us, as an employee or contractor you must:

Be honest and act with integrity

In all aspects of your employment (eg in your work with clients and levy payers, with regard to work attendance, requests for financial reimbursement, use of sick leave etc).

Respect the rights of others

Treat others fairly, courteously, equally, and without discrimination or harassment.

Uphold the rights of clients, as specified in the Code of ACC Claimant's rights.

[Code of ACC Claimant's rights \(16KB\)](#)

Respect and respond to all cultures, values and beliefs, particularly Māori and minority groups.

Promote the principles of Equal employment opportunity.

[Equal employment opportunity policy](#)

Perform your duties to the best of your ability

Prioritise your primary role as an ACC employee over any secondary interests, commitments, values or beliefs you hold personally, and declare any potential Conflict of interest immediately.

[Conflict of interest policy](#)

Show commitment to a high quality of work.

Adhere to the ACC Health and safety policies in all areas of work.

[Health and safety policy](#)

Comply with all ACC policies, processes and standards.

Model and demonstrate ACC values and behaviours, which underpin decisions about what we do, and how we operate and behave.

Our values

Comply with the code of any professional body that you are registered or affiliated with, where this impacts upon your work with ACC.

Show initiative and creativity when resolving problems, seek to maximise productivity, and identify opportunities for improvement.

Make decisions appropriate to your role and be responsible for those decisions and the actions that result from them.

Be supportive of changes made by ACC, as change is necessary for the organisation's success.

Be supportive of your colleagues and accept your responsibilities as a team member.

Manage your personal and workplace relationships appropriately so they do not adversely affect your work.

Uphold the reputation and standing of ACC.

Act with integrity in any personal dealings you may have with ACC as a client.

Obtain your manager's approval before commencing any activity, business interest or employment that has the potential to conflict with ACC business (eg acting as an advocate for a client, undertaking secondary employment).

Ensure your behaviour in relation to gifts and gratuities, managing contracts and purchasing, and other sensitive expenditure does not compromise (or appear to compromise) your personal integrity or ACC's.

Gifts and gratuities

Procurement policy

Maintain appropriate professional behaviour when travelling on ACC business.

Maintain appropriate professional behaviour in any situation where you may be perceived as representing ACC.

Have a professional standard of dress.

Engage with the Media team about any media enquiries you receive.

Ensure that your behaviour will not bring ACC into disrepute.

Advise your manager of any convictions or charges laid against you whilst employed by ACC.

Maintain appropriate boundaries and relationships with clients and any other people you may work with.

Act in a politically neutral manner.

Ensure that your behaviour maintains Ministerial and public confidence in the impartiality of advice given and actions taken.

Ensure that your comments do not bring ACC or the Minister into disrepute, or compromise the perception of ACC as politically neutral (eg stating or implying your personal view on an issue as ACC's view).

Ensure that your personal participation in political matters does not conflict with (or appear to conflict with) your duty to act in a politically neutral manner.

Use ACC information and property appropriately.

Be responsible for the security and confidentiality of all information that you deal with during your employment with ACC.

Use financial and non-financial information gathered by ACC and your knowledge of ACC's systems and processes only to perform ACC's business.

Treat all ACC assets and property with care and respect.

Take all reasonable steps to protect the privacy of our clients, customers, employees and other stakeholders.

Report any actual or potential privacy breaches to your manager immediately.

Act within the law

In particular, the Accident Compensation Act 2001, Official Information Act 1982, Privacy Act 1993, Health Information Privacy Code 1994, Human Rights Act 1993, Employment Relations Act 2000 and any other relevant legislation.

Accountabilities

Role	Responsibility
Employees	<p>Read, understand and follow this Code of Conduct.</p> <p>Undertake training or confirm your understanding of the Code of Conduct when requested by ACC.</p> <p>Remain up to date with the current Code of Conduct expectations.</p> <p>Discuss any concerns about what may be considered unacceptable behaviour with your manager.</p> <p>Discuss with your manager before you take any course of action that you are not entirely sure falls within the bounds of acceptable behaviour.</p> <p>If you believe someone in ACC is acting unethically, or has been involved in serious wrongdoing, you should report this confidentially through OKtoSay and receive protection under the Protected Disclosure Act. For more information, visit Make a protected disclosure.</p> <p>Make a protected disclosure</p>
Contractors	<p>Maintain the highest standards of integrity, discretion and ethical conduct when performing duties or representing ACC in any way.</p>
Managers	<p>Managers are representatives of ACC both when dealing with external customers or stakeholders, and when dealing with internal employees and contractors.</p> <p>Managers have a lead role in establishing and promoting our expected standards of behaviour and integrity. Managers are expected to conduct their behaviour, actions and decisions consistently with their duty to be fair, impartial, trustworthy and responsible at all times.</p> <p>As a manager you are expected to:</p> <ul style="list-style-type: none"> • establish and promote ACC's expected standards of behaviour and integrity • consider your behaviour, actions and decisions in terms of the expectation to be fair, impartial, trustworthy and responsible at all times • manage employees in accordance with the Code of Conduct, and any other ACC policies, processes, standards and systems in place to support you as a manager (eg development programme, performance management processes) • lead, model and promote the expected standards of behaviour and integrity within the Code of Conduct and other internal policies and processes • provide employees with education and coaching on expected standards of behaviour and integrity where needed • represent ACC positively when interacting with staff, and deliver our policies, changes, initiatives or decisions in a manner consistent with ACC's intentions • take ultimate responsibility for work quality, actions and decisions of employees in your team • manage within your capabilities and take ownership of your own development, and that of your team • manage within the delegated authorities framework as specified in the Delegations Manual.
Chief Talent Officer	<p>Monitor the effectiveness of the Code of Conduct</p> <p>Ensure organisational controls are in place in support of this policy</p>
Executive	<p>Model the highest standard of behaviours according to this Code of Conduct.</p> <p>Ensure Code of Conduct behaviours are integrated into all aspects of ACC business.</p>
Board	<p>Approve the Code of Conduct and ensure it is consistent with ACC's strategic direction.</p>

Breaches of policy

Behaviour or actions that are investigated and found to be in breach of the Code of Conduct may result in disciplinary action. Where breaches are found, ACC's discipline and dismissal procedures will be followed and the employee will have an opportunity to provide an explanation for their actions or behaviours and have the right to representation.

Disciplinary and dismissal procedures

The action taken will depend on the severity of the breach:

- Breaches of the Code of Conduct that are deemed 'misconduct' may lead to disciplinary action up to and including a final warning.
- Breaches of the Code of Conduct that are deemed 'serious misconduct' may lead to disciplinary action up to and including summary dismissal. Summary dismissal is termination of employment without notice or prior warnings.

If any breaches normally considered to be misconduct are very serious or repeated, these may be deemed serious misconduct.

Misconduct

Misconduct occurs when an employee does something wrong (namely, breaches this Code of Conduct or other ACC policy) either by: doing something, omitting to do something, or through their behaviour.

The lists below of actions considered to be misconduct or serious misconduct are intended as a guide for employees, and are examples only. They do not constitute an exhaustive list of breaches of the Code of Conduct.

Examples of misconduct include:

- Any act of negligence harming ACC
- Disobeying a lawful and reasonable instruction from a manager
- Failure to meet the standards of performance and behaviour expected of ACC employees
- Inappropriate behaviour or relationships
- Any action which may in any way damage the relationship of trust and confidence between ACC and government, other agencies or the community
- Allowing unauthorised access to, or disclosure of, any matter or information in relation to ACC business
- Misuse of ACC internet and/or email systems
- Inappropriate use of purchasing card or expenses
- Absence from duty or place of work without proper reason or authorisation
- Repeated lateness for work, or repeated absenteeism without just cause
- Failure to comply with any ACC policy or procedure
- Any behaviour of a similar type.

Serious misconduct

Serious misconduct occurs when the misconduct could have the effect of destroying or undermining the relationship of trust and confidence between an employee and employer.

Examples of serious misconduct include:

- Dishonesty
- Theft
- Fraud
- Handling a claim relating to oneself, a relative, acquaintance or friend without the express approval of the manager, or taking a role as an advocate for a client without approval
- Corruption – accepting a bribe, inducement, reward or gift, or complying with a request or threat to use your position to provide a benefit to any person or third party, which has the effect of allowing inappropriate activity or compromising the impartial performance of your duties
- Failure to declare any activity, business interest or employment that has the potential to conflict with ACC business
- Accessing ACC information relating to family, friends, acquaintances or clients without legitimate cause
- Criminal conviction leading to imprisonment or adversely affecting your ability to carry out your work. Offences generally considered unacceptable will be determined according to the nature of the employee's role
- Misuse or unauthorised possession or sharing of ACC property and/or information (eg misuse of financial information or client information)
- Harassment of anyone you work with (eg client, employee, contractor)
- Abusive or discriminatory statements or practices
- Assaulting or abusing another person
- Allowing work performance to be affected by drug, alcohol or substance abuse (including abuse during work hours)
- Dangerous or unsafe work practices, including non-compliance with ACC health and safety policies, and health and safety legislation
Health and safety policy
- Any act that has the potential to bring ACC into disrepute
- Significant failure to comply with any ACC policy or procedural requirements
- Any behaviour of a similar type.

Contacts

Contact HR Help regarding this policy.

HR Help

References

State Services – Standards of integrity and conduct document

Policies:

Bullying and harassment

Conflict of interest

Protected disclosure

Equal employment opportunity

Sensitive expenditure

Health and safety

Information security

Internet and email

Media

Privacy

Procurement

Social media

Taking leave policy

Delegations Manual

Policy review dates

Last review: February 2018

Next review: February 2020

Note:

This version of the ACC employee code of conduct came into force on 22 February 2018.

Disciplinary and dismissal procedures

Contact HR Help

Last review 30 Jan 2015

Next review 30 Jan 2016

Disciplinary principles

It is ACC's objective to create positive and mutually rewarding employment relationships. ACC's procedures are designed to achieve this with the following disciplinary principles:

- The employee is to be advised of their right to request assistance from an employee organisation or other representative at any stage.
- The employee is to be advised of specific matters of concern, and be provided with a reasonable opportunity to offer an explanation.
- The employee is to be advised of the action needed to amend their conduct, and given a reasonable opportunity for improvement.
- ACC will investigate before any disciplinary action is taken.
- The employee is entitled to all the relevant information that ACC uses to make any decision.
- The appropriate warning will depend on the seriousness of the misconduct.
- If the offence is sufficiently serious, the employee may be placed on paid suspension pending an investigation.

Warning and dismissal procedure

This procedure sets out the steps to be taken to warn an employee who breaches conduct standards, where the seriousness of that breach is not summary dismissal. In all cases, the employee should be given the opportunity to have a representative present before any disciplinary meeting is held.

First warning

A first warning will be given by the employee's immediate manager or supervisor and confirmed in writing as a first written warning. An exception is where the alleged misconduct is sufficiently serious as to warrant an immediate final warning. The warning will be noted on the employee's personal file.

Final warning

If the conduct by an employee warrants a final warning, that warning will be given in writing and noted on the employee's personal file. A final warning will state that if a further incident of unacceptable conduct occurs, then termination of employment can be expected.

At the time of giving each warning, the conduct complained of will be clearly specified so that the employee understands the corrective action needed. A reasonable opportunity will be given for the employee to achieve satisfactory standards.

Dismissal procedure

If, in a reasonable period following a written warning, further unsatisfactory conduct occurs, the employee concerned may be dismissed, with appropriate notice.

During the course of an investigation of any issue of conduct the employee may be placed on suspension. The employee will have the opportunity to comment on the proposal to suspend before being placed suspension.

Every supervisor or manager has a responsibility to make sure expected standards are clear to each employee and to provide guidance on how to reach those standards.

Nothing in this section will prevent ACC from summarily dismissing an employee for serious misconduct.

Accountabilities

The Chief Talent Officer is responsible for ensuring organisational controls are in place in support of this policy.

Contact for information

HR Help

Supporting policy and procedures

Leaving ACC policy

Solving employment relationship problems at ACC

Policy review dates

Last review: September 2014
Next review: September 2015