

CODE OF CONDUCT: Frequently asked questions

Why do we need a new Code of Conduct?

The new Code of Conduct is an important document that describes the way in which we should behave towards each other, customers, partners, donors, communities and other supporters. It states who we are and how we conduct ourselves in our work and in situations where we are recognised as representatives of Red Cross, and reminds us that all Red Cross people are bound by our organisation's mission and our Fundamental Principles. Our new Code of Conduct applies to all New Zealand Red Cross people.

We want New Zealand Red Cross to be a great organisation to be involved with – a place where people acknowledge and respect each other's values and beliefs, collaborate, empower each other, champion our Fundamental Principles and have opportunities to grow.

What is the difference between the old code and the new Code of Conduct?

The new Code of Conduct is a simpler, principle-based document. It provides one clear set of aspirations and behaviours that we should all adhere to. It represents an opportunity for New Zealand Red Cross to have one Code of Conduct for everyone, rather than several different versions. As Strategy 2030 points out, we are aiming for a One Team approach in all we do.

I signed the Code of Conduct when I was employed at Red Cross, why do I need to sign another one?

We want all our staff to spend some time understanding what the Code means – there is a short activity-based lesson on our learning system 'Aspire' that takes you through this.

The Code of Conduct is a key set of behaviours, and New Zealand Red Cross believes it is important to know we are all up to date with this. This is a good opportunity to refresh on these core values.

Why are staff asked to sign the Code of Conduct, but members aren't?

Employees are subject to employment conditions, including adhering to the organisation's Code of Conduct. Furthermore, staff currently have more ready access to Aspire. It is our plan to make Aspire more widely available to members over the coming year.

While members don't have to actually sign the Code of Conduct, it does apply to all New Zealand Red Cross people.

How do I access Aspire?

Aspire, our e-learning platform, can be accessed by following [this link](https://redcross.my.intuto.com/accesscode?accesscodekey=9JPsQaWZ/3XRRtH13sIKlg4vINArqLWKpmMiDrMJckQ) (<https://redcross.my.intuto.com/accesscode?accesscodekey=9JPsQaWZ/3XRRtH13sIKlg4vINArqLWKpmMiDrMJckQ>). MS Chrome is recommended.

For existing Aspire users, please enter your email address and your password. For new Aspire users, enter an email address (work email is preferred if you have one) and enter a temporary password. If you have difficulty logging in, please see your leader in the first instance. You can also contact Joe Moorman, Learning and Development Business Partner, at learning@redcross.org.nz.

Why are we using the Aspire learning system to sign the Code?

Aspire provides the most efficient way of reaching all Red Cross staff and tracking completions, reducing the need for manual data entry. It also makes it a much richer experience for those undertaking the online sign off.

Does accepting the Code of Conduct affect any other related policies like the Child Protection Policy?

The Code of Conduct is an overarching document defining the behaviours we aspire to and should role model. Any supplementary policy documents are separate and will describe more specific information.

What if I don't understand some parts of the Code?

If you are a member, please speak to your Area Council Chair for clarification. If you are a staff member, please speak to your manager.

Will a record of accepting the Code be kept on my staff file?

A record will be kept for staff in the Aspire system in the same way as for any other e-learning module.