




## Code of Conduct


Online Learning Module 2017\_COC\_OL


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### Key Documents

#### [MSD Code of Conduct](#)

-  [State Services Standards of Integrity and Conduct](#)  
The State Services Commission has a straight-forward, easy to understand, one-pager setting out the standards of Integrity and Conduct expected of all government employees.

-  [Ministry Policies and Procedures](#)  
Ministry policies and procedures provide important guidance on the standards and behaviours expected of us all. You should understand and act on the policies and procedures that apply in the Ministry.

-  [The Right Way - Integrity at MSD - what's OK and what's not ok](#)  
Integrity as MSD  
What's OK - and What's Not OK!

-  [Standards of Behaviour - HR one-stop shop](#)  
This is your one-stop shop for information and resources about the standards of integrity and behaviour expected of us all as Ministry employees and public servants.

### Compliance Activity - Scenarios

#### [Code of Conduct Scenario quiz](#)

[MSD Code of Conduct](#)

[State Services Standards of Integrity and Conduct](#)

[The Right Way – Integrity at MSD – what's OK and what not ok](#)

[Standards of Behaviour – HR one-stop shop](#)

## Compliance Activity - Scenarios

### Question 1

Sally uses her Facebook account at home to keep up with friends overseas and to share photos. She has just received a message from a friend who has moved back to New Zealand. Her friend asks what work she is doing and how she is finding it. Sally is feeling pretty stressed at work, and she doesn't like the direction some of the policy she is working on is taking, so she takes this opportunity to vent her frustration directly on her Facebook page. Are Sally's actions and behaviour OK or not OK?

It's OK, like any other New Zealander Sally is entitled to publicly express her own political or personal view

It's not OK, as public servants we are politically neutral, we keep politics out of work and work out of politics

### Question 2

Over the weekend Aimee and her friends had a laugh 'googling' their names on the internet to see what they could find out about themselves.

Aimee was quite surprised at some of the information she found, Aimee was previously an MSD client herself so at work on Monday she decides to search the system to see what information the Ministry holds about her.

Are Aimee's actions and behaviours OK or not OK?

It's not OK under any circumstance. This deliberately contravenes our requirements around accessing information and the misuse of client information

It's OK because Aimee is searching and accessing her own client record no one else's

### Question 3

Tim has been at a conference for the last couple of days and they have just finished up with a dinner at a local restaurant.

Tim has a taxi chit in his bag which his manager gave him to get home after the conference, but he is happy to walk – it will only take five minutes. A woman in the group who works for a different agency lives further away but she has said she will also walk as she doesn't have any cash with her.

Tim is worried that she won't be safe so he suggests that he sign the chit now, and that she could take it and use it to get home.

Are Tim's actions and behaviour OK or not OK?

It's not OK; travel policy dictates that taxi chits/cards must only be used by an authorised staff member for the business purpose intended only

It's OK; Tim had obtained approval from his manager to use the taxi chit for the purpose of getting home. There is nothing wrong with transferring this to a known work acquaintance for the same purpose

It's OK, probity with public money isn't about a list of rules, It's about good judgement and sensible process in making decisions. Tim did this by showing care and concern for the safety of a work related acquaintance

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OFFICIAL INFORMATION ACT

#### Question 4

"Hey mate, my company is thinking about putting in a tender for that big supplier contract at the Ministry. You know things have been a bit tough lately and it would be a big help if you could just let me know what companies I would be up against.

"Christian's heart sunk, one minute he was enjoying lunch with his old mate Darren and the next thing he didn't quite know what to say. Christian wasn't directly involved in the tender process but he worked pretty closely with some of the key decision makers, so it wouldn't be hard for him to find out who the other tenders were from.

Christian feels a bit uncomfortable about it but Darren is a good mate and it's not like he is going to give Darren anything more than a simple list of names. "Leave it with me mate and I'll see what I can do".

Are Christian's actions and behaviours OK or not OK?

It's not OK, conflicts occur when our personal or private values, interests or politics run counter to the Ministry's policies and practices or the Government's direction. There is a serious conflict here which if left undisclosed would seriously undermine the fair and unbiased tender process in place as well as the public's view about our professionalism and integrity in the way the Ministry conducts its business

It's OK; Christian is not directly involved in any decisions around the tender process so nothing is compromised

#### Question 5

It is going to be a beautiful day and Ari would much rather spend it outside than in the office. He is thinking about calling in sick and then going outside to lie in the sun.

Ari picks up the phone and calls his boss to tell him that he is feeling unwell and won't be in today.

Are Ari's actions and behaviour OK or not OK?

It's not OK, honesty and trust has been undermined, a key conduct and integrity principle. Sick leave is to protect staff members whereby reason of illness they are prevented from attending work

It's OK. Ari hasn't done anything wrong. Provided he has entitlement to sick leave, there's no harm done

### Question 6

Jess gets a call from Steve – one of her clients and a really nice guy. Steve has recently split up with his wife Fiona, and Jess knows he is really upset about it. Now Steve is on the phone and he sounds frantic.

He can't get hold of Fiona on her mobile, and he says that one of their children is in hospital after falling off some play equipment at school. Steve asks Jess if she has Fiona's new address or home number as he desperately needs to contact her. It sounds like an emergency so Jess goes to check Fiona's personal details in the system.

Are Jess's actions and behaviour OK or not OK?

It's not OK; this is improper use of client information. Jess cannot tell someone outside of work about a client's details or circumstances, or provide them with those details without proper authority

It's OK, this is an emergency and supersedes the rules around confidentiality of information

### Question 7

Dave has had to call the printing company three times in one week regarding incomplete deliveries of printed material. Along with the third and final delivery comes a wrapped gift with Dave's name on the card.

The printing company has sent him a bottle of wine and some coffee vouchers to give to his team, along with a written apology. Dave hands out the vouchers to his team and thinks to himself how nicely the wine will go with his dinner tonight.

Are Dave's actions and behaviours OK or not OK?

It's OK; given the circumstances it wouldn't be considered an inducement or bribe. If the value of the gift was under \$50 there is no compromise of integrity

It's not OK, It is inappropriate for any staff member to benefit from any gift received or rewards offered as a result of MSD expenditure or of their employment within MSD

### Question 8

Acknowledgement statement

I acknowledge that I have read, understood and comply with the requirements of the Code of Conduct.

I declare that I understand the implications of breaching the Code of Conduct and that breaching the Code may lead to disciplinary action, up to and including dismissal.

I also acknowledge that I have had the opportunity to discuss with my manager any queries I have about the Code or Ministry policy and what it means to me.

No

Yes