

How we Thrive Our Code of Conduct

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The Journey

Artwork commissioned and brought to life by local artist Monica Turner-Collins

Credit Union SA acknowledges and pays respect to the past, present and future Traditional Custodians and Elders of this nation and the continuation of cultural, spiritual and educational practices of Aboriginal and Torres Strait Islander peoples.

From the Chair

Credit Union SA has a longstanding and valued presence in South Australia, and I take great pride in how we contribute to the lives of our members, staff, partners, and the broader community.

Our Core Values— People First, Strive to Achieve, and Be Our Best— ensure that people remain at the heart of everything we do. We must always recognise the vital role we play for our members and never take for granted the trust they place in us. Our goal is to be the financial institution more South Australians choose, and this is underpinned through the delivery an exceptional experience each time our members engage with us with.

We are equally proud to support a variety of community programs and organisations, including those within the education sector, that provide tangible benefits and help to build better lives. Our Code of Conduct encapsulates everything we stand for at Credit Union SA and guides not only our daily operations but also ensures we meet our obligations and commitments. I encourage you to read through this document and familiarise yourself with the policies it references. Doing the right things for the right reasons is paramount, and our Code of Conduct helps us achieve this consistently and continuously.

I am incredibly honoured to serve as the Chair of this remarkable organisation, and I am confident that we can continue to build on our strong legacy as a trusted partner, supporting our members and helping South Australians thrive.



Julie Cooper
Chair, Credit Union SA

**Our Core Values,
People First,
Strive to Achieve,
and Be Our Best,
ensure that
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From the CEO

At Credit Union SA, taking care of our members, our staff and the community we serve, is at the heart of everything that we do. We embrace our Core Values to keep our members front and centre at all times. To excel, we need to collaborate, innovate and consistently deliver exceptional service in every member interaction and across the business. The building of trusted relationships with each other, our members and the community will allow us to deliver on our purpose of **Helping South Australians Thrive**.

Our Code of Conduct underpins what is expected of us and provides a clear guide on our behaviour. It's essential that we all own and adhere to this Code, leading by example and encouraging others to do the same. When mistakes happen or we notice something is not as it should be, we need to speak up, learn and continue to improve.

By following our Code of Conduct and the policies it references, we can confidently make the right decisions, supporting each other and serving our members to the best of our ability, ensuring we leave a positive impact on our community.



Todd Roberts
CEO, Credit Union SA

Helping South Australians **THRIVE**

Our Purpose is
helping South Australians thrive.

At every stage of life, we see South Australians, **because we're here too.**

We were founded more than 60 years ago by people who wanted to help South Australians thrive. It was all about creating a fairer, smarter and more human alternative to traditional banks: a credit union that was run by its members, for its members.

Today, that same purpose remains. We continue helping South Australians thrive by delivering award winning banking experiences and innovative products, putting our members and their communities at the centre of everything we do.

Strategic focus

We exist to deliver on Our Purpose, which applies to our members, our staff and the broader South Australian community. **If we all thrive, we all benefit.**

We use our profit for purpose and our focus is on our ability to consistently achieve sustainable results over the long term.

Our Strategic Themes

Support our members' aspirations



Enhance member experiences



Inspire and grow our people



Strengthen the organisation





**Our goal is
to be the
financial
institution
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Our values

Our Values reflect our beliefs and principles as an organisation – they are at the heart of what we do, who we are, and how we come together every day. We help South Australians thrive by putting our People First, Striving to Achieve and Being our Best every day.



People First

We thrive as a team by putting people first.

We are here for South Australians – this is our community.



Strive to Achieve

We are a trusted partner, helping our community thrive and achieve.

When we achieve our goals, it's because it's the right thing to do for our community to grow and thrive.



Be our Best

Our purpose, performance and high standards drive us.

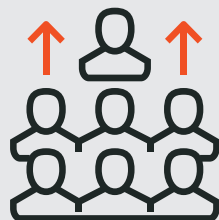
We engage with our local communities and support and participate in their activities in a way that creates positive environmental, societal and economic outcomes and help to build better lives.



Our Enablers



DIGITAL AND TECHNOLOGY



THRIVING PEOPLE AND PARTNERS



BUSINESS RESILIENCE



ENVIRONMENT, SOCIAL AND GOVERNANCE

Our enablers are key to connecting our strategic plan with our every day operations to ensure smooth execution of our plans and ongoing, resilient and sustainable growth.



Our obligations and responsibilities

We have a number of key focus areas which ensure we meet our obligations and responsibilities to help our members and community thrive.

Our Obligations and Responsibilities



People First

We prioritise the well-being, growth, and satisfaction of our team, members, and community. We foster a culture of inclusivity, respect, and support, ensuring every voice is heard and valued.

Diversity and Inclusion

We aim to embrace our individual differences and acknowledge the unique blend of knowledge, skills and perspectives people bring to the workplace.

Diversity can include characteristics such as cultural background and ethnicity, age, gender, gender identity, disability, sexual orientation, religious beliefs, language and education. Diversity also includes characteristics such as professional skills, working style, location, life experiences and diversity of thought.

We treat people with dignity, respect, understanding and care to create an inclusive culture. We empower people to contribute their skills and perspectives to fully participate, feel that sense of belonging and succeed in our workplace.

Reconciliation Action Plan (RAP)

We want to build on the foundations our history provides to engage with Aboriginal and Torres Strait Islander communities to build connection and support reconciliation. To guide this process, we have developed a Reconciliation Action Plan as a focused effort to build upon the organisational knowledge we have been building and guide our practices to improve our capabilities and meet our obligations for reconciliation in the community.

The implementation of our RAP is aided by our RAP working group, which includes our CEO and a range of team members from across the organisation supported by the leadership team, who will demonstrate their commitment through meaningful action and ensure deliverables are successfully rolled out across the organisation.

Further information
Reconciliation Action Plan (RAP)

Equal Employment Opportunity

We are committed to ensuring that all people seeking employment and those who are employees are treated fairly and equitably and are not subjected to any form of unlawful discrimination or harassment.

We are also responsible for ensuring our employees are aware of their rights and obligations in relation to our Equal Opportunity Policy.

Further information

Equal Opportunity Policy

Work Health and Safety (WHS)

We recognise the importance of work health and safety. The most valuable asset to our organisation is our people, whose overall health and safety are a top priority.

Further information

Work Health & Safety Policy, Wellbeing Hub, Thrive Days, First Aiders, Mental First Aiders

Employee Assistance Program (EAP)

Credit Union SA provides a confidential counselling service to staff and their immediate family.

Our Employee Assistance Program supports a positive workplace culture and is designed to provide professional assistance to employees and their families when faced with personal difficulties in the workplace and in their private lives, helping all of our people be at their best.

Further information

Employee Assistance Program (EAP)

Flexible working practices

To help our employees thrive, we recognise the importance of flexible working arrangements by maintaining an inclusive, diverse and adaptable workforce. We assess all employee requests for flexible working arrangements related to any personal attribute, balancing work, life and family needs, as well as recognising the Right to Disconnect.

Further information

Flexible Working Practices Policy



Our Obligations and Responsibilities

Protection from workplace bullying and harassment

We work hard to ensure everyone has a safe and healthy work environment that is free from bullying or harassment.

All employees are protected whether they feel bullied or harassed by a leader, another worker, member, contractor or member of the public.

Further information

Workplace Bullying & Harassment Policy, Whistleblower Policy, Sexual Harassment Policy

Training and further education support

We recognise the importance of maintaining and improving the skills and knowledge of our people to help them be their best.

That's why we have a range of support options available to employees, including internal training and development programs and financial assistance for external training and education.

Further information

Training & Development Policy, Study Assistance Scheme, 90-Day Workbook, Induction Hub, Workforce Development Plan



Our Obligations and Responsibilities



Be our Best

For Credit Union SA to thrive and succeed, our focus is on doing the right thing. We ask ourselves “if we should” instead of “if we can” and demonstrate this mindset through our behaviour.

Conflicts of interest

A conflict of interest can occur when a personal interest conflicts with the professional interest of our organisation.

It's important that we all understand our obligations to Credit Union SA and declare any conflicts of interest.

Further information

Conflict of Interest Policy

Gifts and hospitality

We can accept small token gifts of a personal nature, that are of a nominal value, generally used for promotional purposes or moderate acts of hospitality (such as a lunch or dinner). However, when a gift or benefit reaches a particular value it is to be treated as a 'reportable gift or benefit' and recorded in the Corporate Events Invites and Gift Register within the Enterprise Risk Management System.

Further information

Conflict of Interest Policy

Use of position and information

We understand that our roles at Credit Union SA come with both privilege and responsibility. We don't use our positions or information for unethical or illegal purposes and we act in good faith, reflecting the trust placed in us by our community. Ethical behaviour means prioritising the well-being and financial security of our members.

By following these principles, we maintain the trust and integrity of the Credit Union and our commitment to preventing misuse through vigilance and adherence to our Code of Conduct and associated policies.

Further information

Acceptable Use Policy, Access & User Control Policy, Corporate Visa Credit Expenses Policy, Motor Vehicle Policy, Working From Home Policy

Drug and alcohol usage

We want all employees to take reasonable care to protect their own health and safety and that of others while in the workplace by not being affected by drugs or alcohol.

When a person is affected by drugs and alcohol, it has the potential to impact on their own or others safety or work performance.

That's why we have an Alcohol and Drugs Policy in place and also provide a confidential counselling support service to help staff deal with the impacts of drugs and alcohol.

Further information

Workplace Alcohol & Other Drugs Policy,
Employee Assistance Program (EAP)

Speaking up and reporting concerns

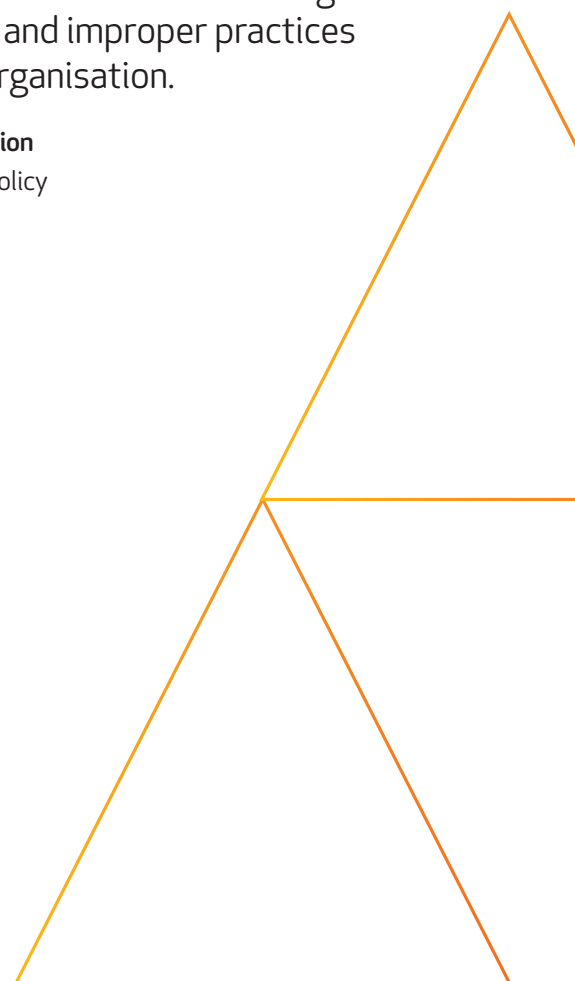
We encourage everyone to speak up and report concerns if they have reasonable grounds to suspect misconduct or improper practices in relation to our organisation.

"We say something or do something when we see things that are not in line with our values".

Our Whistleblower Policy has been established so that employees can safely raise concerns and challenge misconduct and improper practices within the organisation.

Further information

Whistleblower Policy



Our Obligations and Responsibilities

Information Security

Credit Union SA recognises the importance of information security and the associated risks to our organisation and our members of ineffective information security management. All employees are responsible for security within their daily activity and must be aware of and comply with Credit Union SA security policies.

Further information

Information Security Policy

Confidentiality and privacy

We are privy to confidential, strategic and commercially sensitive information.

This includes information about our members and third parties we deal with.

This information may not be used or disclosed except in performing our duties or as required by law.

We are committed to safeguarding our members' and employees' privacy by making sure that personal information is protected in line with the Australian Privacy Principles.

Further information

Privacy Policy, Information Security Policy, Information Classification & Handling, Acceptable Use Policy, Access & User Control Policy, Working From Home Policy

Reputation of Credit Union SA

Credit Union SA holds a unique position of trust in the community and with our members. We should never do anything that is likely to adversely affect the reputation or interest of Credit Union SA. We expect everyone to contribute towards Credit Union SA helping South Australians thrive.

Social media

We encourage everyone to explore and engage in social media communities to a level in which they feel comfortable – have fun but be smart. The best advice is to approach online worlds in the same way we do the physical one – by using sound judgment and common sense.

If we use social media in a personal capacity, or as part of our job, we must follow the expectations set out in our Social Media Policy.

Further information

Social Media for Employees Policy



Our Obligations and Responsibilities



Strive to Achieve

We're committed to excellence and continuous improvement. By setting high standards and challenging ourselves, we drive innovation and deliver outstanding results. We celebrate our successes and learn from our experiences.

Risk management

We comply with the law, regulatory policy statements, industry codes and organisational standards that are relevant to our organisation.

We identify risks that impact on our organisation and establish risk systems, frameworks, policies and procedures to effectively and efficiently manage these risks.

The adoption of the Risk Management Framework is essential to our ongoing management of risk and meeting our obligations under prudential regulation.

Further information

Risk Management Framework

Audit process

The audit function (comprising external audit and internal audit) is an important part of our focus on Striving to Achieve with quality and accuracy in all we do.

Compliance with laws and regulations

We must always follow the policies, procedures and standards in place to ensure that our organisation meets its legal and regulatory obligations as a financial institution. This can include policies, procedures, standards, processes and training relating to responsible lending, anti-money laundering, Know Your Customer, the Customer Owned Code of Practice and the Financial Accountability Regime (FAR) Administration.

Disclosure

We ensure that our members and community are kept informed about our activities in a way that complies with the regulatory disclosure requirements.

Ethical standards

We have developed and shared our Core Values with everyone at Credit Union SA and made sure these values are part of our daily operations and behaviour.

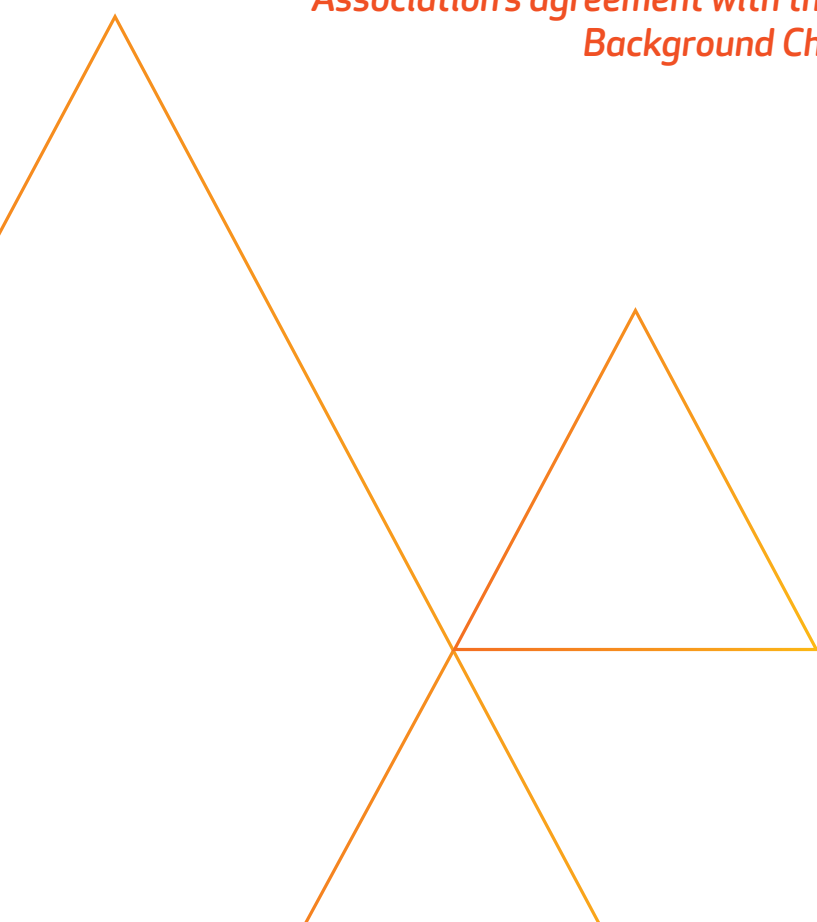
We've also created action statements that outline what we expect from each director, manager, and employee. Everyone in our team is expected to follow our policies and values at all times.

In addition to this Code of Conduct which is used to guide how all our staff should behave and available on our website for transparency, we also have a specific Code of Conduct for our Directors, which is part of our Board Charter.

The Customer Owned Banking Code of Practice is the code of practice for Australia's credit unions, mutual building societies and mutual banks.

We agree to be bound by the Code in our dealings with our members.

We agree to act in accordance with the Customer Owned Banking Association's agreement with the Australian Bankers Association Background Checking Protocol.



Our Obligations and Responsibilities

Customer Owned Banking Code of Practice

- We will deliver banking services in the interests of our customers.
- We will obey the law.
- We will not mislead or deceive.
- We will act honestly and fairly.
- We will offer products and services that are fit for general purpose.
- We will deliver services with reasonable care and skill.
- We will contribute to our community.

Consequences of breaching the Code of Conduct or Compliance with Laws and Policies

We are all accountable for our actions and required to comply with laws and the policies of our organisation, including this Code of Conduct.

Any suspected breach of our Code of Conduct and related policies will be thoroughly investigated by People and Development, supported by relevant specialist areas. If an individual is found to have breached their obligations, they may face disciplinary action.

This disciplinary action may include, but is not limited to, the following:

- Training or re-training
- Personal counselling (Employment Assistance Program – EAP)
- Transfer to alternative role (may include demotion or reduction in responsible duties)
- Formal warnings
- Termination (with notice) or Summary Dismissal (without notice)

In the case of a breach of law, there may be legal consequences for the employee. Compliance with obligations to notify the appropriate authorities will be adhered to, where a breach of law has been identified.

Governance

Responsibilities of the Board:

The Board is to approve and endorse the Code of Conduct.

Responsibilities of Staff:

All staff members are to act in accordance with the Code of Conduct.

Credit Union SA has a range of Policies that guide us and should be read in conjunction with the Code of Conduct.

These can be found under Policies and Procedures on the home page of the Information Station. These policies may change from time to time and, as a guideline, those that staff should be familiar with are listed below:

Operational Policies

Acceptable Use Policy

Access and User Control Policy

Anti-money Laundering Program – Employee Responsibilities

Conflict of Interest Policy

Corporate Visa Credit Expenses Policy

Employee Assistance Program (EAP)

Equal Opportunity Policy

Fraud Prevention & Awareness Policy

Information Classification & Handling

Information Security Policy

Member Communication Policy

Motor Vehicle Policy

Privacy Policy

Risk & Compliance Policies

Risk Management Operational Policy

Sexual Harassment Policy

Social Media for Employees Policy

Training & Development Policy

Work, Health and Safety Policy (WHS)

Workplace Bullying & Harassment Policy

Working From Home Policy

Workplace Alcohol & Other Drugs Policy

Board-approved Policies

External Auditor Services Policy

Financial Accountability Regime (FAR)

Administration Policy

Fit & Proper Policy

Human Resources Policy

Operational Risk Policy

Outsourcing Policy

Risk Appetite Statement

Whistleblower Policy

This Code may be subject to change from time to time at the Credit Union's discretion. This Code should be read in conjunction with the employee's employment contract. It is the responsibility of all employees to read and understand Credit Union SA Policies. Where another document refers to the "Code of Conduct", "acceptable conduct", "behaviours" or "Our Commitments", that reference should be read as a reference to the Code of Conduct.



Credit Union SA Ltd
ABN 36 087 651 232
AFSL/Australian Credit
Licence 241066

Credit Union SA Centre
Level 3, 400 King William Street,
Adelaide SA 5000
GPO Box 699 Adelaide SA 5001