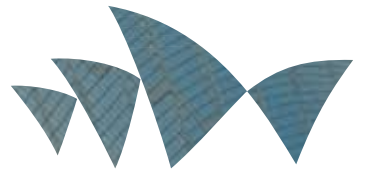


**SYDNEY OPERA HOUSE
CODE OF CONDUCT
2009**

SYDNEY OPERA HOUSE



LETTER TO STAFF

Our Code of Conduct is important in helping to shape the culture of our organisation in a positive fashion. It is a set of guidelines that connect our daily decision-making, behaviour and actions to the vision, goals and standards of the organisation. It is intended to supplement your own common sense, integrity and values.

Our customers expect the business of Sydney Opera House to be carried out with efficiency, fairness, impartiality and integrity. We aim to promote their confidence and trust in us. I believe our colleagues deserve the same courtesies that we extend to our customers and it is up to all of us to help ensure the highest standards of behaviour are maintained at the House.

It is important to understand our obligations and rights as employees of Sydney Opera House and the NSW public service. This Code outlines the most important areas. If you have any questions about the Code, please discuss them with your supervisor, manager or Director.

I encourage everyone to consider the positive actions we can take to reinforce this Code and strengthen our passion and commitment to our workplace.



Richard Evans
Chief Executive

INTRODUCTION

The origin of the Code of Conduct and its content is covered in the NSW Public Sector Personnel Handbook and legislation such as the Public Sector Employment and Management Act.

It applies to everyone engaged by the Sydney Opera House Trust, including the Chief Executive, Directors, managers, supervisors, staff, contractors and employees of contractors.

While the Code is designed to provide guidance on expected standards and behaviours or help when faced with ethical decisions, we all have to take individual responsibility for our actions and decisions.

A breach of issues outlined in the Sydney Opera House Code of Conduct is a serious matter and will be managed under disciplinary guidelines.

VISION

TO BE THE MOST DISTINGUISHED AND PROMINENT PERFORMING ARTS CENTRE IN THE WORLD.

The essence of the Sydney Opera House vision is Live Performance Everyday and in delivering this we aspire to be the best. Our visitors will come to enjoy some of the best live performance experiences in the world, from one of the best hosts, and in one of the world's best buildings.

BRAND

Our Brand Essence is Live Performance Everyday and our Brand Values are Creative Energy, Open Spirit and True Substance.

GOALS

Sydney Opera House has four key goals:

GOAL 1

Expand and internationalise our horizons in performing arts. Take a leadership position by leveraging our brand and capabilities.

GOAL 2

Achieve a sustainable enterprise, which secures the appropriate government support and operational freedom to grow commercial and philanthropic returns.

GOAL 3

Complete the interiors of Sydney Opera House to Utzon's designs. Achieve a funding solution to the Opera Theatre project, venue renewal priorities and ongoing maintenance.

GOAL 4

Nurture a performance culture, which utilises our resources and skills more efficiently and which explicitly values and acknowledges our people.

These goals are an important contributor to the NSW Government State Plan priorities of:

- increased participation in the arts and cultural activity;
- increased business investment in NSW; and
- increased customer satisfaction with Government Services.

GENERAL PRINCIPLES UNDERLYING THE CODE

Our Code of Conduct is based on a number of principles which underpin behaviours expected of Sydney Opera House staff and the wider Public Sector:

- Responsive, customer-focussed work practices
- Integrity, fairness and professionalism
- Respect for people
- Workplace flexibility & efficiency
- Loyalty to the public interest
- Safety and security

KEY AREAS OF THE CODE

The Code of Conduct contains guidelines to assist us in applying the general principles to everyday work practices. The guidelines are based on the following areas:

- Individual performance and accountability
- Commitment to our customers
- Ethical standards
 - Using Sydney Opera House's resources
 - Conflict of interest
 - Gifts & benefits
 - Corrupt conduct
- Fair and equitable behaviour
- A safe and secure work environment
- Records and information
- Making public comment
- Outside employment
- Relevant legislation

INDIVIDUAL PERFORMANCE AND ACCOUNTABILITY

We all have a responsibility to perform well in our job and develop a culture where we are inspired to achieve outstanding results and where we can realise our potential.

WHAT DOES THIS MEAN WE SHOULD DO?

- Carry out the responsibilities outlined in our job description and agreed performance plan
 - Follow reasonable direction from managers/supervisors, be flexible and adaptable and expect the same from others
 - Actively contribute suggestions or identify opportunities for improved ways of working; participate and communicate within our team
 - Maintain, and seek to improve, the skills and knowledge required for our role
 - Display a professional image appropriate to the nature of our role and work area
 - Act honestly and fairly, in a consistent and impartial manner
 - Use the organisation's resources responsibly
 - Take responsibility to keep informed about, and respond to, the objectives, needs and priorities of the organisation
- Raise issues or problems through appropriate channels and contribute to solutions where possible
 - Work safely and ensure that we are not under the influence of alcohol or other drugs that can adversely affect our performance or the safety of others
 - Managers and supervisors are accountable for work produced by staff reporting to them and for fostering standards of ethical behaviour
 - Managers and supervisors are responsible for ensuring that staff know:
 - what their accountabilities are
 - how they should do their job and what the outcomes should be
 - that they will take prompt action if unethical behaviour occurs
 - what the process is for staff to discuss development opportunities

COMMITMENT TO OUR CUSTOMERS

Our commitment to customers is to deliver a professional and consistently high level of service in all that we do.

WHO ARE OUR CUSTOMERS?

Sydney Opera House has a wide range of customers including presenting partners and service providers, audiences, tourists, the general public and our colleagues.

WHAT IS EXPECTED OF ME?

To respond to all customers:

- in a timely and efficient way, listening to their requirements and acting on any feedback
- with professional and respectful communication and behaviour
- with accurate and consistent information, or undertaking follow-up action if information is not readily available
- impartially and without discrimination
- by taking ownership for problems and seeking to provide solutions wherever possible.

Your manager can explain specific customer service standards and procedures for your Portfolio or department.

REFERENCES

- Sydney Opera House Commitment to Our Customers
- Customer Feedback – Sydney Opera House policy
- People with Disabilities and Older People – Sydney Opera House policy

ETHICAL STANDARDS

The organisation's standards and expectations are contained within Sydney Opera House policies and procedures, and other documents such as this Code and the Strategic Plan 2003-08.

WHAT IS MEANT BY ETHICAL STANDARDS?

Behaviour and practices that are lawful and consistent with the organisation's objectives, values and Code of Conduct. Ethical standards underpin all areas of the Code. Below are guidelines related to some specific areas where ethical decision-making could arise:

USING SYDNEY OPERA HOUSE RESOURCES

Sydney Opera House resources and equipment include computer and telecommunications equipment, money, facilities and work time. All organisation resources are to be used lawfully, ethically and as economically as possible, clarifying with your manager any financial delegation levels, expenditure or guidelines for appropriate levels of use if you are not aware of them. Official approval must be obtained from the relevant Director before you use any House property, facilities or equipment for personal or private purposes.

WHAT SHOULD I BE AWARE OF WHEN USING THE SOH COMPUTER NETWORK?

- We all are required to read and sign the Information Technology Services application form "Computer access for a new staff member" and related guidelines, which are available on the intranet
- User IDs and passwords should never be given out to anyone else unless there is an organisational requirement and you have obtained approval from your manager and the IT department
- Never intentionally transmit, download, communicate or access offensive material, images or text such as pornographic material
- Never send fraudulent, unlawful or abusive information or messages
- Downloading image files, music files, etc, for work-related purposes is permitted according to the Sydney Opera House internet and email policies
- Never download software from the internet without permission from the IT department
- Archive large email attachments or seek assistance from the IT department to do so.

The Sydney Opera House network including internet and email services is monitored. Serious breaches of these Sydney Opera House policies and guidelines will result in disciplinary action and could lead to dismissal.

REFERENCES

- Acceptable Use of Information Systems – Sydney Opera House policy
- Personal Computer and Associated Equipment Procurements – Sydney Opera House policy
- NSW Government Personnel Handbook – Discipline
- Preventing Corruption, Maladministration and Substantial Waste – Sydney Opera House policy & procedures
- Sydney Opera House Accounting policies & procedures

CONFLICT OF INTEREST

Sometimes personal interests may conflict with our role or duties. Any actual or possible conflict of interest must be declared and resolved to the satisfaction of Sydney Opera House.

Sydney Opera House also recognises that a potential conflict of interest may occur where employees with a close personal relationship work together, and that a breach of our Code of Conduct may result if the relationship is not declared and managed appropriately.

Examples of potential conflicts of interest are:

- Financial interests in a matter dealt with by Sydney Opera House or being aware of friends or relatives having such an interest
- Interviewing a friend or relative for a job at Sydney Opera House

In addition, Sydney Opera House staff are required to comply with the conditions and standards outlined in the NSW Government Lobbyist Code of Conduct in all dealings or potential dealings with Lobbyists.

WHAT SHOULD I DO IF I THINK THERE IS A CONFLICT OF INTEREST?

If this situation arises, discuss the matter with your supervisor, manager or Director, and together decide on an appropriate course of action. Confidentiality will be maintained.

REFERENCES

- NSW Public Sector Personnel Handbook – Private Employment
- Guidelines for the Engagement & Use of Consultants - Premier's Department
- Purchasing procedures – Sydney Opera House procedure

ACCEPTANCE OF GIFTS AND BENEFITS

CAN I ACCEPT GIFTS OR BENEFITS?

Generally, gifts, benefits or hospitality should not be accepted. Token gifts occasionally received in the course of your job or as a thank you, such as flowers, chocolates or other inexpensive items, are usually acceptable. Gifts should be recorded on the Departmental Gifts register located on the public network drive or through the Business Services department.

If in doubt, discuss the situation with your supervisor or manager, but the main principles to keep in mind are:

- it must not influence, or appear to influence how we work or make impartial decisions
- it must not be worth a substantial amount of money
- it must be declared to your supervisor, manager or Director

REFERENCES

- ICAC publication, Gifts, Benefits or Just Plain Bribes? Guidelines for Public Sector Agencies & Officials
- Giving Corporate Donations – Sydney Opera House policy
- Giving Corporate Gifts – Sydney Opera House policy
- Receiving Gifts & Benefits - Sydney Opera House policy
- NSW Government Lobbyist Code of Conduct

CORRUPT CONDUCT

WHAT IS CORRUPT CONDUCT?

Corrupt conduct is when a staff member:

- participates in fraud, theft, bribery, misconduct or violence
- misuses confidential information contrary to instructions
- uses Sydney Opera House resources or materials for a purpose other than their work, without approval from management.

WHAT SHOULD I DO IF I BECOME AWARE OF CORRUPT CONDUCT?

If you know about, or have good reason to suspect, corrupt or criminal conduct, you must report it immediately. You can report it in confidence to:

- in the first instance your manager or supervisor
- the Disclosure Coordinator (the Director, Finance & Innovation)
- a Director
- the Chief Executive.

The above reporting procedure should be followed in all instances. If, however, you do not feel able to report the matter through the internal channels above, you can report the matter directly to the Independent Commission Against Corruption (ICAC) - telephone 8281 5999.

REFERENCES

- Protected Disclosures Act, 1994
- Preventing Corruption, Maladministration and Substantial Waste – Sydney Opera House policy & procedures.

FAIR AND EQUITABLE BEHAVIOUR

We must behave fairly, respectfully and without discrimination to other employees or customers at all times. Discriminatory behaviour can take the form of comments, harassment, bullying or violence in the workplace. In particular, we must not discriminate against people or treat them differently on the basis of their:

- race, colour, ethnicity, nationality
- sex
- marital status
- disability
- homosexuality
- pregnancy
- political belief
- age
- carer's responsibilities
- transgender identity
- religious belief

Decisions and actions we take should be reasonable, fair and appropriate to the circumstances, based on consideration of all facts and supported by documentation where necessary.

REFERENCES

- Anti-Discrimination Act, 1977
- Harassment, Bullying & Violence in the Workplace – Sydney Opera House policy
- Work-related Concerns & Grievances – Sydney Opera House policy
- Flexible Work Practices – Sydney Opera House policy

A SAFE AND SECURE WORK ENVIRONMENT

Safety and security in our working environment have always been of vital importance at Sydney Opera House

WHAT MUST I DO?

We can all contribute significantly to maintaining and improving a safe and secure workplace, particularly in the following ways:

- Electronic Access ID Cards – must be worn visibly at all times. You may be requested to present your ID for checking at any time by SOH security. If you lose a card, you must contact Security immediately
- Access to and from the building – general access and egress is through Stage Door only at the Sydney Opera House or via the main foyers at the other premises
- You must ensure that you do not enter any restricted or unauthorised area without permission from the relevant manager
- Visitors – if someone is visiting you, they must be signed in at Stage Door or main foyers and be collected from and escorted back to Stage Door or main foyers by you. They will be issued with a temporary visitor ID card which they must wear at all times. Visitors are to be supervised at all times and are your responsibility

- Reporting emergencies and injuries – report any emergency within the Sydney Opera House using any in-house phone and dial 2. At the other premises ring 000 and then report to the Sydney Opera House control room (x7200). It is a statutory requirement that all injuries at work should be reported. Contact the Occupational Health Unit and/or your manager/supervisor immediately after an injury has occurred.
- General awareness & understanding – raise any safety or security issues you become aware of with your manager; ensure you understand and are able to carry out the safety processes of your area and job role; listen for the Emergency Warning system and follow any evacuation instructions promptly.

REFERENCES

- Occupational Health & Safety – Sydney Opera House policy
- Managing Alcohol & Other Drugs – Sydney Opera House policy
- Safety & Security at the Sydney Opera House – Sydney Opera House information leaflet
- Personal Property – Sydney Opera House policy
- Safety Guidelines for the Entertainment Industry – Australian Entertainment Industry Association and the Media Entertainment & Arts Alliance

- Occupational Health and Safety Act, 2000 and Regulation 2001
- Workplace Injury Management and Workers Compensation Act, 1998 & Workers Compensation Act 1989

RECORDS AND INFORMATION

It is important to collect and store Sydney Opera House knowledge and information so it is preserved, accessible and can be used appropriately for future decision-making. We all, therefore, have a responsibility to make and store records that support day-to-day operations, outcomes and decisions. Email is included in the official definition of business records.

CONFIDENTIAL INFORMATION

Confidential information, especially personal information, must be kept secure to avoid unauthorised access or disclosure. Confidential information or documents should only be collected or disclosed:

- if it is necessary in the course of carrying out your job
- when required by Sydney Opera House procedure or law, or
- in exceptional circumstances when authority by your manager or other relevant person has been given or when called to give evidence in court.

REFERENCES

- State Records Act, 1998
- What have records got to do with me?
State Records Authority of NSW
- Records Management – Sydney Opera House policy
- Freedom of Information Act, 1989
- Privacy & Personal Information protection Act, 1998

CHILD PROTECTION

Any staff member who becomes aware of any allegation or conviction against another SOH staff member, which may be ‘Reportable Conduct’ involving a child, is required pursuant to the Ombudsman Act 1974 (NSW) to report that allegation to the Chief Executive Officer. Reportable Conduct includes any sexual offence, sexual misconduct, assault, ill treatment or neglect of a child (including behaviour that causes psychological harm).

REFERENCES

- Ombudsman’s Act 1974 (NSW)

MAKING PUBLIC COMMENT

There are circumstances in which personal opinion can be interpreted as being an official comment on behalf of, or criticism of, Sydney Opera House or the government. As an individual, you have the right to make public comment and participate in social and political discussion. However, as public service employees, before making comment to the public or media, we are required to:

- obtain prior consent from the Manager, Corporate Communications
- be aware that the Corporate Communications team are designated to make, or advise on the protocol for making official comment on behalf of Sydney Opera House
- refrain from giving personal opinion on Sydney Opera House operations to members of the public, including customers. As a minimum, preface your remarks with a comment that they are made in a private or union capacity and do not represent the official view of Sydney Opera House
- generally, aim to disclose only official, factual information that is normally given out to members of the public.

If we disagree with any of the organisation's policies or actions, we should raise concerns with our supervisor, manager or Director.

REFERENCES

- NSW Government Personnel Handbook – Public comment on the work of the department
- Guidelines for Media Facilitation – Sydney Opera House department procedure

OUTSIDE EMPLOYMENT

AM I ABLE TO HAVE AN OUTSIDE JOB?

In order to undertake any paid work outside of Sydney Opera House, permanent (including permanent part-time) and full-time temporary (including seasonal) staff must liaise with their department manager and obtain written permission from the Chief Executive. We need to keep in mind that:

- the work must be done in our own time or during unpaid leave
- the other job should not affect our work at Sydney Opera House
- there cannot be a conflict of interest between our job at the Sydney Opera House and the outside work.

REFERENCES

- NSW Government Personnel Handbook – Private employment

ACTS, REGULATIONS AND PROCEDURE DOCUMENTS

The main legislation that applies to us as NSW state government employees is the Public Sector Employment and Management Act, 2002. The following legislation is also relevant:

LEGISLATION

- Public Sector Employment and Management Act, 2002
- Occupational Health and Safety Act, 2000 and Regulation 2001
- Public Finance and Audit Act, 1983
- Anti-Discrimination Act, 1977
- Australian Industrial Relations Act, 1996
- Independent Commission Against Corruption Act, 1988
- State Records Act, 1998
- Protected Disclosures Act, 1994
- Freedom of Information Act, 1989
- Privacy and Personal Information Protection Act, 1998
- Ombudsman Act, 1974
- Workplace Injury Management Act & Workers Compensation Act, 1998
- Sydney Opera House Trust Act, 1961
- Sydney Opera House By-law, 1998
- Ombudsman Act 1974 (NSW)

OTHER DOCUMENTS

- The NSW Government Personnel Handbook can be found at www.dpc.nsw.gov.au
- Sydney Opera House policies are located on the intranet under the heading 'Corporate', 'Policies & Procedures'
- Documentation and guidelines related to safe work practices and legislation can be found on the Sydney Opera House intranet
- The Sydney Opera House Enterprise Agreement (EA) can be found on the intranet under the heading 'Corporate'.