

# OUR CHARTER

## TĀ TĀTOU KAWENATA





# OUR CHARTER

## WHAT IS OUR CHARTER?

Our vision is for Auckland to be a world-class city, and we'll achieve that by having a great Auckland Council group with great people who have the confidence and competence to do the right things for Aucklanders.

By taking responsibility for our actions, our organisation and being responsive to the people we serve, we can all make a positive difference for Auckland.

Our Charter sets out the expectations for conduct that we all have to meet, regardless of our role, location or seniority.

Using Our Charter principles and demonstrating Our Behaviours in our work, we can make good decisions and judgement calls. By empowering our people to have the confidence and competence to do the right things for Aucklanders, we're supporting Our Strategy Step Up #4 - value and empower our people.

Together, we have a responsibility to:

- behave openly, ethically and in a way that best serves the council group's interests
- act in a way that builds public trust and respect in the council group
- be alert to what's going on and speak up if things aren't right
- think through the situation and options
- make good decisions and judgement calls.

We all need to put aside some time to read this charter and think through how it applies to our roles. We can do this on our own, with team members, or with our people leader as part of a My Time conversation.

At the core of Our Charter is the expectation that we'll operate within the law at all times and in accordance with all legislation relevant to our roles.

Our Charter doesn't detail every situation or decision point we'll face in our work, but by being trusted to apply the principles and use sound judgement, we can make good decisions for Auckland. And if we're not sure, we can ask for help.



## UNSURE WHAT TO DO

- Is it legal?
- Does it feel right?
- Is it in line with Our Charter?
- Could you explain this to your friends, family and neighbours?
- Does it reflect Our Behaviours?

If you answered 'no' to any of those questions, then you need to reconsider what you're about to do.



# OUR CHARTER — FOUNDATION PRINCIPLES

We have six foundation principles to guide us to work in a way that is fair, professional and builds trust. They help us to do the right thing and make great decisions for the council group, our colleagues and the people we serve.

**WE HONOUR TE TIRITI O WAITANGI**

**WE MAKE THIS A GREAT PLACE TO WORK**

**WE LOOK AFTER THE PEOPLE WE SERVE**

**OUR CHARTER**

**WE LOOK AFTER OUR MONEY & ASSETS**

**WE LOOK AFTER OUR INFORMATION**

**WE LOOK AFTER OUR SAFETY & WELLBEING**

## WE HONOUR TE TIRITI O WAITANGI | E WHAKAHONORE ANA TĀTOU I TE TIRITI O WAITANGI

**We recognise the council group's commitment to a treaty-based partnership with Māori.**

We support and enable the council group to meet its commitments to te Tiriti o Waitangi/the Treaty of Waitangi and Māori responsiveness – achieving better outcomes for Māori, strengthening our effectiveness for Māori and optimising post-treaty settlement opportunities to benefit Māori and all Aucklanders.

## WE MAKE THIS A GREAT PLACE TO WORK | NĀ TĀTOU I TINO RAWE AI TĒNEI HEI WĀHI MAHI

**We value a positive, inclusive culture and we work together towards common goals.**

Our Behaviours guide us in how we work and interact with others, and help us to strive for excellence. We act in a way that builds trust and values individual contributions. We do not tolerate discrimination, bias, bullying or unfair treatment of individuals or groups. We're comfortable to be ourselves at work.

## WE LOOK AFTER THE PEOPLE WE SERVE | KA TIAKI TĀTOU I TE IWI KA WHAKARATO NEI TĀTOU

**We're here to serve and we do it in a way that enables people to trust and have confidence in the council group.**

We strive to deliver an excellent level of service to all Aucklanders - our citizens, communities, customers, colleagues and elected members. Our decision-making is inclusive and respectful of the individual needs of diverse Aucklanders, and we have an unrelenting focus on improving the experience of those who interact with the council group.

## WE LOOK AFTER OUR MONEY & ASSETS | KA TIAKI TĀTOU I Ā TĀTOU TAHUA ME NGĀ RAWA

**We're stewards of Auckland's assets and we use all money and resources in a way that delivers the best value for money and builds trust with the public.**

We're open and transparent in the way we operate and make decisions, and we act with integrity and in accordance with the law at all times.

## WE LOOK AFTER OUR INFORMATION | HE TIAKI I Ā TĀTOU PANGA KŌRERO TĀ TĀTOU MAHI

**As a public organisation our information must be easily accessible to the public. At the same time we're entrusted with sensitive and personal information, which we respect and protect at all times.**

We consider how we access and store information, and we are always alert for scams that put our organisation at risk. We safeguard the reputation of the council group by acting in an appropriate way on social media.

## WE LOOK AFTER OUR SAFETY & WELLBEING | KA TIAKI TĀTOU KIA ĀHURU KIA ORA TONU TĀTOU

**We put the health and safety of our people and the people of Auckland first.**

We empower all people working at the council group to stop work and speak up if they see unsafe work practices. We recognise the importance of maintaining a work-life balance that supports our people to be their best.

# SEE, SAY, DO SOMETHING

## IT'S SAFE TO SPEAK UP

We know it takes courage to speak up when we see something that isn't right. As people who work for the council group, we all have a responsibility to work with integrity and keep each other safe. Part of this is speaking up. If we see a possible wrongdoing or have feedback on Our Charter we speak up, because we want to do the right thing by our people, our customers and the communities we serve.

When concerns are raised, the person we choose to confide in will take our concerns seriously and give or seek advice on the best action to take.

There are a number of ways to speak up:

- Talk to a people leader or another trusted team member.
- Talk to a leader from the senior or executive leadership team or the Chief Executive.
- Contact your People and Performance business partner.
- Call the Integrity team on 0800 ACIntegrity (0800 224 683).
- Speak with your Public Service Association (PSA) or other union delegate.
- Contact one of our specialist advice and support teams: Health and Safety, Treasury and Transaction Services, Risk, Diversity and Inclusion, Te Waka Anga Mua ki Uta, ICT Security, or Privacy and LGOIMA team.
- Report your concerns through Āwhina, our People and Performance self-service portal.
- Contact an outside agency, such as the Office of the Auditor-General, Serious Fraud Office or Crime Stoppers.
- You can stop work and speak up if you see a hazard or unsafe work practice that could lead to serious harm.

Learn more by reading the [See, Say, Do Something – Speak Up guide](#).



## OUR LEADERS

As leaders of people – no matter where we work in the council group or at what level – our key accountability is to demonstrate effective leadership of our teams and operational areas. We do this by demonstrating the Leadership Expectations and building trust and engagement in our teams by being credible, reliable and caring for our team members, and providing effective team management and supervision.

In relation to Our Charter, this means our leaders:

1. role model the application of Our Charter and make fair, unbiased, inclusive and considered decisions that reflect Our Charter principles
2. treat all team members fairly and with respect
3. take responsibility for the health, safety and wellbeing of their team members
4. enable and support their team members to follow Our Charter in their work by:
  - leading discussions about what Our Charter means for their team
  - ensuring they understand their responsibilities and know where to go for more information
  - providing guidance on applying Our Charter principles
  - creating a safe environment where team members can apply their own judgement and make decisions using Our Charter principles
  - ensuring team members feel supported to raise concerns and speak up without fear of consequences
  - recognising individuals who have applied Our Charter principles – particularly in challenging situations
  - addressing situations where team members have not adequately applied or not met Our Charter principles.

## WHAT IS THE BOTTOM LINE?

There may be serious consequences for not meeting the principles of Our Charter. We will not tolerate any behaviours that cause others harm or bring the council group into disrepute, and we may take disciplinary action or dismiss an employee who has not met the principles of Our Charter, supporting standards, guides and procedures.

Our foundation principles may also have a bottom line or a standard – these are our non-negotiable rules. If we're unsure about any part of Our Charter or what is expected of us, we can talk to a people leader, union delegate, a member of the Integrity team or the People and Performance team, or using any of our speak up channels.

WE HONOUR  
TE TIRITI  
O WAITANGI





## WE HONOUR TE TIRITI O WAITANGI E WHAKAHŌNORE ANA TĀTOU I TE TIRITI O WAITANGI

We recognise the council group’s commitment to a treaty-based partnership with Māori. We support and enable the council group to meet its commitments to te Tiriti o Waitangi/the Treaty of Waitangi and Māori responsiveness – achieving better outcomes for Māori, strengthening our effectiveness for Māori and optimising post-treaty settlement opportunities to benefit Māori and all Aucklanders.

1. We understand the importance of and help the council group to meet its **COMMITMENTS TO MĀORI** in Auckland.
2. We provide **OPPORTUNITIES FOR MĀORI TO CONTRIBUTE** to decision-making processes.
3. We’re **COMFORTABLE PRONOUNCING AND USING BASIC TE REO MĀORI**, and learn more about tikanga Māori.

### WHAT DOES THIS MEAN?

We recognise and respect the council group’s commitments to te Tiriti o Waitangi/the Treaty of Waitangi, which includes achieving better outcomes for Māori to lift Māori economic, social and cultural wellbeing.

1. **We understand the importance of and help the council group to meet its commitments to Māori in Auckland**
  - We learn about te Tiriti o Waitangi/the Treaty of Waitangi and the council group’s specific commitments to Māori responsiveness in Auckland.
  - We’re able to explain and contribute to our department’s Māori responsiveness plan.
  - We contribute to Māori outcomes through our work.
  - We educate ourselves and our people on Whiria Te Muka Tangata/Māori Responsiveness Framework and how we can contribute to the goals of the framework through our work.
2. **We provide opportunities for Māori to contribute to decision-making processes**
  - We establish and maintain processes for Māori to contribute to decision-making.
  - We support the development of Māori capacity to contribute to decision-making.
  - We engage early and provide the right information to Māori to support informed decision-making.
3. **We’re comfortable pronouncing and using basic te reo Māori, and learn more about tikanga Māori**
  - We are empowered to use Māori words and phrases in emails, meetings and conversation.
  - We understand and practice tikanga Māori and values in our daily work.



— The council group is always looking for ideas on how to meet its commitments and responsiveness to Māori. If we have any feedback or questions about Our Charter, we talk to our people leader or contact Te Waka Anga Mua ki Uta.

Learn more by reading the See, Say, Do Something – Speak Up Guide.

### WANT TO KNOW MORE? VISIT KOTAHI TO FIND:

#### Guides

- Giving Koha guide
- Māori Language guide
- Meaningful Engagement with Mana Whenua and Mataawaka guide

#### Framework

- Whiria Te Muka Tangata/Māori Responsiveness Framework

WE MAKE THIS A  
**GREAT**  
**PLACE**  

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**TO WORK**





## WE MAKE THIS A GREAT PLACE TO WORK NĀ TĀTOU I TINO RAWE AI TĒNEI HEI WĀHI MAHI

We value a positive, inclusive culture and we work together towards common goals. Our Behaviours guide us in how we work and interact with others, and help us to strive for excellence. We act in a way that builds trust and values individual contributions. We do not tolerate discrimination, bias, bullying or unfair treatment of individuals or groups. We're comfortable to be ourselves at work.

1. We demonstrate **OUR BEHAVIOURS** in our interactions with others.
2. We **RESPECT AND CARE** for each other and our organisation.
3. We have **ZERO TOLERANCE OF DISCRIMINATION** or bias, bullying or unfair treatment of ourselves or others.

### WHAT DOES THIS MEAN?

We're at our best when we demonstrate Our Behaviours – serve, collaborate, achieve and develop – and care for others and our organisation. Being inclusive of people from diverse backgrounds with different perspectives makes us strong and helps us serve Aucklanders successfully. We're comfortable to be ourselves at work and actively ensure everyone has the same rights and responsibilities, and the same opportunity to contribute and succeed at work.

#### 1. We demonstrate Our Behaviours in our interactions with others

- We take ownership of resolving problems and delivering results.
- We leverage the skills and expertise of others, actively listen and respect different ideas and perspectives.
- We purposefully collaborate across teams, the organisation and the council group.
- We speak up when things go wrong and take action to make things right.
- We're open to giving and receiving constructive feedback.
- We take responsibility for developing our capability and actively support the development of others.
- We actively seek opportunities to improve how we work and what we deliver.

#### 2. We respect and care for each other and our organisation

- We're considerate of others and we communicate respectfully with each other.
- We take the lead in being inclusive and seek out diversity in thought and experience when collaborating, creating and innovating.
- We develop our capability and understanding of Māori responsiveness and actively support the development of others.
- We consider and meet the accessibility needs of our people.
- We proactively involve others in decisions that affect them.
- We're ambassadors for the council group when we're serving our customers and working in and with our communities.

#### 3. We have zero tolerance of discrimination or bias, bullying or unfair treatment of ourselves or others

- If we feel we're being discriminated against or bullied, or see another being treated unfairly, we alert our people leader, union delegate, the People and Performance team or the Integrity team.



— If we feel someone is behaving inappropriately towards us or others, or inconsistently with Our Charter, we speak up using one of the channels available to us.

Learn more by reading the [See, Say, Do Something – Speak Up](#) guide.

**BOTTOM LINE:** We are respectful and don't participate in discriminatory behaviour. Disrespectful and discriminatory treatment of others is not tolerated. This includes bias, harassment or bullying towards another person. Disciplinary action may be taken against people working in the council group who behave inappropriately towards others.

### WANT TO KNOW MORE? VISIT KOTAHI TO FIND:

#### Guides

- Annual Leave guide
- Disciplinary guide
- Discretionary Leave guide
- Drug and Alcohol guide
- Flexible Working guide
- Infant Feeding guide
- Leave (overview) guide
- Managing Under-Performance guide
- Parental Leave guide
- Performance Improvement Plans guide
- Recruitment guide
- Respect at Work guide
- Risk guide
- Sick Leave guide
- Tangihanga/Bereavement Leave guide
- Volunteers guide

#### Frameworks

- Inclusive Auckland (Diversity and Inclusion) Framework
- Whiria Te Muka Tangata/Māori Responsiveness Framework

WE LOOK AFTER THE  
PEOPLE WE  
**SERVE**





## WE LOOK AFTER THE PEOPLE WE SERVE KA TIAKI TĀTOU I TE IWI KA WHAKARATO NEI TĀTOU

We're here to serve and we do it in a way that enables people to trust and have confidence in the council group. We strive to deliver an excellent level of service to all Aucklanders - our citizens, communities, customers, colleagues and elected members. Our decision-making is inclusive and respectful of the individual needs of diverse Aucklanders, and we have an unrelenting focus on improving the experience of those who interact with the council group.

1. We **UNDERSTAND** Aucklanders, their diverse needs and the services we provide to them.
2. We own the customer experience and **TAKE RESPONSIBILITY** to make sure issues are resolved.
3. We deliver **OUTSTANDING SERVICE**.
4. We **INCLUDE** Aucklanders in our decision-making.
5. We look for **BETTER WAYS** to give Aucklanders the service they want.

### WHAT DOES THIS MEAN?

We all serve Aucklanders in some way and we are committed to providing a high-quality service. We make it easy for people to access our services regardless of their age, gender, sexuality, ability, ethnicity, religion or culture. We also have a responsibility to understand Aucklanders' needs, to act in a professional, fair and inclusive way, and to deliver results which make a positive difference.

#### 1. We understand Aucklanders, their diverse needs and the services we provide to them

- We show empathy and respect to our customers.
- We consider and meet the accessibility needs of the people we serve, such as visual, hearing, language or literacy needs.
- We're respectful, polite and professional in our dealings with Aucklanders. We use language that is courteous and appropriate and don't use jargon or patronising language.

#### 2. We own the customer experience and take responsibility to ensure issues are resolved

- We put the customer first and take care of them throughout their journey with us, ensuring their experience is fast, easy and efficient.
- We see the council group through the eyes of Aucklanders to identify ways to improve the service they receive, and act in a way that instils trust and confidence in the council group.
- We take ownership of issues when they arise, resolve issues proactively and promptly, and keep Aucklanders informed of progress.

#### 3. We deliver outstanding service

- We meet the customer service standards that apply to us and the work we do. We apply these standards to all customers, whether internal or external.
- We deliver value for money to both our customers and the council group.
- We make quality decisions: objective, robust, fair, consistent and impartial.
- We're accountable and transparent in our work and decisions.
- We work to get simple things done quickly, and more complex things done well.
- Where we've got something wrong, we take action to make it right.

#### 4. We include Aucklanders in our decision-making

- We support our elected members and boards with evidence-based, impartial advice and robust social and community impact assessments.
- We support meaningful consultation and engagement with mana whenua, mataawaka and our diverse communities, and value the feedback they provide.

#### 5. We look for better ways to give Aucklanders the service they want

- We welcome feedback from citizens, customers and communities, and use it to continuously improve our services.
- We record customer feedback in the appropriate location.
- We safeguard the reputation of the council group by acting in an appropriate way on social media.



- If we feel a person who works at the council or customer is behaving inappropriately towards us or any person, we speak up using one of the channels available to us.
- If we feel an employee is making decisions that are not impartial or are unduly influenced by others, we speak up.
- If we feel we don't have the skills to serve our customers, we seek the appropriate support or training.

Learn more by reading the [See, Say, Do Something – Speak Up guide](#).

**BOTTOM LINE:** We're professional, respectful and are never abusive towards the people we serve. Unprofessional behaviour, disrespect or abuse towards anyone will not be tolerated.

### WANT TO KNOW MORE? VISIT KOTAHI TO FIND:

#### Guides

- Māori Language guide
- Meaningful Engagement with Mana Whenua and Mataawaka guide
- Risk guide
- Serving People guide

#### Framework

- Whiria Te Muka Tangata/Māori Responsiveness Framework

#### Other

- Our Tohu
- Our Voice
- Significance and Engagement policy

WE LOOK AFTER  
OUR MONEY  
& ASSETS





## WE LOOK AFTER OUR MONEY & ASSETS KA TIAKI TĀTOU I Ā TĀTOU TAHUA ME NGĀ RAWA

We're stewards of Auckland's assets and we use all money and resources in a way that delivers the best value for money and builds trust with the public.

We're open and transparent in the way we operate and make decisions, and we act with integrity and in accordance with the law at all times.

1. We **TAKE CARE** of council group property and assets.
2. We're **PRUDENT** and choose the best value for money when making spending choices.
3. We only give or accept gifts and hospitality when there's a **JUSTIFIABLE BUSINESS PURPOSE**.
4. We only undertake travel **WHEN IT'S NECESSARY** and there's a justifiable business purpose.
5. We **DECLARE AND MANAGE** all actual and perceived conflicts of interest.

### WHAT DOES THIS MEAN?

The council group's money, resources and assets belong to Aucklanders, so the ways we use them are open to public scrutiny. The council group has zero tolerance for dishonesty, fraud or corruption and we have a shared responsibility to prevent and report any incidents of illegal behaviour. We take care of the public's money and everything we do is transparent and can be disclosed to the public.

#### 1. We take care of council group property and assets

- We take care of council group devices issued or made available to us, and we take responsibility for protecting them from damage or theft at all times.
- We don't allow others to access or use council group property, such as cash desks or computing devices, unless authorised approval has been provided.

#### 2. We're prudent and choose best value for money when making spending choices

- We consider the financial impact of all decisions and we make conservative spending choices.
- We each follow all procurement and purchasing guidelines and procedures and we know that trying to bypass these processes is not allowed.
- We don't spend council group money (including catering and other discretionary spending) unless there's justifiable business purpose. We ensure the costs are reasonable and we have the approval of the budget holder first.
- We each act within our delegated financial authority at all times.
- We don't use a council group P-card for personal use.

#### 3. We only give or receive gifts and hospitality when there's a justifiable business purpose

- We declare all gifts or hospitality offered (whether accepted or not) to our people leader and on the appropriate register.
- We don't accept gifts or hospitality where acceptance will create either a real or perceived conflict of interest.
- We don't give or accept cash gifts, or cash equivalents such as gift vouchers or gift cards.

#### 4. We only undertake travel when it's necessary and there's a justifiable business purpose

- We consider the cost and environmental impact when we make travel choices, and we use the lowest cost option or alternatives such as Skype, video or teleconferencing, and walking or public transport where possible.
- We only seek reimbursement for travel-related costs where there is a genuine business purpose for the expense and our people leader approves it.

#### 5. We declare and manage all actual and perceived conflicts of interest

- We each disclose all conflicts of interests we have, and avoid situations where our personal relationships could influence a council group decision or make others question whether we're acting fairly.
- We think about how situations could be perceived by others, even if there is no actual conflict of interest.



— If we see people not taking care of money, or we suspect wrongdoing, we speak up using one of the channels available to us.

Learn more by reading the [See, Say, Do Something – Speak Up guide](#).

### BOTTOM LINE:

**We have zero tolerance for fraud, dishonesty or illegal behaviour.** All instances will be investigated and may be referred to the police. All council group spending must have a justifiable business purpose, be prudent, provide value for money, and be in line with all delegations and processes.

### WANT TO KNOW MORE? VISIT KOTAHI TO FIND:

#### Standard

- Council Group Money and Assets/Sensitive Expenditure standard

#### Guides

- Cash Handling, Receipting and Banking guide
- Catering guide
- Civic Gifts guide
- Conflict of Interest guide
- Council Artifacts guide
- Customer Payment Card Security guide
- Debt Management and Collection guide
- Gift guide
- Invoicing guide
- Giving Koha guide
- Risk guide
- Spending Money guide
- Travel guide
- Vehicle Use guide

WE LOOK AFTER  
**OUR**  
INFORMATION





## WE LOOK AFTER OUR INFORMATION HE TIAKI I Ā TĀTOU PANGA KŌRERO TĀ TĀTOU MAHI

As a public organisation our information must be easily accessible to the public. At the same time we're entrusted with sensitive and personal information that we respect and protect at all times. We consider how we access and store information, and we are always alert for scams that put our organisation at risk. We safeguard the reputation of the council group by acting in an appropriate way on social media.

1. We know that all information **CAN BE MADE PUBLIC** unless there is a good reason not to.
2. We keep all **INFORMATION** held by the council group **SAFE**.
3. We only **ACCESS THE SYSTEMS AND INFORMATION THAT WE NEED** to do our jobs.
4. We keep the council group's **REPUTATION SAFE**.
5. We keep our **COMPUTER SYSTEMS SAFE**.

### WHAT DOES THIS MEAN?

Being an open and transparent council group is one of the ways that we build trust with Aucklanders, and our starting point is that everything is publicly available. However, there are instances when we need to maintain confidentiality.

1. **We know that all information can be made public unless there is a good reason not to**
  - We know that all information we have is discoverable by the public under the Local Government Official Information and Meetings Act (LGOIMA) unless there is a good reason to withhold it, such as being private or legally privileged.
  - We know that responding to public information requests is a legal requirement, which must be met within statutory timeframes and we prioritise these requests.
  - We know that Aucklanders can request their own information or ask for their information to be corrected if they provide proof of their identity.
2. **We keep all information held by the council group safe**
  - We don't disclose sensitive or personal information about employees, customers or council group partners to anyone without authorisation.
  - We help keep our information accurate and protect it from being modified or deleted in a way that is not appropriate.
  - Before taking or storing images of people under 18 years of age, we get the permission of their parent or guardian.
  - If we breach someone's privacy by mistake, we immediately report it and seek advice from our leader and/or the Privacy Programme Manager.
3. **We only access the systems and information that we need to do our jobs**
  - We know our internet access is for business reasons, and that personal use must be limited.
  - We don't access prohibited sites, whether we're at work or at home.
  - We know that our usage of the internet may be monitored at any time.
  - We only access our network using the credentials we're given, using approved council hardware and software.

#### 4. We keep the council group's reputation safe

- We act professionally in all written communications and we know that all information can become publicly available unless there is a good reason to withhold it.
- We think about the way we use social media and how it could reflect on the council group.
- We don't speak with the media unless our Media Relations team has given us permission to do so.
- If we have personal data or images on our council group device, we know it can be accessed by the council group.
- We show respect for others and don't forward attachments or content that could cause offence to our colleagues or customers.

#### 5. We keep our computer systems safe

- We keep our passwords secure and don't share them with anyone because we know we're responsible for any activity that is performed under our login details. We use the council group guide to create a complex password.
- We're always alert for email scams or malicious activity that poses a risk to our systems or data.
- We only store our information on approved council group systems, because we know tools such as Dropbox and Evernote are unsafe.
- We avoid public wireless networks because they are vulnerable, and we make our home wireless network secure when working from home.



— **Maintaining information security is everyone's responsibility. We speak up and report any information security or privacy concerns or breaches to our people leader, the ICT Security team or Privacy and LGOIMA team.**

Learn more by reading the [See, Say, Do Something – Speak Up](#) guide.

### BOTTOM LINE: We get authorisation before accessing or releasing information.

Accessing or releasing information to others (including the media) without authorisation will not be tolerated. Personal data may only be accessed when there is a clear business need to do so, and disciplinary action may be taken if information is accessed or disclosed to a third party without authorisation.

### WANT TO KNOW MORE? VISIT KOTAHI TO FIND:

#### Guides

- Acceptable use of Council Information Systems guide
- Accessing Council Information Systems guide
- Customer Payment Card Security Card guide
- Destruction of Physical Records guide
- Digitisation Technical Specifications guide
- Local Government Official Information and Meeting Act (LGOIMA) guide
- Media Relations guide
- Passwords guide
- Printing guide
- Risk guide
- Social Media guide
- Telephone and Mobile Data guide
- Using Mobile Computers guide
- Using Personally Owned Devices guide

WE LOOK AFTER OUR  
**SAFETY**  

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**& WELLBEING**





## WE LOOK AFTER OUR SAFETY & WELLBEING KA TIAKI TĀTOU KIA ĀHURU KIA ORA TONU TĀTOU

We put the health and safety of our people and the people of Auckland first. We empower all people working at the council group to stop work and speak up if they see unsafe work practices so we can build a safer workplace. We recognise the importance of maintaining a work-life balance that supports our people to be their best.

1. We know what to do to **MEET HEALTH AND SAFETY REQUIREMENTS**.
2. We speak up and stop work in order to **PREVENT HARM** to ourselves or others.
3. We make sure we have the **RIGHT TRAINING, KNOWLEDGE AND EXPERIENCE** for the work we do.
4. We're mentally and physically **FIT** to do the job.
5. We take care of ourselves and **ASK FOR HELP** when needed.

### WHAT DOES THIS MEAN?

We may be exposed to physical or psychological hazards as we do our jobs in the office or community. Work can also be stressful at times, which may change people's behaviour and increase the risk of harm to people. We all have a responsibility to keep ourselves and others healthy and safe.

#### 1. We know what to do to meet health and safety requirements

- We find out and understand our health and safety responsibilities, and how to respond to any form of hazard.
- We're aware of the hazards we're potentially exposing our people to and have appropriate procedures in place to control them.

#### 2. We speak up and stop work in order to prevent harm to ourselves or others

- If we see a hazard or unsafe work practice we'll report it on Risk Manager or to our people leader and be proactive in removing the hazard.
- If we see a hazard or unsafe work practice that could lead to serious harm, we have the right to stop work until the hazard or risk has been appropriately controlled. We have the complete support of our executive leadership team to do this.

#### 3. We make sure we have the right training, knowledge and experience for the work we do

- We make sure we're trained, have the right knowledge, skills and experience to do our jobs. We only do high-risk work if we're specifically trained for it.
- We make sure our workplace and tools are safe and don't misuse or mistreat our equipment.
- When we handle money, tools, machines or property, we follow the procedures to keep ourselves and others safe and the items secure.

#### 4. We're mentally and physically fit to do the job

- We don't work under the influence of drugs or alcohol.
- We use and enable the use of flexible working arrangements where appropriate.
- We're aware of how we're feeling, and we proactively manage our energy levels, and mental and physical health.

#### 5. We take care of ourselves and ask for help when needed

- We work safely and don't take shortcuts.
- We take leave regularly as it's important for our physical and mental wellbeing, and we take leave if we're unwell so we can get better.
- We recognise if we're experiencing stress or are in a stressful situation, and we ask for help.
- We know it's important to balance our whānau's (family) wellbeing with work commitments.
- We make a safe return to work following an injury or illness.



- If we see a serious risk or hazard we speak up and stop work.
- If we're concerned about our own or someone else's health, safety or wellbeing, or see an unsafe act, condition, near miss or injury, we report it through Risk Manager.
- If we believe someone is experiencing violence at home or bullying in the workplace, we use the speak up channels and tell someone we trust.
- If we're concerned that someone is experiencing stress, we ask the individual if they need support and suggest they talk to their leader or EAP Services.

Learn more by reading the See, Say, Do Something – Speak Up guide.

**BOTTOM LINE:** We never compromise our health, safety and wellbeing at work.

### WANT TO KNOW MORE? VISIT KOTAHI TO FIND:

#### Standard

- Health and Safety Corporate standards

#### Guides

- Drug and Alcohol guide
- Incidents guide
- Risk guide

#### Framework

- Health and Safety Frameworks

#### Other

- Health and Safety Key Safety Requirements

