



Employee Code of Conduct

1. Why this code matters

Our reason to be is to serve our members, strengthen our industry, and make a positive impact. This Code helps us do that by giving everyone a shared understanding of how we work, how we treat each other, and how we represent FIS. It's not about rules for the sake of rules – it's about supporting a culture we can all be proud of.

It sits alongside our [Respect Policy](#) and our Employee Handbook which contains information on employment policies and procedures.

If you have any questions or any part of the Code of Conduct is unclear to you, please do not hesitate to raise any queries with the COO.

2. Living our Mission and Values

Every employee plays a part in shaping how members and partners experience FIS. We expect everyone to:

- Act in ways that reflect our mission and values
- Support a collaborative, member-focused culture
- Represent FIS with professionalism and credibility

3. How we work with each other

We want a workplace where people feel respected, supported, and able to do their best work. That means:

- Communicating openly and respectfully
- Valuing different perspectives and backgrounds
- Giving and receiving feedback constructively
- Supporting colleagues and celebrating shared success
- Knowing our limitations and learning from others
- Being on time, responsive and reliable
- Considering how our actions impact others

4. How we look after each other

Everyone who works at FIS should feel safe, supported, and able to thrive. Looking after each other isn't just a legal responsibility — it's part of who we are as a team. What that means in practice is:

- We prioritise wellbeing - physical, mental, and emotional.
- We keep our workplace safe by following health and safety guidance
- We support each other during busy periods, stressful moments, or personal challenges.

- We respect boundaries and work–life balance

A healthy, safe, and supportive workplace doesn't happen by accident – it's something we build together every day

5. How we work with members

Members are at the heart of everything we do. When interacting with them, we:

- Treat all members fairly, consistently and respectfully
- Provide accurate, timely information
- Maintain professionalism, confidentiality and trust
- Always use appropriate and courteous language (expletives are unprofessional)
- Avoid giving any individual or organisation undue influence

6. Avoiding conflicts of interest

Because we represent an entire sector, impartiality is essential. Employees should:

- Disclose any personal or financial interests that could affect their work
- Avoid situations where loyalty to the association could be compromised
- Not seek to benefit personally from relationships with members
- Seek guidance if unsure — transparency is always the best approach

7. Gifts, hospitality, and influence

We maintain strong relationships without compromising our independence. Employees should:

- Only accept modest, appropriate hospitality
- Never accept gifts or benefits that could influence - or appear to influence – decisions
- Follow procedures outlined in the Employee Handbook

8. Protecting information

We handle sensitive information - from member data to policy insights. Everyone is responsible for:

- Keeping information secure and confidential
- Following data protection laws and internal privacy practices
- Using information only for legitimate association purposes

9. Advocacy and public statements

Our voice carries weight. To protect our credibility:

- Only authorised staff may speak publicly on behalf of the association
- Personal opinions should be clearly identified as personal
- Employees must not engage in political activity in the association's name unless formally approved

10. Using FIS resources responsibly

Our tools and resources help us serve members effectively. Employees should:

- Use equipment, systems, and funds responsibly
- Follow cybersecurity and acceptable-use guidelines
- Not use FIS resources for personal gain

11. Creating a respectful, inclusive workplace

We are committed to a workplace where everyone feels safe and valued. We do not tolerate:

- Harassment, bullying, or discrimination
- Behaviour that undermines dignity or inclusion
- Retaliation against anyone who raises concerns

12. Financial Integrity

Trust is built on transparency. Employees must:

- Keep accurate records
- Follow expense and procurement procedures
- Use FIS funds responsibly and ethically

13. Social media and online conduct

Online behaviour can reflect on the association, even when posts are made on personal accounts. We trust everyone to use good judgement and help protect our reputation. To support a healthy, focused workplace:

- Use social media responsibly and respectfully
- Avoid posting anything that could harm the Association's credibility
- Limit personal social media and online activity to breaks
- Be mindful of how online activity affects productivity and team focus, especially during meetings or collaborative work.
- Keep professional accounts aligned with approved messaging

14. Speaking up

If something doesn't feel right, we want to know. Employees are encouraged to:

- Report concerns promptly
- Use confidential reporting channels when needed
- Trust that the association will handle concerns fairly and without retaliation

15. When this code is not followed

We take breaches seriously because our reputation and member trust depend on it. Consequences may include coaching, formal warnings, or – in serious cases – disciplinary action.