



CIVIL AVIATION AUTHORITY
OF NEW ZEALAND

Te Mana Rererangi Tūmatanui o Aotearoa

Code of Conduct

*Standards of Integrity and
Conduct for the Authority*



Aviation Security Service

Kaiwhakamaru Rererangi

INTRODUCTION

As State servants, we hold a privileged position and have an opportunity to make a positive difference in our society. By keeping our skies safe and secure, not only do we enable air passengers to safely reach their destinations, we also make a positive contribution to New Zealand's overall transport system and economy.

We all work for the Government. New Zealanders' trust in and respect for government is based on the integrity of our institutions, including the organisations, that make up the State Services, such as the Civil Aviation Authority (the Authority).

Together, we implement the policies of the Government, providing and administering a wide range of public functions and services. As State servants, we are also guardians of publicly owned resources, and the public expects us to serve and safeguard its interests.

This is why we need a Code of Conduct. The Code provides the standards expected in how we work and best serve the interests of the public and the government of the day.

There are mutual responsibilities. As a Crown entity, the Authority has a responsibility to be a good employer, providing for the fair and proper treatment of all staff. More than this though, the Authority aims to encourage a culture of openness and trust, helping staff feel safe to do their job to the best of their ability.

When you work for the Authority, you have a responsibility to conduct yourself with integrity, professionalism and diligence. What this all means is described in this Code.

It is important to note that the Code won't cover every situation, so if in doubt about what is expected of you, ask for help.

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About this Code of Conduct

The Code of Conduct sets out the minimum standards of integrity and conduct that apply to all of us who work for the Authority.

While we have detailed policies, procedures and performance standards that provide specific expectations, the Code provides the foundation for what is expected of us as State servants in this organisation. The Code sets the minimum standards of conduct expected of everyone who works for the Authority. It also includes examples of the kind of behaviour that is not tolerated.

The Code is intended to provide clear expectations and boundaries for:

- our behaviour in the workplace
- the performance of our duties
- our outside interests and activities that are relevant to our work or the work of the Authority.

Conduct that breaches or is inconsistent with this Code is called misconduct and it is not acceptable.

A consequence of misconduct that is repeated or sufficiently serious is dismissal. Some examples of misconduct and serious misconduct are included in this Code.

It is important that we all understand what is in this Code of Conduct. Our managers are expected to model the standards described in this Code. So, if you do not understand the standards or requirements in this Code, or if you are unsure how to handle a situation, ask your manager.

Coverage

The CAA Code of Conduct applies to anyone who works for us.

The Code applies to:

- employees of the Civil Aviation Authority, including employees of the aviation safety and regulatory function (the regulatory agency) and the Aviation Security Service
- contractors and consultants.

For simplicity, everyone covered by this Code is referred to in this document as “staff” and the organisation is referred to as “the Authority” and includes the Aviation Security Service.

State Services Standards of Integrity and Conduct

As State servants, we share high standards of integrity and conduct and we individually and together play a part in maintaining New Zealanders’ confidence in our organisation and in the State Services as a whole. The public expects us to behave with integrity and professionalism and to be diligent and competent in our work.

Our Code of Conduct adopts and reflects the standards of integrity and conduct that have been issued by the State Services Commissioner under section 57 of the State Sector Act 1988. These standards apply to the Authority and all the other organisations that make up New Zealand’s State Services.

The standards state that we must be:



Fair



Impartial



Responsible



Trustworthy

In the sections that follow, we have described each of these four standards in terms of what they mean for us.

Fair

1.1 We must treat everyone fairly and with respect

This means we must:

- make objective decisions based on only relevant and accurate information
- be consistent in our approach, applying objective criteria and following correct procedures
- be open about the way we make decisions, listen to input in good faith and keep sound records about those decisions as required
- be fair to everyone who seeks our services and not concede to unreasonable demands for special treatment
- show respect for the worth and dignity of everyone we come into contact with at work
- use appropriate and professional language at work and in all our communications
- respect and follow decisions that have been made by those authorised to do so
- respect the rights of other staff, customers and the public
- not discriminate against anyone (except as legally required to give effect to operational or Government policy) on the basis of their gender, sexual orientation, colour, race, ethnic or national origin, age, religious or ethical beliefs, political opinion, employment status, disability, marital status, or family responsibilities

- not bully, intimidate or threaten others
- avoid bringing things to work that could be offensive to others
- protect private and commercially sensitive information as required by law
- show respect for individual differences.

EXAMPLES OF A BREACH OF THIS STANDARD INCLUDE:

- swearing or making inappropriate jokes or comments
- unauthorised access and/or release of information, including personal privacy documents
- refusing to follow a lawful and reasonable instruction
- sending angry messages or emails
- belittling or shouting at a colleague.

1.2 We must be professional and responsive

This means we must:

- be mindful of our professional responsibilities to the Government, the Board, the Authority, the public, colleagues and customers and as we go about our work
- maintain constructive and professional relationships with other agencies, customers, service providers and the Government
- maintain an awareness of changes to Authority or Government policy and respond to those changes when required
- always communicate professionally by using appropriate language and that reflects the Authority's needs
- be fair, reasonable and timely in the way we respond to requests for our services
- be transparent and avoid any actual or perceived unfairness in our work due to self-interest, bias or close relationships.

EXAMPLES OF A BREACH OF THIS STANDARD INCLUDE:

- failure to disclose a conflict of interest
- failure to respond in a timely way to reasonable requests for advice or services
- using inappropriate behaviour or language while representing the Authority
- drafting inappropriate correspondence on behalf of the Authority.

1.3 We must work to make government services accessible and effective and strive to make a difference to the well-being of New Zealand and all its people

This means we must:

- be effective in the way we apply Government policy
- contribute effectively to wider Government or State services objectives by working constructively with other agencies
- be helpful and accessible to those who seek our services or advice as appropriate to our role
- continuously try to find more efficient, economical and sustainable ways of working
- identify and try to minimise any barriers that we see in our work that may disadvantage individuals, groups or communities.

EXAMPLES OF A BREACH OF THIS STANDARD INCLUDE:

- failure to respond in a timely way to public or other agency requests for assistance
- not following policy.

Impartial

2.1 We must maintain the political neutrality required to enable us to work with current and future governments

This means we must:

- keep politics out of our work by being politically neutral in how we implement, administer and advise on Government policy
- ensure that our individual political views, activities and associations don't get confused with our professional or employment responsibilities
- apply the policy of the government of the day as intended regardless of our political views
- manage approaches from Members of Parliament in a professional and impartial way
- refer any party political approaches to the Director if we are in doubt about how to respond
- avoid publicly commenting on Government policy
- separate any communications we have with Ministers or Members of Parliament in our private capacity with our role with the Authority and as a State servant
- advise our manager and follow the State Services Commission election guidance if we decide to stand for election as a Member of Parliament.

EXAMPLES OF A BREACH OF THIS STANDARD INCLUDE:

- making personal remarks about Government policy in front of passengers
- commenting on social media about how Government policy affects our job
- making unauthorised comments about Government policy to the media
- campaigning for a political candidate or party at work or using the Authority's resources.

2.2 We must carry out the functions of the Authority, unaffected by our personal beliefs

This means we must:

- ensure that our personal beliefs and interests don't get confused with our professional or employment responsibilities
- follow all lawful and reasonable instructions given by the Authority and its managers irrespective of whether or not they fit with our personal beliefs
- take care not to make decisions or interpret decision-making criteria in a way that suits our personal or ethical beliefs.

EXAMPLES OF A BREACH OF THIS STANDARD INCLUDE:

- publicly criticising or undermining the Authority's work
- ignoring an operating procedure or rule because we don't agree with it.

2.3 We must support the Authority to provide robust and unbiased advice

This means we must:

- prepare full and frank advice as required
- base our advice on honest, accurate, relevant, and comprehensive information, free from personal interest or political bias

- be transparent by declaring any potential or perceived conflicts of interest we may have in terms of politics, personal beliefs or interests
- support senior managers and advisors as required when they provide advice to Ministers and ensure there are no surprises
- support and encourage those who are in a position to provide advice to do so without fear.

EXAMPLES OF A BREACH OF THIS STANDARD INCLUDE:

- deliberately omitting information that is relevant to the advice the Authority is providing
- unauthorised interference with data or information systems.

2.4 We must respect the authority of the government of the day

This means we must:

- be mindful that our performance as State servants can impact on the public's trust and confidence in the government of the day
- keep the advice we have given to Ministers confidential and only release it if it is in accordance with official information requests within the law and Authority policy
- show respect for the Government's priorities and objectives
- not comment publicly on current or proposed government policy and refer any media requests to those authorised to make media comment.

EXAMPLES OF A BREACH OF THIS STANDARD INCLUDE:

- unauthorised release of official information
- making comment on social media about the Government's policy on aviation safety, regulation, or security.

Responsible

3.1 We must act lawfully and objectively

This means we must:

- follow and model the laws of New Zealand in our work and, if working or travelling offshore, respect the local law that applies
- not participate in any corrupt practices
- act within the powers and authority that have been given to us and not make commitments on behalf of the Authority or the Government without authorisation
- maintain sound records on decisions made and how we made them, as required
- support the Authority in addressing any unlawful or unethical practices in the organisation, including notifying the Authority of potential issues and co-operating in any subsequent investigations.

EXAMPLES OF A BREACH OF THIS STANDARD INCLUDE:

- refusal to comply with lawful instructions
- driving above the speed limit in a work vehicle
- breaching a duty under the health and safety at work legislation
- taking action against a customer or member of the public that is outside the Authority's legislative powers.

3.2 We must use the Authority's resources carefully and for intended purposes

This means we must:

- use the Authority's resources efficiently, effectively, economically and safely
- show that we have used good judgement and sensible processes when we make decisions to use Authority funds
- keep accurate records of all expenditure
- value our own time as a limited resource and work in ways that are efficient, effective and safe
- take reasonable care in the use of resources, including property, and avoid waste
- report malfunctions or potential hazards in equipment or resources
- be in a fit state to operate equipment, including vehicles
- responsibly use email to send and receive emails on behalf of the Authority and limit personal use so it doesn't affect our performance
- responsibly use internet search engines, databases, and other websites to research and download information related to the Authority's work and limit personal use so it doesn't affect our performance
- responsibly use phones to perform our duties and limit our personal use
- only use resources onsite that we are authorised to use in our work, such as licensed software and authorised hardware.

EXAMPLES OF A BREACH OF THIS STANDARD INCLUDE:

- careless use of Authority property or resources resulting in damage
- misuse of funds
- driving a work vehicle while under the influence of alcohol or drugs
- sharing chain, spam, nuisance or hoax email
- using the internet or email to access, store or share information that is illegal, offensive, obscene, indecent, or that breaches copyright or privacy legislation.

EXAMPLES OF A BREACH OF THIS STANDARD INCLUDE:

- operating a private business using the Authority's resources
- excessive personal use of the internet that wastes time and negatively affects performance
- making personal contributions to social media sites using Authority resources
- excessive and unjustified meal or rest breaks.

3.3 We must treat information with care and use it only for proper purposes

This means we must:

- handle official and private information with care and in keeping with the law
- release or disclose official and private information in keeping with the law
- respect intellectual property and copyright laws in the way we share information and check any restrictions if we are unsure
- apply appropriate security classifications to information as required
- keep true and accurate information and not remove, alter, withhold or destroy official records without authorisation
- use information that we acquire through work for work purposes only and not for our private business or personal activities (unless it is already publicly available)
- observe and be discreet about the security controls and access restrictions that the Authority uses to protect information, staff and the public
- only use the authorised record systems, devices and databases to store work-related information.

EXAMPLES OF A BREACH OF THIS STANDARD INCLUDE:

- gathering or using intelligence information to support a private business or cause
- unauthorised release of operationally sensitive information
- accessing personal details of customers or the public for personal use
- posting confidential information about the Authority or operational details on social media
- deliberately withholding information that should be released or shared
- uploading official information to unauthorised cloud or website storage facilities.

3.4 We must work to improve the performance and efficiency of the Authority

This means we must:

- be familiar with and follow internal policies and procedures
- share appropriate knowledge and information to help others in the Authority be successful
- meet our individual responsibilities for health and safety at work
- strive to be efficient in the use of our time
- support the Authority in taking action to address breaches of performance or conduct standards in the organisation, including participating in any relevant investigation
- speak up about ways to improve performance and efficiencies where we see room for improvement.

EXAMPLES OF A BREACH OF THIS STANDARD INCLUDE:

- preventing or interfering with another staff member's work
- ignoring safe practices at work.

Trustworthy

4.1 We must be honest

This means we must:

- be truthful and open about our work and how we exercise our duties
- be honest, factual and accurate in the information and documentation we produce and not withhold relevant information
- be honest and open about errors that we identify and seek to correct them
- be seen as honest individuals both at work and outside work
- notify the Authority of any convictions or charges laid against us as individuals, including those resulting in diversion or discharge without conviction
- notify the Authority of any serious traffic offences such as any involving a criminal charge or a work vehicle.

EXAMPLES OF A BREACH OF THIS STANDARD INCLUDE:

- providing inaccurate timesheets
- failure to notify the Authority of a conviction or pending charge
- failure to notify the Authority of an alcohol or a drug related infringement or offence
- unauthorised possession of Authority property or another person's property.

4.2 We must work to the best of our abilities

This means we must:

- be diligent in our performance at work and consistently meet the performance standards of our job
- be at work when expected and work the number hours required
- be in a fit state to work
- manage our time efficiently to meet the needs of customers and the public, both internal and external
- consistently produce quality work
- consistently follow procedures
- meet or maintain our training or warrant requirements
- provide customer service that consistently meets requirements
- strive to find ways to improve the quality or quantity of work we do
- maintain our skills and professional talents and accept opportunities to develop these further.

EXAMPLES OF A BREACH OF THIS STANDARD INCLUDE:

- failing to report for work without timely notification to manager or without good reason
- leaving an assigned place of work without authorisation
- working under the influence of alcohol or drugs
- failure to pass reassessment testing after additional training
- poor time management
- not completing the required e-learning to do the job
- failure to detect items of interest while on screening duty.

4.3 We must ensure our actions are not affected by our personal relationships

This means we must:

- ensure that we don't give preferential treatment or improper benefits to those with whom we have a personal relationship or connection with, such as family, friends, interest groups or organisations

- ensure that we don't let former relationships adversely affect our performance and decisions or how we interact with others at work
- avoid situations that might cause an actual or perceived conflict of interest and disclose any current or potential conflicts in keeping with the Authority's conflicts of interest protocol
- be able to show that our actions are free from any bias by keeping sound records of our actions or decisions as required.

EXAMPLES OF A BREACH OF THIS STANDARD INCLUDE:

- not disclosing a personal relationship with someone you manage or supervise
- showing favouritism in awarding opportunities because of a personal relationship.

4.4 We must never misuse our position for personal gain

This means we must:

- use our business tools, knowledge and connections to perform our duties and not for any personal benefit or private business activities
- ensure our work is not influenced by anything that might benefit us
- be clear with others when we are acting as individuals and not in our professional role when there is any overlap between work and our private lives.

EXAMPLES OF A BREACH OF THIS STANDARD INCLUDE:

- seeking preferential treatment when transiting through airports
- citing our role with the Authority to influence people on matters that are not work-related or for personal gain.

4.5 We must decline gifts or benefits that place us under any obligation or perceived influence

This means we must:

- politely decline any favours, benefits or gifts that are offered to us in our professional role, unless permitted by the Authority's gifts and rewards policy

- declare any gifts or gains that are received outside the Authority's gifts and rewards policy
- accept and declare any ceremonial gifts presented to us on behalf of the Authority
- avoid situations that give the perception that our actions or decisions are influenced by favours, benefits or gifts.

EXAMPLES OF A BREACH OF THIS STANDARD INCLUDE:

- personally benefitting from loyalty schemes for purchases made with Authority funds
- accepting gifts from service providers without express permission.

4.6 We must avoid any work or personal interests or activities that may harm the reputation of the Authority or of the State Services

This means we must:

- recognise that our private lives are of no interest to the Authority unless our conduct outside work impacts on the integrity and reputation of the Authority or the State Services
- avoid situations outside work that might bring the Authority or the State Services into disrepute
- disclose to the Authority any secondary employment, private business activities, or commitments (e.g. Board membership) to work out how any actual or perceived conflict of interest can be best managed.

EXAMPLES OF A BREACH OF THIS STANDARD INCLUDE:

- postings on social media that call into question our suitability to work for the Authority or as a State servant
- conduct outside the workplace that may impact on reputation or credibility of the Authority, the State Services or the Government.

Breaches of the Code of Conduct

Where there are breaches of the standards described in this Code, we will work to address them promptly and ensure that all those involved are treated fairly and professionally.

If you breach the Code

A new and minor breach of the Code by a staff member is usually addressed by the manager simply re-stating and explaining the expectations required.

More significant or ongoing performance or conduct issues are addressed more formally and this may include disciplinary action.

There are fair and established procedures in place on how conduct and performance concerns are to be addressed.

Misconduct

Misconduct is any action or behaviour that is inconsistent with or breaches this Code of Conduct.

Misconduct also includes any action or behaviour that breaches or is inconsistent with:

- the State Services Standards of Integrity and Conduct
- the staff member's employment agreement
- a Civil Aviation Authority or Aviation Security Service policy.

Everyone makes mistakes from time to time, but misconduct is usually a deliberate action or omission or the negligent performance of duties.

Some instances of misconduct may be sufficiently serious to be considered serious misconduct.

Serious misconduct

Serious misconduct is misconduct that is so serious it undermines the trust and confidence we have in a staff member and puts the employment relationship at risk.

There is no tolerance for such behaviour and if serious misconduct is established, the staff member concerned is likely to be dismissed without notice. In the case of such behaviour by individuals who are not employees, the likely result is the immediate termination of their contract or engagement.

The following sorts of behaviours are likely to be considered serious misconduct by the Authority:

- breach of our conflicts of interest protocol
- abuse of drugs or unauthorised drinking of alcohol on work premises
- unauthorised gambling on work premises
- alcohol or drug related infringements or offences
- attempting to work, including driving at work, while under the influence of alcohol or drugs
- any act of violence towards another person at work
- unauthorised possession of Authority funds or property or another person's property without permission

- wilful damage to Authority property
- misrepresentation of the Authority for personal gain or to harm our reputation
- conduct inside or outside work that brings the Authority into disrepute
- breach of a health and safety duty that exposes other staff or the public to serious injury or illness
- access or storage of illegal, offensive, obscene, or indecent material at work
- inappropriate touching or threatening behaviour towards another staff member or member of the public
- making unauthorised comments about the Authority to the media
- unauthorised access and/or release of information, including “personal privacy” classified documents
- conduct resulting in a conviction, diversion, or discharge without conviction
- sleeping on duty.

Note: The above list is not exhaustive and each case would be considered on its merits following an appropriate investigation.

Reporting possible or potential breaches

For consistency, fairness and everyone’s well-being at work, we need to be able to identify and resolve possible breaches of the Code as soon as possible.

If you are aware of a breach or a potential breach, you should raise the issue with your manager as soon as possible. This includes if you believe the Authority has not met its responsibilities under this Code or if you are unsure how to handle an ethical issue.

If you don’t think you can talk to your manager or if the issue remains unresolved, then you should talk to:

- your manager’s manager,
- another manager you trust, or
- the Manager, People and Capability.

If you feel you need support or counselling, you can access the Employee Assistance Programme (EAP). EAP is a confidential support service available to all employees.

Reporting serious wrongdoing

Sometimes, a breach of the Code can also be a serious wrongdoing under the Protected Disclosures Act 2000.

A protected disclosure is a declaration made by a staff member about a serious wrongdoing that they believe has occurred within the Authority. Staff who make a disclosure in good faith are protected against retaliation or disciplinary action, and cannot be sued or prosecuted for making the disclosure.

A serious wrongdoing includes:

- unlawful, corrupt or irregular use of public funds or resources
- criminal offences
- causing serious risk to public health, public safety or the environment
- causing serious risk to the maintenance of law
- conduct by a public official that is oppressive, grossly negligent or constitutes gross mismanagement.

Further information and the procedure for making a protected disclosure is set out in the Protected Disclosure Policy. Former staff are also covered by this policy.



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Further information

Further information about many of the expectations mentioned in this Code is set out in specific policies and procedures. You can access these on our intranet.