



australian  
pharmacy  
council

## B-01 Code of Conduct

Policy

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# Code of Conduct

## 1. Purpose

The Code of Conduct Policy ensures that all Australian Pharmacy Council (APC) Board Directors, Committee/Panel Members and Staff uphold high standards of corporate and individual behaviour. It is designed to promote a culture of professionalism, respect and integrity in all interactions with clients, the public, stakeholders and each other while fostering a safe, positive and service-oriented work environment that protect the interests of all parties and supports APC's strategy.

## 2. Scope

This Code of Conduct applies to all APC Board Directors, Committee/Panel Members and Staff. It has been adopted to promote ethical, responsible and values driven decision making and behaviour across the organisation. The Code reflects and upholds APC's core values of respect, lifelong learning, support, innovation, creativity, transparency, fairness and courage. All individuals covered by this policy are required to understand, adhere to, and where applicable, formally acknowledge the Code of Conduct as a condition of their role within the APC.

## 3. Overview

This policy sets out the minimum standards of ethical and professional conduct expected of all individuals representing the APC. It reflects APC's core values of respect, lifelong learning, support, innovation, creativity, transparency, fairness and courage. All individuals have a duty to understand these standards and integrate them into their daily decisions and actions.

## 4. Policy Statement

All Board Directors, Committee/Panel Members and Staff of the APC are expected to act with integrity, honesty and in the best interests of the organisation. The Code of Conduct sets the ethical and behavioural standards necessary to uphold stakeholder trust and ensure APC operates effectively and in line with its values.

Individuals covered by this policy must:

- Act honestly, in good faith and in the best interests of APC.
- Comply with APC's policies, procedures and strategic direction.
- Exercise fairness, diligence and sound judgment in decision-making.
- Treat colleagues, clients and stakeholders with respect and professionalism.
- Maintain independence of judgment and make informed, ethical decisions.
- Preserve confidentiality and sign the APC Confidentiality Agreement before participating in formal meetings or activities. Information accessed in their role is APC property and must not be disclosed without authorisation, unless legally required.

- Avoid misuse of their role or APC property for personal gain or competitive advantage.
- Declare and manage any real, potential or perceived conflicts of interest.
- Promote a culture of respect, transparency, innovation, learning and fairness, in line with APC's values.
- Foster ethical conduct, support fair dealings and report any unlawful or unethical behaviour through appropriate channels.
- Avoid any conduct that may discredit themselves or APC.
- Encourage openness, accountability and continuous improvement.

APC Board Directors and Committee/Panel Members have a duty of governance and must exercise due care and diligence in fulfilling their responsibilities. Staff are expected to contribute to a positive workplace and uphold safety, wellbeing and high-quality service delivery.

All individuals must uphold both the principles and spirit of this Code in all their actions on behalf of APC.

## 5. Code of Conduct Standards

### 5.1. Respect for the Law and Lawful Instructions

- Follow all applicable laws, regulations and company policies.
- Comply with lawful and reasonable instructions from management.
- Report unlawful or unethical conduct promptly.
- Avoid actions that could harm APC's reputation or legal standing.
- Always act with integrity and accountability.

### 5.2. Respect for Persons

- Treat everyone with kindness, respect and fairness.
- Encourage open dialogue and listen actively.
- Acknowledge others' ideas and contributions.
- Avoid belittling, unnecessary criticism or disrespectful behaviour.
- Give recognition and praise more often than criticism.

### 5.3. Integrity

- Declaring any real, potential or perceived conflicts of interest.
- Reporting any attempted bribery.
- Not disclosing confidential or official information.

## 5.4. Diligence

- Be punctual, ready to work and stay focused during work hours.
- Stay sober and do not bring alcohol or illegal drugs to the workplace.
- Communicate job progress or delays to your supervisor.
- Maintain a cooperative attitude.

## 5.5. Economy and Efficiency

- Respect and properly care for company and co-workers' property.
- Be honest about leave requests and avoid unexcused absences.
- Do not use company resources for personal use without approval.

## 5.6. Conflict of Interest

- Avoid situations that conflict, or appear to conflict, with APC's interests.
- Promptly disclose any actual, potential or perceived conflicts.
- Common examples include financial interests, ties to competitors or suppliers or accepting significant gifts.
- If a conflict arises, disclose it and withdraw from related decisions.
- Breaches may lead to disciplinary action.

## 6. Breach of the Code of Conduct

Breaches of the Code of Conduct may result in disciplinary action, up to and including summary dismissal. Disciplinary measures are applied based on the nature and seriousness of the misconduct and may include:

- Verbal or written warnings for minor or repeated breaches.
- Final written warning if misconduct continues or is serious.
- Suspension (up to 3 working days) for investigation of serious allegations.
- Summary dismissal for serious and wilful misconduct without prior warning.

Examples of serious misconduct include, but are not limited to:

- Theft, fraud or dishonesty.
- Being under the influence of drugs or alcohol at work.
- Violence or threats in the workplace.
- Serious breach of health and safety procedures.
- Misuse or damage of company property.
- Breach of confidentiality.

- Possession of illegal drugs, firearms or explosives on APC property.

Conflicts of interest must be disclosed and managed. Undisclosed conflicts may also be treated as misconduct.

Disciplinary action will follow fair procedures and consider the team member's history, the seriousness of the breach and past conduct.

## Glossary of Terms

Term	Meaning
<b>Conflict of Interest</b>	A situation in which a personal or financial interest could improperly influence an individual's duties to the APC.
<b>Misconduct</b>	Behaviour that is inconsistent with the standards set out in the Code of Conduct or other APC policies.
<b>Serious Misconduct</b>	Conduct that is unlawful, negligent, dangerous or seriously damaging to APC's reputation.

## List of Abbreviations

Abbreviation	Term
<b>APC</b>	Australian Pharmacy Council
<b>CEO</b>	Chief Executive Officer



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