



Code of Conduct and Ethics

PLANNERS | SURVEYORS | ENGINEERS | ARCHITECTS | ENVIRONMENTAL

catobolam.co.nz

Our Commitment

All of us at Cato Bolam are committed to displaying the highest standards of professional and personal conduct, in our relationships with our clients, in our relationships with Councils and all other external relationships, and in our own internal relationships. We hold our reputation in high regard and we will act with integrity and honesty at all times.

This Code

Cato Bolam has developed this Code of Conduct and Ethics ("the Code") to apply to all our directors and shareholders, all our employees, and all of our operations and activities.

The Code sets standards of conduct and ethical behaviour. It reflects our commitment that our duties and responsibilities are performed with the utmost integrity in all of our various relationships – our shareholders, employees, clients, suppliers, creditors, consumers and the broader community (collectively, "our stakeholders").

The Code outlines our responsibilities to:

- Act in a professional manner
- Act in a friendly, polite and appropriate manner
- Act in a manner that promotes the open and respectful expression of ourselves and all those we associate with, nurturing all people and accepting our differences
- Promote and safeguard the well-being, health and safety of ourselves and all those we involve in our operations
- Act in an environmentally sustainable manner
- Be truthful, and not mislead or make any false statements
- Not make promises or commitments unless we know we can honour them
- Utilise open, transparent and legal employment practices and ensure, through our Professional and personal development, we improve and enhance our ability to Provide the highest quality service to our clients and our environment

This Code is "front and foremost" in everything that we do. We invite reporting of breaches of this Code, which we then commit to address in such a way to ensure that there is no repetition.

■ Acting Professionally

1. We must familiarise ourselves with and comply with any relevant Professional Codes of Ethics, Codes of Conduct, Codes of Practice or Rules of Conduct that may be applicable in any jurisdiction in which Cato Bolam undertakes its business. These will include the relevant Codes of the New Zealand Institute of Surveyors (NZIS), the Institute of Professional Engineering New Zealand (ENZ) and the New Zealand Planning Institute (NZPI).
2. We will at all times work within the scope of our professional qualifications, knowledge and ability.
3. We will not withhold any knowledge or information that we know about and that our clients and other stakeholders should be made aware of.
4. Our aim is that our conduct in our interactions with clients and colleagues and in representing Cato Bolam in the community is described by those we associate with as being of a high professional quality.
5. Our stakeholders must be confident in the transparency and accuracy of our written and verbal communications and records – our aim is “no mistakes” and we will not repeat mistakes when made.
6. We will respond, in the least with an acknowledgment and timeframe, to phone or email messages within 24 hours of receipt.
7. All our work and transactions will be properly authorised and accurately and completely recorded in the relevant accounts and records as required by law and applicable Cato Bolam requirements.

No guessing- our clients want reliable advice!

Joe Verryt, Director Henderson

We need to keep all parties updated on any relevant information that may affect the outcome of an application, including updated advice based on new standards, research and assessment techniques

Jessica Reaburn, Ecologist Orewa

I feel professionalism across all aspects of the office is immensely important and we should take pride in everything that is being delivered to (or for) the client.

Phoebe McNaught, Client Relations Henderson

I feel that an ethical approach has a large tie in with good day to day communication and decision making so that misunderstandings and poor judgment of all stakeholders in a project are avoided.

Simon Reiher, Director Whangarei

8. We will respect our clients and other stakeholder's right to confidentiality.
9. We will comply at all times with our obligations under all applicable privacy legislation.
10. Cato Bolam's communication systems, including the internet and email system, are the property of Cato Bolam and may only be used by authorised persons for authorised business purposes. All email communications, which include hard copies and electronically stored copies, are the property of Cato Bolam. Employees should not expect that any email communication is confidential.
11. Where a person is in any doubt about whether there is a real, potential or perceived conflict of interest, clarification should be sought from a Director who shall in turn take all reasonable steps to either resolve the conflict or to advise what steps need to be taken to avoid or handle a situation.
12. We will recognise that offering or accepting gifts and entertainment is a way of building good business relationships if done in an appropriate way and on an appropriate scale. However we recognise that our reputation will be harmed by allegations of, and perceptions of, improper behaviour. Employees are required to exercise the utmost discretion in offering and accepting gifts and entertainment and must in any event disclose the offer of acceptance of any gifts or entertainment to a Director.
13. Bribery involves providing a benefit to any person to improperly influence actions by a third party. Cato Bolam prohibits and will not tolerate any form of bribery and corruption in its business dealings.
14. Employees will ensure that they engage only reputable, competent and qualified third parties to undertake work on behalf of Cato Bolam.

To me ethics is all about acting with integrity and respect. Be it in relation to our own team, professional colleagues, council, clients or the public acting with integrity and respect are the foundation of ethical conduct.

Michelle Bain, Director Orewa

Ethical behaviour provides you with the moral checks and balances to protect against selfishness and temptation, while providing you with the ability to provide an impartial balance between competing interests of self, client, supplier/contractor, council, and society, including how engineering solutions intersect with humanity regarding the health and safety of people and the adverse effects on the natural environment.

Mark Towers, Senior Engineer Manukau

When our company has good ethics it makes me proud to be part of it.

Adele Adamson, Surveyor Orewa

■ Acting in a Friendly, Polite and Appropriate Manner

15. At Cato Bolam we take pride in offering a service that is always open and friendly. We will present ourselves in a professional manner while at all times prioritise personal, friendly and “user-friendly” communications.
16. All transmissions generated on Cato Bolam's communications systems must be polite and professional, and worded appropriately to the knowledge of who we are dealing with.
17. Sending, wilfully receiving, displaying, printing or otherwise disseminating material that is fraudulent, harassing, bullying, illegal, embarrassing, sexually explicit, obscene, intimidating, or defamatory is prohibited. This includes but is not limited to messages containing sexual comments or offensive comments regarding gender, age, sexual orientation, race, religious or political beliefs or other grounds of illegal discrimination.
18. Employees are not permitted to use Cato Bolam's communication systems for political purposes or any commercial or advertising purposes not strictly related to Cato Bolam's activities, and authorised by a Director.

Ethics to me is fundamentally about being honest to others and to yourself. Will my actions bring about a good and fair outcome? Do these actions sit well with my personal values and principles and will they stand the scrutiny of my peers? Always questioning if you are being steered by a competent moral compass and aim to help others make decisions as if they were your own.

Mark Parker, Director Henderson

■ Acting in a manner that is Open and Respectful

19. We will celebrate diversity and respect others. We will not discriminate on the grounds of people's race, religion, gender, marital status or disability or any other unlawful grounds.

We have a great cultural diversity in our company – I think that should be acknowledged

Chanelle Brodie, Senior Planner Henderson

- 20. We will be committed to ensuring fair and equal treatment for all Employees and that staff operate in an environment free of discrimination and harassment.
- 21. We will not, under any circumstances, tolerate bullying, sexual harassment, discrimination or general harassment in the workplace.
- 22. We understand the importance of equal employment opportunity policies and the value of diversity to Cato Bolam.
- 23. We will take an equitable and merit based approach that respects the diversity of our people.
- 24. We will reward efforts and contributions that contribute to our values, and our growth and reputation.

Our most valuable relationships are with each other as Directors and shareholders, and with our employees. We will at all times relate to each other in a way that represents the special, friendly, respectful and professional culture we hold in high regard as a company.

Peter Reaburn, Director Henderson

■ **Promoting and Safeguarding Well-being, Health and Safety**

- 25. We will maintain a Health and Safety Policy at all times.
- 26. We will respect the well-being of our employees by responding to their "out of work" needs, for instance by considering flexible working hours and leave without pay.

We need to ensure that we all maintain quality and safety in the office and on site.

Selva Grounder, Engineer Henderson

■ **Acting in an Environmentally Sustainable Manner**

- 27. We will constantly strive to minimise our environmental footprint in accordance with our Company Environmental Sustainability Policy.
- 28. We will actively pursue environmental sustainability practices and development innovations with our clients.

We are here for a short time, our planet for a long time, our actions today will be looked back on by future generations – don't forget the bigger picture!

Peter Reaburn, Director Henderson

■ Acting with Honesty

29. We will at all times be truthful, and not mislead or make any false statements, nor mislead by omission.

■ Honouring our Promises

30. We will not make promises or commitments that we do not intend, or would be unable, to honour.

■ Employment Practices

31. All Employees will be engaged on written terms of employment. Our employment policies and formal terms of employment will be consistent with the relevant laws and regulations.

32. We will value our employees and adopt practices that will unleash the potential of our people and foster achievement through excellence, innovation and collaboration.

33. We will provide technical leadership through direct involvement in projects for its clients and the training and development of its Employees.

34. We will encourage and support our Employees to develop their professional and technical skill through formal training programmes, and support of post graduate education.

**Our main resource is our people.
We provide best practice service to
our clients through ensuring we
have highly qualified professionals
with up to date training.**

John Wisker, Director Henderson