



Code of Conduct

Date: November 2018

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Objective: To enable clarity as to what behaviour we expect from our employees; what behaviour may be considered to be misconduct and serious misconduct for the purposes of disciplinary action.

Applicable to: All Staff.

Policy: The company expects all staff to know and comply with the Staff Code of Conduct, which we are able to change from time to time at our discretion and on reasonable notice to you.

Any person who is assessed as having behaved in a manner that is described as misconduct or serious misconduct may be subject to Disciplinary Procedures.

Policy: **1. Expected Behaviours**

This list is not exhaustive and the items are given as examples only of our overall expectation of consistent behaviour from all employees.

A) Personal Responsibility

- Act honestly and with integrity
- Treat people with respect, be polite and helpful
- Respect the rights of all people
- Practice ethical behaviour
- Be positive
- Take pride in what you do and where you work
- Always give accurate information and make true declarations
- Act consistently in an open and transparent manner
- Behave and communicate in a constructive way

B) Personal Standards

- Maintain a standard of performance, dress, behaviour and language that is appropriate to the work place, and is respectful of other staff and people using our services and for representing us in the community.
- Maintain any requirements for your position (e.g. a clean drivers licence; trade certificate; registration, etc.)



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C) Work Standards/Performance of Duties

- Carry out your duties diligently to the best of your ability
- Adhere to working hours and take no more than the agreed lengths of smoko and lunch breaks
- Comply with all relevant company policies, procedures and operating standards
- Carry out the responsibilities and tasks outlined in your Job Description, which may be altered from time to time to reflect changing requirements.
- Foster a partnership approach to the employment relationship with the Company
- Perform all other duties which are reasonable incidental to your position, as directed by the Company from time to time
- Keep up to date with best practice in your area of work
- Respect Company information and use only for its intended purpose

D) Relationships with Customers/Clients

- Always maintain a friendly and helpful attitude towards customers
- Maintain a professional relationship with people and respect boundaries between staff and customers. If there is any doubt about the appropriateness of any action, discuss the matter first with your manager
- Do not use a person's situation to your own advantage
- Do not demand, claim or accept any fee, gratuity, commission or any other benefit from any person or persons other than the Company in payment for any matters or things concerned with your duties, except with the prior written consent of the Company

E) Relationships with staff

- Contribute to and maintain co-operative and considerate working relationships with all staff, and treat them with courtesy and respect
- Always maintain a friendly and helpful attitude towards other staff



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F) Safety

- Take all reasonable actions to ensure a safe environment for customers, the public and other staff
- Ensure your own fitness for work
- During your working hours remain free of the influence of alcohol and drugs and keep yourself available in a manner that is appropriate to performance of your tasks
- Ensure you maintain your ability to perform your duties safely
- Advise the Company of any medical condition (including stress-related symptoms) which may impact on your ability to perform your duties safely or effectively

G) Confidentiality and Security of Information

- Respect the privacy of information you acquire as a result of your job, including company, customer and fellow staff information
- Make no statement and take no action at any time, which is intended to or likely to adversely affect our business or reputation

H) Company Property

- Be accountable for, and take care of all money, property, vehicles and any other resources for which you are responsible
- Use Company property solely for its authorised use

I) Private Activities

- Do not undertake private activities that interfere with your ability to carry out the tasks of your job
- Do not undertake other work, paid or unpaid, during company time



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2. Serious Misconduct

Examples of serious misconduct (actions that could result in instant dismissal) may include but are not limited to:

A) Any material breach of your employment agreement or company policy

B) Personal integrity, responsibility and standards:

- Consuming, trading or possessing alcohol or non-prescription drugs on work premises; reporting to work in a state of intoxication
- Gambling on work premises without the consent of management
- Failure to disclose criminal conviction

C) Professional integrity, responsibility and standards:

- Failing to disclose any conflict of interest immediately
- Deliberate failure to disclose any matter which may have materially influenced the Company's decision regarding your employment, or supplying false information in this process to deliberately mislead the Company
- Unauthorised disclosure of confidential company or customer information
- Use, exchange, storage and/or release of Company information (written, electronic or oral) for which you are responsible, for unauthorised and unintended use
- Make any statement or take any actions at any time, which are intended to or likely to bring Company into disrepute or lead to unfavourable publicity. Including compliance with the company's Media policy — where only management may make comments to the Media
- Knowingly using, or disclosing to anyone, any confidential information relating to the affairs, clients or trade secrets of Company other than in the proper course of your employment
- Failure to notify the Company if an immediate family member, partner, friend or close business associate is or becomes employed by a competitor or potential competitor of the company



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- Attempting to encourage or persuade any of the Company's clients, suppliers, customers, employees, contractors or consultants to terminate or restrict their trade relations, contracts or agreements with the Company
- Failing to disclose all work, product and all inventions, improvements, discoveries, processes, programmes and/or systems developed by you or which you may have become aware of, in the performance of your duties while employed by the Company, including anything developed using the Company's systems, equipment or resources

D) Attitude and language towards others:

- Persistent or extreme indecent language, particularly in the presence of the customers or members of the public
- Sexual or other harassment
- Bullying of other members of staff
- Physical violence, verbal abuse, or intimidation of another person on company premises or during working hours while on company business
- Refusal to carry out a reasonable and lawful instruction of a manager
- Insubordination
- Refusal to perform assigned work and/or walking off the job
- Sending or downloading objectionable material via the internet
- Behaving in a manner likely to bring the company into disrepute

E) Health and Safety responsibilities

- Serious breach of safety requirements
- Deliberate misuse of fire or safety equipment

F) Responsibility for others property

- Dishonesty
- Theft of Company cash or stock
- Falsification of any company/customer document or record. This includes time, wage, accident, expense, special leave and annual leave records etc



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- Giving unauthorised discounts
- Unauthorised possession or movement or use of company property, or property belonging to other employees or customers
- Deliberate damage to company property, or to property belonging to other employees or customers
- Intentional inappropriate use of electronic media, including PCs and the internet, that risks damage to company assets and records
- Misrepresenting the company for personal gain

G) Attendance to duties

- Gross negligence
- Sustained or regular unauthorised absence from work
- Leaving a company site unattended without proper authorisation
- Sleeping during working hours
- Breach of cash handling procedures

3. Misconduct

Examples of misconduct (which would invoke a system of warnings that may ultimately lead to dismissal) may include but are not limited to:

A) Work Standards

- Failure to perform work to the required standard
- Non-performance of assigned tasks
- Waste of time or materials

B) Working hours

- Leaving assigned place of work without permission
- Failure to report for work at the time required without notifying the manager of the reason or without good reason
- Failure to complete the stipulated hours of work (except as the result of illness or personal emergency)



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- Continual lateness or lack of application to an assigned task

C) Procedural Matters

- Failing to comply with time recording procedures
- Minor breach of work rules
- Unauthorised use of company telephone or computer equipment (including email or internet use). This does not include authorised personal use during work breaks

D) Attitude and Language

- Poor work attitude, i.e. disruptive or irresponsible behaviour etc
- Aggressive, argumentative or discourteous behaviour towards another worker or customer
- Preventing or interfering with another employee carrying out work
- Posting offensive notices or sending offensive emails within the company premises

E) Health and Safety

- Smoking in restricted places
- Failure to observe safety rules; working in an unsafe manner; failing to make proper use of safety equipment
- Failure to report a potential workplace hazard
- Failure to report a work related accident

4. Breaches to the Code of Conduct

Breaches to the Code of Conduct will be treated seriously. Disciplinary procedures can be found in the company's Disciplinary Policy.