# Sample Code of Conduct

This Code establishes the standards of behaviour expected when working at the Company. The principles in the Code describe the conduct expected by all employees (permanent, casual or contractor) at all times as a representative of our Company.

**Professionalism**

All employees must always act in an ethical and professional manner. Maintaining professionalism fosters and preserves our reputation as individuals and as a company. Any compromise in this principle may result in loss of respect and confidence of our fellow colleagues, customers, business partners or key stake holders. For example, the ways we fulfil this responsibility include:

* Take responsibility and be accountable for the decisions and actions we make in performing our duties, take pride in our work with an aim to achieve flawless execution
* Pursuit of excellence as we strive to achieve the highest quality, most effective and efficient, and innovative application of task execution in our workplace
* Maintain and strive to improve our skills, knowledge and competencies required in our roles
* Clearly communicate mutual intentions and expectations, make and meet commitments
* Make it easy to work with us and excel at providing exceptional levels of customer service experience and satisfaction
* Continuously learn, develop and improve; leverage our successes and learn from our mistakes
* Constructively confront and solve problems
* Committed and value diversity, fairness and equal employment opportunities
* Do not tolerate bullying or harassment (including offensive language) or unlawful discrimination
* Do not initiate or perpetuate rumours.

**Honesty and Integrity**

All employees must always act with honesty and integrity in all dealings and do what we think is right at all times, within our business. Any compromise in this principle may result in reputational damage, loss of respect and confidence of our fellow colleagues, customers, business partners or key stake holders. For example, the ways we achieve honesty and integrity in our actions include:

* We do not tolerate dishonest behaviour by our fellow colleagues, customers or business partners
* We will be open and direct, and manage performance fairly and equitably
* We abide by all terms and conditions of employment, company policies and management directives or instructions
* We take responsibility and are accountable for all company resources and property used in the performance of our duties.
* We do not use company or customer information, property or resources for our own benefit.

**Teamwork & Inclusion**

We work together as a team and treat each other with respect and dignity at all times, promoting an environment that enables our whole team to reach our potential and achieve our business goals and objectives.

Working in an environment free of prejudice and discrimination helps everyone be their best and benefits our people and our business.

For example, the ways we promote teamwork and inclusivity include:

* We foster innovative and creative thinking.
* We all take responsibility for creating an inclusive environment where we can bring our best selves to work.
* We commit to fair and equitable polices and processes for all our people.
* We support building our team with people with diverse talents, perspectives and experiences because this creates better experiences internally and connects us with our customers.
* We take responsibility for the accurate and timely completion of assigned tasks.
* We share the workload and make value added contribution to our business, including going the extra mile to complete tasks when required
* We assist fellow colleagues where possible.
* We maintain and update related role based processes and supporting procedures to ensure everyone understand what and how to undertake tasks.
* We propose constructive ideas with proposed solutions to problems, engage in positive debate, look for innovative ideas, and are willing to listen to each other’s views but accept and support the ultimate business decisions reached.
* We will take pride in our workplace, celebrate success and have fun.

**Conflicts of Interest**

Managing conflict of interest is key to maintaining our customer and business partner loyalty and building business trust. A conflict of interest occurs where an employee has a personal or professional interest sufficient to influence the objective performance of their duties and responsibilities to our company. For example, the ways we manage conflicts include:

* We do not participate in activities that involve a conflict between our duties and responsibilities, or which re prejudicial to our business.
* We do not put ourselves in a position of conflict with the best interests of our customers or business partners or a position which unfairly puts the interests of one customer above another’s, regardless of the nature or size of their relationship with us, be it personal or business
* We do not participate in business activities outside our employment at **[Company]** without the prior approval of Management, or when it could adversely affect our ability to carry out our duties and responsibilities to our company
* We do not solicit, accept or offer money, gifts, products, favours or entertainment which might influence, or might appear to influence, our business judgement.

**Community**

Uphold **[Company]** commitment of good citizenship while pursuing our business objectives. For example, the ways we uphold this commitment include:

* Involve ourselves in and strive to make a positive contribution to the local community
* Consider the broader impact of our decisions on our fellow colleagues, customers, business partners community and environment
* Act fairly and reasonably towards our current and potential customers and business partners in a consistent and ethical manner.

**Governance**

All employees must comply with the laws and regulations of the land we live in and understand violations of these laws and regulations can have serious and adverse consequences for our business and for individual employees. For example, the ways we respect the law and act accordingly include:

* Understand and act within our authority
* Respect the customs and business practices of our customers and business partners but do not compromise the principles embodied in this Code
* Discharge our authority to review and sign documents on behalf of our company responsibly. Our signature indicates that we have understood the nature of the document being signed
* Respect the property rights of others
* Abide by this Code and its principles
* Notify our Manager immediately of any breach of the law, regulations, company policies or this Code by anyone in the course of their employment, as any breach may result in disciplinary action.