

1. CODE OF CONDUCT

Directors, management and staff are expected to perform their duties in a professional manner and act with the utmost integrity, objectivity and ethics in all dealings with each other, the Company, customers, suppliers and the community, striving at all times to enhance the reputation and performance of the Company. All directors and employees are required to abide by laws and regulations, to respect confidentiality and the proper handling of information.

The Company's Code of Conduct consists of the following principles: -

- The Company will conduct its business operations with full regard and compliance with all legal obligations of the Company.
- The Company's employees, contractors and agents:
 - o will strive to the utmost of their abilities to deliver quality services to meet our customers' needs and treat our customers with respect, courtesy and a caring attitude toward their business requirements;
 - o will present themselves in a fit and tidy condition for work and be fully equipped to perform their work safely and competently;
 - o will, when working for customers, adhere to all workplace and occupational health and safety requirements, work instructions and directives and will refrain from any irresponsible, negligent or unsafe actions or work;
 - o are expected to work in a supportive and cooperative manner, and the Company will not condone any form of harassment of fellow workers. All cases of harassment will be promptly resolved through counselling and conciliation processes;
 - o only dealing with business partners who demonstrate similar ethical and responsible business practices
 - o will not knowingly reveal confidential information, trade secrets or information concerning intellectual property or practices, which could be injurious to our customers or our own business interests.
- The Company encourages the reporting of unlawful/unethical behaviour by its directors, employees, contractors and agents and will actively promote ethical behaviour and protection for those who report violations in good faith.
- The Company encourages individuals to join appropriate organisations and associations that can effectively represent their work interests.
- The Company will communicate the code of conduct to all its employees, contractors and agents.

2. STANDARDS OF CONDUCT

The Company has established the following Standards of Conduct within the principles of the Code of Conduct, with which it expects all employees to comply.

(i) Private Work

Employees may engage in work unrelated to the Company's activities in their own time. However, such work must not interfere with or affect the efficiency of the performance of the employee's normal Company duties.

Employees must not carry out any work or activity that draws upon the resources of the Company or that has any association with the Company for private profit or material gain. Employees may be dismissed for undertaking such action.

Acceptance of paid employment during periods of recreation, sick or long service leave is not permitted and employees may be dismissed for breach of this requirement.

(ii) Defence Reserves and Civic Duties

The Company recognises that employees with Defence Reserve status may be required to participate in exercises on an annual basis or to travel overseas to fulfil defence obligations. Paid or unpaid leave to attend to such commitments may be granted after considering each application, which shall be determined by the Managing Director.

Paid or unpaid leave may be available for some recognised civic duties such as local Government appointments, emergency services and similar volunteer work. Each case will be determined on its merits by the immediate/local manager.

(iii) Use of the Company's Motor Vehicles

It may be necessary, as part of their job function, for employees to use a Company vehicle. Such vehicles can be used on work-related business and for limited private purposes, such as taking the employee's family shopping. The vehicle must be left locked and parked safely while not in use and kept in a clean and tidy state.

(iv) Absence from Duty

Employees unable to report to work for any reason, must advise their supervisor before the shift starts or as early in the day/shift as possible, giving the reason for the absence and its probable duration. If the anticipated length of the absence is not known immediately, (eg. pending the advice of a doctor) employees should arrange for their supervisor to be kept informed of progress. The appropriate leave application must be completed immediately upon return to work.

(v) Absence from the Workplace

When it is necessary for an employee to leave the workplace for any reason, the supervisor must be informed.

(vi) Punctuality

Should an emergency prevent the employee from starting work on time, at either the beginning of work or after a break, the employee must contact either his/her supervisor or the customer (as the case may be) or both as soon possible to explain the circumstances.

3. FAIR DEALING

All employees shall have respect and consideration for the property and belongings of others (the Company's, a colleague's, the customer's or the general public's). Employees shall not damage, tamper with, remove or steal property or belongings which are not their own. Any employees proven to have done so shall be subject to the Company's discipline process, which may result in the employee's dismissal and/or criminal and civil action being taken against him/her.

We as a Company will, and will expect our employees and contractors to adopt the following principles in their dealings with staff and customers:

- act with honesty and with integrity to ensure our staff members and customers have confidence in our behaviour and actions;
- ensure that the Company complies with laws and with its policies;
- treat our customers with respect and provide them with an opportunity to meet their obligations including listening to customer's needs and wants and providing them with the most suitable product. By acting fairly and with integrity, all employees contractors and customers have the opportunity for positive experiences reducing stress, dissatisfaction and conflict;
- manage conflicts of interest (see below);

Confidentiality must be strictly observed and confidential information must not be disclosed unless it is appropriate in the normal course on the employee's duties. Any unauthorised disclosure of confidential information will result in disciplinary action. Employees are prohibited from removing Company documents or information (in whatever form) from Company premises or vehicles without authority. All Company property must be returned to the Company upon an employee ceasing employment with the Company;