



ABN: 64 647 630 779

1/3 Fisher Street, Maidstone VIC 3012

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## Code of Conduct

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## Objectives of this document

This Policy Document's intention is to provide guidance for employees and refer to further documentation where applicable.

To outline the purpose of the company, it is to provide services that the our partners rely on and live the values the company holds.

## Reputation & Credibility

Employees must act in the best interests of the company with the goal of maintaining the credibility and reputation as well as aim for continuous improvement:

Guidelines for employees to achieve this are as follows:

1. Perform the role to the best of their ability
2. Adhere to the law as well as the company's policies.
3. Treat other company employees and all external parties with respect and tolerance of their beliefs and ideas
4. Operate and conduct themselves ethically and with integrity
5. Foster a culture of compliance and risk management
6. Maintain a zero harm workplace
7. Be accountable for their actions

## Australian Consumer Law

Employees are expected to be familiar and abide by the Company's Australian Consumer Law obligations. The company prides itself on providing the best possible outcomes that is fair and within the law.

Employees must not act in a way that is misleading or deceitful. Commercial matters are confidential and above all else must not be shared with competitors. They must not accept bribes or incentives in exchange for their services.

The company expects employees to act in a way that is profitable for all parties and in not the individual.

## Conflict of Interest

Should there be a conflict of personal interest and company duties, they are to be disclosed with the management team ahead of any engagement in which this conflict of interest may present itself.

## Confidentiality

It is expected employees maintain the confidentiality of all matters relating to information that is given in trust by the company or it's partners. This includes the following as well as anything deemed at managements discretion:



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1. Technical information
2. Personal information
3. Financial information
4. Service offerings
5. Company strategy for example. Marketing campaigns, Sales data

Individuals should assume that all information shared between the company and it's partners is not to be shared with any 3<sup>rd</sup> parties.

## **Theft, Fraud and Damages to Company Assets**

Employees are expected to maintain and not abuse the assets they are given access to, examples of this are:

1. Data Centre Infrastructure
2. Credit cards
3. Company Vehicles
4. IT Equipment

The improper use or abuse of company assets is unacceptable and where reasonable the individual will be reprimanded as per the company's Performance & Conduct Management policy.

## **IT & Social Media Use**

Where employees are given devices to use by the company they are to maintain them as they were received and are responsible for their optimal functionality.

It is expected that employees undergo the training to effectively and safely use technology provided by the company.

Social Media used by any employee needs to be considered as a representative of the company. This is not limited to Company profiles but personal profiles. The employee must always act lawfully, respectfully and with integrity when using Social Media in both company and personal life.

For more information refer to the IT User Policy and Social Media Policy

## **Prohibited Substances and Violent Behaviour**

Employees are prohibited the use or possession of the following without exception:

1. Illegal Drugs
2. Alcohol
3. Illegal Substances
4. Weapons

Employees under the effects of any substance that may impair their judgement or ability to perform their tasks must be reported to management before commencement of their duties, use of company assets or presence on company property.



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## **Workplace Health & Safety**

The company aims to provide all employees and partners with a safe and risk free environment to perform their duties or conduct business.

The WHS policies set out to ensure the safety of employees, those employees also have an obligation under WHS laws to:

1. Take reasonable care of their own health and safety
2. The reasonable care of the health and safety of others
3. Comply with the companies guidelines, policies and procedures

Employees are required to agree to, understand and abide by the WHS policies set out by the company. These can be referred to in detail under the company WHS Policy Document

## **Equal Opportunity and Diversity**

The company is committed to providing a workplace that offers equal opportunities and diversity by ensuring it is free of all forms of unlawful harassment and discrimination. The following behaviours will not be tolerated:

1. Verbal, physical or visual harassment
2. Behaviour where the purpose and effect even if unintended is to create offense or a hostile and intimidating work environment
3. Sexual & sexist comments including sexual advances, comments
4. Offensive jokes or gestures
5. Bullying

The company opposes the discrimination on the grounds of race, colour, age, sex, sexual orientation, transgender, religious belief, political opinions, physical or mental disability, pregnancy, breastfeeding, marital status and membership or non-membership of a trade union.

If you believe you have been or are experiencing discrimination, harassment or bullying, you are encouraged to make a complaint to your direct report or Human Resources. A worker who lodges a complaint with their direct report or Human Resources should have no fear of retribution. All cases will be handled confidentially and professionally.



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## **Breach of the Code of Ethics and Conduct**

The company values this code of conduct very seriously and so should there be a breach of this code, you will understand that there may be disciplinary action in accordance with the companies disciplinary process. This may include dismissal and the involvement of authorities of which you may be personally liable for.

The company will take all reports seriously and they will be investigated appropriately. Please ensure any reports of breach that you make are done so based on truth, fact and in good faith. Should the reports be made in this manner you will not be disadvantaged personally or in your employment. If you intentionally make a false or malicious report you may be found in breach of code and disciplinary action may be taken.