

Code of Conduct

Code overview

PG Shared Services Pty Ltd has implemented a Code of Conduct. This code takes effect immediately.

You will need to review the Code of Conduct and make yourself familiar with the contents of the code. You will also be required to complete a short quiz after reading through the code. The purpose of this is to indicate both your acknowledgement and understanding of this important document.

What is a Code of Conduct?

The Code of Conduct for PG Shared Services Pty Ltd sets out the behaviours, standards and activities that are expected from you as an employee within our business.

Why do we need a Code of Conduct?

We need a Code of Conduct because as a business we have clear behavioural standards and expectations for all of our employees, and we require them to be adhered to. We believe that by detailing these expectations in a Code of Conduct our people are clear on the expectations that we have of them and that this will lead to us servicing our clients better by being a more effective business.

What happens if I do not comply with the Code of Conduct?

Employees who do not comply with the Code of Conduct may be subject to disciplinary action up to and including immediate dismissal.

What do I need to do?

You need to read the Code of Conduct carefully. You are expected to comply with this code as amended and implemented from time to time.

After you have read the code, you need to complete the associated quiz to ensure you have understood the code and can comply with our guidelines, as serious implications can arise from breaches of the Code of Conduct.

Code and further information

To the extent that the contents of the Code of Conduct refers to obligations on PG Shared Services Pty Ltd, they are guidelines for management or summaries of applicable legislative requirements only and are not

contractual terms, conditions, or representations on which a staff member may rely.

Your manager is available to assist with any queries you have relating to the code.

Code of Conduct Code

Purpose and scope

This Code aims to provide employees with a clear understanding of PG Shared Services Pty Ltd 's standards and expectations of appropriate conduct for all employees. It is expected employees will:

- Do all things necessary to ensure that they are working in an efficient, honest and fair manner
- Take all reasonable steps to comply with relevant State and Federal laws;
- Maintain the competencies and qualifications are required to perform the inherent requirements of their role;
- Providing advice with care, diligence and for a proper purpose
- Not improperly use their position to gain an advantage for themselves or someone else or cause detriment to the business

Ethical standards

PG Shared Services Pty Ltd wants to be recognised as an organisation committed to the highest ethical standards in business. PG Shared Services Pty Ltd is proud of the quality of its staff and of the professional reputation and market image built by their work.

PG Shared Services Pty Ltd expects that every employee or contractor of PG Shared Services Pty Ltd will ensure that they maintain the highest standards of professional conduct and ethics in their dealings with contacts, clients and suppliers, the community and each other.

Conduct which may threaten you, our employees, or damage PG Shared Services Pty Ltd 's reputation or image may therefore constitute unacceptable behaviour.

Personal behaviour

PG Shared Services Pty Ltd employees, contractors, suppliers, and clients reflect the rich and wide cultural diversity of contemporary society. This diverse range of cultural backgrounds may not always be immediately apparent. To avoid the potential for giving offence, however innocently, your personal behaviour must always be considerate and moderate.

You must avoid comments, jokes or stories that could be taken as vulgar, sexist or in any other way insensitive to another person's sex, race, beliefs, age, religion, or way of life. Insensitive behaviour of this kind, which does not recognise the valid differences between people, damage our brand and may be in breach of anti-discrimination laws and may lead to prosecution of both you and PG Shared Services Pty Ltd

Conflict of interest

Your private interests must never conflict with your responsibilities as an employee or contractor or with the business interests of PG Shared Services Pty Ltd .

"Private interests" include financial, legal, professional, or other significant interest. This extends to the interests of your family.

A conflict of interest occurs where your private interests interfere with your responsibilities as an employee at the PG Shared Services Pty Ltd . If you think there is any possibility your private interests may conflict with or give rise to a perception of conflict with your role at PG Shared Services Pty Ltd , or even if you are not sure, you must discuss it with your Manager

You may be issued with a Conflict of Interest Declaration form, which you may be required to complete with the details of any conflict of interest you may have or could be perceived to have.

With written permission from your Manager, you may undertake other paid employment only if there is no conflict of interest and if your duties and responsibilities with PG Shared Services Pty Ltd are not affected in any way. A failure to disclose any perceived conflict of interest to your manager may lead to disciplinary action up to and including dismissal.

Gifts and benefits

You must not accept any gifts or benefits because of your position as an employee of PG Shared Services Pty Ltd , if they:

- Influence or might be seen to influence the performance of your duties;
- Influence or might be seen to influence another staff member in the performance of their duties or exercise of any decision-making power;
- Are cash; or
- Are substantial.

You must declare with your manager all gifts and benefits offered, received, or provided to you in the course of your duties, including the nature and purpose of the gift and where appropriate, the basis for acceptance / supply. Where the benefit of the gift is the attendance at an event, you must notify your manager of the invitation and seek authorisation before accepting the invitation.

In the event the gift cannot be accepted you will need to arrange for the return of the goods, or politely decline the invitation.

You must not, under any circumstances, offer any gifts or benefits either to another employee of PG Shared Services Pty Ltd or to someone outside of PG Shared Services Pty Ltd , if they influence or might be seen as intended to influence the performance of that person's duties or decision-making power.

This section is not intended to limit any gifts given out of friendship, such as birthday gifts.

Unacceptable behaviour and serious misconduct

The acts and behaviours stated under the headings *Ethical Standards*, *Personal Behaviour*, *Conflict of Interest*, *Unacceptable Behaviour* and *Serious Misconduct* are for guidance only and are not exhaustive.

You should understand that the distinction between Unacceptable Behaviour and Serious Misconduct is one of both degree and repetition. In general, Serious Misconduct is wilful and/or reckless and is likely to result in instant dismissal for a single offence. Proven Unacceptable Behaviour may result in a range of disciplinary action including dismissal depending on severity.

If you commit an act or persist in behaviour which is not listed, but which management considers is of a

similar quality, you may be subject to disciplinary action, including dismissal.

Unacceptable behaviour

The following constitutes unacceptable behaviour and will result in disciplinary action that may include dismissal:

- Failure to follow Company policies or standard procedures;
- Misuse or unauthorised use of Company property (including intellectual property);
- Unauthorised absences from work;
- Posting offensive notices on Company premises or property;
- Preventing or hindering another employee from conducting their work;
- Wasting time or materials;
- Failure to complete rostered hours, unless sick or by reason of personal emergency;
- Failure to report a work-related accident;
- Continual lateness or lack of application to an assigned task;
- Reporting for work in a condition incapable of carrying out duties properly or safely;
- Consumption of drugs (other than as prescribed by a registered medical practitioner) or alcohol on Company premises without authorisation;
- Violation of PG Shared Services Pty Ltd 's Discrimination, Harassment and Bullying code;
- Use of abusive or offensive language to other employees, suppliers, or clients;
- Sleeping during working hours; and
- Job performance at a level below that which is reasonably acceptable to PG Shared Services Pty Ltd .

Serious misconduct

The following constitutes serious misconduct, which is likely to be dealt with by instant dismissal:

- Breach of confidentiality obligations;
- Falsification or theft or unauthorised destruction of PG Shared Services Pty Ltd information or records;
- Unauthorised possession of the property (including intellectual) of PG Shared Services Pty Ltd ;
- Harassment or discrimination of any kind;
- Theft or willful damage to PG Shared Services Pty Ltd 's property (including intellectual property);
- Public misrepresentation of PG Shared Services Pty Ltd 's operations, ethics, policies, or professional practices that has the potential to seriously damage the reputation or image of either PG Shared Services Pty Ltd , its owners or any employee;
- Actions which deliberately or recklessly injure another employee or put the health, safety, or welfare of an employee at serious risk;
- Physical assault or threat of physical assault of any person while on PG Shared Services Pty Ltd premises or while representing or appearing to members of the public as representing PG Shared Services Pty Ltd ;
- Deliberate acts or omissions which jeopardise quality or safety;
- Any act which does or may lead to criminal charges, which in the reasonable opinion of PG Shared Services Pty Ltd , affects your ability to effectively perform your duties or which may cause harm to PG Shared Services Pty Ltd reputation;
- Any conviction on a dishonesty related charge and;
- Access of pornographic or lewd material through the internet, whether displayed or stored on PG Shared Services Pty Ltd equipment or sending or receiving lewd emails.

Breaches of code

The consequences of a breach of this code will vary depending on the type and seriousness of the breach and will be at the discretion of PG Shared Services Pty Ltd . Depending on the circumstances, PG Shared Services Pty Ltd may take disciplinary action against you up to and including termination of employment.

Please answer the quiz below, in order to complete your understanding of this policy document.

Select either No or Yes in the drop down box after each question. Please note the first field is blank. You must answer each one correctly to enable document sign off.

A supplier you are dealing with offers you season tickets to the football in exchange for exclusive business with you. You are a big football fan and so agree to the deal. Is this considered acceptable under the Code of Conduct? *

(select one option only)

- ☐ No
☐ Yes

Your bank needs a letter outlining your employment status and annual salary. You want to provide the bank with your anticipated salary for next year instead of your current salary. You don't want to bother the Office Manager with this task and you decide to photocopy a Company letterhead and write the letter yourself and provide it to the bank. Is this considered to be acceptable? *

(select one option only)

- ☐ No
☐ Yes

It's the annual end of year work party, everyone is having fun and you and a friend from the office consume some recreational drugs together. Given it's an offsite party you believe it to be ok. Is this true? *

(select one option only)

- ☐ No
☐ Yes

One of your friends is starting a new business and would like names and email address from your current client list so he can send out a promotional email. Your clients would probably be interested in his business. Is it ok to provide your friend with the details? *

(select one option only)

- ☐ No
☐ Yes

A supplier that you deal with on a regular basis wants to take you and your partner for dinner to celebrate the end of the financial year. Prior to accepting the invitation, should you get approval from your Manager? *

(select one option only)

- ☐ No
☐ Yes

You have a lot going on at home at the moment and so you decide to start coming in late and leaving early. Your manager has been travelling a lot and you figure that she will not notice. If she doesn't raise the matter is it considered acceptable behaviour? *

(select one option only)

- ☐ No
☐ Yes

The Office Manager has just sent out a notice to use safety steps for reaching files on high shelves. It is inconvenient to collect the safety stool from the storeroom so you decide that your swivel chair is just as good. When your manager sees you using the swivel chair, he reminds you about the safety step. However, you continue to use your swivel chair to reach the high shelves. Would this be considered a disregard of safety regulations under the Code of Conduct? *

(select one option only)

- ☐ No
☐ Yes

You are at home using Facebook and decide to post a message regarding one of your colleagues at work. The post implies that your colleague is dating your manager. The message is intended as a joke. Would this be considered ok, given you were just joking? *

(select one option only)

- ☐ No
☐ Yes

You have been finding it difficult to agree with your manager about a certain matter. So instead of making changes to a report as requested you decide to send it out to the client as is. The next day your manager asks you to write advice for another client. You do not agree with your manager's opinion and so write your own advice that is contrary to what you were asked to do. Could this be construed as insubordination? *

(select one option only)

- ☐ No
☐ Yes

You went out for lunch with some of the team. Everyone had a drink and enjoyed the long lunch. Your colleague placed their arm around you in a manner that made you feel uncomfortable. Is this behaviour considered ok given you were out of the office and everyone was relaxed? *

(select one option only)

- ☐ No
☐ Yes