

CODE OF CONDUCT

This policy outlines the standards of conduct and behaviour expected of all employees by the Employer in dealings with customers, suppliers, contractors, clients, co-workers, company management and the general public. This relates to behaviour at any Employer workplace, client premises and at any time while on Employer business, including social events arranged by the Employer outside of normal working hours.

All employees are expected to conduct themselves in a professional and courteous manner and observe the following standards of behaviour:

- comply with all laws, company policies, procedures, rules, regulations and contracts
- comply with all reasonable and legal instructions by the company
- be honest and fair in dealings with customers, clients, suppliers, co-workers, company management and the public
- treat customers, clients, suppliers, co-workers, company management and the public in a non-discriminatory manner with proper regard for their rights and dignity
- promptly report any violations of law, ethical principles or policies that come to your attention
- maintain and develop your knowledge and skills in your area of expertise and responsibility

Some more specific examples of standards of behaviour expected of you include, but are not limited to, the following:

- maintain punctuality – we operate to deadlines and require your cooperation
- observe health and safety policies and obligations
- respect the company's ownership of all company funds, equipment, supplies, books, records and property
- maintain during employment with the company and after the termination of employment, the confidentiality of any confidential information, records or other materials acquired during employment with the company
- while employed, do not accept any employment with another organisation that is a supplier, client or competitor of the company that conflicts with your position
- dress in an appropriate manner and ensure that your appearance is presentable, clean, neat and tidy
- do not engage in discrimination or offensive remarks in relation to age, race, colour, creed, disability, pregnancy, physical appearance, sex, or sexual orientation
- do not engage in teasing, putting people down, shouting, yelling or any form of physical or verbal aggression or abuse
- do not display indifference towards other staff members or clients. Every team member must show a genuine interest in communicating with every person and expressing kindness in every instance
- do not consume or possess drugs or alcohol in the workplace or attend work under the influence of drugs or alcohol

Breaches of the Code of Conduct are considered a very serious matter and will be dealt with in accordance with the disciplinary procedures outlined in the employee handbook, which include termination of employment.



Sven Andersen
Director

on behalf of **Scenic Surrounds**

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