

Code of Conduct

This Code of Conduct seeks to provide the basis for developing a positive workplace culture and builds upon our standards. Action Glass and Aluminium standards of behaviour expected of employees are outlined below.

Personal and professional behaviour

You must always:

- Be honest, reasonable, fair and sensitive in your dealings with customers, clients, contractors and members of the public and employees.
- Follow relevant legislative and company requirements.
- Follow the company's dress code and personal protective clothing and equipment.
- Refrain from smoking whilst on site or in sight of customers, clients or members of the public.
- Refrain from the use of obscene/offensive language whilst on site, with customers, clients or members of the public.
- Refrain from the use of alcohol or drugs whilst at work or prior to commencing work that may affect your ability to carry out your duties or place others at risk.
- Refrain from engaging in physical abuse or display unreasonable verbal aggression.
- Not engage in activities that discriminate against any person or a group of people on grounds such as sex, race, age, sexual orientation, political conviction, religious conviction, family responsibility, disability/impairment, marital status, pregnancy or any other factor not relevant to their work position.
- Only take photos of works as required by Action Glass and Aluminium compliance.
- Maintain punctuality both to and from head office and to customers and clients premises.

How we treat our customers

- Customer and client service is top priority at Action Glass and Aluminium. We strive to make every customer's experience professional and respectful.

We treat our customers as we treat one another, with respect and dignity.

Confidential information

- You must not use confidential information for any unofficial purpose outside of operational activities for Action Glass & Aluminium.

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- You must not use information gained in your professional capacity for personal gain.
- You agree to maintain the confidence of any confidential Information that you have access to or become aware of during the course of your employment and agree to prevent its unauthorised disclosure or use by any other person.
- You agree not to use the confidential Information for any purpose other than for the benefit of Action Glass and Aluminium during or after your employment and will return any and all Confidential Information as requested.
- You must treat emails as carefully as hard copy information.

Intellectual property

Unless your contract of engagement specifies otherwise, Action Glass & Aluminium has engaged you on the basis that the intellectual property created by you in the course of your work vests in Action Glass & Aluminium.

You must not sell, transfer or give away intellectual property created during or in connection with the course of your engagement with Action Glass & Aluminium.

Fraudulent and Corrupt Behaviour

When dealing with all members of the public we expect all persons to conduct ourselves in a honest, ethical and professional manner and not to engage in fraudulent and corrupt behaviour, which are the most serious forms of misconduct.

We are required to report any suspected fraudulent, illegal and corrupt behaviour through the appropriate procedures.

Fraud is a dishonest activity that causes actual or potential financial loss to any person or the organisation.

Corrupt conduct occurs when an employee uses or attempts to use their position for personal advantage or to cause detriment to any individual or others that is against the public interest. Fraud and corruption can take many forms such as:

- Fraudulent use of funds.
- Use or disclosure of confidential information for personal gain or for another person or entity.
- Theft.
- Causing a loss, or avoiding or creating a liability by deception.
- Providing false or misleading information to the client/public, or failing to provide information where there is an obligation to do so.

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- Making, using or possessing forged or falsified documents.
- Bribery, corruption or abuse of position.
- Unlawful use of company computers, credit cards, telephones, vehicles and other property or services.
- Failure to disclosure relevant conflicts of interest when making decisions, including those related to procurement, recruitment, regulation or compliance activities.

Company Devices and equipment

Use of Action Glass and Aluminium's property such as mobile phones, laptops and other tablet devices is for business purposes and incidental reasonable personal use only.

You must not use Action Glass and Aluminium's devices to download, upload, view or distribute inappropriate, illegal or obscene material.

Refrain from performing private work using the Action Glass and Aluminium's tools, equipment, vehicles or any other property or in connection with the Employer's intellectual property.

Refrain from using Action Glass and Aluminium's devices to play games or access social media during work time, whilst driving a Company vehicle or to record confidential information.

Personal Devices

Personal mobile phones and other personal devices should not be used during work time, other than in emergencies or during breaks.

Refraining from taking any photos where a child or young person may be near.

Social media

Not posting any comments relating to the Action Glass and Aluminium or its Owner, Managers, Contractors, or other employees on any form of social media unless given prior approval.

A handwritten signature in blue ink, appearing to read 'Debra Kaye'.

Debra Kaye
General Manager

24/03/2023

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