

Code of Conduct Policy

Policy

All employees shall follow the Code of Conduct at all times when they are on the business premises, are talking to customers, or are on the business for any of the Group Companies, talking to fellow employees either on phone or in person and at functions held by any of the Group Companies.

Commencement

This revised policy is effective from September 2019 and supersedes all previous Group policies on this subject.

Code of Conduct

Personal Behaviour Pledge

I will:

- a. Act ethically and with integrity;
- b. Treat members of the public and colleagues with respect, courtesy, honesty and fairness;
- c. Uphold the principles of equal opportunity and those expressed in the Diversity Policy;
- d. Maintain through my behaviour a work environment free of discrimination, harassment and bullying;
- e. Do my job in a safe, responsible and effective manner;
- f. Be honest;
- g. Obey the law;
- h. Respect and safeguard the property of the Group, fellow employees and contractors;
- i. Maintain confidentiality of all customer information which I obtain during the course of my job;
- j. Perform my duties as best I can, taking into account my skills, experience, qualifications and position;
- k. Ensure my personal business, financial and other outside interests do not conflict with my duty to my employer:
- l. Not engage in fraud or corruption;
- m. Report any fraudulent and corrupt behaviour;
- n. Report any breaches of the Code of Conduct;
- o. Be accountable for official expenditure;

- p. Use Group resources diligently and efficiently;
- q. Not use my office time or resources for personal gain.

Anti- Drug and Alcohol Pledge

I will:

Not turn up at my work place under the influence of Drugs or Alcohol;

I will ensure that even at business functions, I act and consume any alcohol responsibly.

Anti-Harassment Pledge:

I will:

Obey and abide by the Anti-Harassment Policy of the Group at all times.

Consequences of Breaching this Policy

Any breach of this Policy may result in disciplinary action, including, but not limited to, issue of a warning, demotion, suspension or termination of employment.

Variations

The Group reserves the right to vary, replace or terminate this policy from time to time.