

PURPOSE

A code of ethics is a set of guidelines to govern the behaviour of all Ward Operations Pty Ltd Employees, Directors and/or owners; it ensures ethical, legal and moral behaviour standards are maintained at all times in all aspects of operations.

GENERAL PRINCIPLES

1. All employees will observe a high standard of ethics, probity and professional conduct.
2. Ethical behaviour is not simply compliance with legal requirements; it extends to honesty, equity, integrity and social responsibility in all dealings. It is behaviour that holds up to disclosure and to public scrutiny.
3. All employees are required to sign and commit to this Code of Ethics, inclusive of Code of Behaviour, and to support the business goals and objectives of Ward Operations Pty Ltd (the Business).

Principle 1 – Confidentiality and Privacy

1. Employees will take reasonable steps to maintain the confidentiality and privacy of all Business information, including practices, policies and commercially sensitive information.
2. Permission must be sought before disclosing confidential information.

Principle 2 – Honest Dealings

1. Employees will act honestly in all dealings with clients, fellow employees, suppliers and stakeholders.
2. In the course of representing the Business, an employee shall not knowingly:
 - (a) make a false statement of material fact;
 - (b) fail to disclose a material fact
 - (c) make a representation as to future matters without having reasonable grounds for making it.
3. All fees, charges and services provided must be explicitly and fully disclosed to clients prior to the acceptance of a project, or prior to any work being undertaken for a client.

Principle 3 – Respect for Work Relationships

1. Employees will not undertake actions that may unfairly or unlawfully jeopardise the Business's viability.
2. Employees will not undertake actions that may unfairly or unlawfully interfere in work relationships established by others.

Principle 4 – Respect for Laws

1. Employees must comply with all legal, statutory and government requirements.
2. Employees will not engage in any form of collusive practices.
3. Employees shall take reasonable steps to ensure, so far as practicable, that all new employees honour their legal obligations to previous employers.

Principle 5 – Respect for Safety

1. Employees will act diligently in assessing risks to employees and clients.
2. Employees will not knowingly put at risk clients or employees.
3. The Business's management shall inform their employees whenever they have reason to believe that any particular project or task causes an occupational health and safety risk.

Principle 6 – Respect for Certainty of Engagement

1. Employers will ensure that workers are given details of their work conditions, the nature of the work to be undertaken, rates of pay and pay arrangements.
2. Any variation to the engagement can only occur with prior notification to the worker.

Principle 7 – Professional Knowledge

1. Employees will work diligently to develop and maintain a satisfactory and up to date level of relevant professional and / or technical knowledge.

Doc No: HR-POL-001	Issue Date: 07/12/2011	Revision No: 1
Approved by: Jeff Ward Director	Review Date: 07/12/2013	Page 1 of 3

2. The Business's management will ensure that their staff are adequately trained and skilled to undertake their responsibilities.

Principle 8 – Good Order

1. Employee misconduct will be referred to supervisors and or management per the appropriate Business policies
2. Disputes between employees, and other parties who agree, will be referred to the appropriate parties within the Business for resolution.
3. Employees must bring to the attention of the Business's management any violations of this Code by any employee at the earliest possible time.
4. Employees are encouraged to use process of negotiation, mediation and arbitration in order to resolve disputes and should do so wherever practicable

CODE OF BEHAVIOUR

As Ward Operations Pty Ltd employees, you represent our Business. We expect you will act and behave accordingly.

What can you expect of Ward Operations Pty Ltd

- Treat you with respect, allowing you your right to dignity and self-determination;
- Ensuring that confidentiality is maintained;
- A grievance procedure that is fair and equitable;
- A friendly and supportive team environment;
- A healthy and safe work environment;
- Fair and reasonable payment for your work.

What Ward Operations Pty Ltd expects of you

- Punctuality and attendance to any assigned workplace;
- Respect for other people and their property;
- Complete work in a committed and competent manner according to the Business's and clients' policies and procedures;
- Use our work resources efficiently and only for work related purposes;
- Comply with lawful and safe work directions regarding the performance of duties;
- Maintain high standards of confidentiality with regard to information to which you have access in carrying out your duties;
- Co-operation with management and fellow workers;
- To work safely and obey Workplace Health and Safety policies and procedures;
- Use of appropriate language, dress and hygiene;
- **Compliance with the 'Definitely Not Permitted' rules below.**

Definitely Not Permitted

- Alcohol or illegal drugs in any workplace;
- Being under the influence of alcohol or drugs in any workplace;
- Physical or verbal abuse (including workplace bullying) in any workplace;
- Disruptive behaviour in any work environment;
- Disclosure of any information regarding Ward Operations Pty Ltd operations or employees;
- Any acts of discrimination as contained in the Anti-Discrimination Act;
- Any form of sexual harassment;
- Non-compliance with Occupational Health and Safety obligations;
- Smoking in non-designated areas;
- Misconduct including (but are not exclusive to) theft, assault, fraud, and/or engaging in action that causes imminent and serious risk to the health and safety of a person or the viability or reputation of the business or other significant violation of corporate policy.

Doc No: HR-POL-001	Issue Date: 07/12/2011	Revision No: 1
Approved by: Jeff Ward Director	Review Date: 07/12/2013	Page 2 of 3

BREACH OF BEHAVIOURAL OR PERFORMANCE STANDARD SET BY Ward Operations Pty Ltd

In order that everyone has needs to be met and acceptable behaviours while we are at work, the Business has developed a set of Employee Management Principles that will be used for managing all of our people (permanent, contract, temporary and/or casual):

- A fair process will be followed in addressing a performance or behaviour issue;
- You will have the right to respond to any performance or behaviour issue raised about you;
- Communication processes will be clear and open;
- Discussion about performance and behaviour will be between you and the Business's management.

The Director, or his delegate, has the right to dismiss people in case of misconduct as outlined above

Doc No: HR-POL-001	Issue Date: 07/12/2011	Revision No: 1
Approved by: Jeff Ward Director	Review Date: 07/12/2013	Page 3 of 3