

3.0 Code of Conduct

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Policy statement	The Code of Conduct describes the standards of conduct expected of our people and provides a set of guiding principles to help us make the right decisions in the course of our work. It governs the way in which we relate to other staff, professionals, clients, visitors and stakeholders. The intent is not to provide a detailed and exhaustive list of what to do in every aspect of work. Instead, it represents a broad framework that will help guide conduct and behaviour in the performance of duties and interactions in the workplace.
Scope	The code applies to all Directors, employees, volunteers and contractors of Protective Group and its companies.
Guiding principles	<p>Ethical principles</p> <p>We operate with honesty, integrity and professionalism at all times. We respect each other, our clients, customers and stakeholders, acknowledging their right to hold their own opinions and make their own decisions.</p> <p>Values</p> <p><i>Honesty-</i> We do the right thing by our colleagues, clients and customers.</p> <p><i>Commitment-</i> We stand by our colleagues and clients, working to provide the best possible services and safety solutions.</p> <p><i>Transparency-</i> We are open in our transactions but will protect the confidentiality of our work, where need be, so as not to cause further harm.</p> <p><i>Teamwork-</i> We work together as one. We are committed and motivated to disrupting violence and abuse and keeping our clients and customers safe. We work from a position of trust in each other and treat each other with respect. We acknowledge and accept differences of opinion and experience and in our professional backgrounds.</p> <p>Accountability</p> <p>We uphold the highest standards of honesty and integrity in the conduct of duties as per our job or role description, exercising our duty of care and best judgment in the interests of Protective Group, our clients and customers at all times.</p> <p>We work as a team, promoting an environment that enables everyone in the team to reach their potential and for us to achieve our organisational goals.</p> <p>We make decisions ethically, fairly and without bias using the best factual information available and our professional judgement.</p> <p>We treat each other fairly and with respect in our workplace. We do not tolerate bullying, harassment, unlawful discrimination or any other offensive conduct.</p> <p>We respect the dignity of each other, our clients and other stakeholders by treating them with courtesy, honesty and sensitivity to their rights.</p> <p>We act responsibly in the event of becoming aware of any unacceptable behaviour or wrongdoing by any representative of Protective Group and report such conduct or activities to the appropriate level of management.</p> <p>We manage any conflicts of interest responsibly and appropriately. We should not participate in activities that involve a conflict of interest between our personal interests and our duties and obligations to Protective Group.</p> <p>We permit our people to engage in outside employment, provided that this does not have a detrimental impact on their ability to meet the requirements of their role or contract with us;</p>

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	<p>adversely affect their work performance or give rise to a conflict or potential conflict of interest.</p> <p>Standard of conduct</p> <p>We are all expected to maintain a standard of professional behaviour that maintains and promotes confidence and trust in the work and brand of Protective Group. This includes:</p> <ul style="list-style-type: none"> • Professionally carrying out the work as per a job or role description • Being polite and respectful in all forms of communication with others • Representing the organisation and its interests professionally when working with clients, customers and other stakeholders in a way that maintains the integrity of the brand and reputation • Working within our delegated authority, including financial delegation • Being punctual and responsive in our work with clients, customers and other stakeholders • Proactively reporting any risk or issues of non-compliance to a line manager <p>Standard of practice</p> <p>We comply with any legislative and administrative requirements as well as all:</p> <ul style="list-style-type: none"> • lawful and reasonable directions given by persons in authority • Protective Group policies and procedures. <p>Non-disclosure responsibilities</p> <p>We must not use or take advantage of, personal, confidential or commercial information that is or has been obtained during the course of our engagement with Protective Group. We must not disclose or use any information after leaving Protective Group that was non-disclosable during our engagement. Non-disclosable information includes that which is deemed 'commercial in confidence' or confidential client information.</p> <p>Failure to comply and disciplinary actions</p> <p>Where it is established an individual has breached the Code of Conduct, they may be subject to disciplinary action, up to and including termination of employment or contract.</p>
Definitions	<p>Protective Group: The company and its associated entities- Protective Services, TekSafe and International Student Care.</p> <p>Employees: Persons formally engaged and paid by the organisation to undertake work on its behalf.</p> <p>Contractors: Persons engaged by an agreement for a short or medium period to carry out work for the organisation. This may be in a paid or unpaid capacity.</p> <p>Clients: Persons who are assisted by or receive services from the organisation.</p> <p>Customers: Organisations that refer clients to the organisation or seek services from the organisation</p>
Related documents	<p>3.1 Code of Conduct acceptance form</p> <p>4.1 Grievance policy</p> <p>4.2 Grievance procedure</p>

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