

Policy Code of Conduct	
Authorisation:	Managing Director
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1. POLICY STATEMENT

Industry Safety Assessment and Training, known as ISAT, seeks to provide a workplace environment that encourages the health, safety and security of all staff, students, customers, suppliers and other stakeholders.

ISAT promotes a productive and non-discriminatory workplace and rewards initiative and performance.

With core values of Communication, Responsiveness, Integrity, Solutions and People as the foundation of its success, ISAT is ONE TEAM focussed on delivering our customer service promise, our people and our financial performance and endorses the respectful treatment of all people.

ISAT is an alcohol and drug free workplace.

2. PURPOSE

The purpose of this Policy is to describe the standards of behaviour and conduct expected from all staff in their dealings with customers, suppliers, co-workers and the general public.

3. SCOPE

This Policy applies to all staff, being Directors and staff of ISAT, as well as temporaries and contractors/subcontractors working for and in the ISAT workplace.

Along with offices, sites, accommodation, vehicles, machinery, etc., the workplace also includes all social functions organised by ISAT from time to time as well as where staff attend functions and events in the course of employment (social or otherwise) organised by others.

4. **RESPONSIBILITIES**

All staff are expected to:

- promote a ONE TEAM spirit;
- maintain confidentiality when conducting investigations into grievances and disputes;
- not take-sides in decision making;
- comply with procedures when carrying out counselling and discipline;
- be fair when administering rewards or discipline;
- report any breaches of this Code of Conduct by staff under their supervision.

5. **EXPECTATIONS**

All staff are expected to observe the highest standards of ethics, integrity and behaviour during the course of your engagement with ISAT. As representatives of ISAT, all staff are expected to conduct themselves in a professional and courteous manner and observe the following standards of behaviour both inside and outside the workplace where staff can be perceived as representing ISAT:

- Comply with all laws, policies, procedures, rules, regulations and contracts;
- Comply with all lawful and reasonable directions from ISAT;
- Promptly report any violations of law, ethical principles, policies and this Code;
- Promote the company at all times – not verbally and/or by actions denigrate and/or jeopardize the company in any way;
- Observe health and safety policies and obligations, and co-operate with all procedures and initiatives taken by ISAT in the interests of work health and safety.

6. **RESPECT, INTEGRITY, ACCOUNTABILITY**

RESPECT

All staff are required to show consideration for other people by:

- treating colleagues, suppliers, contractors, community members, the general public in a non-discriminatory manner with proper regard for their rights, values and dignity.

- not discriminating, victimising, bullying or harassing based on a person's race, colour, creed, religion, national origin, citizenship, age, sex, sexual orientation, marital status, union membership or non-membership, mental or physical disability, or any other classification;
- not fighting in the workplace;
- not swearing and/or use of language and/or tone that is considered abusive in the workplace;
- acknowledging and complying with workplace delegation of authority and work directions;
- providing a safe and healthy workplace for yourself and others.

INTEGRITY

Integrity is about the intent or meaning of your actions.

Staff have a responsibility at all times to behave with integrity by:

- maintaining confidentiality during and after your engagement with ISAT of any confidential information, records or other materials acquired during your engagement with ISAT;
- disclosing any possible conflict of interest to your supervisor and remove yourself from any decision making processes;
- ensuring your behaviour reflects workplace and community expectations;
- being honest and fair in dealings with customers, clients, suppliers, co-workers, management and the general public;
- not using work time for private gain. If staff are required to leave the work premises for personal reasons they should advise their supervisor well in advance.

ACCOUNTABILITY

To ensure accountability staff are required to:

- continuously improve your performance in delivering services;
- utilise resources at your disposal in an efficient, responsible and accountable manner;
- provide responsive, effective and efficient services to stakeholders;
- deal with information gained as a result of your work only in accordance with the confidentiality requirements of the ISAT;
- respect ISAT's ownership of all of its funds, equipment, supplies, books, records and property;
- seek approval prior to using ISAT's equipment, property or consumables for private purposes.

7. ALCOHOL AND DRUGS

The possession or consumption of alcohol and illegal drugs is prohibited at work.

ISAT further acknowledges that the misuse, intentional or otherwise, of prescription and non-prescription drugs, medications and remedies may have detrimental effects rendering you unfit for work. If directed, you will obtain a certificate from a doctor that the drug will have no detrimental effect on the performance of your work duties.

For the purposes of absolute clarity and avoidance of any doubt, in this Policy, "drugs" means illegal drugs as well as the misuse of prescription and non-prescription drugs, medications and remedies of any kind.

Staff are expected to report to work unaffected by alcohol and/or drugs and in a condition capable of safely carrying out duties, complying with all workplace safety requirements.

If you are considered by ISAT (whose opinion shall be binding) to have attended work under the influence of alcohol or drugs, you will be stood down from duties while the matter is investigated. If the investigation finds you have attended work whilst under the influence of alcohol and /or drugs, and/or carrying detectable level of alcohol and/or illegal drugs in your body or on your person, this will result in immediate termination of your employment. You may be referred to the Police for further investigation.

8. SMOKING

Smoking in or about the Premises is prohibited (i.e. except in those areas which have been specifically designated for that purpose). The Premises includes all workplaces.

9. ABSENTEEISM AND ABANDONMENT OF EMPLOYMENT

All absenteeism must be authorised by your supervisor.

Where you require time-off for personal and/or compassionate leave, you must contact your supervisor before the commencement of the normal working day and advise your absenteeism. More than one-day's absenteeism for sickness requires a Medical Certificate.

If you fail to attend work for three consecutive business days without the authorisation of your supervisor, you will be considered to have abandoned your employment.

Abandonment of Employment is considered as you having resigned from your employment, effective as at the date of the first day of your absenteeism.

10. **IMPRISONMENT**

If, for whatever reason, you are lawfully detained or imprisoned for five or more consecutive days, your employment will be terminated.

11. **UNIFORM AND APPEARANCE**

As ISAT is a customer-focussed, service driven company, all staff must maintain a high standard of attire and personal appearance. The determination of appropriateness and standards in the following is at the discretion of the Managing Director and is absolute and final.

Clothing is to be clean, neat and a quality and presentation conducive to the role of the staff and appropriate to the high standard required. Revealing clothing is not allowed.

Personal footwear is to be appropriate to the high standard required. Thongs or similar footwear are not allowed.

Where ISAT provides you with a uniform:

- a) you must wear the uniform and maintain it to a high standard; and
- b) uniforms remain the property of ISAT.

All staff are to maintain a high standard of personal grooming/presentation at all times.

Hair is not to be coloured in un-natural tones (e.g. Purple, Blue, Pink, Green, etc.). Hair is to be appropriately cut and maintained. Mohawk, shaved, partly-shaved, etc. haircuts are not allowed.

With the exception of growing of a well-presented and maintained moustache/beard, which requires prior approval by the Managing Director, staff are to be clean-shaven at all times.

Staff are not to present with, or display, any form of tattoos and/or body art.

With the exception of one piercing in one ear (for male staff) or a maximum of two piercings in each ear (for female staff) for the specific wearing of an appropriate small stud/earring only, staff are not to present with, and/or display, piercings of any kind.

Personal jewellery (such as a necklace, chains, watch, bangles, rings, etc.) is to be appropriate to the high standard required.

12. **CONFIDENTIALITY**

During your employment, staff will have access to information about the business affairs of ISAT which is confidential or is commercially sensitive and which may not be readily available to competitors or the general public and which if disclosed could cause harm to ISAT.

To ensure understanding of "Confidential Information" the following definition is provided:

Confidential Information includes, but is not limited to, all information relating to the business, company or affairs of ISAT or its clients which includes, but is not limited to, intellectual property, client details, client lists, trade secrets, pricing structures, marketing strategies, precedents, systems, methods, contractual, pricing and financial arrangements and all other information regarding the affairs of ISAT which becomes known to the staff in circumstances where the staff knew or ought reasonably to know, or is directed that the information is to be treated as confidential.

Confidential Information is not to be provided to or shared with other staff where those other staff are not directly involved in the information being disclosed. Such disclosure requires the written authority of the Managing Director.

All staff during the period of employment and thereafter, shall:

- a) not divulge, convey or communicate to any person, firm or company, (whether directly or indirectly) any Confidential Information;
- b) keep secret all Confidential Information;
- c) take all reasonable precautions to prevent disclosure of any Confidential Information;
- d) not make any use whatsoever of the Confidential Information; and
- e) not copy or reproduce the Confidential Information or any part of it.

At the conclusion of employment (or upon request) staff must immediately cease using and deliver to ISAT all documents and materials (and all copies) comprising and/or relating to the Confidential Information.

ISAT will carry out electronic surveillance by any means available to ISAT, including (but not limited to):

- (a) accessing staff emails;
- (b) accessing staff electronic files;
- (c) accessing staff work computer and work phone; and
- (d) accessing records of internet usage by staff (including sites and pages visited, files downloaded, video and audio files accessed and data imputed).

All electrical devices (computers, iPad, phones etc.) provided by ISAT are the property of ISAT and issued to staff to carry out the business of ISAT only.

13. BREACHES

In accordance with ISAT's high standards, all staff must know and abide by this Code of Conduct Policy. No excuses will be accepted for any breach of this Policy. Disciplinary action can range from a formal warning through to instant dismissal. Illegal behaviour will be referred to the Police.

14. VARIATIONS

ISAT reserves the right to vary, replace or terminate this policy from time to time and in accordance with regulatory requirements, changes in legislation or at the company's discretion.

15. AUTHORISATION

Ana Paula da Costa Xavier
Managing Director