

## Code of Conduct

Remotek Pty Limited's Code of Conduct provides guidelines for managers and employees of Remotek Pty Limited in the performance of their duties. A full copy of the Code of Conduct is distributed with employment offers.

The Code of Conduct is relevant whilst on duty, in uniform and in some cases, during personal time. All employees should read the Code of Conduct in conjunction with their terms and conditions of employment.

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### Personal Responsibility

In order to achieve Remotek Pty Limited's vision of providing customers with world class service, it is vital that professional attitudes and behaviour are promoted by all staff.

#### Managers and Supervisors will:

- Reinforce Remotek Pty Limited's commitment to the highest standards in business and professional ethics;
- Respect every employee's dignity, rights, freedom and individual needs;
- Provide a working environment that is enjoyable, safe, challenging and rewarding;
- Recognise the work of each of their employees;
- Obey the law;
- Ensure every employee has a copy of, or access to a copy of, all relevant company policies.

#### Employees will:

- Treat clients, the public and fellow employees with honesty, courtesy and respect;
  - Maintain the confidentiality of all clients, the company or other parties;
  - Perform all duties to the best of their ability;
  - Perform their job in a safe, responsible and effective manner;
  - Ensure their personal, business and financial interests do not conflict with their duty to Remotek Pty Limited;
  - Read, understand and work within Remotek Pty Limited's policies, procedures and rules;
  - Ask for a copy of all relevant policies from their supervisor or manager.
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### Alcohol and Drugs

Remotek Pty Limited is committed to maintaining a drug free workplace. Consumption of alcohol that may affect public relations, safety in the workplace, or the safety of clients and other staff, or which may violate State drinking and driving laws, is unacceptable. The consumption of, or being under the influence of alcohol whilst on duty and/or travelling or driving may result in dismissal.

Abuse of alcohol and drugs can impair employee judgement, which may result in increased safety risks, employee injuries and poor decision making. Alcohol and drug testing is performed by random selection, post-accident and on reasonable suspicion.

Illegal drugs are unacceptable at all times. The consumption, sale of, or being under the influence of illegal substances whilst on duty, or on company property will result in dismissal and may be dealt with by the Police. Where prescription drugs are involved, employees must ensure that safety in the workplace is not affected and that any potential performance impairment is properly managed.

It is the responsibility of all employees to read, understand and comply with all rules and procedures as set out in the Code of Conduct.

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## Behavior

All employees must behave in a polite, respectful, cheerful and helpful manner towards clients and other staff at all times.

It is the responsibility of all employees to read, understand and comply with all rules and procedures as set out in the Code of Conduct.

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## Company Property

### All employees must:

- Take good care of all company property including vehicles, tools, uniforms, machinery and staff passes;
- Not remove company property from Remotek Pty Limited's premises without proper authorisation;
- Report all property damage, losses and evidence of theft to your Manager / Supervisor immediately.

**NB:** Any loss or malicious damage caused by an employee will be charged to that employee at replacement cost.

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## Customer Service

Our clients and the service we provide for them, determine the success or failure of our business. In dealing with our clients each of us can make an impression that will influence their experience and their perception of Remotek Pty Limited.

### All employees must ensure that:

- Their clients feel they can relate their problems to them and will receive professional understanding in return;
- Managers and employees deliver what they promise when they promise it;
- Services and support meet the clients' needs and that they are delivered as expected;
- Clients are made aware of the company's services and facilities and understand how they can best access and enjoy them;
- Managers and employees use their knowledge and skills to enhance customer experience.

### All employees should:

- Avoid arguments and confrontations with clients;
  - Refer difficult situations to a supervisor or Helpdesk Support.
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## Grievances

All employees should report any grievances to their supervisor in the first instance. If they do not feel the matter has been satisfactorily dealt with, they should refer the grievance to their manager. If a suitable remedy is not forthcoming, they should speak confidentially with their Department Manager.

**NB:** A copy of the formal grievance procedures can be obtained from your supervisor.

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## Grooming and Appearance Expectations

In order for Remotek Pty Limited to present a positive, professional image, your personal appearance must be clean, neat and tidy at all times.

All employees must ensure that they comply with the following rules at all times whilst on duty or in uniform.

### Hair

- Must be kept clean, neat and well groomed at all times.
- Must not be worn in radical colours or styles (e.g. Mohawks or dreadlocks)
- Male hair length must be no longer than the top of the shirt collar and trimmed at the front and sides.
- Females with below collar length hair must tie it back whilst on duty, where safety or health and cleanliness are a consideration of their workplace, or when directed by their manager or supervisor.

### Facial Hair

- Males must be clean-shaven or facial hair must be kept trimmed neatly at all times.
- Beards and moustaches may not be grown after the start of employment.

### Jewellery

- Earrings - one single earring (no larger than a five cent piece) or ear stud per ear may be worn. Any other visible body piercing jewellery is strictly prohibited.
- Where rings are worn, they must be limited to two per hand. May only be worn when safe to do so.
- Where neck jewellery is worn, it should be appropriate to the employee's position, or worn under garments.
- Where safety or health and cleanliness are a consideration, you must remove jewellery when directed by your supervisor or manager.

### Tattoos

- Visible tattoos are strictly prohibited.

### Fingernails

- Fingernail length must not interfere with job performance.
- If nail polish is worn, it must be either clear or pale in colour.

### Uniforms

- Uniforms must be neat and clean at all times and worn as directed by the manager or supervisor in charge.
- Employees may only wear their uniforms on days when they are rostered for work and then only at the appropriate time and in the appropriate place as directed by their manager or supervisor.

**NB:** If in doubt about any of the above, employees should check with their manager or supervisor or Human Resources.

These standards must be maintained throughout employment with Remotek Pty Limited.

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## Non-discrimination

Management is committed to equal opportunity for all its employees and clients. Discrimination based on race, colour, religion, gender, age, marital status or disability is illegal. Do not discriminate against or harass anyone in the workplace.

Sexual advances or comments, racial or religious 'jokes or slurs', or any other conduct that is or may be regarded as intimidating or offensive will not be tolerated.

**NB:** Recruitment, promotion and other conditions of employment or career development will be based on individual merit. Unethical means of achieving performance will not be condoned or rewarded.

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## Occupational Health and Safety

Workplace safety is your responsibility.

All employees must adhere to the following rules:

- Take reasonable care for all persons in the workplace.
  - Cooperate with Remotek Pty Limited management to comply with all appropriate legislation.
  - Do not intentionally or recklessly interfere with or misuse anything provided in the interests of safety.
  - Follow safe work practices and encourage others to do the same.
  - Know and comply with specific safety regulations affecting your position.
  - Do not put yourself in danger.
  - Wear appropriate clothing and any supplied personal protective equipment.
  - Use all safety devices.
  - Report any hazards such as unsafe equipment, working conditions or work practices to your supervisor. Complete a Hazard ID form and give to your Manager/Supervisor.
  - Report all incidents and accidents.
  - Make suggestions for improved work safety to your supervisor or the HS&E Manager.
  - Report any injury immediately to your supervisor or Helpdesk Support.
  - Know the location of phones, first aid kits and fire extinguishers and know how to use them.
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## Smoking

Environmental tobacco smoke contains a number of airborne contaminants and employers are required to take preventative steps to ensure that overall air quality at a workplace does not endanger the health, safety or welfare of any employees.

There are designated smoking areas for staff. When on duty or in uniform you are only permitted to smoke in these areas.

It is the responsibility of all employees to read, understand and comply with all rules and procedures as set out in the Smoking Policy.

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## Staff Identification Pass

### All employees must:

- Carry their Identification pass at all times whilst on duty;
  - Present their identification pass immediately if requested by an authorised person, or risk disciplinary action;
  - Return their identification pass on termination of employment, as it remains the property of the company.
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