

Code of Conduct

Code of conduct

The Code of Conduct ('Code') relates to Skillset Limited ('Skillset') and, where relevant, operates in conjunction with other policies relating to minimum standards of behaviour and conduct, the Contract of Employment or Contract for Services.

Commencement of the code

This Code will commence from 1st May 2017. It replaces all other codes of conduct of Skillset, if any (whether written or not).

Scope

The Code applies to all employees, agents and contractors (including temporary contractors) of Skillset, collectively referred to as "Workers".

The Code does not form part of any person's contract of employment. Nor does it form part of any other Worker's contract for services.

Purpose

Skillset recognises the importance of a work environment, which actively promotes best practice. The purpose of this Code is to describe the standards of behaviour and conduct expected from Workers in their dealings with customers, suppliers, clients, co-workers, management and the general public.

Skillset expects all Workers to observe the standards set out in this Code. Compliance with this Code is expected and non-compliance may result in disciplinary action including the termination of employment or contract for services.

The code requirements

All Workers are expected to observe the highest standards of ethics, integrity and behaviour during the course of their employment or engagement with Skillset. This Code provides an overview of Skillset's fundamental business values. It is by no means exhaustive, but summarises some of Skillset's most important policies, which are based on standards that underlie business ethics and professional integrity, standards that apply to all Workers.

As representatives of Skillset, all Workers are expected to conduct themselves in a professional and courteous manner and observe the following standards of behaviour both inside the workplace and outside the workplace where the Worker can be perceived as representing Skillset:

- a) Comply with all laws, policies, procedures, rules, regulations and contracts.
- b) Comply with all lawful and reasonable directions from Skillset.
- c) Be honest and fair in dealings with customers, clients, suppliers, co-workers, management and the general public.

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- d) Display the appropriate image of professionalism at the workplace. Wear the required uniform, safety equipment or work clothes, and if a Worker wears their own clothes, ensure their appearance is neat and tidy.
- e) Treat customers, clients, suppliers, co-workers, company management and the general public in a non-discriminatory manner with proper regard for their rights and dignity. In this regard, discrimination, victimisation or harassment based on a person's race, colour, religion, national origin, age, sex, sexual orientation, marital status, family responsibilities, pregnancy or potential pregnancy, union membership or non-membership, mental or physical disability, or any other classification protected by law will not be tolerated.
- f) Promptly report any violations of law, ethical principles, policies and this Code.
- g) Maintain punctuality. If a Worker is late or cannot report for work, please telephone and let the supervisor know as soon as possible.
- h) Do not use work time for private gain. If a Worker is required to leave the work premises for personal reasons they should advise their Manager well in advance.
- i) Skillset has a legitimate interest in the private activities of Workers where such activities may bring disrepute upon Skillset in its relationships with customers, clients, suppliers, and the general public at large and may possibly call the Worker's fitness for continued employment or to provide services into question.
- j) Maintain and develop the knowledge and skills necessary to carry out duties and responsibilities.
- k) Observe health and safety policies and obligations, and co-operate with all procedures and initiatives taken by Skillset in the interests of work health and safety.
- l) Be truthful in all dealings with persons encountered at the workplace. Workers must not make false or misleading declarations during the performance of their duties or when providing services on behalf of Skillset. A declaration can be considered to be misleading if information is omitted or presented in a manner that enables a misleading view of the situation to be formed. This including failure to comply with reporting requirements and falsifying records and other documents.
- m) Refrain from any form of conduct which may cause any reasonable person unwarranted offence or embarrassment or give rise to the reasonable suspicion or appearance of improper conduct or biased performance.
- n) Not act for an improper or ulterior purpose to the detriment (whether perceived or actual) of Skillset.
- o) Workers must not abuse the advantages of their position for private purposes, or solicit or accept any gift or benefit in connection with their employment or engagement which might compromise, or be seen to compromise their integrity or Skillset's reputation.
- p) Respect Skillset's ownership of all of its property including but not limited to funds, equipment, supplies, books, records and confidential information (however described).

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- q) Maintain during employment with Skillset and after the termination of employment, the confidentiality of any confidential information, records or other materials acquired during the employment with Skillset.
- r) While employed at Skillset, not accept any employment with another organisation that is a supplier or competitor of Skillset, or any other employment that is in conflict with your position at Skillset.
- s) Not make any unauthorised statements to the media about Skillset's business (requests for media statements should be referred to the line manager).
- t) Do not fight in the workplace.
- u) Do not use inappropriate language in the workplace.
- v) Never report for work in circumstances where there is a risk that you could be affected by or 'under the influence' of illicit drugs or alcohol (eg. if you have ingested or otherwise taken drugs or alcohol the night before or in the period leading up to your next work period). If a Worker is taking prescription medication, they must inform their manager at the commencement of their working day. Workers may be required to produce medical evidence to prove their medication does not affect their capacity to perform their duties in a safe manner without harm to themselves or others.
- w) Do not smoke during working hours unless it is during prescribed breaks and within designated areas.

Issues for managers and supervisors

Managers and supervisors should:

- a) Promote a team spirit.
- b) Maintain confidentiality so far as is reasonably practicable when conducting investigations into grievances and disputes.
- c) Avoid bias in decision-making.
- d) Ensure compliance with procedures when carrying out counselling and discipline.
- e) Exercise objectivity when administering rewards or discipline.
- f) Not condone, permit, or fail to report any breaches of the Code as outlined above by Workers under their supervision.

Breaches of this code

A breach of this Code may lead to disciplinary action including, but not limited to, termination of employment or services.

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Variations

Skillset reserves the right to vary, replace or terminate this Code from time to time.

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