

POLICY NUMBER: POL004:1**POLICY TITLE: CODE OF CONDUCT AND BEHAVIOUR**

Supersedes: Nil

Release Date: December 2017

Review Date: December 2018

1.0 PURPOSE AND SCOPE

Our behaviour within the workplace can contribute positively to creating a productive and harmonious environment in which Skillset Limited staff can be inspired and achieve their full potential. However, when behaviour is inappropriate or dysfunctional it can have serious consequences on productivity, job satisfaction and on the physical and psychological well-being of all staff. The Skillset Limited Code of Conduct (referred to as “the Code” therein) sets out the behaviour or conduct expected of all staff at all locations and in all situations. All members of Skillset have a duty of care to each other and must comply at all times with the Code. Skillset aims to prevent and minimise behaviour which may adversely affect the harmony of the workplace and/or cause harm or injury to others.

The Code applies to all Skillset employees and relates to the behaviour of employees towards each other and others we interact with (including clients and contractors).

This Policy aims to assist employees, supervisors and managers to recognise workplace behaviour or conduct that is not appropriate and to take action to address this behaviour.

2.0 POLICY

2.1 Principles of Workplace Behaviour

The Code describes how employees should treat other members of the Company and the clients and contractors we work with. In summary, the Code requires that employees model professional behaviour and standards of conduct and therefore behave:

- lawfully
- professionally
- honestly
- respectfully
- equitably
- responsibly
- productively
- safely
- ethically
- fairly
- impartially
- with sensitivity to their rights
- in the interests of the Company

Elements of the Code are elaborated further within other Company policies and procedures including:

- Company policy SLPOL008 “Equal Opportunity Policy”
- Company policy SLPOL006 “IT, Internet, Email & Social Media Policy”
- Company policy POL0002 “Work, Health and Safety Policy”
- (HR/WHS Policy POL002- Workplace Bullying)

Authorised by: Craig Randazzo

Position: CEO

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Behaviour or conduct which is not consistent with the Code is unacceptable and will not be tolerated at Skillset. Employees, supervisors and managers have a responsibility to take action in relation to unacceptable behaviour.

Reports or complaints of unacceptable behaviour will be taken seriously by Skillset Limited and handled in a confidential, impartial and fair manner, taking into account the principles of procedural fairness. Skillset Limited is obliged to take action when it becomes aware of unacceptable behaviour which may have an adverse effect on the well-being of employees.

2.2 Unacceptable Workplace Behaviour

Unacceptable workplace behaviour is inconsistent with the behaviour described in the Code. Differing social and cultural standards may mean that behaviour that is acceptable to some, may be perceived as unacceptable or unreasonable to others. In determining whether behaviour is acceptable or reasonable, consider what a “reasonable person” would judge to be unacceptable or unreasonable having regards to the circumstances. The information below provides further guidance on what is unacceptable workplace behaviour at Skillset Limited.

2.2.1 Examples of Unacceptable Workplace Behaviour

Behaviour which would be considered unacceptable includes (but is not limited to) the following:

- Aggressive or abusive behaviour such as threatening gestures or actual violence or assault
- Verbal abuse (for example, yelling, screaming, abusive or offensive language)
- Being under the influence of illicit drugs or impaired by alcohol
- Unsafe work practices or behaviour which may harm staff member or others
- Bullying, harassment or intimidation
- Stalking
- Unwelcome physical contact including that of a sexual, intimate or threatening nature
- Teasing, name calling or ridicule or making someone the ‘brunt’ of pranks or practical jokes
- Withholding approval for or denial of requests maliciously, discriminatorily, unfairly or without basis
- Excluding or isolating individuals
- Undermining performance, reputation or professionalism of others by deliberately withholding information, resources or authorisation or supplying incorrect information
- Malicious or mischievous gossip or complaint
- Abusive or harassing notes, emails, telephone calls, text messages, etc during or after working hours
- Belittling opinions or unreasonable and unconstructive criticism
- Offensive gestures and behaviour
- Stealing or misuse of Company resources
- Viewing inappropriate images or pornography in hard copy or electronically

2.2.2 Definition of Bullying

“Bullying” is defined as repeated less favourable treatment of a staff member by another person or others which is considered unreasonable and inappropriate. It includes behaviour which intimidates, offends, degrades, humiliates, undermines or threatens. Bullying may take place in private or in front of others. Whether or not the person responsible for the behaviour intends to harm, the effect of the behaviour is harmful. A single incident of bullying behaviour is unacceptable workplace behaviour and will not be ignored or condoned.

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2.2.3 Legitimate Management or Administrative Action

Legitimate management or administrative action delivered in a reasonable manner is not deemed to be bullying or another form of inappropriate workplace behaviour. Examples of legitimate action include (but are not limited to):

- Occasional differences of opinion or lively constructive debate
- Constructive timely feedback which identifies performance issues or problems or management of unsatisfactory performance
- Setting reasonable performance objectives, expectations and standards, deadlines or directions
- Refusing requests on the basis of objective criteria and/or reasonable judgement
- Legitimate and reasonable allocation or re-allocation of work.

2.3 Responsibilities of Employees

Every employee has a responsibility to ensure that their behaviour is consistent with this Code and to take appropriate action when they directly experience or observe behaviour which they consider to be inappropriate. Such action may include keeping a factual record of the incident (e.g. the date, time, nature of behaviour, what was said, witnesses, etc.) and:

- i) seeking confidential information and advice from Senior Management and/or Manager – HR & Quality.
- ii) advising the person responsible for the behaviour that their behaviour is inappropriate and ask them to stop behaving in that way. This action should be taken if the staff member is comfortable with interacting directly with the person responsible for the behaviour. This could solve the problem, particularly if the person responsible for the behaviour is unaware of their behaviour or the way it affects others.
- iii) reporting the behaviour to the line manager within the work unit or other senior member of staff.

The employee may, if they choose, seek advice, assistance and/or representation from an external representative of their choice.

The staff member accused of inappropriate behaviour may also seek assistance and advice from their supervisor or the sources identified above. The staff member should be willing to discuss and, if appropriate, address the behaviour under question to achieve resolution. The staff member may also, if they choose, seek advice, assistance and/or representation from an external representative of their choice.

2.4 Responsibilities of Supervisors, Managers and Senior Management

Supervisors, Managers, Senior Managers and ultimately the CEO have an obligation to consistently 'lead by example'. Additionally, they are responsible for the smooth functioning of their work areas and physical and psychological well-being of their employees. They have a key role to play in informing employees of appropriate standards of behaviour within the workplace and must take action when inappropriate behaviour comes to their attention (either through their own observation or through the reports or complaints by others).

Supervisors should be alert to the possibility of problems with workplace behaviour and should monitor indicators such as absenteeism, turnover and staff survey feedback, and provide their staff with opportunities to raise concerns about behaviour in the workplace.

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Supervisors, Managers and Senior Managers who have concerns about behaviour within their workplace should seek confidential information and advice from the Manager HR & Quality.

Supervisors, Managers and Senior Managers should be mindful of the impact that inappropriate behaviour may have on the parties involved as well as others within the work area at all times.

3.0 NON-COMPLIANCE

Failure to comply with the Policy may result in disciplinary action, up to and including the termination of employment.

Authorised by: Craig Randazzo

Position: CEO

Date: December 2017