

# CODE OF CONDUCT

Highpoint is committed to providing high quality service in all aspects of its business. Highpoint has developed a Code of Conduct that identifies the ethical standards expected of all employees, contractors and subcontractors during any business activity. (Employees, contractors and subcontractors are referred to as 'employees'.)

## 1. RESPECT FOR PEOPLE

All employees will show the utmost respect for individuals by:

- Demonstrating honesty and fairness
- Treating others with dignity and respect, not harassing or unlawfully discriminating against them
- Acting impartially and without favoritism
- Being tolerant and listening to other views and ideas
- Being helpful to clients, providing relevant information about products, services, policies and procedures
- Maintaining confidentiality and privacy in accordance with Highpoint Access & Rescue policies and procedures
- Applying natural justice in all decisions affecting the rights or entitlements of other people

## 2. RESPECT FOR THE LAW

All employees will:

- Abide by State and Commonwealth legislation
- Act in the best interests of Highpoint and their clients
- Obey all common laws

## 3. DILIGENCE

All employees will:

- Perform their duties with care and attention
- Not perform work that is unsafe
- Seek to achieve high standards of performance, professionalism and responsiveness to clients and their representatives
- Adhere to all Highpoint policies and procedures
- Avoid behaviors that may compromise others

- Use all Highpoint and client (where applicable) resources and equipment appropriately and for proper purposes. This includes tools, equipment, your time, e-mail, messaging, internet access and mobile phone usage.

## 4. INTEGRITY

- Act in an honest, trustworthy, reasonable and lawful manner in their dealings with other clients and members of the public
- Not use their power, position or equipment for improper purposes
- Not receive any gift or benefit of more than nominal value relating to their work
- Avoid any behaviour that would be expected to damage the perception of Highpoint within the industry/community

## 5. CONFIDENTIAL INFORMATION

Employees, contractors and subcontractors will not disclose directly or indirectly any confidential information to any person without the prior written approval of Highpoint, this includes but is not limited to photo's taken at client sites.

## 6. PRESENTATION

When representing Highpoint employees will:

- Wear clothing/PPE appropriate to the activity being undertaken
- Present themselves in a manner that will reflect the professionalism of Highpoint
- Not be permitted to consume alcohol or use non-prescription drugs during any business activity
- Present themselves in a fit state for work and being aware of Highpoint's policy on alcohol and other drugs.
- Not be permitted to smoke during specific activities including those which require the wearing of a harness or the use of synthetic height safety equipment

## 7. "CHALLENGE BY CHOICE"

**PRINCIPLES (Instructional Courses)** During courses/ programs, Highpoint Instructors will advise and reinforce to participants:

- That they will respect their decision to withdraw from an activity, if they are not comfortable
- To discuss their decision to ensure the Instructor has an opportunity to provide further information and/or correct any misunderstanding that may have influenced their decision to withdraw from the activity
- That they will not be pressured/forced to undertake an activity. The decision to participate is theirs.
- That they will be advised if the activity is a compulsory requirement of the course

## 8. DISCLOSURE

Highpoint employees will not disclose information regarding Highpoint business activities to any other party without appropriate authorisation from Highpoint directors. I acknowledge that it is my responsibility to:

- Report (to a Director) information about suspected breaches of this Code, the law or Highpoint policies and procedures; and
- Make disclosures in good faith. This means that you must make the disclosure with a genuine belief in its truth.

Any disclosure of a breach of the Code will be taken seriously and investigated appropriately. If you make a disclosure in good faith, you will not be disadvantaged personally or in your employment, even if the conduct reported is later found not to be a breach of this Code.

Making an intentionally false or misleading disclosure may breach this Code, which may result in disciplinary action being taken. In signing, I acknowledge that I have read, understand and accept the conditions outlined above.

Failure to observe the obligations contained in the "Code of Conduct" or any Highpoint Policy and Procedure document may result in disciplinary action.

Disciplinary action may include, but not be limited to:

- A fine or revoking of wages
- Suspension from further employment and dismissal from Highpoint

Name

Signature

Date

Rob Stringer

Director

Reviewed:

01 FEBRUARY 2018

Trading as:



ABN 91 022 147 723  
ACN 103 403 710