



HR POLICY

HA-HR-POL-001

CODE OF CONDUCT POLICY

DOCUMENT CONTROL

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1. PURPOSE

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.)

2. RESPECT FOR PEOPLE

All employees will show the utmost respect for individuals by:

- Demonstrating honesty, fairness and equity;
- Treating others with dignity and respect, not harassing or unlawfully discriminating against them;
- Acting impartially and without favouritism;
- Valuing diversity, 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.

3. RESPECT FOR SAFETY, SECURITY AND ENVIRONMENT

Safety, security and sound environmental practices are the responsibility of all. Our people have a duty to minimise the potential of accidents, injuries and ill health, and the impact on the environment.

- Not perform work that is unsafe. Observe all rules, procedures and approved methods of work.
- Report all environmental incidents and complaints promptly.
- Report all unsafe work practices or conditions and workplace injuries promptly.
- Wear Personal Protective Equipment/Clothing in accordance with Highpoint safety requirements.
- Observe all local security procedures, such as procedures for entry to Highpoint premises, and those of our clients.
- Assess environmental and safety risks when planning and undertaking work.
- Report to work in a fit and ready state to perform your duties.
- Ensure your personal use of alcohol and drugs or other substances, does not affect your ability to safely and effectively carry out your duties in accordance with the Highpoint Drug and Alcohol Policy.
- Observe and work in accordance with the Highpoint Fatigue Policy.
- 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.

4. RESPECT FOR THE LAW

All employees will:

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

5. DILIGENCE

All employees will:

- Perform their duties with care and attention;
- Seek to achieve high standards of performance, professionalism and responsiveness to clients and their representatives;
- Adhere to all Highpoint policies and procedures;
- Avoid behaviours 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.

6. INTEGRITY

All employees, contractors, subcontractors will maintain and enhance client confidence in their position, and Highpoint as an organisation at all times. Employees, contractors, subcontractors will:

- 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;
- We identify conflicts of interest and manage them responsibly;
- Avoid any behaviour that would be expected to damage the perception of Highpoint within the industry/community.

7. 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, photos taken at client sites.

8. 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.

9. “CHALLENGE BY CHOICE” PRINCIPLES

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.

10. 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 is outlined in Highpoint's Performance Management Policy, it may include, but not be limited to:

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

Name

Signature

Date

11. REVISION HISTORY

Revision Date	Section/Paragraph	Amendment