



Code of Conduct.

Just Focus Pty Ltd

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Policy

This code requires every worker, whatever their job, to observe the Guidelines set out below, and to show commitment to Just Focus in return for its commitment to them.

It provides a clear guide to appropriate workplace behaviour.

Commitment

To demonstrate our commitment to Just Focus we:

- ensure our actions do not bring Just Focus into disrepute
- disclose and resolve any conflicts of interest
- refrain from canvassing private business during work hours
- do not disclose confidential information, or use information for our own personal gain
- refuse inappropriate gifts and benefits from customers or suppliers
- only transact and approve expenditure for which we are authorised
- do not abuse, deface or wilfully damage Just Focus property.

Respect for Others

In dealing with customers, suppliers, and other workers, we:

- do not use language or behaviour that offends, harasses, or unfairly discriminates
- observe the smoke-free workplace policy
- do not work when affected by alcohol or recreational drugs
- abide by all safety rules and procedures operating within Just Focus and comply with all relevant Federal and State occupational health and safety laws to provide a safe and healthy workplace for yourself, your fellow workers and visitors
- Comply with all reasonable requests from customers suppliers and other workers in relation to workplace health and safety.

Customer Service

When dealing with internal and external customers we:



- are honest, courteous and helpful
- actively consult with and listen to the customer
- provide prompt attention, accurate information and meet commitments
- ensure our appearance is neat, clean, and appropriate to the job, wearing a uniform if required
- communicate clearly and concisely with our customers in matters affecting their installation
- keep our promises and commitments, and not make promises or commitments that we are unable to reasonably keep.

Teamwork

We work together towards our goals by:

- being punctual and only leaving early after gaining prior approval
- reporting and accounting for any absences
- following lawful and reasonable instructions
- providing guidance and feedback to one another
- actively learning from one another and seeking assistance when required
- sharing relevant information
- observing safe working practices and reporting hazards, accidents, injuries, and unsafe practices
- following procedure and instructions in the case of emergency.

Results

To ensure the quality of our work, we:

- observe the spirit and letter of the law, and Just Focus policies governing our work
- work to the best of our ability, giving proper attention and care to the job
- use materials, equipment and other resources wisely, and prevent their misuse.

Misconduct

Misconduct is action or behaviour which is contrary to the employment contract and thus code of conduct which will be investigated and may result in disciplinary action being taken. Conduct may also include but is not limited to:

- breach of safety procedures;
- stealing;
- violence;
- sexual harassment;
- neglect of duty;



- fraud such as deliberate misrepresentation of time sheets, purchase documents, store, documents, etc.;
- being under the influence of alcohol or illegal substances and non-declared prescription drugs capable of inhibiting our ability to work; and
- malicious damage of assets and deliberate damage to workers property
- inappropriate behaviour towards either a customer or member of the public.

Note: Workers should make every effort to adhere to procedures; failure to ensure these procedures are carried out may result in disciplinary action being taken. If it is alleged that a worker has conducted themselves in a manner as outlined above, we will apply the breaches procedure.