

Code of Conduct Policy

This policy outlines the general standards of professional and personal conduct expected of you whenever you are on Froth Build business, dealing with other staff and clients or acting as a representative of Froth Build.

We all have different jobs to do and will deal with a wide range of different people and situations. That makes it impossible to describe in detail how you should act in relation to every aspect of your working life. This policy therefore sets out a broad framework which will underpin our culture and which you should apply to guide your conduct in the diverse situations you encounter.

Responsibilities

We all have a responsibility to:

- be familiar with, and comply with, all Froth Build policies
- be a role model for the standards of conduct identified in this policy, and encourage others to act similarly, and
- report behaviour that may be contrary to this policy.

Also, if you are engaging someone to perform work for Froth Build (for example, an independent contractor), or to represent Froth Build, you must ensure the person is required to comply with all Froth Build policies relevant to the tasks the person will perform.

If you are a manager, you are also responsible for:

- encouraging your team to comply with all Froth Build policies
- investigating any possible breach of any Froth Build policy:
 - by your team, or
 - in any situation where there is any risk to health or safety,
- if you identify a breach of any Froth Build policy, ensuring appropriate steps are taken to address the breach, provided you can do so safely. Any possible breach which cannot be satisfactorily resolved safely and promptly must be:
 - if you believe anyone's personal health or safety is at risk, or significant property damage is likely, immediately reported to police or any other appropriate authority, and
 - in all cases, promptly reported to a senior manager.

Standards of conduct

You are expected to:

- be honest
- be open in your communications
- treat everyone you deal with fairly, and with courtesy, dignity and respect
- strive to work efficiently and effectively while maintaining the highest standards of quality in your work
- be punctual – for example, arrive in time to be ready to start work at your scheduled start time, and to start scheduled meetings with staff or clients at the appointed time
- dress and present yourself in a manner that is appropriate to your role, for example ensure your appearance is neat and tidy, and wear a uniform if required

- support other staff and be a team player
- strive to ensure Froth Build meets its contractual obligations, and its other legal obligations
- observe the letter, and the spirit, of the law
- comply with all Froth Build policies
- comply with all reasonable directions given by Froth Build
- work to promote the Froth Build's best interests and good reputation
- avoid making statements or doing anything that brings Froth Build into disrepute
- not make any statement to the media, or other public statement on Froth Build's behalf, without Froth Build's approval
- avoid placing yourself in any position where you have a conflict of interest, or where it is reasonably foreseeable a conflict of interest may arise in the future, except with Froth Build's specific permission in writing. For example:
 - do not participate in recruitment of a new employee if you are related to an applicant, and
 - do not agree to conduct work for anyone else, so as to avoid owing obligations to another employer which conflict with your obligations to Froth Build
- if you believe Froth Build may be breaching the law or acting unethically, or that anything unlawful is occurring on Froth Build's premises, promptly report that to your manager or the Director.

Consequences of breach

Breach of this policy, or any other Froth Build policy, may result in disciplinary action against you. Disciplinary action may include:

- (a) an informal warning
- (b) a formal warning
- (c) being required to attend and successfully complete training
- (d) being required to attend counselling
- (e) demotion, and
- (f) dismissal.

The consequences of a particular breach will depend on the nature, severity and other circumstances of the breach. Nothing in any Froth Build policy limits or prevents Froth Build from exercising any legal right it has to dismiss or otherwise discipline a staff member at any time.

Serious misconduct

You commit serious misconduct if you:

- cause a serious and imminent risk to the health or safety of any person
- are under the influence of alcohol or any other drug, such that your ability to function is so impaired that you are unfit to perform your work (including any new work you may be asked to perform), when at work
- in the course of your employment, commit any theft, fraud or assault

- refuse to comply with a lawful and reasonable instruction which is consistent with the terms of your employment
- cause a serious and imminent risk to Froth Build's reputation, viability or profitability, or
- wilfully or deliberately behave in any other way that is inconsistent with continuing your employment.

Serious misconduct will not be tolerated, and may be grounds for immediate dismissal without notice.

Complaints

Complaints about a breach of any Froth Build company policy, or any other work-related matter, may be made to:

- your manager; or
- the Director

Additional information

Froth Build may vary or remove this policy from time to time.