



# Code of Conduct

January 2022





# Introduction

The Club Assist Code of Conduct is one of the key ways at Club Assist that we ensure each day that our actions and behaviours are lawful, build trust with our key stakeholders, treat people fairly, and continue to deliver excellent business outcomes. The Code of Conduct sets out expectations regarding how values are integrated into the workplace, what responsibilities people carry while working at Club Assist, and how we make good decisions while working for, and representing Club Assist.

## Who this Code of Conduct applies to

This Code of Conduct applies to all employees of Club Assist, as well as any contractors, temporary appointments through third parties, and vendors engaged by and working with Club Assist. Basically anyone who is engaged with Club Assist to work for and/or on behalf of Club Assist is required to follow this Code of Conduct.



# Values

Club Assist has created a set of values that embody what it means to be successful at Club Assist. These values underpin everything that is great today about Club Assist, and everything that will be great into the future as we grow from strength to strength as a company and individuals. It is expected that everyone understands and follows the spirit and intent behind these values.



## WE CAN

- We bring a 'can do' attitude, and the desire to succeed.
- We embrace change, innovate and seek solutions.
- We try new things. And if we fail, we learn and grow.

## WE DO

- We do the right thing, because that's who we are.
- We get the job done together. And we focus on results, big and small.
- We're accountable to each other, and do the best we can.

## WE CARE

- We're people-first. We start with safety, respect and understanding.
- We work with resilience and pride - what we do matters.
- We offer to help - and we ask for help too.





# Safety, wellbeing and security

Club Assist places the physical and psychological safety, wellbeing, and security of its people, its stakeholders, and the broader community first above everything else. We act to ensure people feel safe within their work environment. We provide a working environment which fosters people speaking out and voicing their opinion and reporting inappropriate behaviours without fear of recrimination or victimisation.

It is expected that everyone understands the Club Assist Safety Management System and what their role is in this system. Roles and responsibilities in the Safety Management System are defined by the Health and Safety Policy framework, starting with the Club Assist Health and Safety Policy, which defines Club Assist's approach to Health and Safety.

Following Health and Safety policies at Club Assist is non-negotiable. These policies are created following risks assessments and consultation in the workplace and are in place to ensure that Club Assist remains a safe place for all. Everyone has a role to play in creating a safe work environment, and it is through working together that we ensure we keep people safe. This includes people speaking up if they have concerns about Health and Safety to management and/or incident reporting channels. Anyone should feel comfortable raising a Health and Safety concern, and there will never be any adverse action taken or tolerated against someone for raising a legitimate Health and Safety concern.



# Everyone's responsibilities

At Club Assist there are some expectations of behaviours. It is essential that everyone aligns with these expectations, which include that you:

- Not act in a way that puts anyone's Health & Safety at risk;
- Follow all laws and regulations, and never place Club Assist or an individual in a situation where they are at risk of breaching a law or regulation;
- At all times act in ways that align to our values, are in good faith towards, and in the best interests of Club Assist;
- Comply with all Club Assist policies and procedures;
- Look after and protect company assets, intellectual property, and the integrity and security of Club Assist data and systems;
- Perform any work you undertake to the best of your abilities and in accordance with any reasonable direction.

## Manager's responsibilities

Leaders and Managers at Club Assist carry with their role some important additional responsibilities. In undertaking the critical role of leadership and management of other people it is expected that you:

- Set an appropriate Health and Safety standard within your teams and the broader organisation. You should not compromise on Health and Safety;
- Ensure that you treat staff reasonably and fairly in discharging your managerial duties. Your conduct and decision making should be impartial, free from favouritism and promote equality and meritocracy within the workplace;
- Be a positive role model for the Club Assist values, and demonstrate these values through your actions.

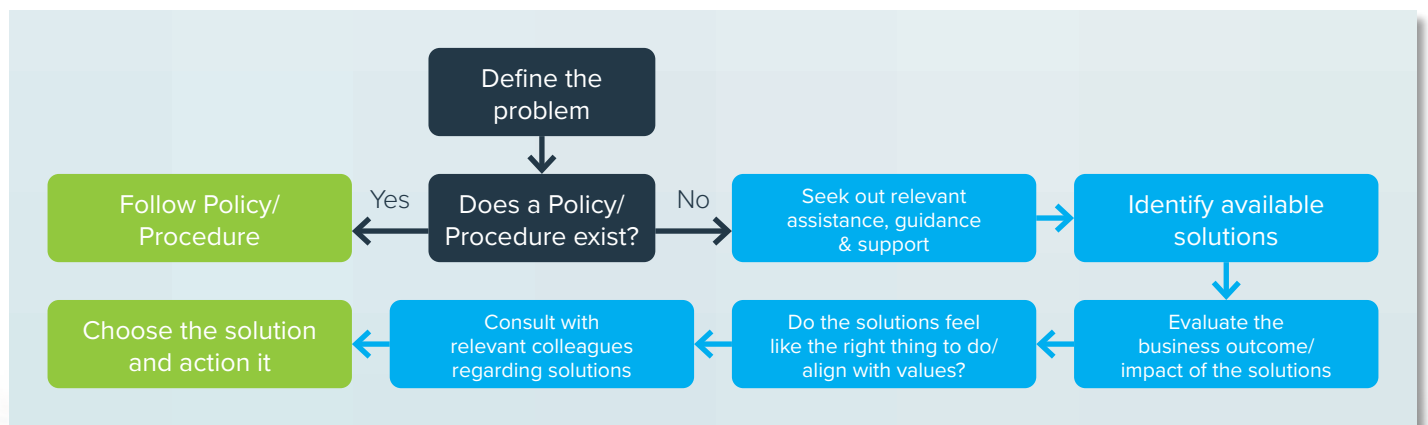




# Making good decisions

Every day at Club Assist, people in every role make decisions about how to act or respond in any given situation. It is important that the best possible decisions are made in the circumstances. Club Assist has developed a number of policies and procedures that help in guiding people on how to act in a specific situation. Of course, it is not practical or even possible to have a policy or procedure for every specific situation or decision people need to make during their day. As a result, Club Assist has a decision-making framework that is part rules-based,

part values-based decision making. Our intent is always to make the best decision with the available knowledge that can be gleaned in any situation – we seek to understand. Our people are empowered to make decisions within the context of the organisational framework and their delegated level of authority. As a guide when facing situations that require a decision and action within their level of delegated authority, everyone should apply the following broad framework as a guide to assist them:





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