



SITE SERVICES
HOLDINGS

CODE OF CONDUCT

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1. INTRODUCTION

The purpose of the Code of Conduct is to:

- Ensure that all Site Services Holdings staff work in an atmosphere where the culture, environment, behaviours and ways of working reflect the values at all times.
- Outline your rights as an employee and the expectations the company has of you, by describing the standards of behaviour employees should adopt in relation to colleagues, clients, partners and members of the public.
- Help achieve high standards of behaviour so we can be an organisation our employees are proud to work for.
- Describe examples of what actions and behaviours are not acceptable.
- Provide a framework to uphold, and ensure adherence to, the Values.
- As an employee of Site Services Holdings you are expected to work within and uphold the company's core values of safety, innovation, integrity, solutions and purpose, which underpin the Code of Conduct.

If you are unsure about what is the right thing to do in any circumstance, you are encouraged to seek advice from your supervisor.

2. SCOPE

The Code of Conduct applies to all Directors, Employees, Contractors and Sub-Contractors of Site Services Holdings.

3. VALUES

The Site Services Holdings Values shape the pathway to the achievement of the Company's goals and objectives. The Values also provide guidance for expectations of employee behaviour, and rationale for decision-making.



4. RESPONSIBILITIES

All employees must:

- Know and comply with the requirements of the Site Services Holdings Code of Conduct
- Seek advice and raise concerns about potential breaches of the Code, to their Supervisor
- Comply with any policies and procedures applicable to their role

All Supervisors and Managers must, in addition to the above points:

- Lead by example
- Ensure those under their supervision comply with the Code of Conduct
- Take prompt action where behaviour exhibited is inconsistent with the Code of Conduct
- Act as a first point of contact if employees have questions or concerns
- Take any breach reports seriously and comply with confidentiality requirements

5. SAFETY

SAFETY

- Caring for the safety, health and wellbeing of others
- Right person, right place, right competence, right assessment of risk



Site Services Holdings recognises its obligation under the Occupational Safety and Health Act (1984) and is committed to promoting a safe and healthy work environment. Under the Act, the Company, staff and individuals have a duty of care to take responsibility for contributing to their own safety and the safety of others at all times.

This means that management and employees at the Company must:

- Share the responsibility for safety and health in the workplace
- Are familiar with safety and health policies, procedures and instructions and are fully compliant with them
- Take reasonable care of themselves and others in the workplace by being aware of the effects of their actions
- Cooperate with other employees and management
- Immediately report all potential hazards, incidents and injuries

All employees must ensure they are familiar, and comply with, any and all Company Occupational Health and Safety policies, procedures, standard operating procedures and requirements, at all times.

Any employee who is unsure of what is required of them in regards to health and safety should immediately seek advice from their Supervisor.

5.1. Alcohol and Other Drugs

Employees who are under the influence of alcohol and/or drugs put both themselves and others at risk. Alcohol and drugs can affect co-ordination, response rates and/or judgement. Employees should not attend work or use the facilities while intoxicated by alcohol or other drugs.

Basic rules:

- Never possess or consume illegal drugs while in the workplace
- Never store or consume alcohol in the workplace
- Never attend for, or undertake work when your performance is impaired by alcohol or other drugs, legal or illegal, prescribed or otherwise
- Immediately inform your Supervisor if you have a medical condition and need to take prescription drugs that could affect your safety

5.2. Bullying and Harassment

Site Services Holdings is committed to fostering a culture of diversity and inclusion that values a mix of individuals, viewpoints, talents and experiences.



In line with this, the Company does not tolerate workplace bullying, harassment, discrimination or intimidation, to anyone, including:

- Employees
- Contractors
- Suppliers
- Clients
- Members of the public

Employees, therefore, must not:

- Engage in harassment or create an environment that is hostile in any form, including verbal, physical, visual or sexual in the workplace, at company functions or while on company business
- Engage in repeated behaviour that intimidates, offends, degrades or humiliates
- Engage in bullying, swearing or physical threats
- Spread derogatory or offensive rumours, messages, drawings or other visual or written information
- Bullying and Harassment
- Behaviour that contravenes the above requirements will not be tolerated in any form, whether it be directly, via telephone, text, e-mail or social media

5.3. Smoking

Smoking is not permitted at any workplace of Site Services Holdings, including offices, client sites or Company vehicles. Providing a smoke-free working environment will reduce potential health risks to staff, employees and visitors.

6. INNOVATION

INNOVATION

- Challenge the status quo to create more effective ways of working
- Exploring creative ways of thinking

6.1. Computers and Internet

Site Services Holdings' computers and communication resources (including e-mail, instant messaging, databases, network storage devices and telephones) are intended to be used for



Company business purposes only, remain the property of the Company, and should be used in accordance with Company policies, the Code of Conduct and applicable laws and regulations.

6.2. Social Media

Social media includes digital communication channels including but not limited to blogging websites, Facebook, Flickr, Twitter, Instagram and YouTube. Digital communication includes any communication with an audience using a digital medium that has the potential to be viewed by or shared with a wider audience. Examples also include radio and television broadcasting, and any short messaging service (SMS).

Basic rules:

- Carefully consider if your online presence aligns with our values
- Do not identify yourself as an employee of the Company without prior permission and especially if your online presence does not align with our values
- If you are given permission to identify as an employee of the Company online, you do not say or do anything that is likely to bring the Company into disrepute;
- Do not imply that the Company endorses your personal views
- Do not disclose Confidential Information obtained through your work with the Company.

6.3. Respect for Company Property

All employees ultimately benefit from the Company possessing well maintained, fit for purpose, functioning property and equipment. In order to assist with this aim, all employees are expected to show respect for Company property. Company property includes but is not limited to:

- Buildings, vehicles, plant and equipment
- Tools, office materials and supplies
- Safety and security devices, fire alarms and equipment
- Computers, telephones, software and their technologies

Any act of misuse, vandalism, theft, malicious or unwarranted damage, defacing (including graffiti), disfiguring or unsafe or unauthorised use of property is in violation of the Code of Conduct, the employee contract, and may be against the law.

Use of equipment belonging to Site Services Holdings for individual profit or unlawful, unauthorised, personal or unethical use is strictly forbidden.



7. INTEGRITY

INTEGRITY

- Do what's right, not what's easy
- To act with respect, honesty, fairness and care

Site Services Holdings is committed to maintaining high ethical standards, excellence, integrity and respect in all of our business relationships. Employees must conduct themselves honestly, responsibly and fairly at all times, and in full compliance of the Code of Conduct, and the law.

7.1. Personal Conduct

Employees must:

- Be honest in any and all dealings, communications, reports and records
- At all times maintain agreed standards of personal presentation appropriate to the licenced premises or event
- Utilise tact and diplomacy as the first tool in controlling conflict, always refraining from actions which may be retaliatory or inflame a situation
- Your focus at work must remain on work tasks and objectives, therefore any personal use of mobile phones should be limited to break times and any urgent or emergency situations
- Always select suppliers, contractors, employees or partners based on merit
- Avoid preferential treatment based on personal connections, inappropriate gifts or entertainment or any kind of favouritism
- Treat clients, partners and the public in a professional and courteous manner and never engage in unfair, misleading or deceptive practices
- Report to your Supervisor any gifts, requests for preferential treatment or the receipt of anything of value which is intended to gain a business or commercial advantage

7.2. Conflicts of Interest

Avoiding conflicts of interest is critical to preserving the business integrity of Site Services Holdings. A conflict of interest is any circumstance where an employee's personal interests conflict (or appear to conflict) with those of the Company, or cast doubt on an employee's ability to act appropriately or make objective decisions in the workplace.

Basic Rules:

- Avoid situations that benefit you as an individual to the detriment of the Company



- Do not engage a relative or friend's company as a supplier or service provider, without the approval of the General manager or Managing Director
- Do not request that a Company supplier or provider does personal work for you, without the approval of the General Manager or Managing Director
- Do not recruit, or attempt to recruit, a family member of friend, without disclosure to, and approval from the General Manager or Managing Director
- Disclose to the General Manager or Managing Director, any business involvements that may result in a conflict of interest, for example, employment with a competitor, business holdings or interests in supplier or service providers, etc.
- Speak with your Supervisor, if you are unsure about a potential conflict of interest situation

7.3. Criminal Behaviour

Employees engaging in criminal behaviour will be referred to the appropriate law enforcement agency. The following are examples (not to be considered an exhaustive list) of behaviours that are illegal and regarded as criminal offences:

- Fraud
- Theft
- Indecent exposure
- Obscene phone calls, texting, emails and letters
- Assault

8. SERVICE

SERVICE

- Create a memorable experience
- Consistently seek win win outcomes

8.1. Respect for Others

All employees have a right to expect a safe and enjoyable working environment at Site Services Holdings so that they can perform to the best of their ability. This means:

- Be honest
- Treat others with courtesy, consideration and sensitivity
- Respect lawful beliefs and customs of others
- Communicate with appropriate language



- Follow all reasonable instructions of Company staff

9. PURPOSE

PURPOSE

- Begin with the end in mind
- For our people to know and understand the value they add to the business

9.1. Company Interests

Employees must, at all times:

- Act in the best interests of the company, and it's clients, goals and objectives
- Refrain from any action which may bring the Company name, reputation, management or clients into disrepute
- Working time should be spent, whole and solely, to carry out the duties, requirements and objectives of your position. Actions not in line with this should be confined to breaks and outside working hours.
- Refrain from speaking on behalf of the Company, or responding to enquiries from the media, analysts, not for profit organisations, unless you have been authorised, and promptly report the enquiry
- Avoid mentioning or commenting on the Company, in any social media forum, including responding to questions or comments, or creating a presence or profile, without approval from the General Manager or Managing Director. This applies during working and non-working time, and regardless of whether the equipment is Company owned or not.

9.2. Confidentiality

As an employee of Site Services Holdings you may be required to deal with information that is private and/ or confidential in nature. This information may belong to the Company or its clients or sub-contractors.

Site Services Holdings is committed to respecting the confidentiality of any personal or private information, treating all data of this nature with respect and integrity.



Basic Rules:

- You must not divulge any information that you may become aware of as a result of carrying out your role
- Never leave sensitive or confidential information unsecured
- Ensure access to information is only provided to employees who are strictly authorised to access it
- Do not divulge or release any information to clients without the express authority from the General Manager or Managing Director
- Do not seek out or attempt to access information for which you do not have authorisation or a valid business reason to access

9.3. Compliance

All employees must ensure they are familiar, and comply with all policies and procedures relevant to their employment, and their role when working for Site Services Holdings.

10. BREACHES

All employees are required to know, understand and comply with the requirements of the Code of Conduct. Those who fail to follow the Code put themselves, their colleagues and the Company at risk.

Behaviour contrary to the Code of Conduct and/ or values may also constitute a breach of your employment contract. After an appropriate investigation, any employee who is found to have breached the Code of Conduct will be subject to disciplinary action, as determined by Site Services Holdings, up to and including the termination of employment.

Proven serious offences such as assault, theft, blatant safety breaches, wilful damage and unlawful activities will result disciplinary action up to and including termination.

The Company reserves the right to refer any circumstances of behaviour in contravention of the law to the appropriate authorities.



11. CODE OF CONDUCT – EMPLOYEE ACKNOWLEDGEMENT FORM

Please complete this form, remove from the document, and submit to your Supervisor.

I, the undersigned, acknowledge that I have read and understand the Code of Conduct. I understand this document describes the conduct and behaviour expected of me as an employee of Site Services Holdings, and the consequences of not following these directions.

	Name	Signature	Date
Employee	<hr/>	<hr/>	/ /
Supervisor	<hr/>	<hr/>	/ /