

Purpose

The purpose of this policy is to provide a clear understanding of the professional and personal standards of behaviour and conduct expected by all employees, contractors and Company representatives.

Responsibility

This policy applies to all staff employed by the Company, and any contractors, consultants or other persons acting under or on behalf of the Company.

Overview

The Company expects that its employees, contractors and representatives will always display the highest standards of professional and personal conduct in serving the needs of customers and stakeholders.

Obligations

All employees, contractors (temporary or otherwise) and agents of Menzies have an obligation and duty of care to:

- Comply with prevailing community standards of equity, justice, fairness and compassion in dealing with others within and beyond the company
- Perform duties in a responsible and professional manner, with due regard for company policies and other legal requirements and obligations
- Exert responsible stewardship of company resources
- Promote and protect the company's reputation in the wider community
- Act appropriately when a conflict arises between our self-interest and our duty to the company

Behaviour

Personal conduct

All employees, contractors (temporary or otherwise) and agents of Menzies are expected to:

- Treat everyone with courtesy, respect, kindness, consideration, and sensitivity to their rights
- Refrain from all forms of harassment and discrimination based on gender, race, religious belief, political affiliation, pregnancy, disability, sexual orientation or illness
- Always act honestly, in good faith, and respectful of the trust placed in us
- Respect each individual's rights to privacy and keep personal information in confidence
- Consider the impact of our decisions and behaviour on the well-being of others
- Refrain from acting in any way that would unfairly harm the reputation and career prospects of other employees
- Refrain from allowing personal relationships to affect professional relationships
- Seek advice from an appropriate manager where a colleague's behaviour is perceived to be in breach of the Code, and report any suspected corrupt, criminal or unethical conduct to a senior manager or the CEO

Professional conduct

All employees, contractors (temporary or otherwise) and agents of Menzies are expected to:

- Perform our duties diligently, impartially, conscientiously, with integrity, and to the best of our ability
- Take our responsibility for the health and safety of ourselves and others when carrying out our duties
- Seek assistance where communication is unclear or instructions are not understood
- Strive to always achieve the highest product, service and professional standards
- Comply with any relevant legislative, industrial or administrative requirements including observance and application of anti-discrimination policy
- Comply with the principles of environmental responsibility
- Foster teamwork and collegiality among all employees, and always give due credit to the contributions of others
- Maintain adequate documentation to support any decisions made

- Take no improper advantage of any official information gained in the course of our employment
- Refrain from allowing personal political views and/or affiliations or other personal interests to influence the performance of duties or exercise of responsibilities

Stewardship of company resources

All employees, contractors (temporary or otherwise) and agents of Menzies are expected to:

- Use company technical and physical resources properly, responsibly and for legitimate purposes only
- Seek permission before using company property for personal purposes
- Use resources in a manner that causes no harm to the community or environment
- Strive to always obtain value for company money spent and avoid waste and extravagance in the use of company resources
- Secure all company property against theft or fraud
- Maintain the integrity and security of all company intellectual property
- Maintain the security, integrity and confidentiality of all relevant company commercial and other information
- Protection and promotion of the company's reputation

All employees, contractors (temporary or otherwise) and agents of Menzies are expected to:

- Promote the company wherever possible in our professional dealings with others
- Refrain from representing ourselves as spokespersons, or acting for or on behalf of the company unless authorised to do so (and when in doubt seek advice from a senior manager or the HR Manager)
- Refrain from engaging in any activity that may compromise the company's integrity and reputation

Dealing with conflicts of interest

All employees, contractors (temporary or otherwise) and agents of Menzies are expected to:

- Ensure that our financial and other interests and actions do not conflict or seem to conflict with the obligations and requirements of our company position – or advance our own interests over those of the company
- Avoid any financial or other interest or undertaking that could directly or indirectly, compromise the performance of our duties
- Take all suitable measures to avoid or deal appropriately with any situation in which we may have or been seen to have a conflict arising out of our relationship with others within or beyond the company
- Notify a senior manager and/ or the Human Resources Manager, as appropriate, of the existence of an actual or potential conflict of interest
- Declare our relationship when participating in decisions affecting another person with whom we have a personal relationship

Compliance and breaches

All company employee or contractors (temporary or otherwise) and agents of Menzies International must comply with this Code of Conduct and report any breaches to their senior manager and/or the HR Manager, as appropriate.

All employees, contractors (temporary or otherwise) and agents of Menzies International whose conduct falls below the standards outlined in the Code will be counselled accordingly and/or disciplined in accordance with Menzies disciplinary procedure. In the case of a contractor, they may have their contract terminated in line with their subcontractor agreement.

Related Policies and Procedures

- Corrective Action & Discipline Policy

- Discrimination, Bullying and Harassment Policy
- Grievance Policy
- Managing Unsatisfactory Workplace Performance Policy
- Whistleblowing Policy

Authorised by:



Greg Springall
CHIEF EXECUTIVE OFFICER

Translation can be arranged through your Branch Office for staff with this need.

- **Spanish Translation:** Por intermedio de la Oficina Regional se puede organizar traducción el personal que la necesite.
- **French Translation:** traduction peuvent être organisés par le Bureau régional pour le personnel avec ce besoin
- **Italian Translation:** Una traduzione potrà essere eseguita attraverso l'ufficio regionale per il personale che dovesse averne bisogno.
- **Serbian Translation:** Превод се може организovati преко Регионалне канцеларије за особље коме је потребно.
- **Croatian Translation:** Prijevod se može organizirati preko Regionalnog ureda za osoblje kome treba.
- **Greek Translation:** Μετάφραση μπορεί να κανονισθεί μέσω του Περιφερειακού Γραφείου για προσωπικό που έχει αυτή την ανάγκη.
- **Macedonian Translation:** Превод на текстови може да се организира преку Регионалната канцеларија за персоналот кој има таква потреба.
- **Russian Translation:** Перевод может быть организовано через региональное отделение для сотрудников с этим необходимо
- **Finnish Translation:** käänös voidaan järjestää aluetoimiston henkilöstön tämän tarpeen
- **Thai Translation:** บริการ Regional Office ทางการ
- **Arabic Translation:** مع هذه الحاجة كميون ترجمة متو بيترتا من لائل تكلماب بلقلامي للموظفين
- **Persian Translation:** میظنته ای دیساز این دنیا ان انمر ای ار ای ا معظنه رتف ویرط زا دناوت می م مجرت
- **Turkish Translation:** Çeviri Bölge Müdürlüğü personeli için aracılığıyla bu ihtiyacı ile ayarlanabilir
- **Filipino Translation:** pagsasalín Maaari Maging hagdan pamamagitan ng Regional Office para sa mga tauhan na ito kailangan
- **Indonesian Translation:** terjemahan Bisa Diatur Melalui Kantor Wilayah untuk staf dengan kebutuhan ini
- **Malay Translation:** penterjemahan Bisa Dikawal Melalui Pejabat Wilayah untuk kakitangan dengan keperluan ini
- **Swahili Translation:** Tafsiri unaweza ukapangwa kupitia Ofisi ya Mkoa kwa ajili ya wafanyakazi na hitaji hili
- **Afrikaans Translation:** Hý bó trí có thể djch qua Văn phòng Khu vực nhân viên có nhu cầu này
- **Vietnamese Translation:** Hý bó trí có thể djch qua Văn phòng Khu vực nhân viên có nhu cầu này
- **Japanese Translation:** hon'yaku wa , chiiki jimusho no sutaffu wotsujite, kono hitsuyō sei ni haichi suru koto ga deki masu
- **Chinese Translation (Traditional):** fān yì kě yī ān pái tōng guò qū yù bàn shì chǔ de gōng zuò rén yuán, zhè fāng miàn de xū yào
- **Chinese Translation (Simplified):** kě yì ān pái fān yì tōng guò qū yù bàn shì chǔ de gōng zuò rén yuán yù