

Our Code of Conduct

The way we do things

At Lifestyle Communities we are focused on our commitment to exceed expectations and maintain a level of professional and personal conduct that delights our customers and teammates.

Therefore, we are passionate about providing you with a workplace where the highest standard of professional and personal conduct is maintained, and everyone is treated with dignity, courtesy and respect.

This policy sets out our workplace standards of behaviour, obligations and responsibility guidelines to ensure fair and transparent management of these behaviour standards for all.

The following list outlines the professional conduct that we expect whilst you carry out the duties and responsibilities of your role;

Confidential and proprietary information

- Do not wilfully damage, destroy, steal or deface any company property;
- Use our property, such as vehicles, computers, only if authorised;
- Use our property only for Company activities, whether on or off the work premises;
- All intellectual property produced by you during employment is owned solely by us;
- Do not use any intellectual property for purposes other than that of our Company;
- Protect ours and any external stakeholders intellectual property;
- Provide us with relevant personnel forms and medical records as required and requested;
- Do not falsify any records;
- Do not falsify any reports or omit or falsify information;
- Do not give false testimony;
- Comply with our confidentiality agreements and policies at all times;
- Comply with relevant privacy laws and your employment agreement;
- Do not use any confidential information other than for the benefit of our Company; and
- Always ensure the security of our confidential information.

External stakeholders

- Do not engage in any form of bribery or corruption;
- Ensure any gifts, benefits or hospitality is declared to Management;
- Do not engage with any external stakeholder or suppliers for personal gain or any other benefit other than for the benefit of our Company;
- Do not authorise, offer, promise or give anything of value directly or indirectly to government officials to influence official action;
- Follow reasonable requirements of our clients/contractors including but not limited to Privacy, Security and Confidentiality;
- Promptly disclose any information to us that you may acquire that may affect the relationship between us and our customers, or services provided to customers;
- Do not engage in anti-competitive behaviour, including but not limited to price fixing, or allocating customers; and
- Adhere to all laws relating to trade in relevant countries.

Security

- Observe all security policies and arrangements as applicable; and
- Ensure any visitors observe all security arrangements.



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We have outlined below the standard of personal conduct that we expect you to demonstrate in all your interactions;

Health and safety

- Do not breach safety and health guidelines (including but not limited to using protective equipment and wearing safety articles as required);
- Follow instructions given to you by your Manager, in the event of an emergency, in an orderly manner;
- Do not use or bring onto our premises alcohol or other substances which could impede job performance, without prior permission;
- Do not use or bring onto our premises any illicit drugs other than those prescribed for personal use by a doctor;
- Do not carry any weapons, explosive or inflammable substances onto our premises;
- Use personal protective equipment as required by us appropriate to the tasks undertaken and environment;
- Smoke only in areas that smoking is permitted;
- Always follow safe work and operating procedures ; and
- Only use equipment you are trained and authorised to use.

Behaviour

- Behave in line with our Values and Service Charter;
- Act honestly, in our best interests and in good faith at all times;
- Show respect and consideration to others;
- Maintain mutual respect between your teammates and management;
- Do not threaten, coerce or intimidate any other teammate by using improper language, physical violence or other disorderly/inappropriate conduct;
- Maintain sanitary conditions in bathrooms;
- Maintain a tidy workplace;
- Do not distribute unauthorised literature;
- Do not place unauthorised documents on our noticeboards or remove or deface documents placed by management;
- Do not engage in gambling activities on our premises;
- Dress appropriately and maintain personal appearances required for your duties/role;
- Do not behave disruptively or disorderly at our workplace locations (including but not limited to threats of violence, fighting, rough-housing or horseplay);
- Do not harass or discriminate against any teammate; and
- Maintain the principles of equal opportunity and respect diversity.

Duties

- Attendance at work as per your employment contract;
- Ensure you follow correct procedures for non-attendance;
- Observe your core work hours as instructed by the business and your Manager;
- Any variations to your work schedule (hours or area) must be authorised prior by your Manager;
- Ensure you display professionalism and use your skills and diligence in the performance of all duties;
- Comply with all reasonable and lawful directions by us;
- Use paid work time for your duties and responsibilities, not for personal activities; and
- Comply with all applicable legislation and our policies, procedures, guidelines or standards.



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We are committed to ensuring the highest level of conduct is maintained and managed fairly. Any breach of this policy may lead to disciplinary action up to and including termination of employment.

If you have any questions regarding this policy, please contact the People & Capability team.

