



CODE OF CONDUCT POLICY

1 Introduction

The core value of Pacific Support Services is respect for each other. Our Code of Conduct Policy is designed to ensure that the behavior of each employee mirrors these values.

2 Expectations

All staff shall follow the Occupational Health and Safety requirements, relevant Government Regulations and Legislation and appropriate professional standards.

3 Behaviour Outside Hours of Duty

Staff shall conduct their personal affairs in a manner that does not affect their official duties. Staff shall be aware that their activity or behavior outside of working hours could bring the integrity of the company into disrepute.

4 Alcohol and Drugs

4.1 Alcoholic beverages shall not be consumed on any site.

4.2 Staff shall not allow the consumption of alcohol or drugs to adversely affect their work performance or official conduct.

5 Personal Presentation

5.1 In order to promote a professional image that enhances and promotes a positive corporate image, all staff members shall maintain a high standard of grooming and personal presentation.

5.2 All staff members shall be required to wear full issue of uniform where one is provided by the company.

5.3 Staff identification badges shall be worn at all times when the staff member is working on site.

6 Interaction with Colleagues

6.1 Staff shall work cooperatively with colleagues, support and learn from each other and accept differences in personal style.

6.2 Staff shall respect, and seek, when necessary, the professional opinions of colleagues in their area of competence and acknowledge their contribution.

7 Ethical Behaviour

7.1 All staff shall be committed to the Core Values of Pacific Support Services.

7.2 Staff shall comply with all lawful and reasonable directions given. Complaints arising out of such directions shall be discussed, and attempted to be resolved, with your manager. Staff dissatisfied with the outcome can lodge a personal grievance to have the matter resolved. Staff must continue to carry out any lawful and reasonable directions that may be given until the matter is resolved.

7.3 Staff are encouraged to report to a manager any behavior by another employee they consider to be unethical. This may include behavior that you believe violates any law, rule or regulation or represents corrupt conduct, substantial mismanagement of public resources, or is a danger to public health or safety or to the environment. Reports of such shall be protected against reprisals providing

the claim is based on a reasonable belief, is reported to an appropriate person and is not vexatious.

8 Equal Employment Opportunity (Eeo)

- 8.1 Staff decision making, and professional conduct shall be consistent with the provisions of Equal Opportunity legislation. Staff shall ensure they observe the EEO principles, exhibit appropriate behaviors and provide a work environment free from harassment (including sexual), bullying and discrimination.
- 8.2 Material that is fraudulent, harassing, embarrassing, sexually explicit, profane, obscene, intimidating, defamatory or otherwise unlawful or inappropriate must not be sent by e-mail or other forms of electronic communication or displayed or stored on computer.

9 Use of Official Resources

- 9.1 Staff shall ensure that all resources within their area of responsibility are used effectively and economically in the course of their duties.
- 9.2 Staff shall use facilities and equipment including computers, e-mail, Internet access and mobile phones for official purposes only.
- 9.3 The hospital retains the copyright of work produced by staff during their employment. Staff may retain the copyright of work produced only if approved by the employer, or if it can be demonstrated that the employer's time, name, information or resources were not used in producing the work.

10 Use and Release of Information

10.1 Public Comment

Whilst it is recognised that staff have the right as individuals to make public comment, staff shall not reveal confidential information in public. Information of a confidential nature shall not be used by any staff member in any public comment without the prior approval of the Directors.

- 10.2 Approval from the Directors shall be required before staff approach the media or respond to media approaches on any issues.

10.3 Security of Information

Staff-related information is confidential. Any information regarding clients and/or service shall not be conveyed to another person, without appropriate authorisation.

- 10.4 Confidentiality with respect to Business / Finance information and security of Systems Information (Information Technology) shall be adhered to by all staff.

10.5 Personal Information

Staff may collect, use and disclose any personal information that is necessary for the performance of their work or required by law. Consent shall be obtained from individuals concerned to use sensitive information such as racial or ethnic origin, political views, religious beliefs, sexual preferences or criminal record. Staff must ensure that the information is accurate, complete and up to date.

- 10.6 Staff shall take reasonable steps to protect personal information from misuse and loss, and from unauthorised access, modification or disclosure. People shall be advised that they have a right to access their personal information and seek corrections to it.

11 Gifts and Benefits

Staff shall not seek to accept favours or gifts for services performed in connection with official duties. Staff shall not use their position to encourage or obtain a private benefit.

12 Financial Accountabilities

Staff shall ensure that in financial matters, including the handling of monies, there is full accountability in relation to any advice or transaction in which they may be involved. Staff with responsibilities of a financial nature shall act in accordance with the financial policies of the company and shall observe the relevant legislative and regulatory requirements.

13 Criminal Offences

Staff shall immediately inform their manager if charged with a criminal offence punishable by imprisonment or, if found guilty, would significantly affect his/her ability to perform normal duties, e.g. a charge of drink driving where the employee is required to drive a vehicle in the normal course of work. Staff shall inform their manager of any criminal offence of which they have been found guilty before or during their public employment, except where the offence is covered by a prescribed spent convictions scheme.

14 Outside Employment

- 14.1 Staff shall not engage in outside employment, or conduct a business, trade or profession, while employed by Pacific Support Services, where it might interfere with their work or generate a conflict of interest, without written authority from the Directors. If approval is granted, it is the staff member's responsibility to ensure that at all times the additional employment does not interfere with work performance and that there is no conflict of interest.

- 14.2 Consideration of requests to engage in outside employment would be concerned to establish whether the outside employment would interfere with the proper performance of official duties and whether it would give rise to a conflict of interest.

15 Employment after Leaving Pacific Support Services

- 15.1 Confidential information obtained in the course of duty shall not be relayed to anyone else. Once staff have left Pacific Support Services, confidential information obtained during employment shall not be used to the advantage of the prospective employer or disadvantage Pacific Support Services.
- 15.2 Staff shall be required to be familiar with the Code of Conduct and ensure adherence to the guidelines. All staff shall appreciate that departure from the provisions of this Code of Conduct may result in disciplinary action.

16 Outcome

- 16.1 All staff conduct themselves in a professional manner.

16.2 All staff understand their responsibilities and obligations and have guidance when faced with an ethical dilemma or conflict of interest.

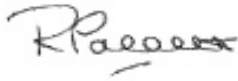
16.3 All staff respect the rights, beliefs and property of others.

17 Definitions

17.1 Code of Conduct: outlines standards of behavior expected of staff employed by Pacific Support Services.

17.2 Shall: Indicates the statement is mandatory.

17.3 May: Indicates an option.



Mr Richard Pallett MBICSc
Managing Director
Pacific Support Services Ltd

Recent History

Reviewed: November 2025

Next review Date: November 2026