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## CONTRACTOR AND EMPLOYEES STANDARDS AND CONDUCT POLICY

### Overview

<b>Introduction</b>	<p>The standards Equity Transport Group maintains are the keys to the Company's business success.</p> <p>Every contractor/employee at every level of the business needs to be aware of these standards and the conduct required by them as individuals and as a member of their work team.</p> <p>Relevant state and federal legislation in relation to standards and conduct bind both Equity Transport Group and contractors/employees.</p>
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## CONTRACTOR AND EMPLOYEES STANDARDS AND CONDUCT POLICY

### Overview

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**Policy** Contractors/Employees engaged by Equity Transport Group are expected to conduct themselves in a professional manner consistent with:

- The highest community standards,
- Equity Transport Group's commitment to customer service excellence,
- Equity Transport Group's corporate policies and procedures, and
- Strict compliance with applicable laws.

Where these standards are breached, counselling and disciplinary action will occur, which could result in termination for acts of serious misconduct.

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### Personal Behaviour Standards

**What are the standards?** The standards of personal behaviour expected of all Equity Transport Group contractors/employees include:

- acting with honesty and integrity,
  - abiding by laws and regulations,
  - demonstrating Equity Transport Group values,
  - providing excellence in customer service,
  - dealing with customers and the community with respect, and
  - treating each other with respect and working as a team.
- 

**Acting with honesty and integrity**

**You will demonstrate this by:**

- being beyond reproach in matters of:
    - trust,
    - confidentiality, and
    - honesty, and
  - at no time misusing privilege, authority or status.
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## CONTRACTOR AND EMPLOYEES STANDARDS AND CONDUCT POLICY

### Personal Behaviour Standards, Continued

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#### **Abiding by laws and regulations**

#### **You will demonstrate this by:**

- complying with the applicable laws of Australia
  - behaving in a fair and consistent manner in all dealings with clients, other contractors and Equity Transport Group employees, and
  - having regard for the protection of the environment and the well being of the various communities in which we operate.
- 

#### **Demonstrating Equity Transport Group values**

#### **You will demonstrate this by:**

- ensuring the protection and enhancement of Equity Transport Group's:
    - image,
    - profitability, and
    - success,
  - promoting the Equity Transport Group spirit of service excellence,
  - ensuring that behaviour or action does not cause Equity Transport Group public embarrassment or bring the image of Equity Transport Group into disrepute,
  - maintaining an appropriate business-like standard of appearance while performing duties,
  - ensuring that work is carried out conscientiously, efficiently, economically and effectively, and
  - working safely and ensuring the safety and security of Equity Transport Group customers, clients and assets.
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## **CONTRACTOR AND EMPLOYEES STANDARDS AND CONDUCT POLICY**

### **Personal Behaviour Standards, Continued**

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#### **Providing excellence in customer service**

**You will demonstrate this regardless of whether you deal face-to-face with our clients, other employees, or if you are dealing with members of Equity Transport Group staff, by:**

- presenting a positive and professional image of yourself and Equity Transport Group,
- taking ownership of service failures and taking action to fix the problem,
- recognising clients in a warm, friendly, professional manner, using their names at every opportunity,
- cooperating with other departments or other ETG contractors for the benefit of the client,
- providing an alternative or explanation when unable to meet client requests,
- taking ownership of and following through on client requests and problems with empathy,
- ensuring that your job knowledge and skills impress the client,
- endeavouring to understand the needs of the client,
- ensuring the client feels safe and secure, and
- presenting yourself and Equity Transport Group in a pleasant manner which reflects The Highest Standard of Excellence.

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#### **Dealing with customers and the community with respect**

**You will demonstrate this by:**

- behaving in a fair and consistent manner in all dealings with clients and employees, and
- having regard for the protection of the environment and the well being of the various communities in which we operate.

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#### **Treating each other with respect and working as a team**

**You will demonstrate this by:**

- working safely and ensuring the safety and security of Equity Transport Group staff and other contractors,
  - treating Equity Transport Group employees and other contractors with trust, dignity, respect, fairness and equity, and
  - placing the wider needs of the company before sectional or departmental self-interest.
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## CONTRACTOR AND EMPLOYEES STANDARDS AND CONDUCT POLICY

### Unacceptable Behaviours

#### **Unacceptable behaviours**

Unacceptable behaviours include:

- abuse, harassment or discrimination,
- physical assault,
- threatening or intimidating behaviour,
- unauthorised use of Company time, resources or facilities for personal benefit or private purposes,
- wilful damage to or theft of Equity Transport Group property, or property entrusted in Equity Transport Group' care,
- unauthorised selling or promotion on behalf of another organisation,
- making unauthorised public statements about Equity Transport Group or its position in respect of any matter,
- selling, using, distributing or being found in possession of drugs,
- seeking tips, gratuities, autographs or memorabilia from clients,
- not adhering to safety and security procedures and standards, and
- unauthorised selling, possession, distribution, drinking, or being under the influence of alcohol or drugs.
- unauthorised use of the Equity Transport Group name, brand names or logos.
- Criticising Equity Transport Group's policies, standards or staff.

### Standards of Personal Behaviour Responsibilities

#### **Managers' Responsibilities**

Managers are responsible for:

- their own behaviour and action.
- providing contractors/employees with a positive role model,
- ensuring contractors/employees are aware of and comply with policies, and
- seeking the assistance of the Group General Manager or Quality National Manager, where appropriate.

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## CONTRACTOR AND EMPLOYEES STANDARDS AND CONDUCT POLICY

### Standards of Personal Behaviour Responsibilities, Continued

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<b>Contractors/ Employees Responsibilities</b>	Contractors/Employees are responsible for: <ul style="list-style-type: none"><li>• their own behaviour and actions at all times,</li><li>• adhering to Equity Transport Group policy regarding all standards of personal behaviour,</li><li>• seeking the appropriate advice regarding the acceptability of an action prior to undertaking it, and</li><li>• treating Equity Transport Group employees, other contractors and clients fairly and equitably.</li></ul>
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### Dealing with Breaches of Standards of Personal Behaviour

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<b>Breach of standards</b>	When contractors/employees breach any of the standards, counselling and disciplinary action will occur including termination where appropriate.
<b>Legal implications</b>	Contractors/Employees must also be aware that engaging in unacceptable behaviour may lead to them being personally liable to prosecution and penalties imposed by the courts for breaches of legislation.

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## CONTRACTOR AND EMPLOYEES STANDARDS AND CONDUCT POLICY

### Equal Employment Opportunity and Harassment Policy

#### Overview

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##### **Equity Transport Group Policy**

Contractors/Employees engaged by Equity Transport Group are expected to abide by the equal employment opportunity/anti-discrimination Equity Transport Group guidelines, and state and federal laws.

Where these standards are breached, counselling and disciplinary action will occur, which could result in termination for acts of serious misconduct.

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##### **Anti - Discrimination Law**

The federal and state anti-discrimination laws cover employees, passengers, clients and contractors.

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### Harassment in the Workplace

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##### **Anti - Discrimination Law**

Equity Transport Group promotes a working environment free of intimidation, threat and humiliation.

Harassment of employees/contractors or members of the general public is not permitted.

Complaints of harassment must be investigated immediately with due regard to the sensitivity of the issue and the privacy and rights of the staff members/ contractors concerned. Appropriate counselling and disciplinary will be taken as necessary, including termination, where appropriate.

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## CONTRACTOR AND EMPLOYEES STANDARDS AND CONDUCT POLICY

### Harassment in the Workplace, Continued

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**Definition of Harassment** Harassment is any behaviour that:

- offends, upsets or humiliates another person, and/or
- makes the workplace uncomfortable and unsafe.

**The perception of whether or not behaviour is threatening or intimidating lies with the receiver.**

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**Legal Definition** The legal definition of harassment, under both state and federal anti-discrimination laws, includes harassment due to:

- sex
- race
- colour or national origin
- age
- disability (physical or mental)
- sexual preference
- pregnancy or potential pregnancy
- marital status
- family responsibilities
- religion

**Harassment may be verbal, non-verbal, written or physical.**

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**Managers/ Supervisors Responsibilities** Managers and supervisors are responsible for ensuring proper standards of conduct are maintained in the workplace and the harassment in any form is not tolerated or accepted.

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## CONTRACTOR AND EMPLOYEES STANDARDS AND CONDUCT POLICY

### Harassment in the Workplace, Continued

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#### **Contractors/ Employees Responsibilities**

Contractors/Employees are responsible for:

- Their own behaviour and actions at all times,
  - Adhering to Equity Transport Group policy regarding harassment, anti discrimination and Equal Employment Opportunity,
  - Seeking the appropriate advice regarding an acceptability of an action prior to taking it,
  - Treating Equity Transport Group employees, clients, employees and contractors fairly and equitably,
  - Being aware of their individual responsibilities under anti discrimination and harassment legislation, and
  - Advising their supervisor/manager if they believe they have been discriminated against to allow prompt resolution.
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### Equal Employment Opportunity Grievances

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**Discrimination** Any contractor/employee who feels that they are being discriminated against has the right to seek assistance of their Regional Manager in resolving the matter, and lodging a formal complaint.

Contractors/Employees must also be aware it is a possible under federal and state anti discrimination laws for an individual to be liable separately to the company in relation to complaints of harassment or anti discrimination in the workplace.

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## CONTRACTOR AND EMPLOYEES STANDARDS AND CONDUCT POLICY

### Harassment in the Workplace, Continued

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**Harassment** A contractor/employee who experiences harassment in the workplace can do something about it. The best action will depend on the nature and severity of the harassment and how long the incidents have been occurring.

Actions which can be taken include letting the person responsible know that their behaviour is offensive; seeking the assistance of the Regional Manager and lodging a formal written complaint.

Regardless of the action taken, you must make all reasonable attempts to maintain the confidentiality and privacy of all individuals concerned. This reduces the possibility of victimisation and legal actions for defamation.

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### Theft, Attempted Theft or Removal of Property Policy

#### Overview

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### **CONTRACTOR AND EMPLOYEES STANDARDS AND CONDUCT POLICY**

#### **Policy**

The theft, attempted theft or unauthorised removal of Equity Transport Group property (including intellectual property), other Equity Transport Group staff's/contractors/employees property, or property entrusted to the care of Equity Transport Group, is an act of serious misconduct.

Where Equity Transport Group has reasonable grounds to believe a contractor/employee has committed this act the contractor/employee will be stood aside while Equity Transport Group conducts an investigation. Where Equity Transport Group is satisfied that a contractor/employee has committed an offence, their services will be terminated and they may face criminal charges.

Failure to comply with the procedures set out in this policy will also render the contractor/employee liable to disciplinary action, which could result in termination.

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### **Guidelines**

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#### **Overview**

This topic gives guidelines on theft, attempted theft or removal of property including:

- allegations of theft,
- authorised removal of property,
- permitted inspections,
- when inspections may be carried out,
- inspections in a contractors/employees absence, and
- review of termination.

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#### **Allegations of theft**

All allegations of theft, attempted theft or removal of property are to be put in writing to the contractor/employee. No termination will take place until the contractor/employee has had reasonable time to respond to the allegations.

Contractor/Employee representatives may attend any meetings with management when the allegations are discussed.



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**Authorised removal of property** When Equity Transport Group agrees that a contractor/employee may remove scrap materials, or any items not belonging to the contractor/employee, an approval, signed by an authorised officer, must be obtained.

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**Permitted inspections** When requested to do so by Equity Transport Group authorised managers, contractors/employees must permit the inspection of any:

- parcels, bags, or containers in the possession or control of the contractor/employee,
- motor vehicle driven by the contractor/employee, and
- lockers, desks or other receptacles used by the contractor/employee.

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**When inspections may be carried out** Inspections may be carried out at any time when:

- duty is being performed,
- upon entering Equity Transport Group premises, or
- on leaving Equity Transport Group premises.

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### **Guidelines, Continued**

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**Inspections in a contractors/employees absence** Where it is necessary to conduct an inspection in the contractors/employees absence, the inspection shall be carried out in the presence of an independent person.

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**Definition: Equity Transport Group premises** Equity Transport Group premises means any place or thing used by Equity Transport Group in the course of conducting its business, (whether or not owned by or within the exclusive control of Equity Transport Group) including:

- vehicles,
- offices,
- certain airport terminals,
- certain hotels and casinos

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## CONTRACTOR AND EMPLOYEES STANDARDS AND CONDUCT POLICY

### Security Inspection Procedure

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**How to use this procedure?** These procedures outline the responsibilities and actions involved in security inspections. If necessary, managers should photocopy these procedures for display.

**Security Inspection Procedures are to be prominently displayed in the workplace and accessible to all contractors/employees at all times.**

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### **Security Inspection Procedure, Continued**

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**Inspection Responsibilities** Upon being requested to do so by a Manager or other authorised officer by Equity Transport Group, a contractor/employee must permit the inspection of any:

- parcels, bags or containers in the possession or control of the contractor/employee.
- motor vehicle driven by the contractor/employee, and
- lockers, desks or other receptacles used by the contractor/employee.

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**Entering and leaving Equity Transport Group premises** Inspections may be carried out at any time when:

- duty is being performed, and
- upon entering Equity Transport Group premises, or
- on leaving Equity Transport Group premises.

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**What's Equity Transport Group premises?** For this purpose, 'Equity Transport Group premises' means any place or thing (whether or not owned by or within the exclusive control of Equity Transport Group) used by Equity Transport Group in the course of conducting its business and includes vehicles.

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### **CONTRACTOR AND EMPLOYEES STANDARDS AND CONDUCT POLICY**

#### **Contractor/ Employee presence**

Wherever practicable, security inspections shall be undertaken in the presence of the contractor/employee concerned.

If this is not possible, the inspection shall be carried out in the presence of an independent person.

#### **Before any inspection**

Before any inspection is conducted, the Manager conducting the inspection shall:

- clearly identify him/herself to the person being subjected to the inspection, and
- state the reason for the inspection.

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### **Security Inspection Procedure, Continued**

#### **During the inspection**

During the course of the inspection it shall be the contractors/employees responsibility to reveal the contents of any item being inspected to the satisfaction of the Manager conducting the inspection.

The Manager conducting the inspection shall not touch the contractor/employee during the course of the inspection or reach inside any receptacle in the possession or control of the contractor/employee without the consent of the contractor/employee.

#### **If the contractor/ employee refuses an inspection**

If a contractor/employee refuses to undergo an inspection, the Manager will inform the contractor/employee that such refusal may render the contractor/employee liable to disciplinary action and/or termination.

If the contractor/employee continues to refuse to undergo an inspection, the Manager shall immediately report the contractors/employees refusal to the Group General Manager.



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### **CONTRACTOR AND EMPLOYEES STANDARDS AND CONDUCT POLICY**

#### **If Equity Transport Group property is found**

During the course of an inspection, a contractor/employee may be found to be in possession of Equity Transport Group property (including intellectual property), Equity Transport Group staff's/contractors/employees property or property entrusted to the care of Equity Transport Group. If the Manager conducting the inspection reasonably believes that the contractors/employees possession of the property is unauthorised, the officer shall invite the contractor/employee to give an explanation.

#### **When an adequate explanation is not provided?**

Unless an adequate explanation is provided the Manager shall:

- immediately take possession of the property and attach identifying labels or tags in the presence of the contractor/employee,
- immediately prepare a list of items taken and provide the contractor/employee with a signed copy of the list,
- immediately place the items in a sealed receptacle and/or store in a safe place as soon as practicable, and
- as soon as practicable notify the Group General Manager of the property which has been taken, the Manager's reasons for doing so and any explanation offered by the contractor/employee.

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### **Security Inspection Procedure, Continued**

#### **Inspection Principles**

Inspections shall be undertaken in a manner, which as far as possible, respects the contractors/employees dignity and privacy and avoids any embarrassment to the contractor/employee. In an appropriate case, the contractor/employee may elect to have the inspection conducted by a Manager of the same gender as the contractor/employee.

Any complaints made regarding the inspection should be reported immediately to the Group General Manager.



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## CONTRACTOR AND EMPLOYEES STANDARDS AND CONDUCT POLICY

### Theft, Attempted Theft or Removal of Property Responsibilities

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#### **Managers' Responsibilities**

Managers are responsible for:

- ensuring contractors/employees are aware of and comply with policies,
  - taking all reasonable action to secure all Equity Transport Group premises and property,
  - seeking the assistance of the National Quality Manager, and
  - displaying the appropriate Security Inspection Procedures prominently in the workplace.
- 

#### **Contractors/ Employees Responsibilities**

Contractors/Employees are responsible for:

- their own behaviour and actions at all times,
  - adhering to Equity Transport Group policy regarding all standards and conduct,
  - taking all reasonable action to secure all Equity Transport Group premises and property, and
  - seeking the appropriate advice regarding the acceptability of an action, prior to undertaking it.
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### **Dealing with Breaches**

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#### **Breach of standards**

When contractors/employees breach any of the standards regarding theft, attempted theft or removal of property, disciplinary action will occur including termination.

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## CONTRACTOR AND EMPLOYEES STANDARDS AND CONDUCT POLICY

### Drugs and Alcohol Policy

#### Overview

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##### **Equity Transport Group's Commitment**

Equity Transport Group recognises that the misuse of drugs and alcohol is a significant community problem with the potential to impact on the:

- health and safety of contractors/employees,
- health and safety of clients and passengers,
- safe operation of Equity Transport Group business, and
- protection of the environment.

It can also have significant negative impact on operational and business decision making.

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##### **Policy**

**The unauthorised use, sale, possession or distribution of any type of drugs on Equity Transport Group premises at any time is prohibited.**

**Alcohol is not to be consumed by contractors/employees whilst on duty or on Equity Transport Group premises both during and after work hours, unless authorised. No person shall attend work or perform duties if impaired by drugs or alcohol.**

**Contractors/Employees are not to consume alcohol or drugs:**

- when on duty
- in view of clients, and
- in public whilst in Equity Transport Group uniform.

**Where breaches of these guidelines occur, disciplinary action, including termination where appropriate, will occur.**

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## CONTRACTOR AND EMPLOYEES STANDARDS AND CONDUCT POLICY

### Guidelines

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#### Overview

This topic provides guidelines on the drugs and alcohol policy, including:

- definition of drugs,
  - authority to consume alcohol,
  - notification of use of medication,
  - duty away from Equity Transport Group premises,
  - security of alcohol on Equity Transport Group premises,
  - workers' compensation, and
  - notifying contractors and visitors.
- 

#### Definition: drugs

Drugs are defined in this policy as a substance or medication capable of causing dependency, alteration of mood or impairment of judgment, concentration or coordination.

This includes:

- illegal drugs,
  - medically unauthorised prescription medication,
  - 'over the counter' substances or medication that are:
    - misused,
    - used contrary to the manufacturer's instruction or recommended dosage, and
    - in excess of the manufacturer's instruction or recommended dosage, and
  - decriminalised or other substances.
- 

#### Authority to consume alcohol

Regional Managers may authorise the consumption of alcohol by contractors/employees on company premises.

Regional Managers may also authorise a contractors/employees attendance at a social function that may involve consuming alcohol, whilst on duty.

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#### Notification of use of medication

Contractors/Employees are responsible for notifying their manager prior to commencing work, if they have been prescribed medication that may, in any way, affect their performance at work.

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## CONTRACTOR AND EMPLOYEES STANDARDS AND CONDUCT POLICY

### Guidelines, Continued

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#### **Duty away from Equity Transport Group premises**

All contractors/employees who conduct business away from Equity Transport Group premises are to be made aware that the consumption of alcohol is not a job requirement.

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#### **Security of alcohol on Equity Transport Group premises**

Regional Managers are responsible for ensuring that any authorised stocks of alcohol kept on Equity Transport Group premises are appropriately secured at all times (e.g. locked fridge, storage area or locked rooms).

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#### **Workers' compensation may be declined**

All contractors/employees who conduct business on behalf of Equity Transport Group and consume drugs or alcohol must be made aware that a workers' compensation claim resulting from any incident subsequent to, or involving the consumption of drugs and alcohol, is likely to be declined.

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#### **Notifying contractors/employees and visitors**

All contractors/employees and visitors are to be made aware of this policy by:

- including the Drugs and Alcohol Policy as a term of all Operations Standards Manuals and,
- displaying the Drugs and Alcohol Policy in the workplace, reception areas and other areas visible and accessible for all employees and visitors at all times.

Contractors/Employees or visitors who fail to comply with the requirements of this policy will be denied access to Equity Transport Group premises.

Regional Managers are responsible for taking appropriate measures to ensure the safety of any visitor to Equity Transport Group premises who may act inappropriately and/or exhibit signs consistent with impairment from the use of drugs and alcohol.

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## **CONTRACTOR AND EMPLOYEES STANDARDS AND CONDUCT POLICY**

### **Smoke Free Workplace Policy**

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#### **Equity Transport Group Commitment**

Equity Transport Group provides a smoke-free workplace to all its Australian workplaces.

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#### **Policy**

**Contractors/Employees whilst on duty or on Equity Transport Group premises in Australia or vehicles are expected to abide by the smoke-free workplace guidelines.**

**Where breaches of these guidelines occur, disciplinary action will occur, which may include termination.**

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#### **What areas are smoke-free?**

The following Equity Transport Group workplaces and premises are smoke-free:

- all Equity Transport Group workplaces and premises including leased premises
- Equity Transport Group contractor's vehicles,
- all Equity Transport Group off site desks,
- within 20 metres of a hotel driveway, and
- near dangerous or flammable materials.

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#### **Smoking during work hours**

**Contractors/Employees are not to leave their work area in work time to smoke except during designated breaks approved by the respective Manager.**

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#### **Advising new contractors/employees**

All applicants are to be advised prior to them accepting an offer of employment of the Equity Transport Group Smoke-free Workplace policy and the need to comply with it.

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## **CONTRACTOR AND EMPLOYEES STANDARDS AND CONDUCT POLICY**

### **Smoke Free Workplace Policy, Continued**

**Advising visitors to Equity Transport Group** All visitors to Equity Transport Group premises are to be advised of the Smoke-free Workplace policy.

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### **Acknowledgment:**

In signing below, I acknowledge that I have read, understood and have had any questions answered as to my obligations, duties and responsibilities in regards to this **STANDARDS AND CONDUCT POLICY**. In signing I also agree to abide by Equity Transport Group's **STANDARDS AND CONDUCT POLICY**.

**NAME:** \_\_\_\_\_

**SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**MANAGER'S NAME:** \_\_\_\_\_

**MANAGER'S SIGNATURE:** \_\_\_\_\_