

CODE OF CONDUCT

OVERVIEW

Pro Health Care and any subsidiary companies (“**Pro Health Care**”) require that all of our employees conduct themselves according to the highest standards of ethics, integrity, and behaviour when dealing with our clients, colleagues and other stakeholders. This includes, but is not necessarily limited to, full compliance with all legal obligations imposed by statute or any other source of law.

This Code establishes the standards of behaviour that must be met by all employees. Where these standards are not met, appropriate disciplinary action will be taken. In cases where the breach involves serious misconduct, this may result in summary dismissal. In cases where a breach of the policy involves a breach of any law, then the relevant government authorities or the police may be notified.

The purpose of this policy is to make it clear what Pro Health Care expects from employees including but not limited to casual and permanent employees, members of the board, volunteers, contractors and consultants. Employees are required to be familiar with and comply with the terms of this policy at all times. Failure to do so may result in disciplinary action, up to and including termination of employment.

In so far as this policy imposes any obligations on Pro Health Care (i.e. those in addition to those set out in legislation), those obligations are not contractual and do not give rise to any contractual rights. To the extent that this policy describes benefits and entitlements for employees (i.e. those in addition to those set out in legislation), they are discretionary in nature and are also not intended to be contractual. The terms and conditions of employment that are intended to be contractual are set out in an employee’s written employment contract.

Pro Health Care may unilaterally introduce, vary, remove or replace this policy at any time.

STANDARDS OF CONDUCT

The standards expected of employees include:

- Compliance with all Pro Health Care and workplace policies, procedures, rules, regulations and contracts;
- Compliance with all laws;
- Compliance with all reasonable and lawful instructions given by or on behalf of Pro Health Care;
- Devotion of the employee’s entire time, attention and skill during normal working hours and at other times as reasonably necessary for the employee to perform their duties;
- To be honest and fair in dealings with customers, clients, co-workers, Pro Health Care management and the general public, and to treat them with courtesy and respect;
- To maintain the highest standards of professional integrity;
- To be faithful and diligent, and actively pursue Pro Health Care’s best interests at all times;
- To work in a safe and compliant manner, and to observe all workplace health and safety rules and responsibilities;

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- Promote and maintain a zero tolerance to any discriminatory, bullying or harassing behaviour toward customers, clients, co-workers, Pro Health Care management and the general public;
- To not make any statements to the media about Pro Health Care’s business, unless expressly authorised to do so by Pro Health Care (requests for media statements should be referred to the Managing Director);
- To not make any statements about Pro Health Care on social media, or any other public platform, that may harm Pro Health Care’s reputation;
- To not, in connection with the employee’s employment, accept any financial or other benefit from any entity other than Pro Health Care – unless acceptance of such benefit is in accordance with Pro Health Care’s other workplace policies or is otherwise disclosed to Pro Health Care and expressly permitted by Pro Health Care;
- To not engage in any employment or provide any services to any person or entity other than Pro Health Care, except with Pro Health Care’s prior written consent;
- To not engage in any employment or provide any services to a supplier or competitor of Pro Health Care, except with Pro Health Care’s prior written consent;
- Immediately disclosing any potential, perceived or actual conflict of interest (whether direct or indirect) that may give rise to a conflict with the performance of the employee’s obligations to Pro Health Care, or Pro Health Care’s business, confidential information or reputational interests. Pro Health Care may direct employees to take action to eliminate or reduce any such conflict, and employees must comply with such directions;
- To not engage in conduct, whether during or after work hours, that in the opinion of Pro Health Care causes damage or potential damage to Pro Health Care’s property or reputation;
- To not use, or come to work while affected by use of prohibited drugs or alcohol;
- To not discriminate on the basis of personal characteristics including (but not limited to) sex, race, disability, pregnancy, age, marital status or sexual orientation;
- To ensure and maintain punctuality;
- To respect Pro Health Care’s property;
- To dress in an appropriate manner and to ensure that appearance is presentable, clean, neat and tidy (including but not limited to wearing any uniform that is required of you by Pro Health Care);
- To not use Pro Health Care internet to access and/or download sexually explicit material or other offensive material;
- To not use Pro Health Care email to send sexually explicit or suggestive material, or other offensive or harassing material;
- To maintain both during employment and after termination of employment with Pro Health Care, the confidentiality of any confidential information, records or other materials acquired during the course of employment;
- At all times, behave in a way that upholds Pro Health Care’s core values and the integrity and good reputation of Pro Health Care;
- Reporting any conduct of other workplace participants which is in breach of any of the above, or potentially in breach of any of the above, without delay.

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RELATED POLICIES AND PROCEDURES

Employees are encouraged to read this policy in conjunction with other relevant Pro Health Care policies, including:

- Values & Ethos;
- Bullying & Harassment Policy;
- Equal Employment Opportunity and Discrimination Policy;
- Dress Code & Uniform Policy;
- Social Media Policy.

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