

Code of Conduct

You are a representative of Elliam and you are expected to present and support our policies.

Honesty

- We require all of our employees to be honest
- Stealing, misappropriating or converting items for private use and using information gained through unauthorised access are criminal actions. Any such offense may result in dismissal and notification of relevant authorities

Relationship with Customers

- Our business is based on customer service and you should always behave in a manner that will enhance trust and confidence
- Treat all customers with respect, courtesy and equality
- Be mindful of general appearance and presentation
- Be mindful of bad language
- Exercise caution in your personal relationships with customers
- Be careful in accepting hospitality
- Do not accept gifts of money or any gift that entails obligation
- Do not seek or accept personal fees for services on behalf of Elliam

Sexual Harassment / Discrimination

- It is your responsibility to be aware of what constitutes sexual harassment /discrimination
- Treat everyone with respect and equality
- We will follow the guidelines set out in the SafeWork NSW Code of Practice - Sexual and Gender Based Harassment

Public & Community Housing Requirements

- Avoid Excessive Noise
- Do Not Use the tenant's Services:
 - Water
 - Gas
 - Electricity
 - Phone
- Do Not Smoke or Eat in the premises
- Do Not store equipment or materials on the premises
- Children Must Be Supervised at All Times
 - No work if the child is under 18 and alone.
- Remove all rubbish from the work - leave the property in a clean & tidy state at the end of each day
- No animals or pets owned by workers are allowed on the premises
- Animals or pets owned by the tenants must not be antagonised or mistreated
- Respect Confidential and Private Information. Do Not disclose or abuse confidential information about the principal or tenants.

Toolbox Talks/Meetings

- You are required to take an active role in toolbox talks
- Feedback is always encouraged
- It is mandatory to attend toolbox talks and to confirm attendance by signing the appropriate paperwork

Drugs & Alcohol

As part of the efforts to achieve the highest standards of health & safety, Elliam will maintain a zero blood alcohol level and drug free policy.

This means that all workers involved in the safe operation of the Companies worksite activities must have a zero blood alcohol content, and be free of the influence of other drugs while at work or while attempting to start work.

In consultation with the unions associated with the site workforce, the Company will implement a program of employee training and assistance aimed at ensuring an alcohol and drug free workplace.

Housekeeping

- Effective housekeeping can help control or eliminate workplace hazards. Poor housekeeping practices frequently contribute to incidents. If the sight of debris, clutter and spills is accepted as normal, then other more serious hazards may be taken for granted.
- Housekeeping is not just cleanliness.
 - It includes keeping work areas neat and orderly, maintaining floors free of slip and trip hazards, and removing of waste materials and other fire hazards from work areas.
 - It also requires paying attention to important details such as the layout of the whole workplace, aisle marking, the adequacy of storage facilities, and maintenance. Good housekeeping is also a basic part of incident and fire prevention.
- Effective housekeeping is an ongoing operation: it is not a one-time or hit-and-miss cleanup done occasionally. Periodic "panic" cleanups are costly and ineffective in reducing incidents.



Wayne Dries

Managing Director