

## CODE OF CONDUCT

Employees of IKAD Engineering Pty Ltd (IKAD) promote the company's values and represent the company when dealing with each other, the public and our clients. We must be ethical in our actions, our decisions and our behaviour in the workplace.

The Code of Conduct establishes the standards of behaviour expected of all employees, including all levels of management.

All employees should be familiar with this document and encourage each other to uphold the responsibilities outlined; to ensure that our behaviour is always above reproach and able to withstand scrutiny.

### INTRODUCTION

As an employee of IKAD, you are accountable to our clients, the management of IKAD and your colleagues for your behaviour. While people generally act with honesty and integrity, there are times when it is difficult to determine whether an action is appropriate or not. The Code of Conduct is designed to assist you in the understanding of your rights, responsibilities and obligations in respect to ethical behaviour at work and provide avenues for more detailed information on which to base your decisions and actions.

This document does not attempt to cover all eventualities. However, you are expected to take responsibility for your own behavior and to actively determine the ethical dimensions of your job. If you are in doubt as to appropriate ethical conduct, contact your Manager, Supervisor or the HR/Personnel Services Division.

### Why have a Code of Conduct?

This Code of Conduct is IKAD's outline of the responsibilities and expected behaviour of you whilst at work. It describes the standards expected of you in respect to responsible, ethical behaviour in the context of the company's environment and culture.

### Who does the Code of Conduct apply to?

This Code of Conduct applies to all employees or anyone representing IKAD regardless of employment terms and conditions.

Contractors and consultants and their employees who are engaged in the contract for service with IKAD are also required to comply with the Code of Conduct.

A breach of the Code of Conduct, by you as an employee, may result in disciplinary action. If considered misconduct, then the outcome may result in termination of your employment or contract.

It is your responsibility and duty to disclose any workplace behaviour you consider unethical or unlawful. Disciplinary action shall be taken against any employee who attempts to intimidate, coerce or take reprisal against another employee who has disclosed unethical or unlawful behaviour.

## **THE CODE OF CONDUCT**

Respect for persons and being responsible – Respecting the rights of others, promoting their physical, mental and social well-being, being truthful and sincere when dealing with them.

Doing good not harm, exercising an appropriate duty of care, treating others as they would like to be treated, and protecting the company's resources. In upholding these principles, employees shall also uphold the following ethical values and behaviours.

### **Personal Behaviour**

- Be conscientious in your duties and contribute to achieving IKAD's aim and objectives with professionalism and integrity.
- Actively minimise risk exposures for employees, clients and IKAD through risk identification, assessment and management.
- Exercise courtesy, honesty and sensitivity in dealing with colleagues, clients and other members of the public.
- Uphold the principles of equal opportunity in all interactions with colleagues, clients and other members of the public, and provide a service with the highest degree of cultural sensitivity.
- Use the Code of Conduct to guide decision-making when confronted by ethical dilemmas.

### **Professional Integrity**

- Comply with any lawful and reasonable direction given by employees in a management or supervisory role.
- Comply with all relevant legislation, standards, policies, practices and procedures.
- Be personally accountable for identifying opportunities for improvement of all aspects of IKAD Engineering's operations.
- Ensure staff do not abuse their position or make improper use of information gained through that position, to the advantage of ourselves or any other person.
- Disclose any information about actual or potentially corrupt or illegal activities by employees to the General Manager, or if necessary, any member of the management team.
- Be responsible for continuously ensuring competencies and practices are up to date.

### **Customer Service**

- Provide an effective, efficient, prompt and courteous service to all clients and other members of the public.
- Be sensitive to individual differences and the needs to culturally diverse customers.
- Deal with consumer issues, concerns or grievances promptly and effectively.



### **Confidentiality**

- Be accountable for the appropriate use of all information to which you are privy during the course of your employment.
- Ensure that the documentation is concise, relevant, appropriate, accurate, written in chronological order.
- Ensure that personal and employment information relating to employees is maintained in secure storage and available only to the employee and delegated authority, except at the express request of the employee.

### **Use and Release of Information**

- Promote a positive and professional image of IKAD in all dealings with others.
- Ensure media comment is only made by those who have the authority to deal with the media.
- Ensure that the content of any official papers or documents is not disclosed, unless required in the course of your duty as an employee.
- Ensure recorded information under IKAD's control, in both paper and electronic form, is secured and stored appropriately.
- Clearly distinguish between personal position and IKAD Engineering policy when expressing a view.

### **Intellectual Property**

- Acknowledge that all products and all adaptations of IKAD services, created in the course of, or as part of, your employment, belong to IKAD.
- Accept that, both during the term of employment, employees must not without appropriate written authority, make use of or divulge to any person information relating to the business or affairs of IKAD, or make any other public statement about IKAD and its affairs, unless it is required in the course of your duty as an employee.

### **Conflict of Interest**

- Declare and disclose an existing and perceived conflict of interest.
- Politely refuse gifts, rewards or other benefits, which could compromise, or appear to compromise IKAD's decision making.
- Seek the General Managers approval to undertake other private employment.
- Not accepting gifts that shall lead to the member of staff's integrity being compromised or the creation of any obligation, immediately, or in future. Acceptance of an unsolicited gift that is a token, inexpensive or part of a promotion, such as diaries or pens, is permitted (value generally less than \$20.00). Only the General Manager can approve acceptance of other gifts.
- Invitation to a function or a luncheon as a representative of IKAD must only be accepted on the understanding that it does not imply an intention to purchase or contract.

### Use of IKAD Engineering Resources

- Be scrupulous in our use of property and services, and not permit abuse by others.
- Be accountable for finances, assets or property of IKAD for which staff have responsibility.
- Report immediately any damage, loss of theft of IKAD property or equipment.
- Have due regard for efficiency and economy in the conduct of our duties and the management of resources.
- Be conscious of the use of energy and ensure that all the appropriate devices, appliances and lights are switched off at the end of every day/shift.

### Use of Financial Services

- Comply at all times with IKAD's purchasing procedure and guidelines.
- Make every effort when purchasing to ensure that value for money is achieved.
- Use company credit cards only for company purposes and comply with the conditions set by the issuing financial institution.



Ivan Donjerkovich  
**Managing Director**

30<sup>th</sup> August 2024

I \_\_\_\_\_ acknowledge that I have read & understood the above Code of Conduct.

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Signed

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Date