

CODE OF CONDUCT POLICY

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Document Control

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01	HR Manager	Feb 2020	BHRC	Feb 2020			
02	HR Manager	Sept 2020	BHRC	Oct 2020	Board	Nov 2020	Code of Conduct split with supporting Conflict of Interest Procedure
03	GM - HR	July 2022	BHRC	July 2022	Board	July 2022	Minor updates, role title changes
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Related Documents							
Anti – Bribery, Corruption and Fraud Policy							
Corporate Travel and Expenses Policy							
Conflict of Interest Procedure							
IT Acceptable Use Policy							
IT Security Policy							
Performance Management Policy							
Procure-to-Pay Policy							
Records Management Policy							
Social Media Policy							
Whistleblower Policy							
Workplace Health & Safety Policy							
Review Requirements							
This document is next due for review in July 2024 by the General Manager HR.							
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CODE OF CONDUCT

1 Purpose

To promote and maintain a workplace which is:

- inclusive, respectful and productive
- free from inappropriate behaviour, discrimination, harassment, vilification, bullying and victimisation and
- consistent with the values of Dairy Australia.

2 Scope

The Code of Conduct (Code) outlines the standards of conduct expected of all Dairy Australia employees (including fixed term or casual) Dairy Australia directors and contractors. Anyone else representing Dairy Australia or interacting with Dairy Australia including volunteers, consultants, visitors and members are expected to comply with all lawful and reasonable requests by employees including those pertaining to this Code.

The scope of the Code also extends to relationships between employees through social media in the public domain as outlined in Dairy Australia's *Social Media Policy*.

3 Behaviours

3.1 Employees are required to:

- a. treat colleagues, suppliers, customers, visitors, or anyone else associated with Dairy Australia with fairness, dignity and respect and
- b. act ethically, responsibly, honestly and with high standards of personal integrity.

3.2 Discrimination

Employees must not directly or indirectly, incite others to unlawfully discriminate against other individuals based on a protected attribute defined in this policy or at law. Such attributes include age, gender or identity, marital status, carer or parental status and responsibilities, disability or impairment, political belief or activity, pregnancy, race, religion, sexual orientation, or any other attribute protected under applicable anti-discrimination laws.

3.3 Harassment

Employees must not directly or indirectly, incite others to engage in harassment. Harassment occurs when someone is treated less favourably or made to feel intimidated, insulted or humiliated because of any of the attributes listed in 3.2. Harassment may occur as a single act or as a series of incidents.

3.4 Sexual harassment

Sexual harassment is unwanted or unwelcome sexual behaviour which could be expected to make a person feel offended, humiliated or intimidated. Sexual harassment can be physical, spoken, written or through the use of technology, and may occur as a single act or a series of incidents.

3.5 Vilification

Employees must not directly or indirectly, incite others to engage in vilification. Vilification occurs when a person engages in a public act which is offensive, insults, humiliates, or intimidates a person or a group of people, because of their actual or perceived protected attribute, or inciting others to do so.

3.6 Bullying

Employees must not directly or indirectly, incite others to engage in bullying. Workplace bullying is classified as repeated unreasonable behaviour directed towards another person or group of people that creates a risk to health and safety. Reasonable management action conducted in a reasonable manner does not constitute workplace bullying.

3.7 Victimization

Employees must not directly or indirectly, incite others to engage in victimisation. Victimization is subjecting a person to unfavourable treatment because they make, or intend to make, a complaint of inappropriate behaviour in good faith; or they provide information or evidence in relation to a complaint of inappropriate behaviour. Examples of victimisation in the context of employment includes demotion, dismissal, transfer, suspension or loss of a benefit.

4 Other Responsibilities

Employees must:

- a. act in accordance with Dairy Australia's values and in the best interests of Dairy Australia
- b. comply with all laws and regulations that apply to Dairy Australia and its operations
- c. comply with all Dairy Australia policies, procedures, reasonable and lawful instructions, guidelines, regulations and contracts
- d. maintain punctuality and attendance in line with agreed working hours
- e. not take advantage of property or information of the organisation or its stakeholders for personal gain or to cause detriment to Dairy Australia or its stakeholders
- f. not take advantage of their position or the opportunities arising therefrom for personal gain
- g. not make unauthorised statements to any third party including the general public about the business of Dairy Australia, or its employees
- h. report breaches of the Code to the appropriate person or body within Dairy Australia
- i. not represent Dairy Australia in any way other than in the legitimate course of employment with Dairy Australia or with written authorisation by senior management of Dairy Australia

- j. dress in a manner appropriate for their workplace
- k. participate in training as required by Dairy Australia, and
- l. if necessary, adhere to Dairy Australia's complaint management process.

Managers are additionally responsible for:

- a. role modelling appropriate standards of behaviour and upholding the Code
- b. expediently and professionally managing non-compliance of the Code
- c. seeking assistance, support and guidance from HR in managing complaints, investigations and non-compliance, and
- d. engaging HR to conduct formal investigations.

HR is responsible for:

- a. promoting and maintaining the Code and complaint procedure
- b. coaching all parties involved in the prevention and effective management of inappropriate behaviour, and
- c. conducting and managing formal investigations into inappropriate behaviour.

5 Conflict of Interest

Employees must declare, or avoid where appropriate, all conflicts of interest and otherwise refraining from acting or giving the appearance of acting contrary to the interests of Dairy Australia. A conflict of interest may arise where any employee has a personal interest involving a business decision at Dairy Australia. This may extend to an employee's family, friends or business associates and in circumstances where an employee holds multiple roles including interest groups, boards or professional memberships. Permission must be sought by senior management to serve in any capacity in any other business or organisation - see the *Membership of External Boards & Committees Policy*.

Employees must:

- a. be objective in forming professional opinions and advice
- b. not allow bias, conflict of interest, or inappropriate influence of others to override their professional judgments and responsibilities, and
- c. not undertake any agri-political activities in accordance with Dairy Australia's *Constitution* and the *Statutory Funding Contract* with the Commonwealth Government.

Full disclosure is required of any actual, perceived or potential conflict of interest as outlined in the Dairy Australia *Conflicts of Interest Procedure*.

6 Gifts

Employees must not, for themselves or others, seek or solicit gifts, or hospitality and must refuse all offers that may give rise to an actual or perception of a conflict of interest. This includes:

- a. offers of money (including items used in a similar way to money, or items easily converted to money)
- b. offers of discounts
- c. offers of services, and
- d. offers of shares.

6.1 Gifts or hospitality <\$150

Employees may accept gifts or hospitality, other than what is described in 6.1 above, that are offered as a courtesy that is valued under \$150 (including cumulative offers from the same source over a twelve-month period) without approval or declaring the offer on Dairy Australia's Gifts and Hospitality Register, provided that the gifts or hospitality would not be reasonably perceived as a conflict of interest.

6.2 Gifts or hospitality > \$150

Employees must declare all gifts or hospitality that are valued at \$150 or more (including cumulative offers from the same source over a twelve-month period) on Dairy Australia's Gifts and Hospitality Register and seek written approval from senior management, or in the case of senior management, the Managing Director, or in the case of the Managing Director, the chair of Dairy Australia's Board, or in the case of a Director, the Company Secretary, to accept the offers.

Where there is no opportunity to seek approval prior to accepting, employees must seek written approval within five business days.

Prior to approvals, all gifts are the property of Dairy Australia. Depending on the nature of the gift/hospitality it may be declared:

- an approved gift / hospitality for you and you are entitled to keep it, or
- an approved gift / hospitality for Dairy Australia and becomes a donation to Dairy Australia, or
- returned to the contributor, or
- donated to charity.

The following are the designated approvers of gifts/hospitality:

- Employees – your General Manager or Regional Manager
- Senior Management (Leadership Team / Regional Manager) – the Managing Director
- Managing Director – the Chair of Dairy Australia
- Directors / Chair – the Company Secretary.

7 Confidential Information

Employees must:

- a. maintain confidential information
- b. only use confidential information for the purpose of performing their obligations under their employment contract

- c. not use confidential information for their own or another person's advantage or to Dairy Australia's disadvantage, and
- d. take all steps reasonably necessary to guard against unauthorised access to or disclosure of confidential information.

Confidential information means all information relating to Dairy Australia or any related companies of Dairy Australia, which is disclosed to or acquired by employees, whether orally, in writing or in electronic or machine-readable form but does not include information that:

- a. is in the public domain otherwise than as a result of a breach by employees of their employment contract, this Code of Conduct, or any other obligation of confidence employees owe to Dairy Australia or
- b. employees are required to disclose by law.

8 Complaint Management

Concerns about actual, potential, or perceived breaches of the Code of Conduct should be reported:

- a. in writing to your manager or Chair (for directors)
- b. in writing to HR directly if you prefer or the complaint involves your manager or Chair (for directors) by emailing: humanresources@dairyaustralia.com.au
- c. Fair Call as part of our Whistleblowing policy (as outlined in section 8.8).

Managers are expected to engage HR in respect to all complaints raised to assist in consistency and for reporting purpose.

Managers who receive a formal complaint are expected to refer the complaint to HR, adhering to the principles of impartiality. A formal complaint must be submitted in writing to HR to humanresources@dairyaustralia.com.au. If uncertain whether a complaint is formal or informal, HR should be consulted.

8.1 Confidentiality of complaints

Anyone at Dairy Australia associated with the complaint and investigation is required to maintain confidentiality, a breach of which may result in disciplinary action.

Only those involved in the investigation or resolution of a complaint will have access to information about the complaint. In some circumstances, confidentiality may be withheld, for example where there are physical threats or there is a legal reporting requirement.

8.2 Impartiality and fairness

Concerns and complaints will be handled in an impartial, discreet and professional manner. In the event of an investigation, all parties will be afforded input to the investigation prior to the determination of an outcome.

Dairy Australia will take all reasonable steps to resolve a complaint made in good faith and ensure no complainant is adversely treated for raising the complaint. Intentionally false or vexatious allegations will be investigated and may result in disciplinary action.

8.3 Whistleblower Policy

Employees also have the option to report instances of inappropriate behaviour, confidentially or anonymously in accordance with Dairy Australia’s *Whistleblower Policy*.

8.4 Disciplinary action

Employees engaging in any inappropriate behaviour detailed in this policy may be subject to disciplinary action up to and including termination of employment or engagement.

9 Employee Assistance Program (EAP)

Employees can access Dairy Australia’s EAP service, *Uprise* anytime at no personal cost. This is a confidential service available to Dairy Australia employees and their partners and may be contacted 24 hours, 7 days on **1300 209 371**. See also <https://uprise.co/eapsupport/>

10 Definitions

Term	Definitions
Employees	<p>Include all Dairy Australia employees (including fixed term or casual) Dairy Australia directors and contractors.</p> <p>Anyone else representing Dairy Australia or interacting with Dairy Australia including volunteers, consultants, visitors and members are expected to comply with all lawful and reasonable requests by employees including those pertaining to this Code.</p>
Senior management & approvals	<p>Refers to the Managing Director, General Managers and Regional Managers. References to approvals by and reporting to senior management in this document include:</p> <ul style="list-style-type: none">• For regional employees – Regional Managers• For directors – Chair of the Board• For other employees – your relevant General Manager <p>For reporting by, or approvals sought by:</p> <ul style="list-style-type: none">• General Managers – to the Managing Director• Regional Managers – to the Managing Director• Managing Director – Chair of the Dairy Australia Board

11 Compliance and Assurance

- The General Manager - HR must ensure appropriate monitoring compliance processes are in place for this Policy

- Breaches of this Policy should be recorded as an incident

12 Review

In line with Dairy Australia's Policy Governance Policy, this policy is scheduled for review every two years or more frequently if appropriate.