



Code of Conduct

Acceptable behaviour

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Purpose

- To help people do well at what is expected of them in their role or function.
- To provide employees with an environment that is free from harassment and unhealthy tensions.



Content

- **Only key principles mention**
 - Not exclusive
- **Written to meet the business needs**
- **Outlines acceptable behaviour**
- **Identifies consequences for inappropriate behaviour**
- **Includes agreement signature**



Intent

- Same fair working conditions for all employees
- Management to lead by example
- To sets clear, consistent, minimum standards
- Everyone receives a copy
- Condition of employment
- Language easily understood
- Current – reviewed every two years
- Employees educated on content
- Publicly accessible



7 C's of good service

Living the PG Code of Conduct is a sure fire way of improving service and client satisfaction.

1. Communication
2. Courtesy
3. Cooperation
4. Cost
5. Commitment
6. Competence
7. Caring



Connected to business

- **Written with connection to:**
 - PG's business values
 - disciplinary sanctions
 - personnel management practices
 - performance management systems
 - administrative policies and procedures
 - training and development strategies



Specific Code of Conduct stipulations

- Confidential information
- Supplier contracts
- Granting of contracts
- Outside interests
- Coercion
- Privileged information
- Patents and copy right
- Family members
- Gifts and hospitality
- Improper payments
- Political activity
- Corporate functions
- Personal business
- Soliciting employees
- Theft



Signature

- Understand content
- Accept compliance
- Accepts consequences of non-compliance
- Report conflicts of interest immediately



Breach

- Senior Management will deal with all breaches of this Agreement in an expeditious, fair and consistent manner.
- When in doubt, ask

