

## Code of Conduct for the Operation of GTO and Labour Hire

### What is a Code of Conduct?

A Code of Conduct provides guidance on acceptable standards of behaviour and how you are to conduct yourself and your duties while working towards achieving the goals of the Master Plumbers Strategic Plan.

### Policy applies to all Employees

This Code of Conduct applies to all employees of Master Plumbers who are not Apprentices employed through PAV or PAQ.

### Working Within the Law

You will	You will not
<ul style="list-style-type: none"> <li>• Inform yourself about applicable legal requirements before acting on Master Plumbers behalf and act at all times in accordance with the law.</li> <li>• Make yourself aware of and work in accordance with MPA Policies and Procedures</li> <li>• Operate carefully and safely keeping the workplace and our environment free of personal and environmental hazards and complying with occupational health and safety laws.</li> </ul>	<ul style="list-style-type: none"> <li>• Engage in criminal or illegal behaviour while in the employ or service of Master Plumbers</li> <li>• Disregard MPA's policies and procedures when carrying out work for, or on behalf of the organisation.</li> <li>• Jeopardize the health and safety of yourself or others.</li> </ul>

### Working with Others

You will	You will not
<ul style="list-style-type: none"> <li>• Be responsive, courteous and respectful when communicating and dealing with staff, clients or visitors.</li> <li>• Be non-discriminatory when dealing with others and making decisions.</li> <li>• Avoid patronage or favouritism by treating all persons justly, irrespective of gender, sexual orientation, race, disability, religion, marital status, age, political conviction, association or non-association with a union, or other grounds.</li> <li>• Protect the privacy of others and maintain appropriate confidentiality by following the National Privacy Principles</li> <li>• Operate in accordance with the principles that support a 'fair go' for all Australians and allow every person to enjoy his or her human rights without discrimination.</li> </ul>	<ul style="list-style-type: none"> <li>• Engage in behaviour that could be considered abusive, bullying, intimidating, insulting, offensive, degrading or humiliating towards adults or children.</li> <li>• Harass others or discriminate against them.</li> <li>• Walk past inappropriate behaviour without intervening and escalating as the circumstances require.</li> <li>• Demonstrate unlawful discrimination when recruiting, selecting or promoting staff, including apprentices hired through PAV or PAQ.</li> </ul>

## Working with Integrity and Diligence

You will	You will not
<ul style="list-style-type: none"> <li>• Have the best interests of Master Plumbers in mind every decision you make, action you take or task you perform.</li> <li>• Avoid situations which result in conflicting loyalties and declare all potential conflicts of interest between your personal interests and Master Plumbers' personal interests.</li> <li>• Be honest, impartial and conscientious when carrying out your duties and observe procedural fairness (natural justice) in all decision making.</li> <li>• Report genuinely suspected corrupt conduct such as fraud, pilfering or stealing to the appropriate manager or external authority.</li> <li>• Inform your manager of any offer of gift or benefit.</li> <li>• Act honestly and in good faith, and seek to achieve high standards in everything you do.</li> <li>• Use Master Plumbers' assets (including funds, equipment and information) responsibly and in the best interests of Master Plumbers.</li> <li>• Report genuinely suspected abusive or harmful conduct towards adults or children to the appropriate manager or Child Safety Person.</li> <li>• Respect the confidentiality of information that comes to you in the course of your duties.</li> </ul>	<ul style="list-style-type: none"> <li>• Accept any gifts or benefits in connection with the performance of your duties without declaration, except in the context of sponsorship of a Master Plumbers event, prize or award.</li> <li>• Act in an irresponsible and disruptive manner toward others.</li> <li>• Allow yourself or any staff member to suffer any form of discrimination or harassment or cause harassment to occur, to any person disclosing fraud or other corrupt conduct.</li> <li>• Consume alcohol or non-prescription drugs during ordinary working hours.</li> <li>• Use Master Plumbers funds outside of delegations of authority or to provide inappropriate benefits (such as gifts or entertainment) for yourself or others.</li> <li>• Use Master Plumbers assets other than for Master Plumbers purposes or interests.</li> </ul>