

CODE OF CONDUCT



1. OVERVIEW

Discovery Holiday Parks (collectively “Discovery”) is committed to promoting and ensuring a safe, healthy, productive workplace, and one that our employees are proud to be a part of. We are a business where we are held in high regard by each other and by our guests.

The Discovery Code of Conduct contains standards of behaviour that are binding on every employee, contractor, consultant and officer of any entity which is owned or controlled by Discovery. Failure to comply with or a breach of the Code of Conduct will result in disciplinary action being taken by Discovery which may result in termination of your employment.

The standards of behaviour set out in the Code of Conduct are expected both during work hours and whenever your behaviour impacts Discovery outside of work hours. This may include, and is not limited to:

- Lunch breaks.
- Work trips conducted outside of normal working hours.
- Social functions with fellow workers.
- Working from home.
- Activities on social media.

The Code of Conduct should be read in conjunction with other Discovery policies, procedures and guidelines.

2. SCOPE

This policy applies to:

- Board members.
- All employees including: managers; full-time, part-time, casual, temporary or permanent staff; job candidates; student placements, apprentices, contractors, sub-contractors and volunteers.
- How Discovery provides services to guests and how it interacts with members of the public.
- All aspects of employment including: recruitment and selection; conditions and benefits; training and promotion; task allocation; shifts; hours; leave arrangements; workload; equipment and transport.
- On-site, off-site or after hours work; work-related social functions; conferences – wherever and whenever employees may be as a result of their Discovery duties.
- Employee treatment of their colleagues, of guests, and of members of the public encountered in the course of their duties.

Title:	Code of Conduct	Document ID:	P&C_POL001	Version No:	1.1	Page:	Page 1 of 5
Authorised By:	Kate Berry	Approved Date:	13/09/2017	Review Date:	13/09/2018	Printed:	1/2/2021 3:37 PM

3. POLICY

3.1 Standards of Behaviour

Discovery is committed to maintaining the highest standards of professionalism, honesty, integrity and fairness. Employees, contractors and consultants are required to act in a manner consistent with this commitment by:

- Being beyond reproach in matters of trust, honesty and confidentiality.
- Respecting cultural, ethnic, religious and sexual differences (amongst others).
- Being courteous, sensitive, and honest in communications, and being considerate to the needs of others.
- Working cooperatively and collaboratively with others to achieve common goals and a harmonious work environment and culture.
- Behaving in a fair and consistent manner in all dealings with customers and suppliers.
- Not taking advantage of any property or information belonging to Discovery or opportunities arising from those, for personal benefit independent from the business of Discovery or to benefit any other business or person.
- Taking all steps to ensure the protection of Discovery assets, premises and resources.
- Abiding by all applicable laws and regulations.

3.2 Misconduct and Unacceptable Behaviour

Discovery will not tolerate misconduct and/or unacceptable behaviour that impacts adversely on other employees, contractors, consultants, guests or suppliers.

Misconduct covers a range of unacceptable behaviours, which includes, but is not limited to:

- Fighting, assault or attempted assault.
- Gross negligence or incompetence.
- Making false statements when applying for employment that had a direct bearing on whether or not the applicant would be employed.
- Neglecting your duty as an employee, such as unauthorised absence from the workplace whilst on duty (depending on the nature of the job e.g. an employee whose absence could hold up the work of other employees and / or seriously prejudice Discovery business).
- Persistent absenteeism (failure to attend work) without due cause or authorisation.
- Refusal to obey reasonable instructions given.
- Failing without reasonable cause to complete tasks set.
- Poor work quality/inefficiency: failing to carry out work to the required standard without reasonable cause and/or concealing defective work.
- Repeated poor timekeeping, e.g. arriving late or leaving early, failing to clock on and/or off, failing to take rostered breaks

Title:	Code of Conduct	Document ID:	P&C_POL001	Version No:	1.1	Page:	Page 2 of 5
Authorised By:	Kate Berry	Approved Date:	13/09/2017	Review Date:	13/09/2018	Printed:	1/2/2021 3:37 PM

- Non-attendance without cause or authorisation.

Unacceptable personal behaviour includes but is not limited to:

- Verbal or written abuse, physical abuse or assault.
- Discrimination, harassment, bullying or victimisation.
- Threatening or intimidating behaviour towards others.
- Smoking in the workplace (outside of designated and approved areas).
- Careless behaviour that could endanger the safety of yourself or others such as:
 - Tampering with, ignoring or failing to use any safety/lockout device;
 - Tampering with any emergency or safety signage/equipment;
 - Participating in skylarking or practical jokes.
- Breach of the Discovery Drug and Alcohol Policy and Procedure.
- Breach of relevant laws and regulations.

In addition, Discovery will not tolerate behaviour or activities that impact on Discovery and its reputation. These behaviours and activities may include but are not limited to:

- Inappropriate use of Discovery assets.
- Inappropriate use of Discovery electronic communication facilities and internet for personal benefit or private purposes.
- Using Discovery electronic communication facilities for any illegal purpose or in a way that causes interference or disruption to other users, services, equipment and information assets.
- Using image-recording devices (such as photocopiers, scanners and cameras) to capture and/or distribute images of:
 - Private, classified or copyrighted documents or other material;
 - Discovery property or facilities that are not accessible to the general public;
 - Any person without their express permission;
 - Any person, object, act or incident where the image would be considered inappropriate or offensive,
- Accessing, storing, processing or transmitting any information of a threatening, obscene, pornographic, discriminatory or harassing nature.
- Damage to Discovery assets or property.
- Theft or attempted theft.
- Fraud or attempted fraud.
- Failure to disclose a conflict of interest, or potential conflict of interest.
- Seeking gifts or benefits in connection with your role.
- Receiving a gift or benefit that influences and/or alters your decision making process or objectivity.
- Activities adversely affecting Discovery or its reputation (e.g. making unauthorised public statements about Discovery or the company position in respect of any matter).

Title:	Code of Conduct	Document ID:	P&C_POL001	Version No:	1.1	Page:	Page 3 of 5
Authorised By:	Kate Berry	Approved Date:	13/09/2017	Review Date:	13/09/2018	Printed:	1/2/2021 3:37 PM

- Directly or indirectly engaging in any activity which could by association cause Discovery public embarrassment or bring Discovery into disrepute (including any activities on social media).
- Unauthorised passing of sensitive or confidential information relating to Discovery and its operations to a third party or to an unauthorised external location, or posting such information in a public domain.
- Unauthorised use of the Discovery name or logo.
- Failing to comply with any relevant Discovery policy or procedure.

Employees at Discovery must not be engaged in any other employment, occupation, trade or business without prior written approval of an authorised Manager.

To grant approval, Discovery will require that any secondary employment does not:

- Interfere with your employment with Discovery in any way.
- Result in a real or perceived conflict of interest.
- Reflect unfavourably on Discovery.

You should consult your manager if you are unsure about whether additional employment may involve a conflict of interest. Failure to do so may result in disciplinary action.

4. ROLES AND RESPONSIBILITIES

Employees are responsible for:

- Their behaviour and actions at all times.
- Being aware of and complying with this Code of Conduct, other Discovery policies, procedures and relevant legislation.
- Treating other Discovery employees, contractors and consultants fairly and with respect.
- Acting in the best interests of Discovery at all times.
- Promptly informing their manager if they believe that the Code of Conduct has not been followed.
- Taking all reasonable steps to secure Discovery premises and property.
- Seeking advice from a manager before undertaking an action or activity that may be contrary to Discovery policy/procedure.

Managers are responsible for:

- Monitoring compliance with this policy/procedure by members of their team.
- Notifying the People & Culture team if there is an emerging concern about compliance with this policy/procedure.
- Ensuring that each member of their team understands this policy/procedure.

Title:	Code of Conduct	Document ID:	P&C_POL001	Version No:	1.1	Page:	Page 4 of 5
Authorised By:	Kate Berry	Approved Date:	13/09/2017	Review Date:	13/09/2018	Printed:	1/2/2021 3:37 PM

4. ASSOCIATED DOCUMENTS & FURTHER INFORMATION

Talk to your manager immediately if you see Discovery employees, contractors or consultants acting in breach of this policy. If it is not appropriate to talk to your Manager, contact either your Manager's Manager or the People & Culture team.

If you require additional information in relation to this policy, please contact your manager or the People & Culture team.

Title:	Code of Conduct	Document ID:	P&C_POL001	Version No:	1.1	Page:	Page 5 of 5
Authorised By:	Kate Berry	Approved Date:	13/09/2017	Review Date:	13/09/2018	Printed:	1/2/2021 3:37 PM