



HELEN & JOEY
ESTATE
YARRA VALLEY

Code of Conduct and Core Values Policy

July 2023

POLICY STATEMENT:

As a business, we conduct our business according to the highest standards of business ethics. Our team members are also expected to conduct themselves with the best interests of the business in mind. Listed below are specific policies that everyone at Helen & Joey Estate and Re'em Yarra Valley is expected to strictly adhere to. Also included below are our five Core Values which summarise the way we operate as a business and how we expect each individual to conduct themselves.

Helen & Joey Estate and Re'em Yarra Valley believe in these long-standing fundamental elements of professional conduct. We fully expect that all team members will be able to give complete commitment and wholehearted support to these standards. While this document does contain some specific points, every possibility and eventuality can never be anticipated.

Each team member's good judgment, integrity, candor and good example will always be needed to implement these basic principles. We also believe that if all team members follow the standards and the spirit set forth an appealing work environment will exist throughout Helen & Joey Estate and Re'em Yarra Valley and the reputation of each team member and the Helen & Joey Estate and Re'em Yarra Valley business will be enhanced.

To ensure the well-being of all team members, violations of Helen & Joey Estate and Re'em Yarra Valley regulations and standards will result in corrective action appropriate to the offense. The severity of corrective action in response to the violation will be determined by such considerations as the impact of the offense on Helen & Joey Estate and Re'em Yarra Valley, the extent of damage caused, and the circumstances of the offense.

Full, factual and timely disclosure of any situation that would appear to be in conflict with the interest of Helen & Joey Estate and Re'em Yarra Valley is required. Consent to a specific situation may, at times, be granted by the Managing Director when circumstances are clearly understood, and the business is not adversely affected.



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PROCEDURES:

1. Financial Interests

- a. No team member or immediate family member (spouse and children) is to have a direct or indirect financial interest in a competitor or with any enterprise which transacts or is likely to do any business with the business as a vendor.
- b. Ownership in a private business that does or may do business with or is a competitor of the business or its affiliates is never permitted.
- c. Any investment in a listed public business that does or may do business with, or is a competitor of, the business or its affiliates, that is greater than \$10,000 or 1% of the outstanding stock must be disclosed to the Manager Director.
- d. Providing services or receiving any compensation as a Director, Manager, or Consultant to any outside concern that does business or competes with Helen & Joey Estate and Re'em Yarra Valley is permitted only with the company's prior knowledge and consent.
- e. No team member will solicit, directly or indirectly, business from any business entity with which the business does or may do business on behalf of him/herself or a family member.
- f. The use or diverting of any business information, product, program or patent for personal gain or to any person or entity is not permitted.

2. Illegal Practices

Team members who engage in any of the following activities, which are considered illegal practices, will be immediately discharged.

- a. Team members are strictly prohibited from being negligent or deceitful when filling in their time sheets.
- b. Team members are strictly prohibited from removing any business property from the premises without proper authorisation.
- c. There cannot be any willful destruction or damage to any property of the business or of any other team member.
- d. Team members are strictly forbidden to falsify, alter, destroy or remove business reports or records, or to assist others in doing so.



HELEN & JOEY

ESTATE
YARRA VALLEY

- e. Team members are strictly forbidden from falsifying records or statements to obtain employment, disability or other insurance including workers compensation payment.
- f. Team members will refrain from publicly criticising Helen & Joey Estate and Re'em Yarra Valley, its services, its personnel or its vendors, its customers or soliciting other team members to leave the company.
- g. Team members will not deliberately suppress or distort product knowledge.
- h. Team members will not copy, steal or use any Helen & Joey Estate and Re'em Yarra Valley intellectual property to benefit themselves or others during the course of their employment or when ending their employment.

3. Bias and Discrimination

- a. Team members may not exclude or deny services or benefits to any customer or other business team member on the grounds of race, color, creed, or national origin, nor grant any discriminatory consideration or advantage.
- b. Team members will conduct their professional business in such a way that does not expose a customer or client of Helen & Joey Estate and Re'em Yarra Valley to unnecessary embarrassment or disparagement.
- c. Team members may not discriminate unfairly by dispensing special favours or privileges to anyone, nor accept favours or benefits under any circumstances that might be construed as an influence on the performance of their duties.

4. Conflicts of Interest

Team members should be honest in performing their role and avoid conflicts between their private interests and those of their responsibilities to Helen & Joey Estate and Re'em Yarra Valley.

Conflicts of interest may arise when a team member is in a situation where personal circumstances are affected by the decisions or duties carried out in their role. A conflict may arise when any of the following are involved:

- a. Financial interests
- b. Personal or sexual relationships
- c. Personal beliefs
- d. Outside employment
- e. Political participation



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ESTATE
YARRA VALLEY

- f. Use of confidential information
- g. Use of facilities, equipment and resources and/or
- h. Acceptance of gifts or benefits

All team members must act responsibly and report any actual or perceived conflicts of interest that arise as part of their role. If there is any question as to whether a conflict exists, the team member must discuss the circumstances with management to determine whether a conflict exists. Appropriate strategies will be developed to manage any reported, or perceived, conflicts of interest.

5. Diligence

Team members are expected to carry out their duties in a professional, ethical and diligent manner at all times. This means staff must:

- a. Make decisions fairly, impartially, and without bias, using the best factual information available.
- b. Keep records and documentation to support their decisions.
- c. Always aim to achieve the highest possible standard of performance.
- d. Continuously develop their knowledge in their professional fields and areas of responsibility.
- e. Exercise best judgement in the interests of Helen & Joey Estate and Re'em Yarra Valley.
- f. Maintain adequate documentation to support decisions made.
- g. Ensure outside interests do not interfere with their ability to meet the responsibilities of their role.
- h. Adhere to professional codes of conduct and standards of ethics.
- i. Act responsibly when becoming aware of any unethical behaviour or wrongdoing by any other person. This may involve a report to your Direct Manager.

6. Economy & Efficiency



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YARRA VALLEY

- a. Team members should use Helen & Joey Estate and Re'em Yarra Valley resources, facilities and intellectual property only for legitimate purposes related to their role with Helen & Joey Estate and Re'em Yarra Valley.
- b. Team members should avoid waste or minimise it where avoidance is not possible.
- c. Team Members should maintain sufficient security & protection of Helen & Joey Estate and Re'em Yarra Valley property, facilities, resources and intellectual property.

7. Helen & Joey Estate and Re'em Yarra Valley Core Values

1. TEAMWORK

Contribution to the team reflected in flexibility, reliability, dependability, commitment to own and team goals, communicating effectively, consulting with, and acknowledging others.

2. CUSTOMER FOCUS

Focuses on the best outcomes for the business and the client and demonstrates a commitment to meet clients' needs and requirements with professionalism.

3. POSITIVE WORK ETHIC

This includes demonstrating a 'can-do' attitude, positivity, motivation and the ability to use initiative and get things done.

4. HONESTY & INTEGRITY

Demonstrating honesty and fairness, being 'up-front' in communications, and being consistent and professional.

5. RESPECT

Being friendly, approachable and courteous, and receptive to other ideas. Responding in a timely manner. Treating the workplace, other staff and the business environment with respect.