



Ready Group Code of Conduct

Belonging to the READY GROUP Team

Our team are pivotal to our success and creating a work environment that champions excellence and results in productive and positive experiences for not only our team, but our clients and anyone else we interact with is incredibly important to us.

Together with our Values, the following Code of Conduct outlines how we expect all individuals who join Ready Group to behave and conduct themselves whilst working with us.

Belonging to our team means that you know, understand and act in accordance with this Code, whilst always treating colleagues, clients, suppliers and competitors with respect and maintaining the highest standards of ethical practice and integrity.

It is important that we always act lawfully and apply this Code to everything we do whilst upholding our Values and representing Ready Group in the best light possible.

This Code of Conduct applies to all Ready Group employees, contractors including sub-contractors and consultants.

Workplace Behaviour, Diversity, Equity and Inclusion

By valuing, recognising, respecting, embracing and including individual differences, we add enormous value to not only our workplace but also to the wider community we work and belong to.

We respect and embrace our teams' individual uniqueness whilst working towards our common interests - to provide the construction industry with a quality service that aids in the growth and development of Australia's infrastructure.

Our shared success relies on and is created by every individual in our team.

As a business, Ready Group is committed to equal opportunity, creating equity and promoting diversity. We will always respect, appreciate and work to understand the value of each other's differences amongst all of our employees, clients, customers, suppliers and anyone else we interact with whilst in a work setting.

Our commitment is to create and foster a work environment which champions pride in what we do and supports mutual trust to help individuals fulfil their ultimate potential.

We expect all of our team members to:

- Treat everyone that you interact with during your employment with dignity, equity, fairness and respect.
- Act with professionalism in all of your interactions and decisions.
- Create a sense of belonging – welcome and involve all individuals to promote and ensure inclusivity.
- Not unlawfully discriminate against people in all aspects of employment including recruitment, training, promotion, remuneration and benefits and termination of employment on prohibited grounds (such as age, gender, sexual preference, race, disability, religion, etc.).
- Not make any disparaging or untruthful remarks about Ready Group, other Employees, customers, clients, competitors, contractors or suppliers.
- Be aware of your association with Ready Group online on social media channels (e.g. Facebook, Instagram, Twitter, TikTok, forums and blogs etc.) and ensure your profile and related content is in line with this Code of Conduct.



- Uphold the reputation of Ready Group at all times and avoid any behaviour that could result in damaging the brand's image and reputation or that of specific individuals within the brand.

Safety, Health and Wellbeing

Every team member at Ready Group is responsible for the health, safety and welfare of themselves, fellow colleagues and contractors and the clients we work and interact with. Each individual has the right to work in a respectful and safe environment that protects them from verbal, physical or psychological bullying, discrimination and all forms of harassment.

Any behavior that a reasonable person would consider inappropriate, offensive, abusive or humiliating, whether or not that affect was intended, will simply not be tolerated here at Ready Group and does not reflect what we stand for as a business.

In addition, any behaviour that risks the safety, health or well-being of yourself and others is totally unacceptable too. This applies to creating and maintaining a hazard-free environment, strictly following all safety protocols expected of you in your role as well as the expectation that no-one in the business should take part in, or be subject to, physical or psychological violence and harm or threats of violence and harm.

We expect the following from our team around safety, health and wellbeing:

Safety

- Always follow and comply with all workplace health and safety policies, responsibilities and practices.
- Comply with the prevailing building and construction codes for construction and work towards their improvement in the interests of structural efficiency, safety and health.
- Contribute to an environment where team members and other people you interact with can work without the distress or interference caused by harassment, sexual harassment, discrimination or bullying.
- Act and behave in a way that ensures your own safety and the safety of others in the communities we work in and avoids putting your own or others safety at risk.
- Not use any equipment or operate machinery that you have not received adequate and appropriate training for or are not licenced or qualified to operate.
- Use all equipment and tools in a safe manner, using necessary safety equipment and as per operating guidelines, only for their intended use.
- Immediately notify your Manager of any accident or incident involving you or others (e.g. colleague, client etc.) and report any potential and actual hazards in accordance with agreed Company procedures.

Health & Wellbeing

- Always attend fit for work and not under the influence of alcohol, drugs and illegal substances.
- Do not possess, traffic or use illegal substances (or any drug that may affect the safety of yourself or others) at work.
- Do not possess or traffic any weapons at work.
- Advise your manager if you are required to take prescribed medication that impairs, or has the potential to impair your ability to perform your work so that we can best accommodate your needs without putting yours or others' health, safety and wellbeing at risk.

Relationships in the Workplace

We recognise that a large part of your day is spent at work with colleagues and as a result, relationships of a romantic nature can happen between team members.

Below are some expectations we have of all team members if you happen to commence or are in a romantic relationship with a fellow team member so that we can make sure that these relationships won't cause problems in our workplace, any conflicts of interest and/or impact negatively on your ability to do your work.

If you do date another team member, we expect you to:

- Inform your Manager and/or HR if you and another colleague or peer employee become involved in a romantic relationship so we can better handle any implications this might have in the workplace and potential conflicts of interest.
- Keep your personal issues and discussions out of the workplace.
- Remain professional at all times and conscious that you are in a workplace setting and conduct yourself accordingly.
- Be productive and focused as always in order to continue delivering on the expectations of your role.
- Not display inappropriate or excessive affection in front of colleagues or clients.
- Not exchange an excessive number of messages or calls during working hours that are non-work-related.
- If your relationship ends, maintain professionalism and ensure it doesn't cause any disruptions or tension within the workplace. You mustn't disparage your former partner, sabotage their work or reveal any sort of intimate details. This type of behaviour will face disciplinary action and is 100% not ok.

Dating Managers

We expect team members to not date their managers or direct reports to avoid any abuse of authority, imbalances of power or conflicts of interest. If you are found to be in a relationship that you have not previously disclosed with your manager or direct report, you may be subject to disciplinary action which could include up to termination of your employment depending on the circumstances.

If you do however enter a consensual romantic or sexual relationship with your manager or direct report, you must inform the HR representative as soon as it occurs so the business can decide the best course of action in relation to workflows and relationships across teams moving forward. This may involve a change in duties, reporting lines, teams etc. to ensure the workplace continues to be a fair and comfortable environment for everyone to work in.

To be clear, when we say "dating" we're referring to consensual romantic relationships and sexual relations. We explicitly prohibit non-consensual relationships and team members will face the appropriate disciplinary action if they are found to participate in any such relationship and may also be subject to criminal proceedings.

Fair Trading

Our clients are one of our key priorities so it is important that we gain their trust not just by providing them with a quality service, but also in how we interact with them.

Being open, honest, ethical and trustworthy are all things that go without saying when providing clients a great experience with Ready Group.

We expect all of our team members to:

- Always deal openly and honestly with clients, suppliers and external third parties.
- Work with suppliers of goods and services in a constructive and fair manner.



- Interact with competitors in a fair, respectful and reasonable manner.
- Recognise that fair and genuine competition is a fundamental service to which our prospective clients are entitled.
- Maintain a high standard of work and comply with the plans and specifications in the execution of all works we undertake.

Conflict of Interest

Situations may come up where a member of our team has interests that conflict with those of Ready Group. This can happen when a team member makes a business decision or influences a decision on behalf of Ready Group that results in a personal benefit to them, or to a related third party e.g. partner, relative or associated business.

We understand that it is possible for a conflict of interest to arise in a range of situations so we expect our Employees to:

- Let your Manager know of any actual, perceived or potential conflict of interest including any other work activities outside of Ready Group.
- Make sure that any other employment does not harm your ability to perform your role for Ready Group.
- Make sure to not engage in activity which is in competition with our company objectives or aspirations.
- Only accept gifts or entertainment from clients, agents, suppliers or contractors after prior approval with your Manager first.
- Not offer or accept a bribe or engage in any fraudulent activity.

Confidentiality

During your day-to-day duties you may have access to confidential information about Ready Group's business activities. As a member of the Ready Group team, you must protect the confidentiality of all our information and how we operate. We have worked hard to create and build our brand in order to make it a successful business. These details are often what set us apart from our competitors and so we want to make sure they are kept confidential.

Confidential information is anything that is not readily available to the public. If you are not sure what is confidential or not, play it safe and just assume it is. Otherwise, your Manager can help you decide.

We expect all our team members to:

- Keep Ready Group's information confidential, except where disclosure is authorised by prior written consent from your Manager or required by law.
- Use only your own systems logins and passwords, and keep these details safe and confidential.
- Use confidential information appropriately and solely for authorised purposes.
- Not use, reference, copy or reproduce confidential information to gain an advantage for yourself or someone else, or to cause damage to Ready Group.
- Not divulge any of Ready Group's affairs, trade secrets, formulas, agendas, processes, operating formulas, advertising techniques or financial documents to any other company or person/s during and after your employment has ceased with Ready Group.
- Not use or attempt to use any information about other people, which you may have acquired in the course of your employment, which may injure, damage the reputation of or cause loss to either Ready Group or individuals involved.



Privacy of Information

Privacy in Australia focuses on protecting people's rights to their personal information, such as their names, addresses, contact details and sensitive information including health and medical information, race, sexual preference etc. At Ready Group we are strongly committed to complying with our obligations within the Privacy Act 1988 in order to respect and protect the privacy of all our team members, clients, contractors, suppliers and anyone else we interact with during the course of our work.

We will inevitably come across personal and sensitive information about our clients, suppliers, fellow team members etc. in our day-to-day at work in order to reasonably do our jobs. Any personal or private information we collect is used to provide our services to you, to fulfil administrative functions associated with these services, to enter into contracts with you, or third parties, and for marketing and client relationship purposes.

When it comes to upholding our privacy obligations, we expect all of our team members to:

- Respect one another's privacy at all times; this may include information about fellow team members – employees and contractors, customers, clients or suppliers.
- Only collect personal information that is necessary to perform the responsibilities of your role or function.
- Not to collect sensitive information unless consent has been provided or where the collection is required by law.
- Explain why the personal information is being collected and how they can access their own personal information in order to make necessary changes as required.
- Only use or disclose personal information for the primary purpose for which it was collected or for a secondary, related purpose that the person would reasonably expect, where consent has been provided or if required to do so by law.
- Not disclose personal information about colleagues or clients (including images of them) through social media, email or other mediums without their prior consent.
- Make sure all personal information is accurate, complete and up-to-date.
- Take all reasonable steps to protect personal and sensitive information from misuse, loss, unauthorised access, modification and disclosure.
- Inform Senior Management immediately if you know of or suspect a breach to the protection of any personal or sensitive information or a leak of any such information.

Ready Group's Resources and Property

We aim to provide our team with the necessary resources they need to do their jobs to the highest standard. Any disrespect to our property or resources is not on and will not be tolerated. Deliberate or reckless damage to, theft or misuse of our resources or the resources of others who interact with us in our work at Ready Group will be deemed unacceptable under all circumstances.

Resources include (but are not limited to):

- Property – vehicles, fixtures, fittings, equipment, machinery, computer hardware & software, phone and any other tangible items belonging to or under the control of Ready Group.
- Monies - any form of payment received in a company transaction and any company monies used in the conduct of the business.



- Information – policies, procedures, training materials and manuals, files, data, trading information, security information, employees' details, formulas, ingredients, designs and concepts, promotions, and supplier and customer details.
- Company work time – completing only work-related activities during company time.

We expect our team members to show respect to our property and resources by always doing the following:

- Use Ready Group resources for the purpose intended and comply with any policies in place relating to their usage.
- Ensure content within emails reflect the public image of Ready Group and have appropriate disclaimers to indicate ownership by the company.
- Ensure the use of internet, email, social media and employer-supplied devices (such as smart phones and tablets) is in line with this Code of Conduct and other relevant company policies.
- Do not access or forward offensive material across the company in any communication medium and/or using Ready Group resources or property.
- Ensure that any Ready Group files, documents or data kept on Ready Group premises or stored on Ready Group equipment are not removed or copied for the purpose of personal use or for non-Ready Group related use.
- Maintain accurate business records, including timesheet logs, accounting records, leave records and not forge or misrepresent them.
- Report any knowledge or suspicion of misuse or theft of Ready Group resources to Management immediately.

Ready Group's Team Member Responsibilities

Here at Ready Group we believe that belonging to our Team is something to be really proud of. Below are some key responsibilities that will ensure you always represent Ready Group in the best possible way and will ensure you continue to take pride in your role, during your time with us.

As a member of the Ready Group team, you acknowledge that you will:

- Embrace and live by the Ready Group Values and Code of Conduct.
- Always act honestly, be truthful and make promises or commitments that you/Ready Group are able to meet.
- Fulfil your contract of employment, which includes attending work at all times when required by Ready Group (unless prevented by ill health, other lawful reason, or previous agreement) and perform work in accordance with reasonable directions given to you by Management.
- Always present professionally to those you interact with when representing Ready Group.
- Maintain a positive attitude and interact with your fellow team members in a supportive and productive way at all times.
- Undertake any relevant training to fulfil the responsibilities of your role and keep up to date with industry/role-specific knowledge.
- Collaborate. Respect and seek, when necessary, the professional opinions of colleagues in their area of expertise, be flexible and positive about alternative approaches.
- Always keep communication open and be proactive in sharing information required by others in order to set your team mates up for success.
- Learn about and comply with Ready Group's policies and procedures and all relevant laws.



- Role model and share your knowledge about this Code of Conduct with other team members.
- Discuss situations you think could be in breach of this Code of Conduct with your Manager and encourage others to do the same.
- Protect the reputation of Ready Group and always represent the business in a positive way that ensures we are always putting our best-selves forward.

If you are a leader within our business, you also agree to:

- Lead and manage team members in accordance with this Code of Conduct.
- Build team members' knowledge of and compliance with this Code of Conduct, Ready Group training resources, company policies and all relevant laws.
- Support training and development initiatives that strive to maintain a high standard of workmanship.
- Provide a safe and approachable environment where team members can raise their concerns and discuss them openly without fear of experiencing any negative consequences.
- Participate in the furthering of favourable relations with all public authorities concerned with the administration of building and construction
- Build strong relationships with manufacturers and suppliers of goods and services and related industry associations
- Appropriately manage behaviour that is inconsistent with this Code of Conduct.

Breaching Ready Group's Code of Conduct

In the hopefully unlikely event that you are found to have breached any part of the Code of Conduct, Ready Group will address the behaviour taking into consideration the circumstances of each individual case. The outcome could include coaching or disciplinary action, which ranges from a warning to termination of employment without notice.

There are some breaches of this Code of Conduct that Ready Group considers as serious misconduct and will not tolerate. Serious breaches/misconducts are likely to result in the immediate termination of employment even if the team member has not received any previous warnings.

Some examples are:

- Serious harassment, sexual harassment, discrimination or bullying
- Serious safety breaches, including physical or psychological violence or threats of violence
- Possession of illegal substances or being under the influence of illegal substances and/or being heavily intoxicated at work
- Misleading or defrauding Ready Group
- Theft of company resources including time
- Actions resulting in serious damage of Ready Group's property
- A serious or gross breach of Ready Group's operations, policies and procedures or the law
- Absence without notification (except in extreme circumstances)
- Accessing or forwarding offensive material across the company in any communication medium

In addition, where the breach indicates illegal activity, Ready Group may refer the matter to the police with a view to criminal proceedings, as well as instigating proceedings to recover company costs and loss of assets incurred.



Reporting a Failure to Follow Ready Group's Code of Conduct

Our aim is to work together as a team to achieve a culture of honesty and integrity in everything we do so if you have seen or know of an incident or situation that you think conflicts with this Code of Conduct, please raise and discuss it with your Manager as soon as possible.

Occasionally, you might see someone at work doing something wrong, which may not seem to be serious misconduct or criminal activity. When deciding on whether to report this behaviour, you should use common sense and your own sense of what is right and wrong before reporting it to your Manager.

There may be some situations where you do not feel comfortable to report a breach of this Code to your Manager, so it might make more sense to contact another senior member of the Ready Group team including the company Director or HR representative instead which we also encourage.

It is important that all Employees feel comfortable to come forward to report a possible breach. Ready Group will not tolerate our Employees fearing or experiencing any negative consequences for reporting what they believe are genuine breaches of the Code of Conduct. If you feel that you are being treated differently for raising your concerns, please let your Manager or appropriate leader know.

On the other hand, if you report any breaches to the Code that are unfounded or never happened, then you might be subject to disciplinary action too. So always respect your team mates and build productive relationships built on trust and good faith.

Team Member Acknowledgement


I fully understand the content outlined in the above Ready Group Code of Conduct, and I agree to comply with the requirements of this document.

Employee signature

Date

Employee name (print)

Position title

Document Control
Version: 1.0
Dated: 16/01/2024
Position: Managing Director
Signed: 

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