



## Code of conduct

As staff of the Naselecom Company Limited, we value Unity, Respect, Integrity and Excellence. The Code of Conduct sets out the way we conduct ourselves at Naselecom and is based on four values and our Compact, all of which inform and guide our behaviours. Naselecom policies and procedures, including the Code of Conduct are integral to the Naselecom achieving its vision of being a 'Superior Civil and Building contractor, leading the way'.

Our values underpin everything we do at Naselecom, and our Compact describes and commits us to the way we work together. At all times, we behave in a way that upholds these principles both as individuals and as representatives of the Naselecom.

This procedure applies to all Naselecom Board members, managers and employees, prospective employees, contractors, honorary employees, vendors and affiliates. Our business partners and contractors acknowledge and observe the Code. Whilst the Naselecom Code of Conduct specifies the behaviours expected of employees and vendors, it should be read in conjunction with any professional code of conduct that is relevant to the profession of the individual. Each employee or vendor of Naselecom is also required to comply and abide by the Code of Conduct as published by the regulation authorities in the country.

**NASELECOM**

## Unity

- We work as a team and in partnership with our communities:
- We work together to create a safety culture through our commitment to the physical and psychological wellbeing of one another.
- We take responsibility for fulfilling the tasks assigned to us by applying all our knowledge, skills and experience.
- We are highly customer service focused, including being helpful and responsive to our internal teams working together to deliver 'Superior Service'.
- We share the workload within our teams, including stretching ourselves to achieve our goals.
- We work with our business partners to improve services for our clients and to provide opportunities for our staff.

## Respect

We respect the rights of all and treat people the way they wish to be treated:

- We respect and value each other's professionalism and contribution, working with each other collaboratively to achieve the best outcomes for all.
- We are committed to diversity, inclusion, fairness and equal employment opportunities.





- We accept people's cultures and beliefs and allow them to enjoy their identity, language and history.
- We do not tolerate bullying or harassment or violence and intimidation (either verbal or physical) or unlawful discrimination.
- We are polite and respectful in all of our written and verbal communications including on social media.
- We respect our staff's right to freedom of choice and expression, consistent with this Code.

## Integrity

We believe that how we work is as important as the work we do:

- We are honest, ethical and open in our dealings with each other and our clients.
- We do not knowingly make false statements, or mislead directly or by omission, in all communications.
- We respect confidentiality and do not misuse information which we learn about our clients or vendors during and after our business engagements. We maintain this confidentiality even after our contracts.
- We work within professional and legal boundaries and maintain therapeutic professional relationships with our patients and their families.
- We use the resources, services and facilities provided to us by the Naselecom only for the purpose and in accordance with the terms on which they have been provided. This includes physical, financial and intellectual property.
- We perform our work impartially and refuse all offers that could be reasonably perceived as undermining the integrity and impartiality of the Naselecom or ourselves.
- We observe the highest standards of integrity in financial matters and comply with the requirements of relevant financial management legislation and Naselecom policies and procedures.
- We report any possible fraudulent behaviour or observed misconduct.

## Excellence

We are committed to achieving our goals and improving outcomes:

- We share our knowledge and expertise generously to support excellence across the Naselecom.
- We strive to achieve the highest quality in our work.
- We aim to continuously improve all aspects of our service and evaluate our results.
- We uphold the principles of client-focused and centred service delivery in everything we do.
- We ensure our clients are actively involved in decisions regarding their service delivery.
- We acknowledge our role in the broader community and involve ourselves in activities that make a contribution.
- We consider the impact of our decisions on our clients, vendors and the community.



## Our Compact

Our Compact is a commitment from every one of us that it's not just what we do that matters, it is how we do it. By defining appropriate behaviour, acknowledging our personal responsibility to behave in that way, and by asking others to hold us accountable for our actions, our Compact contributes to a more respectful work environment.

### The Pledges in our Compact are:

- We do better work the best service delivery to our clients on time and budget.
- I actively promote and celebrate our diverse team
- I bring a positive attitude to work
- I take responsibility for my behaviour and its impact on others
- I am curious and seek out ways to constantly learn and improve
- I celebrate the good stuff, the small stuff, the big stuff – it all matters
- I speak up when things aren't right
- I value the many different roles it takes to deliver "Superior Client service"
- I actively listen to others, because I want to make the best decision

### Our responsibilities under the Code of Conduct:

We adhere to all the terms and conditions of our employment contract and Naselecom policies and procedures. Each of us as a Naselecom employee and vendor has a responsibility to abide by applicable legislation, the Code of Conduct and Naselecom Policies and Procedures.

