

RACQ Code of Conduct



RACQ
It pays to belong

Code of Conduct



What makes RACQ unique is our dedication to placing our members at the centre of everything we do. Through the combined efforts of our people, we're building a progressive membership organisation with a focus on service, quality and trust and which is committed to making a positive difference to the lives of our members now and into the future.



At RACQ, our people are our edge, and we believe RACQ is a great place to work. We aim to deliver a work environment that inspires the best and the brightest, where high performance is the norm and where teams have a shared sense of future success.



For these reasons, the Code of Conduct is very important as it is fundamental to demonstrating our values in action. The Code guides our response in dealing with situations we may face at work and outlines the standards our members can expect from us and that we expect from each other. The Code applies to all employees, agents, contractors and other external providers to RACQ but doesn't apply to the Directors, who are subject to their own Code which incorporates their additional responsibilities.

As part of the RACQ team, it's important that your behaviour at work aligns with the expectations of our members. You're expected to be aware of and perform within the expectations of this Code and to encourage and support the same standards from your peers.

Performing your work duties in line with this Code and all of our workplace policies is not only integral to your success but also the future success of RACQ. It's important to be aware that this Code applies to you whenever you are identified as a representative of RACQ and in some circumstances will include times when you are outside of your immediate workplace or working hours. We take breaches of this Code very seriously.

RACQ consistently holds one of Australia's highest customer trust ratings, an accolade that is due to the quality of our people and their commitment to delivering the highest standard of service to our members and their communities.

David Carter
Group Chief Executive Officer

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1. Generosity of Spirit



We believe in the power of genuine connection and empathy – for our people, our members and our communities.

We always:

- 1.1 Act in the interests of our own and our colleagues' health and safety.
- 1.2 Treat members, employees, agents, contractors and customers with courtesy, trust, respect, fairness, sensitivity and dignity.
- 1.3 Actively work together and proactively collaborate.
- 1.4 Ensure our behaviours and actions reflect our commitment to a workplace that is free from intimidation, harassment, bullying and discrimination.
- 1.5 Promote an environment which is inclusive of diverse backgrounds.
- 1.6 Recognise that others have the right to hold views which may differ from our own.
- 1.7 Speak up in a respectful and appropriate manner if we are upset by someone's actions or behaviour and ask them to stop.
- 1.8 Listen and respond to issues and concerns raised by colleagues or members.
- 1.9 Act in a fair, honest and respectful manner when engaging with internal and external stakeholders.
- 1.10 Disclose a personal interest that could be seen as influencing our decisions, now or in the future.
- 1.11 Actively participate with RACQ to resolve any conflict of interest.
- 1.12 Respect the protection of human rights and ensure that our employees, customers, suppliers do the same.

Our Generosity of Spirit is further demonstrated through our commitment to never:

- 1.13 Allowing our colleagues to be injured.
- 1.14 Engaging in fraudulent behaviour.
- 1.15 Discriminating, harassing or bullying anyone at work, during out of hours activities or by using social media.
- 1.16 Behaving in a way that causes disadvantage or offence to others at work, during out of hours activities or by using social media.
- 1.17 Starting or spreading rumours that may harm someone's reputation or RACQ's.
- 1.18 Discarding issues, complaints or concerns raised by colleagues or members.

Things to think about

- Q.** All this talk of bullying and harassment – can't anyone make a joke these days?
- A.** It's great to have fun at work, but jokes are not ok if they cause offense – even if they were not meant to. To keep a happy workplace, we need to be mindful of our team members' different beliefs, cultures and backgrounds. There is no need for jokes or pranks that could cause someone to feel alienated, excluded, offended or mistreated.
- Q.** My wife's business is tendering for a contract with RACQ and I am on the selection panel. Do I need to let anyone know?
- A.** Yes, you should advise your leader. This could be considered a conflict of interest and you may need to remove yourself from the selection panel.

2. Being of Service



Our commitment is to serve and support our members and each other, beyond simply 'doing business'.

In Being of Service, we always:

- 2.1 Report any hazards or unsafe behaviours that put ourselves, our colleagues, members or community at risk.
- 2.2 Are proactive to the needs of our members and colleagues.
- 2.3 Treat complaints from customers and employees seriously and respond to constructive feedback.
- 2.4 Deliver our service fairly, courteously and effectively.
- 2.5 Provide advice or service that is honest, impartial and comprehensive, irrespective of our personal views on a matter.
- 2.6 Manage risks appropriately and speak up if we cannot.
- 2.7 Ensure any employment outside of RACQ does not adversely affect employment at RACQ.
- 2.8 Accurately and truthfully record work and leave periods.
- 2.9 Protect the intellectual property of the RACQ Group.

To ensure that we deliver on our Being of Service value we never:

- 2.10 Ignore hazards which may injure ourselves, our colleagues, our members, our community or those we are assisting.
- 2.11 Take unacceptable risks.
- 2.12 Ignore opportunities for improvement.
- 2.13 Say 'it's not my problem'.

Things to think about

- Q.** On the way into the building this morning I noticed a hole in the bitumen in the car park. Luckily I did not trip in it. Surely this is Property's responsibility to identify and fix, not mine?
- A.** We are all responsible for identifying and reporting hazards, whether they are directly in our control to fix or not.

3. Inspiring Trust



We earn trust by always doing the right thing by our members and each other.

We Inspire Trust by always:

- 3.1 Performing our work safely and using the correct personal protective equipment.
- 3.2 Understanding and complying with all policies and procedures.
- 3.3 Acting in a manner which complies with all legislation, statutory and regulatory obligations relevant to the RACQ Group.
- 3.4 Following all reasonable and lawful directions.
- 3.5 Putting members' interests above personal interests.
- 3.6 Reporting deliberate, intentional and premeditated dishonest actions that cause actual or potential loss.
- 3.7 Ensuring leaders role model the expected behaviours and standards.
- 3.8 Acting in a manner that is supportive of RACQ's brand and reputation.
- 3.9 Ensuring that anything we state about ourselves, our colleagues or our products is true and correct.
- 3.10 Dressing in a manner which is appropriate with our position, job and workplace health and safety requirements.
- 3.11 Ensuring we act consistently within approved delegations.
- 3.12 Reporting convictions of any criminal offence to our leaders.
- 3.13 Reporting suspicious transactions.
- 3.14 Using, managing and maintaining RACQ resources in accordance with policies and procedures.
- 3.15 Using electronic communication in an ethical and legal manner.
- 3.16 Modelling good driving practices that are consistent with the principles of RACQ as a safe motoring organisation.
- 3.17 Referring public comments on behalf of RACQ to the appropriate team member.
- 3.18 Using social media appropriately and responsibly.
- 3.19 Using email, internet, intranet, Yammer and other digital channels provided in the intended manner.
- 3.20 Registering gifts or benefits in accordance with the relevant policy.
- 3.21 Treating information with care and using it only for the purpose for which it was collected or authorised.
- 3.22 Storing information securely.
- 3.23 Supporting and respecting the protection of human rights within the workplace and the broader communities where we operate.

3. Inspiring Trust



To ensure that we always Inspire Trust we are committed to never:

- 3.23 Ignore safety instructions.
- 3.24 Ignore non-compliance.
- 3.25 Act unlawfully either willingly or not.
- 3.26 Intentionally damaging RACQ's interests, reputation, or employee relations.
- 3.27 Disclose confidential information, whether it relates to individuals or RACQ.
- 3.28 Misappropriating RACQ funds or acting outside of our delegation.
- 3.29 Conduct or participate in corrupt and/or fraudulent activity (i.e. personal gain from RACQ information).
- 3.30 Access RACQ information for personal use.
- 3.31 Withhold bad news or purposefully staying quiet about known risks.
- 3.32 Falsifying records or documents.
- 3.33 Misuse or intentionally infringe on the intellectual property rights of RACQ or others.
- 3.34 Create a relationship with suppliers, financial or otherwise, that may influence our decision-making or create a perception of unfairness.
- 3.35 Make unauthorised public statements on issues related to RACQ's business, including on social media.
- 3.36 Access unauthorised material, information or content that is offensive, defamatory or inappropriate.
- 3.37 Disclose confidential information to parties who do not have legitimate access to the information.
- 3.38 Misuse, intentionally damage or destroy RACQ resources.
- 3.39 Offer, pay or accept bribes or inducements.
- 3.40 Take ill-considered risks.

Things to think about

- Q.** Can I use my work computer for personal internet and email?
- A.** We understand that there are some circumstances that mean you will access your work computer to undertake personal matters (for example, paying a bill online), but generally work computers should not be accessed for personal use.

4. Dedication to Excellence



Our heritage and future centre on a commitment to excellence in every action we take and decision we make.

In performing our roles, we bring our expertise and best qualities to work by:

- 4.1 Ensuring the safety, health and welfare of ourselves and others in the workplace.
- 4.2 Reporting to work fit and able to perform our role.
- 4.3 Ensuring that we are appropriately licensed, qualified or certified to perform our roles.
- 4.4 Irrespective of your work arrangement, consistently performing work to the expected standard, or higher.
- 4.5 Attending work reliably and on time.
- 4.6 Ensuring employment-related decisions are based only on merit and business considerations.
- 4.7 Actively participating in performance-related discussions and processes.
- 4.8 Actively seeking and acting on feedback to improve our own performance, and providing constructive feedback to support improved member experience and business performance.
- 4.9 Seeking continuous improvement and innovation opportunities.
- 4.10 Actively seeking to improve, be adaptable and positive towards change.
- 4.11 Focussing on quality outcomes for members.
- 4.12 Committing to finding solutions to problems.
- 4.13 Providing advice that is objective, independent and impartial.

To maintain our Dedication to Excellence commitment we never:

- 4.14 Undertake work that we are not trained for, competent in or medically fit to undertake.
- 4.15 Undertake work impaired by alcohol or drugs, including prescription medication.
- 4.16 Stop striving to improve our skills and our performance or RACQ's performance.
- 4.17 Act in a way which stops our colleagues from sharing ideas to improve current processes.

Things to think about

- Q.** To meet targets and deadlines, I sometimes cut corners when it comes to safety procedures. It's usually minor and we're all experienced, so that's ok, isn't it?
- A.** It's not ok. There is no compromise when it comes to safety. If you feel that a safety procedure could be improved or your having trouble meeting you're targets, please talk with your leader.

5. Handling the Uncertainties

There is no Code of Conduct that can address every situation. If you are in a situation where you do not know what the right thing to do is, ask yourself the following questions:

Is it safe?

Is it honest?

Is it legal?

Is it in the best interests of our members?

Is it in the best interests of RACQ?

Would I feel comfortable if my actions were disclosed in public?

Would my family and friends think that this behaviour is okay?

If the answer to any of these is 'no', then do it differently as it may mean you are breaching this Code.

Breaches of the Code

Breaches of the Code of Conduct and RACQ policies and procedures are viewed seriously by RACQ and can result in disciplinary action up to and including dismissal. It is also important to know that RACQ may report suspected breaches of unlawful activity to law enforcement agencies.

Where to go for more information?

It is critical that you understand all your obligations as an employee. All RACQ policies and procedures are available on the intranet. It is your responsibility to read and commit to these. If you are ever in doubt, please discuss with your Manager or contact the **HR Hotline on 07 3361 2400**.

While this is not an exhaustive list, some important policies relating to your obligations as an employee include:

- Managing Poor Performance and Misconduct.
- Group Health and Safety Policy (and associated safety policies).
- Group Whistleblower Policy.
- Group Fraud and Corruption Policy.
- Group Conflict of Interest Policy.
- Group Gift and Entertainment Policy.
- Group External Appointment Policy.
- Corporate Uniform Policy.
- Technology Acceptable Use Policy.
- Grievances Policy.