



Promoting responsible & ethical behaviour

PROMOTING RESPONSIBLE & ETHICAL BEHAVIOUR

Our DOOLEYS Values, Values Code of Conduct & Business Principles (Values Code of Conduct) and company policies provide guidance on responsible and ethical decision making and behaviour, and take into account our legal obligations and the reasonable expectations of our members.

Our Values Code of Conduct underpins DOOLEYS Values. It sets out the behaviours we expect of our Directors, employees and contractors, and articulates our commitment to corporate governance, responsible business practices our customers, our workforce, the communities in which we operate and the environment. Our company policies support the principles embodied in our Values Code of Conduct and there is mandatory training for all employees on these policies.

All persons governed by our Values Code of Conduct are responsible for complying with the principles embodied in our Values Code of Conduct.

Our governance framework includes policies in the following key areas:

Health and Safety

This policy recognises our commitment to the health, safety and wellbeing of our staff, contractors, members and community. The policy highlights the importance of workplace health and safety and sets out the priority, accountability, measurement and our commitment to compliance for health and safety at DOOLEYS.

Bullying

This policy aims to ensure we have a workplace free of all forms of unlawful discrimination, harassment, bullying and victimisation.

Privacy

This policy sets out our commitment to the protection of our customer's personal information. Our policy and privacy principles outline the ways we protect customer personal information, how and why we collect it, how we may use and disclose it, how we keep it secure and accurate, as well as how customers may access it (including copies of DOOLEYS Privacy Policy, Privacy Principles and Privacy Statement).



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DOOLEYS 3 R's of Social Media Engagement

- Representation
- Responsibility
- Respect

This policy provides guidance to employees and contractors who use social media, either as part of their job or in a personal capacity, regarding our expectations when they talk online about us, our products and services, our people, our competitors and/or other business-related individuals or organisations.

Whistleblowing

This policy provides an avenue for anyone to report suspected unethical, illegal or improper behaviour. Our whistleblowing process is supported by an independent service provider and all disclosures, investigations, recommendations and the implementation of actions, and our Audit & Risk Committee oversees the whistleblowing process.