



## **Code of Conduct & Ethics**

Ozpak Pty Ltd (as part of The Tahbilk Group) has developed a Code of Conduct & Ethics which is applicable to all employees. The Company expects this Code to govern the way in which employees conduct themselves in the performance of their respective duties, in dealings with other employees and in dealings with outside parties such as clients and distributors. Specifically, employees must:

- Treat all employees and other persons in the workplace with courtesy and respect;
- Contribute to an amicable working atmosphere, including avoidance of prejudicial or discriminatory behaviour towards other individuals or groups;
- Aim to achieve fair, open and honest relationships with team members and clients;
- Willingly accept flexibility of jobs and duties, within your individual skills and abilities;
- Observe, at all times, the highest standards of professionalism and adhere to the Company's policies;
- Present a professional image, including but not limited to, appearance, grooming, hygiene, equipment, attire and attitude;
- Seek and promote education and training in the Company to enhance proficiency;
- Have a certified technician perform all service and repairs;
- Present accurate information to the public and consumers;
- Provide service that results in high levels of client satisfaction;
- Be prompt and punctual;
- Conduct business with honesty, integrity and fairness;
- Build consumer confidence in the industry;
- Promote good relations with affiliated industries;
- Not engage in false or deceptive marketing practices including use of misleading price information;
- Avoid confusing or misleading consumers and to provide accurate information to them about prices, services and products;
- Comply with governmental rules and regulations;
- Avoid conflicts of interest and the appearance of conflicts of interest;
- Use the Company name, logo, certification marks, and trademarks only in the manner authorised and approved by the Company;
- Respond to consumer complaints in a timely fashion and comply with the rules, policies, and procedures of the Company's quality procedures; and
- Not knowingly participate in any illegal or unethical activity.

**Alister Purbrick**

**Tahbilk Group Chief Executive Officer**

20<sup>th</sup> September 2021