



## Code of Conduct & Business Principles

This document applies to all people within the Batemans Bay Soldiers Club, Directors, staff and to any other person or contractor who is notified that this document applies to them.

You are expected to behave in a manner consistent with the Code of Conduct of the BATEMANS BAY SOLDIERS CLUB. This document sets out BATEMANS BAY SOLDIERS CLUB commitments to best practice corporate governance, responsible business practice, its customers, its workforce, society and the environment.

### **BATEMANS BAY SOLDIERS CLUB MISSION, VISION & VALUES**

Mission:

*To be the premier social and sustainable destination supporting communities on the South Coast*

Vision:

- Bringing people together

Principles:

- To have exceptional people delivering service excellence
- To have a strong commitment to continuous improvement by understanding the needs of the community
- To welcome all cultures in a safe and friendly environment

Values:

- Courage
- Respect
- Professionalism
- Humility
- Integrity

### **CODE OF CONDUCT**

You are expected to:

- Abide by the BATEMANS BAY SOLDIERS CLUB Values, uphold the Business Principles and comply with all policies and procedures that apply to you
- Uphold the principles of equal opportunity and embrace the diversity in our teams
- Maintain a work environment free of unlawful discrimination, harassment and bullying
- Do your job in a safe, responsible and effective manner

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- Obey the law and comply with the regulatory environment that applies to your job
- Respect and safeguard the property of customers, BATEMANS BAY SOLDIERS CLUB and fellow employees and contractors
- Maintain the confidentiality of all members and visitors, BATEMANS BAY SOLDIERS CLUB or other individual's information gained through your work
- Perform your duties as best you can, taking into account your skills, experience and qualifications
- Ensure your personal business, financial and other outside interests do not conflict with, or appear to conflict with your duties
- Not give or accept gifts, prizes or hospitality that compromise you or BATEMANS BAY SOLDIERS CLUB
- Report unethical, illegal or improper behaviour, including breaches of this Code of Conduct or the Business Principles
- Not use your position with BATEMANS BAY SOLDIERS CLUB or your workplace or BATEMANS BAY SOLDIERS CLUB facilities to advance party political causes or support political parties or their members
- Not condone behaviour which breaches this Code of Conduct, or the Business Principles

### **BUSINESS PRINCIPLES**

#### **GOVERNANCE AND RESPONSIBLE BUSINESS PRACTICE**

- BATEMANS BAY SOLDIERS CLUB conducts its activities ethically, in accordance with the law and its regulatory obligations, and in ways that are competitive, fair and honest
- BATEMANS BAY SOLDIERS CLUB is committed to the highest standards of corporate governance, transparency and accountability
- BATEMANS BAY SOLDIERS CLUB respects, considers and responds to the interest of all of its stakeholders, and engages in a way that promotes genuine mutuality, trust and innovation
- BATEMANS BAY SOLDIERS CLUB identifies, considers and manages risks that may impact the achievement of its strategic, operational and financial objectives.
- BATEMANS BAY SOLDIERS CLUB is committed to increasing member value and protecting member interests
- BATEMANS BAY SOLDIERS CLUB takes the security of its people, property and information seriously
- BATEMANS BAY SOLDIERS CLUB values and respects human rights

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- BATEMANS BAY SOLDIERS CLUB can respond to significant incidents impacting on its business and expediting a return to normal business operations
- BATEMANS BAY SOLDIERS CLUB respects the privacy of individuals and protect their personal information
- BATEMANS BAY SOLDIERS CLUB applies a consistent, coordinated and defined approach to the communication and management of company information to ensure it is authorised, accurate, lawful, appropriately managed and clearly presented

### **CUSTOMERS**

- BATEMANS BAY SOLDIERS CLUB priority is to exceed the expectations of our customers and to offer a valuable customer experience
- BATEMANS BAY SOLDIERS CLUB encourages and enables innovation

### **WORKING AT BATEMANS BAY SOLDIERS CLUB**

- BATEMANS BAY SOLDIERS CLUB is committed to providing a healthy, safe and supportive work environment
- BATEMANS BAY SOLDIERS CLUB embraces diversity and equal opportunity, and treats all fairly
- BATEMANS BAY SOLDIERS CLUB recruits, develops, promotes and rewards you appropriately
- BATEMANS BAY SOLDIERS CLUB provides you with the information you need to perform your job and to advocate for BATEMANS BAY SOLDIERS CLUB

### **SOCIETY AND ENVIRONMENT**

- As a good corporate citizen, BATEMANS BAY SOLDIERS CLUB manages its business to provide an overall positive impact on its customers, employees, and other stakeholders, as well as its communities
- BATEMANS BAY SOLDIERS CLUB contributes time, funds, resources, products and services to support the communities in which it operates
- BATEMANS BAY SOLDIERS CLUB actively seeks to minimise and manage the environmental impact of its operations and offerings