

# Code of Conduct Policy

Service Stream



Service Stream has responsibilities to many stakeholders including its shareholders, employees, contractors, suppliers, customers, creditors, consumers and the broader community. Our responsibilities are reflected in the behaviours expected of employees and officers and set out in the Code of Conduct below.

This code covers a wide range of business practices and procedures. It sets out basic principles to guide all employees and officers of the Company (Company includes Service Stream and all its subsidiaries). All of Service Stream's employees and officers must conduct themselves in accordance with the principles outlined below and seek to avoid even the appearance of improper behaviour. The code also applies to subcontractors, the Company's agents and representatives.

If a law conflicts with a policy in this code, you must comply with the law. Alternatively, if a local custom or policy conflicts with this code, you must comply with the code. If you have any questions about these conflicts, you should seek advice from your manager on how to handle the situation. Employees and officers are responsible for understanding the legal and policy requirements that apply to their jobs and reporting any suspected violations of law, this code, or Company policy.

Those who violate the standards in this code will be subject to disciplinary action, including possible dismissal. Furthermore, violations of this code may also be violations of the law and may result in civil or criminal penalties for you, your supervisors or the Company. If you are in a situation which you believe may violate or lead to a violation of this code, you should follow steps detailed in the Code of Conduct Procedures.

The basic principles discussed in this code are subject to any company policies covering the same issues.

The basic principles include:

1. Complying with state and federal laws and regulations and with company policy
2. Behaving in a manner that enhances trust and confidence with customers
3. Behaving consistently with the company values and working in the best interests of the company
4. Avoiding any conflicts of interest
5. Never trading on insider information
6. Preventing fraud and avoiding using company information, property or position for personal gain
7. Ensuring a safe and healthy work environment
8. Eliminating discrimination and harassment
9. Protecting the environment in which we operate
10. Reporting any concerns or suspected breaches of the code
11. Acting promptly to address any reports of concerns about inappropriate behaviour

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**12.** Honouring confidentiality of proprietary information protection of information and software and never discussing company matters with unauthorised persons

**13.** Maintaining appropriate records, financial controls and disclosure

We will respond appropriately to the challenges that we encounter in day to day business and strive to maintain a sustainable foundation for our business built on high standards and ethical business practices.

If you are one of our employees or officers, you are required to comply with any lawful directions made by us in respect of this Policy. This Policy is not intended to be contractually binding on us and does not form part of any contract you may have with us. We may amend this Policy at any time in our sole discretion.