

Code of Conduct

You are a representative of Opensore, and you are expected to present and support our policies.

Honesty

- We require all of our employees to be honest
- Stealing, misappropriating or converting items for private use and using information gained through unauthorised access are criminal actions. Any such offence may result in dismissal and notification of relevant authorities

Relationship with Customers

- Our business is based on customer service, and you should always behave in a manner that will enhance trust and confidence
- Treat all customers with respect, courtesy and equality
- Exercise caution in your personal relationships with customers
- Be careful in accepting hospitality
- Do not accept gifts of money or any gift that entails obligation
- Do not seek or accept personal fees for services on behalf of Opensore

Prevention of Fraud

- Be alert to any unusual activities or requests
- Do not open customer accounts in fictitious names
- To avoid the risk, ensure that correct procedures are adhered to at all times

Toolbox Talks/Meetings

- You are required to take an active role in toolbox talks
- Feedback is always encouraged
- It is mandatory to attend toolbox talks and to confirm attendance by signing the appropriate paperwork

Conflicts of interest

- You should avoid entering into any relationship which may be a conflict of interest
- Be careful of accepting an opportunity to become involved in a business venture
- Consult with Management if required

Disclosure

- Do not discuss work with unauthorised people within or outside Opensore – you have a position of trust
- Never exploit for your own advantage or that of others, information gained through work.

Sexual Harassment / Discrimination

- It is your responsibility to be aware of what constitutes sexual harassment /discrimination
- Treat everyone with respect and equality

Work Performance

- Ensure you understand your role and responsibilities and seek clarification from your manager if you are unsure
- Your manager will provide you with reasonable, lawful direction and you should not wilfully disobey or undermine their requests
- If your performance is not meeting the expected standard, your manager will provide you with feedback
- Obscene language will not be tolerated on any worksite

Punctuality

- Be punctual to work, if you are running late, inform your supervisor.

Absenteeism

- Individual absences increase the workload for all workers
- We understand that there may be times where employees are unable to attend work however continued and unexplained absences will be managed accordingly

Discipline

- Serious misconduct occurs when an employee:
 - causes serious and imminent risk to the health and safety of another person or to the reputation or profits of their employer's business or
 - deliberately behaves in a way that's inconsistent with continuing their employment.
- In such circumstances, Opensore will take disciplinary action as appropriate.

Housekeeping

- Effective housekeeping can help control or eliminate workplace hazards. Poor housekeeping practices frequently contribute to incidents. If the sight of debris, clutter and spills is accepted as normal, then other more serious hazards may be taken for granted.
- Housekeeping is not just cleanliness.
 - It includes keeping work areas neat and orderly, maintaining floors free of slip and trip hazards, and removing of waste materials and other fire hazards from work areas.
 - It also requires paying attention to important details such as the layout of the whole workplace, aisle marking, the adequacy of storage facilities, and maintenance. Good housekeeping is also a basic part of incident and fire prevention.
- Effective housekeeping is an ongoing operation: it is not a one-time or hit-and-miss cleanup done occasionally. Periodic "panic" cleanups are costly and ineffective in reducing incidents.

Employees Duty of Care

- There is to be NO unauthorised access to ANY Opensore Workplace, including our yard. All visitors must be inducted to site and told of relevant emergency procedures. You MUST NEVER give your keys to anyone who is not an Opensore worker.
- Workers are to NEVER work on machinery without relevant training and authorisation from the Directors.
- There must never be a lone worker situation in any of Opensore's yards for any maintenance works. Paul Martin (Director) MUST ALWAYS be notified upon arrival and departure if you are to undertake works in the yard
- Lock Out Tags and Out Of Service Tags are to be used when machinery/plant/equipment is deemed unsafe or unusable. Keys to machinery MUST be immediately returned to Head Office. For electrical equipment, power plugs must be cut off to render equipment useless.



Paul Martin

Director