

Code of Conduct

ACT Cabs Pty Ltd

Updated: 2 January 2024



1 Purpose

1.1.1 To assist ACT Cabs maintain a harmonious and ethical work environment, which upholds ACT Cabs's Founding Principles and Values.

1.1.2 The Code of Conduct sets out the basic principles and rules that all members of the ACT Cabs team must follow in the performance of their work.

1.1.3 ACT Cabs may amend or vary this Code of Conduct, in its absolute discretion, from time to time.

2 Scope

2.1.1 The Code of Conduct applies to all members of the ACT Cabs team comprising ACT Cabs Directors, employees, drivers, operators, student placements and contractors of ACT Cabs (ACT Cabs People or "you").

3 Guiding Principle

All ACT Cabs People are expected to behave in ways that are aligned with our Founding Purpose and Values.

3.1 Founding Purpose

3.1.1 To provide Canberra with a transport service that is recognised amongst the best in Australia and globally.

3.2 Our values in regards to our conduct:

3.2.1 Our core values in regards to our conduct underpin all that we do. They are:

- A.** Compassion - We are sensitive, understanding and caring in our service of all people.
- B.** Integrity - We are honest and transparent in our relationships and are accountable for our performance.
- C.** Respect - We treat people with respect, recognising them as they are and always offering compassionate support.
- D.** Perseverance - We are dedicated to serving and helping people to overcome their challenges, no matter how hard it is.
- E.** Celebration - We readily celebrate the efforts and successes - large and small - of the people we help, supporters, and colleagues.

4 Policy

4.1.1 The Code of Conduct outlines the required standard of acceptable conduct and behaviour that we expect of all ACT Cabs People in the performance of your duties and interactions at work no matter where you are performing your duties. This required standard of acceptable conduct and behaviour supports our ability to maintain public trust and confidence in the integrity and professionalism of the services we provide to the community.

4.1.2 The Code of Conduct and the behaviours outlined within it are fundamental to ACT Cabs building healthy, positive, and respectful relationships with our clients. The Code of Conduct also governs the way in which all ACT Cabs People are expected to relate to one another, external professionals, clients, visitors, and all stakeholders.

4.1.3 The Code of Conduct is not intended to provide a detailed and exhaustive list of what to do in every aspect of work. Instead, it represents a broad framework that will help guide conduct and behaviour in the performance of duties and interactions in the workplace.

5 Responsibilities

5.1 All ACT Cabs People

5.1.1 Responsibilities

- A.** Be aware of, and comply with, the Code of Conduct.
- B.** Model our Values of Integrity, Respect, Perseverance, Compassion and Celebration Perform your defined duties to the best of your ability.
- C.** Report behaviour that may be contrary to the Code of Conduct and required standards of behaviour.
- D.** Comply with mandatory reporting requirements, including but not limited to, mandatory reports of domestic and family violence, reportable incidents involving children and vulnerable people or other regulatory requirements.
- E.** Keep all records, documents and communications accurate, truthful, and up to date.
- F.** Inform yourself and comply with all ACT Cabs policies and procedures relevant to your position

5.1.2 Personal & Professional Behaviour

- A. Uphold the highest standards of honesty, integrity, and transparency in the conduct of duties.
- B. Treat others, including other ACT Cabs People, funders and clients with respect, dignity, fairness, and courtesy.
- C. Exercise best judgement in the interests of ACT Cabs and our clients.
- D. Make decisions ethically, fairly and without bias, using the best information available.
- E. Never act in a discriminatory, harassing, abusive or violent way towards others.
- F. Avoid putting yourself or ACT Cabs in a real or perceived conflict of interest.
- G. Conduct all business activities in a responsible manner, consistent with ethical obligations of stewardship and in accordance with all applicable laws, policies, and procedures.
- H. Always strive for the highest health, safety and environmental standards in all facilities, sites, and work areas.
- I. Use information technology, including internet and email, in a professional and appropriate manner, in accordance with relevant ACT Cabs policy.
- J. Not under any circumstance whatsoever, use coarse or abusive language directed to any stakeholder affiliated with ACT Cabs.
- K. Never participate in, or assist others to participate in, any illegal and/or criminal activities.
- L. Never act in a way that may be deemed unprofessional or abusive.
- M. Comply with any legislative, industrial, or administrative requirements, and all lawful and reasonable directions given by persons in authority.
- N. Act responsibly in the event of becoming aware of any unethical behaviour or wrongdoing by any other member of the ACT Cabs team and report such conduct or activities to the appropriate level of management.
- O. Unauthorised social media platforms (including messaging software) must not be used, accessed, downloaded or streamed during work hours or on authorised office computers. Unauthorised social media platforms (including messaging software) include and are not limited to: Facebook, Twitter, We Chat, Weibo, Tencent, Pinterest, YouTube, WhatsApp, Instagram, Snapchat, LinkedIn, TikTok, Pinterest and Reddit.
- P. Personal electronic devices including mobile phones must not be used during working hours and must be switched off and placed inside your bag.
- Q. Not under any circumstances whatsoever, refuse service to a passenger, or treat a passenger less favourably due to a disability of any kind, or due to their race, gender, religion or ethnicity.
- R. Unauthorised software must not be used, accessed, downloaded or streamed authorised office computers.
- S. Under no circumstances whatsoever, talk on the phone whilst engaged in a taxi hiring.

5.1.3 Use of ACT Cabs resources

- A. Never destroy or take for personal use any items belonging to ACT Cabs without prior written approval.
- B. Use ACT Cabs equipment, funds, facilities and other resources effectively, economically and carefully and for the benefit of ACT Cabs.
- C. Must not under any circumstances whatsoever, access work related data on a personal computer or unapproved electronic device.

5.1.4 Public comment

- A. Ensure that public comments (either verbal or written) made in a private capacity are not attributed as official comment of ACT Cabs Pty Ltd. In this regard, the use of official stationery, email addresses, text messages or any other electronic identifiers is not permitted for private correspondence or for purposes not related to official ACT Cabs duties.

5.1.5 Use of information

- A. Collect, use, and disclose confidential information only in accordance with ACT Cabs policy and applicable privacy laws.
- B. Protect confidential information.
- C. Only access confidential information when it is required for work purposes.
- D. Not use confidential information for any unofficial or non-work purposes.
- E. Only release confidential information if authorised to do so.
- F. Confidential information is information obtained or developed in the course of the conduct of ACT Cabs's business and which if disclosed will or could lead to risk, damage or injury to ACT Cabs, ACT Cabs People, clients or third parties.

5.2 Office Managers

5.2.1 Office Managers have an additional responsibility to ensure this Code of Conduct is accessible, understood and complied with by all people they are responsible for at all times by:

- A. Taking appropriate steps to resolve conflict that arises in the workplace to ensure a healthy and harmonious work environment.
- B. Taking appropriate action to address breaches of the Code of Conduct by employees, students, drivers, operators or contractors.
- C. Complying with mandatory reporting requirements, including but not limited to reportable incidents involving children and vulnerable people or other regulatory requirements.

6 Conflicts of Interest and Relationships

The Code of Conduct is to be read in conjunction with the policies listed below, including the Conflict of Interest Policy, which apply to all ACT Cabs People.

In addition, the Code of Conduct considers appropriateness of certain personal relationships.

6.1 Personal Relationships

6.1.1 Under no circumstances are you permitted to develop personal relationships with clients, including after-hours and through the use of digital and social media. This includes where the personal relationship develops within a two-year period after the client is no longer accessing ACT Cabs services. A personal relationship is an association between two or more people that may be based on liking, love, some other type of social commitment or regular business interactions. Personal relationships may include a relationship between two parties that can have the unintentional effect of influencing judgement or behaviour or creating a perception of influencing judgement.

6.1.2 Any pre-existing relationship that may lead to a conflict of interest including with the client must be disclosed to your supervisor or senior manager and the Conflict of Interest Policy must be followed:

- A.** A plan is to be put in place and approved by the State Director/General Manager to mitigate any potential conflict of interest.
- B.** The relationship must not directly or indirectly compromise the performance of your duties or conflict with ACT Cabs's interests at any point in time.
- C.** If you are involved in a decision relating to the selection, appointment, or promotion of a person with whom you share a personal relationship, for example a family member, it must be immediately declared in writing to the relevant Executive prior to the decision to hire.
- D.** ACT Cabs treats all conflicts of interest in this regard extremely seriously and any instance of non-disclosure may result in disciplinary action, including, termination of employment.

6.2 Secondary Employment

6.2.1 ACT Cabs People, excluding members of the Executive Team, are permitted to engage in outside employment, provided that this employment does not have a detrimental impact on your ability to meet the requirements of your role, adversely affect your work performance or give rise to a conflict or potential conflict of interest.

6.2.2 Before engaging in work that could potentially raise a conflict of interest, you must seek written permission from a senior manager. Approval will not be granted where the secondary employment involves, or could involve, a conflict of interest with ACT Cabs-related duties or could reasonably be perceived by a member of the public to give rise to a conflict of interest.

7 Notice periods for leave or absence from rostered work

7.1.1 Unless otherwise required by Law, people working in the ACT Cabs Administration Office are required to provide the following notice periods to obtain leave or a any period of absence from employment or engagement:

- A.** A total of two weeks' notice must be provided in writing if you wish to take one calendar day or less of leave or absence from work.
- B.** A total of three weeks' notice must be provided if you wish to take more than one calendar day of leave or absence from work.
- C.** This clause 7 does not apply if you are required to obtain leave or are absent from work due to the stipulation of an Australian law or statute or if you have a valid medical certificate to justify your leave or absence.

8 Responsibilities after Leaving ACT Cabs

8.1.1 ACT Cabs People who leave ACT Cabs must:

- A.** Not disclose any official information after leaving ACT Cabs that was non-disclosable during their engagement.
- B.** Ensure that public comments (either verbal or written) made in a private capacity are not attributed as official comment of ACT Cabs.
- C.** Not use official stationery, email addresses, text messages or any other electronic identifiers of ACT Cabs for any purpose.

8.1.2 ACT Cabs People must be careful in their dealings with former employees and ensure you do not give them favourable treatment or access to personal, confidential, or official ACT Cabs information.

8.1.3 ACT Cabs people must not use your position to advance your prospects for future employment, or allow your work to be influenced by plans for, or offers of, external employment which would conflict or compromise in any way the best interests of ACT Cabs

9 Requirement to complete stipulated training

9.1.1 ACT Cabs People must complete any and all stipulated training and be deemed competent in the training prior to engaging in any work related activities.

9.1.2 ACT Cabs People must complete the NDIS Worker Orientation Module prior to being engaged in work related activities.

10 Failure to Comply with the Code of Conduct

10.1.1 ACT Cabs People may be subject to disciplinary action, up to and including termination of employment or contract, where it is established that you have breached the Code of Conduct.

11 Authority

11.1.1 This Policy has been authorised by the Managing Director.

11.1.2 ACT Cabs may amend or vary this Code of Conduct, in its absolute discretion, from time to time.