

### Addendum #1

This document forms part of the Contract of Employment

## INTRODUCTION

The Code of Conduct is designed to help Employees of **Best Practice Real Estate** to understand their responsibilities when conducting business on behalf of the Company. This includes responsibilities to Colleagues, Clients, Industry Partners, Consumers and all other key Stakeholders of **Best Practice Real Estate**

## MISSION AND PERFORMANCE STANDARDS

Our mission statement details our commitment to achieving high standards, and the performance standards represent the behaviours that are required to achieve success

### **Mission**

To provide personalised and high quality property services to our Clients

### **Performance Standards**

#### **Our People**

- Our people will receive professional development, guidance and support;
- Our people will be rewarded through the fair and equitable delivery of remuneration, recognition for excellence and dedication to our mission;
- Our people will be respectful, ethical and tolerant to one another without exception;
- Our people will work collaboratively and ensure the workplace culture is positive and enjoyable; and
- Our people will enjoy a healthy work life balance

#### **Our Clients**

- Our Clients will receive complete dedication to all business related functions we provide;
- Our Clients will enjoy a positive, respectful relationship with our business; and
- Our Client relationships will be based on mutual respect and loyalty

#### **Our Future**

- We will aspire to lead our Competitors in delivering service excellence;
- We will recognise our achievements and learn from our mistakes; and
- We will encourage open communication and foster ideas



### **RESPONSIBILITIES TO EMPLOYEES**

Employees of **Best Practice Real Estate** are acknowledged as our most valuable resource. We will support each other and demonstrate mutual respect, honesty and loyalty

#### **Respect**

We will engage in respectful relationships without exception. Diversity is strength, and it will be encouraged in all facets of our business. Employment decisions will always be based on appropriate business reasoning, including qualifications, knowledge, experience and achievements. All Employment decisions will be made in line with applicable Employment laws

#### **Harassment**

Abusive, harassing or offensive conduct is not acceptable, without exception. Any such behaviour that is verbal, physical, visual or other will not be tolerated. Conduct that engages in the denigration of another person because of the age, gender, race or ethnicity, religious beliefs, sexual orientation, disability, parental status or other will be met with disciplinary action and/or penalty. Unwelcome sexual advances, threats of violence, physical intimidation or retaliation is strictly prohibited and will be met with severe disciplinary action and penalty. Such behaviour should be immediately reported, and those affected will receive appropriate support, care and assistance

#### **Personal Relationships**

Personal relationships (beyond friendship) within the business are not permitted. This extends to Colleagues, Clients, Contractors and Vendors

#### **Safety and Health**

All Employees of **Best Practice Real Estate** are responsible for maintaining a safe workplace by following health and safety rules, practices and policies. You are responsible for immediately reporting accidents, injuries, near-misses, and any unsafe working conditions

#### **Communication**

All communication media including telephones, email, the internet and hard copy media that are used by Employees of **Best Practice Real Estate** must not be used to view, communicate or transmit any materials that are considered inappropriate and /or offensive to co-workers. All technology that is owned by **Best Practice Real Estate** including email, internet, and telephones may be monitored to ensure appropriate use, and whilst some personal use is considered acceptable, you should not have any expectation of privacy with respect to such communications

### **RESPONSIBILITIES TO OUR CLIENTS**

Our aim is to achieve the best possible outcomes for our Clients, through service excellence, dedication and loyalty

#### **Professional Standards and Conduct**

At all times, we will act professionally and appropriately. When on our Client's premises, we will show respect, and will promote **Best Practice Real Estate** as an Agency of high professional and ethical standards

#### **Client Information**

We will protect sensitive, private and confidential Client information at all times, including understanding, observing and abiding by all applicable laws and any contractual restrictions specified by our Clients. We will not discuss or disclose Client information outside of **Best Practice Real Estate** unless appropriate authorisation has been granted. This includes to other Clients, Firms/Agencies and the media

### **Client Conflicts of Interest**

Our Clients' interests will remain top priority, without exception. Potential conflicts of interest will be closely monitored and avoided where possible. All Clients will be asked to declare any potential conflicts of interest when utilising the services of **Best Practice Real Estate**. An individual may not act on behalf of a Client who has direct conflict with an existing Client. These situations must be managed appropriately within the business

### **Licensing**

Many Governments require special licenses to engage in Real Estate and Financial Services businesses. We will not perform services in any jurisdiction where we are not licensed to do, unless it is appropriately authorised by all relevant parties

### **Government Clients**

We will ensure that all dealings with Government Clients are lawful, and compliant with contractual obligations. Federal and local Governments have specific procurement laws and regulations that have been established to protect the public interest. These laws generally prohibit or strictly limit offering gifts, entertainment and travel to Government Officials. They also often apply to hiring current or recently retired Government Officials and their families, and to any conduct that may be viewed as improperly influencing objective decision making

### **Inappropriate Entertainment**

We will not entertain Clients, Prospects, Vendors or other Employees or Stakeholders in an inappropriate manner, including in clubs or restaurants that may be deemed offensive or inappropriate. All entertainment must be approved by the Director, and must always ensure that the professional reputation of **Best Practice Real Estate** is maintained

### **Giving and Receiving Gifts**

We will not give gifts unless authorised by the Director. Gifts must be fit for purpose, to avoid being deemed offensive or inappropriate. A gift must not be offered to a person if it places them at risk of breaching their Company's policies. The value of any gift must not be great enough to project a perception of coercion or bribe

## **RESPONSIBILITY OF THE MARKETPLACE**

Our business serves a variety of communities, ranging from major metropolitan areas to smaller local markets. We will make every effort to respect and improve the areas in which we work, and by upholding the highest standards of integrity, we will actively foster a fair and competitive marketplace

### **Trust, Business Ethics, Competition**

We will always deal fairly and ethically with our Competitors. No one will take unfair advantage of another party through manipulation, concealment, disparagement, abuse of privileged information, misrepresentation of material factors or any other unfair-dealing practice. We must comply with applicable antitrust and competition laws, including price discrimination, price fixing, restraint of trade and monopolies

We will always compete lawfully, ethically and with integrity

### **Bribery**

We must not offer, make or promise to make any illegal, improper or questionable payments or commitments of personal or company funds or other valuable consideration to Clients, Vendors, Government Officials or other entities or individuals for the purpose of obtaining or retaining business or securing any improper advantages, directly or indirectly

We will not directly or indirectly through another party, offer or make any corrupt payments to anyone

Financial records must accurately reflect transactions, assets and liabilities and conform to generally accepted accounting principles. No entry may be made on the businesses books and records which hides or disguises the true nature of any transaction. No undisclosed or unrecorded funds or assets may be established or maintained

### Prohibited Customer Transactions

We will not engage in business with any individual where to do so is prohibited by applicable laws

### ESTATE AGENTS (PROFESSIONAL CONDUCT) REGULATIONS 2008

All Employees of **Best Practice Real Estate** are required to know, understand, and incorporate the Estate Agents Professional Conduct Regulations in their decision making, their operating standards, and the way in which they represent the Company and themselves;

**Regulation 6.** Knowledge of the Law

**Regulation 7.** Confidential information

**Regulation 8.** Dispute resolution

**Regulation 9.** Commissions

**Regulation 10.** Estate Agent's instructions

**Regulation 11.** Fairness and honesty of Estate Agent

**Regulation 12.** Potential conflict of interest Estate Agent

**Regulation 13.** Good practice of Estate Agents

**Regulation 14.** Estate Agent not to induce breach of contract

**Regulation 15.** Estate Agent to ascertain information

**Regulation 16.** Communication of offers by Estate Agent

**Regulation 17.** Bids and offers at public auctions of land

**Regulation 18.** Agent's Representative's instructions

**Regulation 19.** Fairness and honesty of Agent's Representative

**Regulation 20.** Potential conflict of interest of Agent's Representative

**Regulation 21.** Good practice of Agent's Representative

**Regulation 22.** Agent's Representative not to induce breach of contract

**Regulation 23.** Agent's Representative to ascertain information

**Regulation 24.** Communication of offers by Agent's Representative

**Regulation 25.** Bids and offers at public auctions of land

### REPORTING A BREACH OF THE CODE

All breaches of this code must be reported to the Director as soon as possible. If you make a report in good faith, you will not be disadvantaged personally or in your Employment by reason of you making the report, even if the conduct that is reported is later found not to be in breach of the Code. At the same time, if you make an intentionally false or malicious report, you may find yourself in breach of the Code, and dealing with the consequences that follow

All matters will be investigated fairly, and in a timely manner. We do not take a punitive approach to managing breaches of the Code. Instead, we look to learn and improve processes to ensure that we achieve excellence when dealing with our Clients, our Competitors and our Colleagues