

Our Ethics:
The way we
do things at the
Australia Post Group

The Australia Post Group's statement on our ethics

At the Australia Post Group we conduct our business with integrity and in compliance with all relevant laws, regulations, codes, corporate policies and procedures.

Everything we do can have social, environmental and economic impacts. In fact, our long-term commercial success – our own sustainability – depends on what we do and how we do it.

This booklet is important for employees and everyone who represents Australia Post and all its businesses and brands, including StarTrack. These businesses all form part of "the Australia Post Group" and you'll see this term used throughout this document. This document outlines the ethical standards for which we are all responsible.

We must lead by example in our dealings with customers, suppliers, the corporation and each other.

Additionally, our managers and supervisors have a special responsibility to foster a culture in which ethical conduct is valued, recognised, demonstrated and expected.

Why do we need this booklet?

Our ethics statement is a public declaration about the standards of behaviour we expect. This booklet will help you act according to those ethical standards and our culture.



Our Ethics: The way we do things at the Australia Post Group

The Australia Post Group means the Australian Postal Corporation and all its businesses and brands, including StarTrack, as well as our LPOs, contractors and subsidiaries which include but are not limited to SecurePay and Decipha.



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Ethical standards policy

It is the Australia Post Group's policy to:

- inform everyone who works for or represents the Australia Post Group of our ethical standards
- promote, value, recognise, demonstrate and expect ethical and lawful behaviour
- address behaviour that is inconsistent with the ethical standards by promptly and consistently applying:
 - i. the appropriate component of the Employee Counselling and Discipline Policy to award-based employees (or equivalent subsidiary process)
 - ii. the relevant contractual provisions to contract employees (i.e. executives and managers) and others (i.e. anyone else who works for or represents the Australia Post Group including directors and contractors)
- address inaction or omissions by managers and supervisors who allow unethical behaviour to go unresolved
- apply disciplinary action, which may include dismissal, or discontinue the services of an individual, where warranted by the seriousness and circumstances of the ethical breach
- refer suspected or alleged criminal behaviour to the Australia Post Security Group (or equivalent nominee for a subsidiary).

The Australia Post Group's ethical standards

The ethical standards describe the behaviour expected of everyone while employed by, or engaged with, the Australia Post Group, both in Australia and overseas.

Most of our ethical standards include supporting policies and procedures.

Your manager or supervisor will tell you about the policies and procedures that apply to your work.

If you need to clarify any of these ethical standards or supporting policies and procedures, please ask your manager or supervisor.

The examples in this booklet cannot cover every possible circumstance.

If you face a situation not specifically covered, refer to "What to do when in doubt", on page 23 of this booklet.

Use this booklet as an action plan

Our ethics helps us apply the Australia Post Group's expected standards of behaviour. Our performance, work environment, reputation and business success depend on these standards. Non-compliance must be resolved promptly.

1

Health, safety and work environment

The Australia Post Group believes everyone deserves to go home at the end of their work day as healthy as when they arrived.

Our safety program, I Am for Zero, reflects our goal for zero injuries, zero harm and zero tolerance of unsafe acts or work practices. Safety is everyone's responsibility. To ensure safe working practices, staff receive support from our work health and safety management systems, policies, procedures and training.

Unsafe behaviour can cause injury and loss; the Australia Post Group will not tolerate it.

1.1 It is your responsibility to:

- a. perform all work safely
- b. comply with safe operating procedures and workplace safety rules
- c. use protective equipment where provided, as trained
- d. ensure that your own work and safety, and those of others, are never affected by alcohol or drugs (medically prescribed or otherwise), especially when operating machinery, vehicles or equipment
- e. use our incident reporting system to report risks, incidents, hazards and unusual actions or situations, whether related to Australia Post Group employees or not.

Respect is the cornerstone of a safe working environment.

1.2 Unacceptable behaviour includes but is not limited to:

- a. any activity or work that might be hazardous to yourself or others
- b. smoking in Australia Post Group outlets, offices, buildings, vehicles or any other designated smoke-free area
- c. consuming or making available for consumption alcohol while on duty or at any Australia Post Group work site both within and outside of normal working hours (except for authorised customer functions)
- d. consuming or possessing illegal drugs on Australia Post Group premises, in our vehicles, at corporate functions and when conducting Australia Post Group business
- e. incorrect use of mobile phones and other devices while operating motor vehicles or company machinery / equipment
- f. ignoring or failing to act in response to a work health and safety issue that has come to your attention (whether raised by another person or identified by you).





2.

Compliance with laws and regulations

2.1 It is your responsibility to:

- a. comply with the laws, regulations and codes relevant to your work
- b. abide by any host country's legal requirements when working or conducting business for the Australia Post Group overseas. If inconsistencies arise with Australian legal requirements, the more stringent requirements will apply.

2.2 Unacceptable behaviour includes but is not limited to:

- a. mail theft, tampering with mail or obstructing mail delivery
- b. paying or accepting bribes
- c. theft of property or cash
- d. acting contrary to any standards prescribed by any Australian law or regulation.

Safety performance improves when we accept responsibility for our own – and each other's – safety.

3

Work practices and performance

At the Australia Post Group, we demonstrate high standards of professional behaviour to create a positive work environment that delivers outstanding service to our customers.

3.1 General requirements

3.1.1 It is your responsibility to:

- a. comply with all our policies and procedures, and all laws, industrial awards and agreements that apply to your job
- b. ensure that anything you state about yourself or your colleagues is true and correct
- c. attend work reliably and on time, consistent with hours of duty arrangements
- d. use correct procedures to advise if you can't attend work or if you will be absent during duty
- e. consistently perform work to the expected standard or higher
- f. exercise due care and diligence in your work
- g. follow all reasonable and lawful directions from authorised persons
- h. present yourself professionally and wear corporate clothing when required

- i. comply with any requirement to provide your consent to a criminal history check, or provide a declaration or statement specified by the Australia Post Group, where the Australia Post Group determines that it is relevant to the requirements of your role
- j. immediately inform your manager or supervisor if a licence or qualification required for your job has been cancelled or suspended.

3.1.2 Unacceptable behaviour includes but is not limited to:

- a. intentionally or recklessly engaging in conduct that damages our interests, employee relations or public reputation
- b. reckless acts or omissions that cause, or could cause, damage or harm, or adversely affect the employment relationship
- c. intimidating, offending or misleading customers, colleagues, suppliers or the public
- d. damaging our property or the property of other staff members, customers, suppliers or the public
- e. gambling or betting at work (except for authorised sweeps and tipping competitions)
- f. claiming unjustified hours of duty
- g. being charged with, or found guilty of, a criminal offence that has the potential to bring the Australia Post Group into disrepute.

Everyone in the Australia Post Group serves a customer, whether internal or external.



Each one of us is responsible for performing our duties in accordance with the Australia Post Group's culture, ethical standards and supporting policies and procedures.

3.2 Customer service

We value our customers and are passionate about delivering outstanding experiences.

3.2.1 It is your responsibility to:

- a. provide a consistently high-standard service that ensures our customers feel valued
- b. always work to improve our service
- c. remove obstacles to outstanding service and escalate if necessary
- d. be customer-sensitive but commercial when developing products and services for customers
- e. remain up to date with the products, services and processes relevant to your duties
- f. keep customer, supplier, employee and business information private.

3.2.2 Unacceptable behaviour includes but is not limited to:

- a. deliberately misleading customers with inaccurate or out-of-date information
- b. not taking responsibility for a customer's problem and not seeing it through to resolution
- c. rudeness, impatience or any other behaviour that implies lack of care for customers
- d. ignoring a customer service issue and failing to escalate when appropriate.

We are all responsible for our public comments. When using social media, we must consider the consequences of our actions, for ourselves and for the Australia Post Group's interests and reputation.

3.3 Workplace relationships

The Australia Post Group promotes a harmonious workplace where everyone is treated fairly and respectfully; a workplace where every contribution is valued. We are committed to equal employment opportunity and merit-based selection and promotion.

3.3.1 It is your responsibility to:

- a. treat all employees, customers, contractors and suppliers with courtesy and respect at all times
- b. contribute to a workplace that values and encourages different constructive opinions, perspectives and cultures
- c. be adaptable and maintain a positive approach to change; support new ideas, programs and practices that benefit the business and its stakeholders.

3.3.2 Unacceptable behaviour includes but is not limited to:

- a. causing disadvantage, discomfort, embarrassment or offence to others in the workplace, during out-of-hours activities or when using social media
- b. discriminating, harassing or bullying anyone at work, during out-of-hours activities or when using social media
- c. starting or spreading rumours that may damage another person's reputation, including when using social media
- d. threatening, abusing or intimidating (physically, verbally or in writing), or injuring or attempting to injure, another person, whether at work, during out-of-hours activities or when using social media
- e. engaging in unauthorised transactions in the workplace between employees where interest, money or kind is charged or paid
- f. accessing, storing or distributing inappropriate material (such as pornographic or offensive material or content in breach of the Harassment, Discrimination and Bullying Policy, the Technology Use Policy, or any equivalent subsidiary policy) electronically or in hardcopy (including via email, mobile phone or online)
- g. digitally recording a private conversation without the agreement of everyone involved.

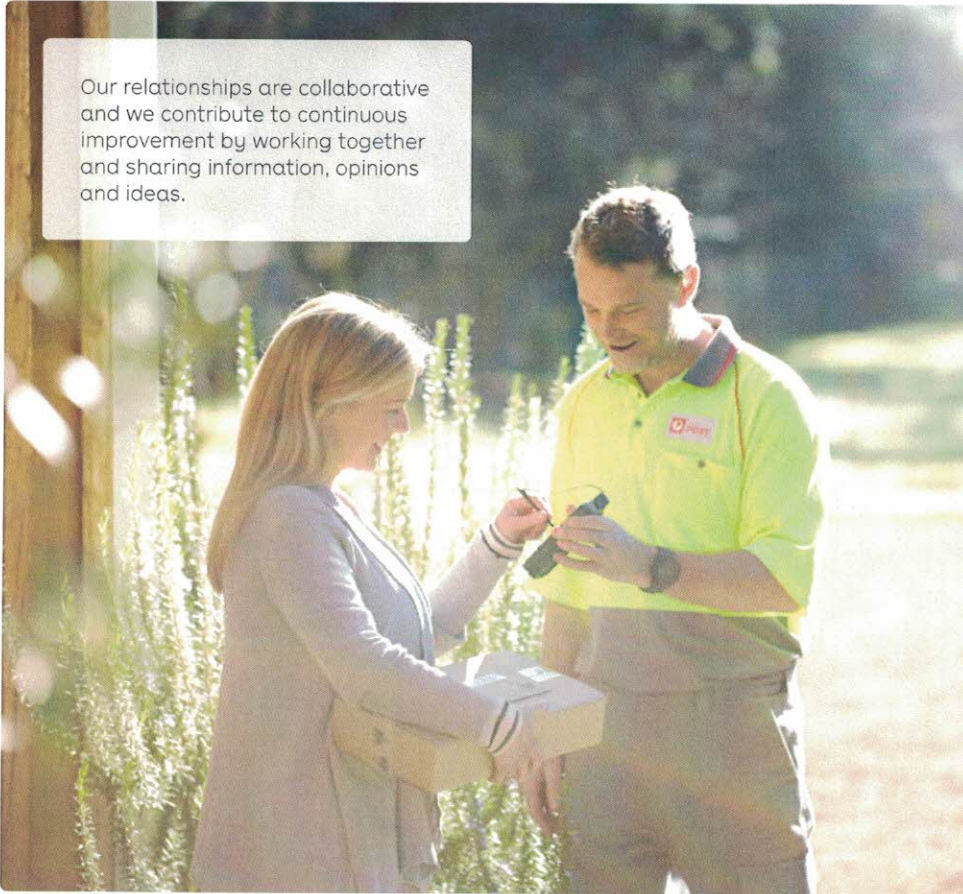
Private conversations are not to be recorded without the consent of everyone involved. This includes conversations in relation to work performance, workplace investigations or discussions under the Employee Counselling and Discipline Policy or equivalent processes.

Out-of-hours activities include social activities with other employees, work-related activities that take place outside standard work hours, contributing to social media forums or any activity that has a sufficient connection with your employment.



Social media includes forums, blogs, sites like YouTube, Facebook and Twitter, and other sharing platforms.

Our relationships are collaborative and we contribute to continuous improvement by working together and sharing information, opinions and ideas.



3.4 Fair competition

The *Competition and Consumer Act 2010* (Cwlth) sets out the principles of fair competition. The Australia Post Group engages in fair competition; we educate staff about the key principles of the Act through our Group Competition and Consumer Law Policy.

3.4.1 It is your responsibility to:

- a. act fairly and honestly when dealing with our customers, suppliers and competitors
- b. ensure that your behaviour, business decisions and marketing initiatives comply with the principles and laws of fair competition.

3.4.2 Unacceptable behaviour includes but is not limited to:

- a. discussing prices, discounts, allowances, rebates or credits with competitors
- b. discussing "excluding" or "limiting" dealings with a particular supplier or customer
- c. making it a condition of supply that a customer must acquire products or services from another person
- d. attempting to set the price at which a customer re-sells Australia Post Group products.

4

Conflicts of interest

Decision making within the Australia Post Group is impartial, objective and free from competing self-interest, prejudice and favouritism.

4.1 General requirements

4.1.1 It is your responsibility to:

- a. avoid situations or actions that create, or may be perceived to create, a conflict of interest, or situations that may interfere with the exercise of sound judgement
- b. avoid decisions and decision-making processes that may generate personal gain for you, an immediate family member or a close personal friend
- c. inform your manager or supervisor where a conflict of interest exists or may be inferred. Examples of conflict situations include:
 - i. a sale to, or purchase from, a business in which you, an immediate family member or close personal friend hold a direct or significant indirect interest
 - ii. where you are associated with a third party who has an interest in a decision or decision-making process that involves you
 - iii. your involvement in the recruitment or selection of an immediate family member
- d. promptly and fully inform your manager if you are charged with, or found guilty of, any criminal offence.

4.1.2 Employment or engagement of immediate family is permitted, but not where a family member is a line supervisor or can directly influence career path, conditions of employment or engagement, or performance assessment.

Criminal offence means any breach of criminal law that is dealt with by a court, and that can result – after conviction or finding of guilt – in a monetary penalty, bond, imprisonment or any other court-imposed penalty.

A conflict of interest exists where your loyalties are divided between the Australia Post Group and your own personal interests.

4.2 External gifts, entertainment, benefits and hospitality

The Australia Post Group is committed to conducting its business with honesty and integrity.

4.2.1 It is your responsibility to:

- a. be extremely careful when giving or accepting gifts, entertainment, benefits and hospitality from existing or potential suppliers, external customers or competitors
- b. never offer, give, seek, accept or appear to expect a gift, entertainment, benefit or hospitality that could be reasonably regarded as:
 - i. influencing your ability to make objective decisions
 - ii. unduly influencing the recipient or creating a business obligation on the part of the recipient
 - iii. creating a conflict of interest
 - iv. damaging to relationships, or indicating favouritism or prejudice towards a particular person or group of people
- c. before giving or accepting a gift or benefit, ensure the gift or benefit:
 - i. is acceptable under policy
 - ii. is token, seasonal or for a special occasion and of moderate value
 - iii. cannot be reasonably construed as an improper inducement
- d. talk to your manager or supervisor if you are unsure if a gift or benefit is acceptable
- e. register gifts, entertainment, benefits and hospitality as per relevant policy.



Gifts and benefits are anything of value, including direct payment, like money, and payments in kind, such as discounts, loans, goods and services, and favourable terms on any product or service, shares or other securities and vouchers.

Hospitality includes meals, travel, accommodation and entertainment.



4.2.2 Unacceptable behaviour includes but is not limited to:

- a. seeking or unauthorised giving of gifts, entertainment, benefits or hospitality
- b. accepting gifts of money, except for seasonal or special-occasion gifts of moderate value that cannot be reasonably construed as an improper inducement
- c. accepting repetitive gifts, no matter how small; they may be perceived as an attempt to create an obligation to the giver
- d. improperly using your position to gain an advantage or cause, or potentially cause, harm to the Australia Post Group.

If unsure, refer to page 23, "What to do when in doubt".

4.3 Suppliers

The Australia Post Group promotes fair and honest relationships with suppliers; we quickly resolve any business issues that arise.

4.3.1 It is your responsibility to:

- a. comply with our procurement and tendering policies and procedures
- b. avoid any relationship, financial or otherwise, with potential or existing suppliers that might unfairly influence your judgement, or create the perception of unfair influence
- c. act lawfully and fairly with all suppliers
- d. avoid potential conflict of interest in any supply decisions.

4.4 Outside employment and associated activities

4.4.1 It is your responsibility to:

- a. only engage in outside employment or associated activities if such activity would not:
 - i. negatively affect your work attendance at the Australia Post Group
 - ii. adversely affect your work performance with the Australia Post Group (including where you might be injured, or aggravate an existing injury or condition, therefore affecting your performance or resulting in sick leave or medical retirement)
 - iii. be a conflict of interest with your nominal duties or with the commercial objectives of the Australia Post Group
 - iv. lead to disclosure of unauthorised Australia Post Group information
 - v. create the misleading perception that you represent the Australia Post Group
- b. only act as a director of a company or incorporated society, trust, fund, or community or industry association in the following circumstances:
 - i. where no conflict, or appearance of conflict, will occur between your Australia Post Group and directorship duties
 - ii. at the request or consent of the Australia Post Group, according to any conditions specified by the Australia Post Group
 - iii. in accordance with the requirements of your official Australia Post Group duties
- c. seek your manager's written approval if you have any doubts about your proposed outside employment and / or activities.

4.4.2 Unacceptable behaviour includes but is not limited to using Australia Post Group property, information, money, facilities, time or the services of Australia Post Group staff for your outside employment and / or associated activities.

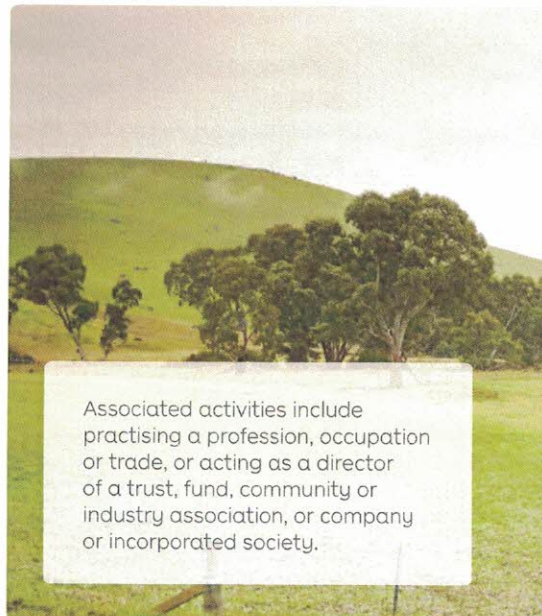
4.5 Bribery and corruption

Australia's strong laws, and those in foreign jurisdictions, criminalise corrupt behaviour across a range of activities, including bribery, embezzlement and extortion. Any person or company who bribes a foreign public official when in Australia can be prosecuted. Similarly, any Australian citizen, resident or company incorporated in Australia who commits bribery, within or outside Australia, can be prosecuted.

Aside from breaches of Our Ethics, penalties for corruption can include jail terms and substantial fines. The Australia Post Group's reputation can also suffer significant damage.

4.5.1 Unacceptable behaviour includes but is not limited to:

- a. bribing an individual, including a foreign public official or company representative, within or outside Australia
- b. engaging in any conduct that might contribute to embezzlement, corruption or extortion.



5 Environmental sustainability

The Australia Post Group works hard to protect the environment for current and future generations.

5.1 It is your responsibility to:

- a. comply with environmental laws and regulations, and the Australia Post Group's Environment Policy (or equivalent subsidiary policy)
- b. consider environmental impacts when making investment decisions, developing plans and strategies, and purchasing goods and services
- c. responsibly manage waste, including re-using and recycling where possible
- d. responsibly use resources, including the efficient use of water, electricity and fuel
- e. talk to your manager if you become aware of any environmental incidents or risks.

We support the health of the planet by minimising our environmental footprint for our own and future generations.

Theft, carelessness and waste directly impact the Australia Post Group's reputation and profitability.



6 Use of corporate property

The Australia Post Group gives all employees the tools and resources they need to work safely, efficiently and effectively.

6.1 Assets and resources

6.1.1 It is your responsibility to:

- a. safeguard, and correctly and efficiently use corporate property
- b. only use our assets and resources for Australia Post Group business, unless authorised by your manager. If personal use is authorised, you must:
 - i. observe any imposed limits
 - ii. keep the asset(s) secure
 - iii. properly care for the asset(s)
 - iv. use the asset(s) efficiently, in your own time, providing all consumables, unless otherwise authorised
- c. comply with laws, regulations and our current policies that relate to using our property, assets and resources
- d. return all Australia Post Group property if you're no longer working with us.

6.1.2 Unacceptable behaviour includes but is not limited to:

- a. using our property for personal gain or for the benefit of people outside the Australia Post Group, or deliberately helping others do the same
- b. using corporate information resources, such as the internet or email, outside policy restrictions

Assets include, but are not limited to, our money, computer systems, software and plant (for example, motor vehicles, machinery, furniture and tools).

Resources include Australia Post Group staff, corporate credit cards and consumables (for example, fuel, paper and printer cartridges).

- c. publishing images of our property online, including on social media, without approval from the Legal team or your manager
- d. not maintaining or operating company property (including company cars) and equipment in a safe and responsible manner
- e. using a corporate credit card for personal transactions.

6.2 Intellectual property

We safeguard our intellectual property and respect that of others.

This is crucial to our business and identity in the marketplace.

6.2.1 All intellectual property you create during your work with the Australia Post Group remains our property unless we tell you otherwise.

Intellectual property is a form of property and includes trademarks, copyright, patents and confidential information.

6.2.2 It is your responsibility to:

- a. comply with the Australia Post Group's Intellectual Property Policy (or any equivalent subsidiary policy)
- b. protect our intellectual property by identifying it wherever possible and acting to secure our rights to it
- c. obtain written consent before using someone else's intellectual property, for example:
 - i. using a photograph taken by someone external to the Australia Post Group when creating a catalogue or designing a stamp
 - ii. downloading information from the internet or copying part of a book, then distributing it to others at work
 - iii. preparing any advertising material that uses text written by someone external to the Australia Post Group
- d. talk to your manager or supervisor, or contact the Legal team for advice, if you have any doubt about your proposed dealings with intellectual property.



Intellectual property is a broad term used to describe the rights that exist in all creative and original works, such as logos, marketing materials, internal manuals, photographs, packaging, designs, inventions and corporate information.

7

Corporate records

The Australia Post Group meets all commercial, legal, management and archival obligations for our financial, business and employee records.

7.1 It is your responsibility to:

- a. ensure that all records, declarations or statements you prepare are factual, accurate, complete, honest, objective and timely
- b. only authorise records that are accurate and complete
- c. only disclose records as authorised, or in response to due legal process
- d. ensure that all information, especially sensitive or personal information, including customer payment card information, is secured so it is not subject to inappropriate or unauthorised use or disclosure
- e. only access commercially sensitive or personal information if you have a legitimate business need
- f. return Australia Post Group records to us before ceasing your employment or engagement.

7.2 Unacceptable behaviour includes but is not limited to:

- a. deliberately making a false, misleading or unsupported record
- b. deliberately suppressing relevant information in a record.

Complete and accurate records must be kept in order for us to meet our obligations.

Records are documents created or received while working for the Australia Post Group. They can be in electronic or paper form, including emails, letters, briefs, memos, minutes, lists, documents, hard drives and back-up tapes. They do not include *Post Journal*, newsletters and other widely distributed information.

8

■ Privacy and confidentiality

The Australia Post Group protects all personal and confidential information and ensures that all employees understand their privacy and confidentiality obligations.

8.1 Business, customer, supplier and personnel information

8.1.1 It is your responsibility to:

- a. comply with our Privacy and Employee Privacy policies (or any equivalent subsidiary policy) when accessing personal information
- b. arrange for business partners to sign a confidentiality agreement before disclosing any confidential information (the Legal team can provide agreements)
- c. only use personal, business, customer, supplier and personnel information for authorised purposes, and protect it from theft, unauthorised disclosure or inappropriate use
- d. treat as confidential, and use only for official duties, any information about the Australia Post Group, our customers and our suppliers that might provide a competitive or financial advantage or might relate to a customer's business; the only exception is where the information is publicly available through, for example, our website, press releases or annual report
- e. only disclose personal or confidential information to another person or entity (other than the individual concerned) if the disclosure complies with our policies
- f. safeguard confidential information during your employment or engagement and after ending your work with the Australia Post Group
- g. immediately report any breaches (or potential breaches) of privacy to Enterprise Risk and Compliance (or your subsidiary's equivalent nominee)
- h. talk to your manager or supervisor, or contact Enterprise Risk and Compliance (or your subsidiary's equivalent nominee) for advice, when unsure about your rights and responsibilities under privacy laws or your obligations in respect of confidential information.

Confidential information includes but is not limited to information relating to our customers, business practices or commercially sensitive data.

Personal information is any information, whether true or not, about an individual who can be reasonably identified by that same information.

Protecting the privacy of the personal and confidential information entrusted to us promotes trust and loyalty, which are critical to our reputation.

8.2 Public comments

8.2.1 It is your responsibility to:

- a. tell your manager about any media requests or proposals to release corporate information. Any public comment must be authorised by External Affairs (public comment includes speaking engagements, interviews, and views expressed in any form of public communication, electronic or otherwise)
- b. use social media responsibly and in accordance with our Social Media Policy (or any equivalent subsidiary policy) to ensure that you do not accidentally or deliberately:
 - i. release confidential Australia Post Group information
 - ii. breach copyright, privacy or defamation obligations
 - iii. make comments, post pictures or do anything that could harm our brand, reputation or commercial interests.



What to do when in doubt

This section provides guidance on how to behave in accordance with our culture and ethical standards.

Before you act

When considering a course of action, ask yourself the following questions:

- Would it be consistent with our culture and ethical standards?
- Would it be consistent with our health and safety standards?

If you answered “no” to either question, you should not proceed. If necessary, discuss with your manager or human resources adviser.

If you have taken the wrong action

If you believe or know you have acted inconsistently with our ethical standards, you should tell your manager right away.

When you need help

Personal problems, whether work related or not, can affect your work performance, health and safety. These problems might also make it more difficult to meet our ethical standards. All of us, from time to time, may experience such problems. Hoping the problem will go away does not always resolve it.

We offer confidential assistance and support for all employees and immediate family members through our Employee Assistance Program (EAP). This program helps with work and personal issues.

You can get more information about the EAP at all Australia Post Group workplaces, and by calling the **Employee Assistance Program on 1300 360 364**.



Are you concerned about someone else's behaviour?

You may encounter what you think is unethical behaviour. The action you take should depend on the nature and seriousness of the behaviour.

Improper behaviour

Examples of improper behaviour may include:

- discrimination – for example, based on gender, race, religion, pregnancy
- harassment – for example, sexual harassment, stalking
- bullying – repeated unreasonable behaviour that creates a risk to health and safety
- discourtesy – disrespect, rudeness.

When this occurs, in the first instance you may:

- raise it directly with the employee(s) concerned, if appropriate
- discuss it with your manager or supervisor
- seek advice from Human Resources.

The Australia Post Group will take every possible step to protect anyone who reports alleged serious misconduct or suspected criminal behaviour.

Alleged serious misconduct

Examples of alleged serious misconduct include:

- actions involving substantial risk to the health and safety of others
- a significant mismanagement of the Australia Post Group's assets and resources
- behaviour that is prejudicial to our interests or seriously damages our business or reputation.

If you encounter or suspect serious misconduct, you must report it to your manager or supervisor, or if this is inappropriate, to the Security Group (or your subsidiary's equivalent nominee) or Human Resources.

Whistleblower process

We also have whistleblower provisions if you wish to report unethical, unlawful or undesirable conduct. You can make a report anonymously if you wish through the

Whistleblower hotline on 1800 799 353.

If your report is made in good faith, it will be documented and promptly investigated, either internally or by external agencies. You will be told the outcomes of the investigation.

You must keep the details of your report confidential; releasing the details could damage the investigation and affect the rights of anyone involved.

Suspected criminal behaviour

Examples of suspected criminal behaviour include:

- mail – theft, tampering, withholding
- fraudulent activity – obtaining a financial gain by deception
- theft – property and / or cash.

The Security Group (or your subsidiary's equivalent nominee) investigates all suspected or alleged criminal behaviour within the Australia Post Group. Where evidence supports the allegation, the matter will be referred to the appropriate authorities or the Commonwealth Director of Public Prosecutions.

Protection for those who report alleged serious misconduct or suspected criminal behaviour

If you report alleged serious misconduct or suspected criminal behaviour, the Australia Post Group will:

- protect you and keep your identity and your disclosure confidential, to the extent the law requires or permits
- not tolerate any reprisals against you for disclosing information in good faith with reasonable grounds
- act in your best interests to protect you from any victimisation, adverse reaction or intimidation.

However, if you knowingly make a false or vexatious report you may face disciplinary action.

If you encounter criminal behaviour, or suspect it is occurring, you must immediately report the matter to your supervisor or a higher-level manager, or telephone the local office of the Security Group (or your subsidiary's equivalent nominee).



The Security Group can be contacted on:

NSW	(02) 9202 6051
ACT	(02) 6209 8174
VIC/TAS	(03) 9106 9888
QLD	(07) 3405 1481
SA/NT	(08) 8178 3550
WA	(08) 9237 5422

This is a 24-hour-a-day service and your call will be confidential. If you wish to remain anonymous:



Telephone the Security Group's national toll-free number

1800 627 151

Improper behaviour, serious misconduct and suspected criminal behaviour damage our reputation, workplace relationships and culture – these behaviours must be reported.

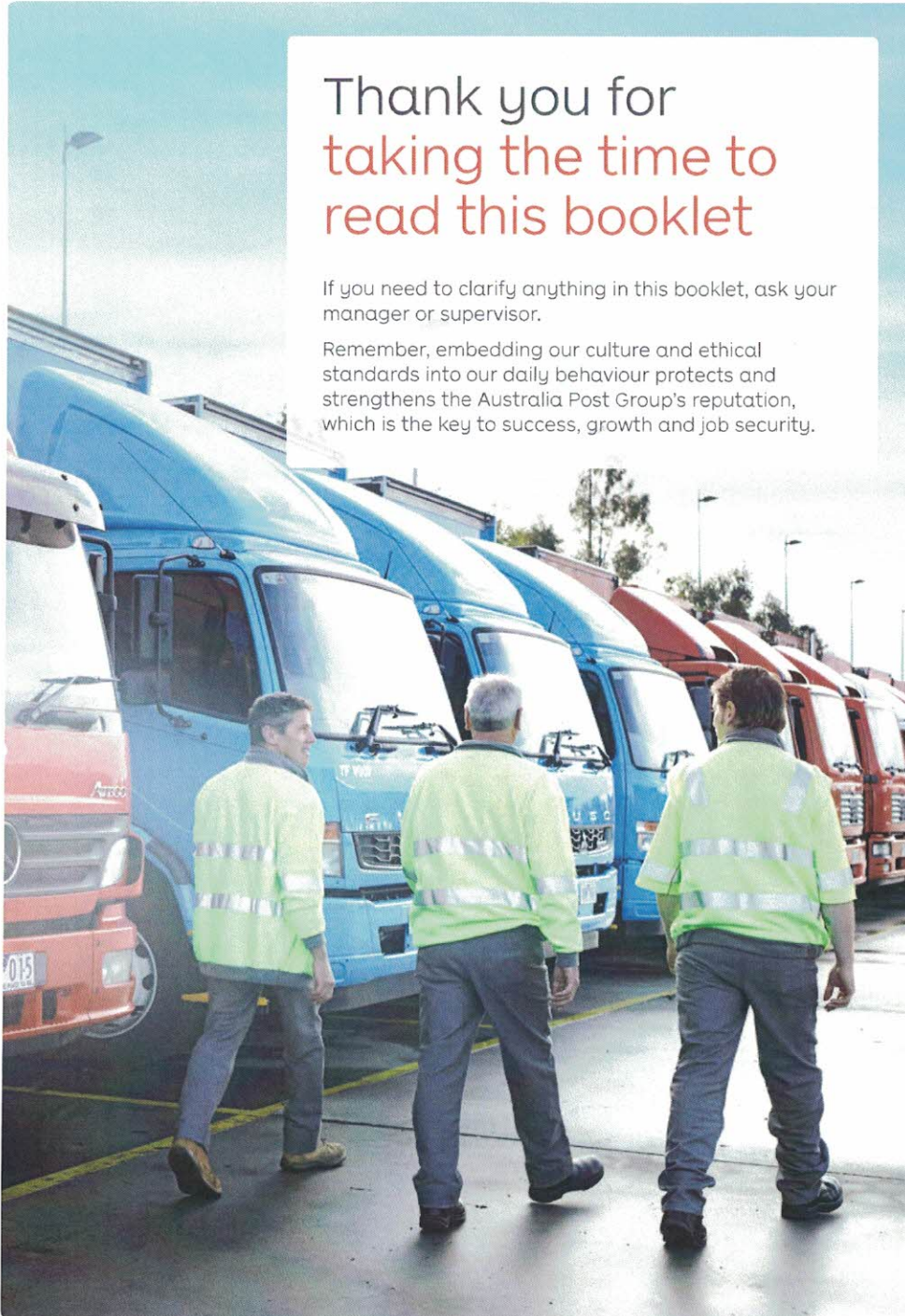
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Thank you for taking the time to read this booklet

If you need to clarify anything in this booklet, ask your manager or supervisor.

Remember, embedding our culture and ethical standards into our daily behaviour protects and strengthens the Australia Post Group's reputation, which is the key to success, growth and job security.





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