



## CODE OF CONDUCT AND ETHICS

### Policy Snapshot

The Code of Conduct and Ethics is a broad framework of the required behaviours which apply to everyone who works at QIC. You are expected to comply with the Code of Conduct and Ethics at all times in the workplace, during work activities and work related events and at other times where inappropriate behaviour may be connected to, or reflect upon QIC. You should report possible breaches of the Code. Disciplinary action may be taken if the Code is not complied with.

### Application

QIC Limited and its subsidiaries ('QIC', 'we' or 'our') are committed to creating and maintaining an environment for employees, clients, and key stakeholders, which is productive, professional and client focused as well as safe and free of any form of unlawful or inappropriate behaviour. This commitment supports our values and the expectations of our shareholding ministers that our activities are conducted ethically, with efficiency, impartiality and integrity.

This Code of Conduct and Ethics (Code) applies to all QIC Group directors, employees, workers, contractors, people on secondments, and people engaged through labour hire companies ('you' or 'your').

The Code applies in the workplace, during work activities and at work-related events. This includes all QIC workplaces, client workplaces, work outside of normal working hours, and dealing with clients. It applies at work-related conferences, training events, work-related trips both domestic and international, and social functions. It applies to your conduct on electronic and social media and on any occasion where inappropriate behaviour may be connected to, or reflect upon QIC.

The Code is not intended to override other policies, industrial instruments or legislation in your jurisdiction that may provide guidance, or set out processes or procedures to ensure that your behaviour is appropriate, to ensure that legal or contractual obligations are met, or through which a complaint may be raised.

### Our values

You must observe the highest standards of conduct bearing in mind that your conduct impacts directly on the reputation of QIC.

Our values represent the principles by which QIC operates. Our values and your conduct define our culture, our brand and the experience of our clients day to day. Our values are:

**PASSION** – for our clients, our people and our business. Strive to reach our unlimited potential, believe in what we do, be certain we can make a difference, commit to build and share our expertise, energise and motivate the business and encourage and back our people.

**ENGAGEMENT** - with our clients, colleagues and stakeholders. Listen and communicate effectively, understand client needs and objectives, build mutually beneficial relationships and teams, be transparent and trustworthy, share information and knowledge.



**INNOVATION** – constantly adapting. Be forward thinking, look at things from multiple perspectives, ask the right questions, tailor solutions to match client and market needs, ensure actions are commercially sound and add value, demonstrate agile thinking and be responsive.

**EXCELLENCE** – expecting nothing less. Plan for success, strive to be the best, recruit, develop and retain outstanding people, personally set and meet challenging goals, recognise and reward high performance, be risk aware, demonstrate personal integrity.

**ACHIEVEMENT** – delivering on what we promise. Focus on results, deliver the right outcomes for clients and stakeholders, successfully execute our strategies and plans, commit and see things through, take ownership.

## Your obligations

### What we expect from you:

- Commit and adhere to the Standards of Conduct as outlined in this Code.
- If you manage staff, model and promote the Code through leading by example and ensuring employees within your team understand their obligations under the Code.
- Raise breaches, concerns, or complaints which relate to matters covered in the Code in accordance with the procedures set out in relevant QIC Policies.
- Act in the best interests of QIC and our clients.
- Respect the rights and dignity of others.
- Do not engage in conduct that could be prohibited by this Code.
- Observe the highest levels of professional conduct in undertaking your business activities, in consideration of QIC's values of passion, engagement, innovation, excellence and achievement.

## Standards of Conduct

You are required to adhere to our Standards of Conduct at all times when representing QIC both internally and externally. The acceptance of employment at QIC is an implicit commitment to meet and where possible exceed these Standards of Conduct.

Our Standards of Conduct are designed to outline your key obligations and responsibilities. You should use your professional judgment in applying these Standards of Conduct.

Details regarding your obligations in relation to workplace ethics and conduct are also detailed in other QIC Policies, employment contracts and relevant legislation.

Our Standards of Conduct are as follows:

### Professional & Lawful Behaviour

QIC expects everyone to behave in a collaborative, productive and professional manner and to work together to achieve the goals of our clients. You must ensure that your personal conduct and behaviour is at all times professional, ethical and lawful and does not reflect adversely on QIC. You must always treat others fairly, with respect and dignity and not engage in behaviour which could constitute discrimination, victimisation, vilification, sexual harassment, other types of unlawful harassment or bullying. Everyone has a responsibility to prevent these behaviours. You must report instances of unacceptable behaviour in accordance with the Workplace Behaviour Policy.



## **Confidentiality**

Confidentiality of information obtained through dealings at QIC must be respected and confidential information must not be disclosed to third parties except where required or allowed by law or if there is a reasonable commercial purpose for its disclosure. If you are unsure what is classified as confidential information or whether the information can be disclosed you should seek advice from your Manager, the Corporate and Operational Risk team, or the Human Resources team.

## **Corporate Property**

Excessive personal use or consumption of QIC property is not acceptable except where properly authorised. Inappropriate use of QIC property is not acceptable under any circumstances.

## **Gifts and Benefits**

You must refrain from soliciting gifts or benefits. You must exercise due care when giving or receiving gifts and benefits, and must always comply with any relevant legislation in your jurisdiction. You should not accept or offer any gifts or other benefits (including entertainment) which is not proportionate to the level of business between the parties, modest and bona fide. Such gifts and benefits must not be excessive or frequently offered or received, and must be disclosed in accordance with the QIC Conflicts of Interest Policy.

## **Staff personal investments, market misconduct and insider trading**

You must obtain pre-approval for certain types of personal investment activities as set out in the QIC Conflicts of Interest Policy.

## **Conflicts of Interest**

You must be mindful of particular circumstances, personal or professional relationships or associations which may conflict with, or appear to conflict with QIC's or its client's interests. You must report actual, perceived, or potential Conflicts of Interest in accordance with QIC's Conflict of Interest Policy. If you are unsure whether a particular circumstance may represent an actual, potential or perceived Conflict of Interest, you should seek advice from your Manager, the Corporate and Operational Risk team, or the Human Resources team.

## **Disclosure**

You have an ongoing duty to ensure that you notify QIC of any change in your personal circumstances that would affect your suitability for employment with QIC. You must ensure that any such disclosures are truthful, accurate and presented in a format that communicates the information effectively.

## **Fraud, Bribery and Corruption**

Fraud, bribery and corruption will not be tolerated under any circumstances and may constitute criminal conduct. If you become aware of an actual or suspected instance of fraud, bribery or corruption, you must immediately report the matter in accordance with relevant policies (Whistleblowing Policy, Fraud, Bribery and Corruption Risk Policy and the Public Interest Disclosure Standard).

## **Alcohol and Drugs**

You must not at any time allow the consumption of alcohol or drugs (illegal or prescription) to adversely affect your work performance or conduct and in particular should not jeopardise the safety of yourself, or any other person. If you are concerned that prescription medications may affect your work performance, please speak to your Manager or a member of the Human Resources team. The use or possession of illegal drugs in the workplace or when you are otherwise representing QIC during work activities or during work related events will not be tolerated under any circumstances.



## Workplace Health and Safety

You must understand and follow all QIC policies, standards and procedures aimed at preventing or mitigating risks to health and safety. You must also report any circumstances which are a threat to your health and safety or the health and safety of others.

## Reporting

You must ensure you work in a manner consistent with the Code and with all of QIC's policies, standards and procedures and report any possible breaches of the Code or other policies or standards to your Manager, the Corporate and Operational Risk team, or the Human Resources team. Managers must ensure that possible breaches of the Code are escalated and resolved appropriately.

## Misconduct

Misconduct may include (but is not limited to) the following:

- committing any actions which are a serious or persistent breach of your employment contract (if applicable);
- committing any actions which are a serious or persistent breach of this Code or any of QIC's Policies or Standards;
- being convicted of a criminal offence which affects your suitability for employment or engagement with QIC;
- committing any act of fraud, corruption or bribery;
- misusing or stealing any of QIC's Property;
- engaging in any dishonest behaviour, act or omission which impacts on QIC's reputation, business or activities;
- possessing dangerous, harmful or unauthorised materials in the workplace;
- possessing, using, consuming or being under the influence of illegal drugs in the workplace or while representing QIC during work activities or work-related events;
- allowing the consumption of alcohol to adversely affect your work performance;
- breaching confidentiality or misusing our intellectual property; and
- refusing to carry out a lawful and reasonable direction.

## What should I do concerning a breach of the Code?

QIC is committed to fair, transparent and consistent decisions in response to a concern or allegation regarding a breach of the Code.

It is your responsibility to ensure you work in a manner consistent with the Code and to report any possible breaches of the Code to your Manager, the Corporate and Operational Risk team, or the Human Resources team. Managers have an obligation to ensure that possible breaches of the Code are escalated and resolved appropriately.

Other QIC Policies provide guidance and set out procedures for dealing with matters which may be a breach of the Code. Depending on the circumstances, a breach of the Code may be dealt with using the procedures set out in these other relevant Policies. For example:



- The **QIC Employee Complaints, Grievances and Disputes Policy** provides guidance on both an informal and formal process for raising and managing complaints about matters related to your work with QIC that you have a concern about. For example, complaints relating to conflict or tension between work colleagues; performance management and career development; or salaries and benefits.
- The **Workplace Behaviour Policy** deals with preventing and reporting behavior which may constitute discrimination, victimisation, vilification, sexual harassment, other types of unlawful harassment, and workplace bullying.
- The **Public Interest Disclosure Standard** deals with making, investigating and managing public interest disclosures, for examples disclosures which relate to corrupt conduct or reprisal action;
- The **Breaches and Incidents Policy** deals with notification of breaches or incidents relating to QIC's operations including a breach of a QIC policy, standard, legislation, or other document (e.g. an investment management agreement or trust deed).
- The **Whistleblowing Policy** facilitates the disclosure of unlawful, corrupt, negligent or improper conduct (for example, criminal conduct or damage to the environment) and provides an ability for matters to be reported (anonymously, if preferred) via QIC's Whistleblowing Hotline;
- The **Fraud, Bribery and Corruption Risk Policy** which deals with reporting of actual or suspected fraud, bribery and corruption; and
- The **Conflicts of Interest Policy** which deals with notification and reporting of conflicts of interest.

## Consequences of Non-Compliance

Instances of misconduct or non-compliance with the Code will lead to remedial action and may result in disciplinary action being taken, up to and including termination.

In determining the action to be taken and any remedy to be applied, the nature and seriousness of the breach will be considered.

Where appropriate, QIC may be required to refer matters to external authorities, including the police, regulators, the Queensland Crime and Corruption Commission and QIC's shareholding ministers.

## Further information

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