

Code of Conduct - Summary

The Code of Conduct outlines four guiding principles to make our employees aware of their responsibility to perform their duties in an ethical and appropriate manner and to ensure that eftpos upholds its commitments.

We meet community expectations and obligations by:

- complying with our legal obligations and regulatory requirements;
- complying with eftpos internal policies and procedures, including this Code of Conduct;
- ensuring we obtain, understand and accept all external and internal policies and procedures related to our work: and
- ensuring that any potential risks or incidences of non-compliance to our legal obligations, regulatory requirements and our internal policies including this Code of Conduct and are duly reported in line with eftpos' guidelines.

We are accountable to each other by:

- acting professionally, ethically, honestly and courteously in all our dealings with each other;
- committing to providing and understanding our obligations in achieving a safe workplace for all workers, built on safe workplace practices, diversity, respect and free from bullying, harassment and discrimination;
- valuing and respecting the ideas, skills and wins of others and supporting them in achieving our goals;
- being **Committed, Connected, Commercial and Clear** working together as one team;
- committing to ongoing learning and professional development and be open to giving and receiving feedback: and
- committing to ongoing quality performance, individually and as an organisation.

We are accountable to our members and shareholders by:

- keeping our members and shareholders informed and treat them in a professional and fair manner at all times;
- acting with integrity and operate in compliance with all applicable laws;
- safeguarding and appropriately using customer and organisational information and resources;
- protecting the confidentiality of non-public information;
- avoiding conflicts of interest and duly reporting them in line with eftpos' policy & procedural guidelines; and

We are committed to the community and environment by:

- committing to understanding and supporting the communities in which we operate in;
- committing to partnering with organisations and projects that reflect our desire to help the community; and
- committing to actively reducing our key environmental impact across our operations.