

Code of Conduct



QueenslandGlass

Delivering Complete Glazing Solutions to the Building Industry



Company Pillars

Queensland Glass is committed to conducting our business in accordance with our core values.

This Code of Conduct sets out the standards of conduct expected of our business and people, regardless of location. It applies to all Directors and employees of Queensland Glass and its subsidiaries (employees) and operates in conjunction with our Core Values.

As a responsible organisation, we believe in promoting open and honest competition. We always seek to choose suppliers and partners that share our core business values and offer true value for money. This commitment includes, ensuring all our business relationships are honest, ethical, fair and consistent.

Great People

Creative
Friendly
Ethical
Trustworthy
Capable
Empowered
Committed

Great Product

Innovative
Performance
Customisable
Environmental
Quality
Value
Design

Great Service

Communicative
Proactive
Responsive
Efficient
Dependable

Our Core Values

Creative

We are creative in finding new and better ways to help our customers in an effective and efficient manner.

Friendly

We are open to others views and opinions with warm positivity. We are gracious, pleasant and polite in all our business.

Ethical

We will always conduct our business practices and principles with professionalism and morality.

Trustworthy

We seek to maintain a high level of transparency that lets other people feel clear about who we are and what they can expect from us. We treat trust as a sacred gift.

Capable

We ensure the ability and efficiency of each team member through detailed training is qualified to accomplish required specific tasks.

Empowered

We strive to find the best approach. We think outside the box and dare to do things differently.

Committed

We can be counted on to do what we say we will do. If we make commitments, we follow through on them.

Standards of Conduct

We must obey the law

Queensland Glass is committed to complying with the laws and regulations of the Australian states in which we operate.

You must respect and obey the laws and regulations applicable to Queensland Glass in Australia. Where local laws, regulations, customs or norms differ from this Code of Conduct, you must apply either this Code of Conduct or local requirements, whichever sets the higher standard of behaviour.

If you are unsure as to what your obligations are, contact your Supervisor or Manager.

We must put the safety of employee's and the communities first

Queensland Glass is committed to operating incident & injury free wherever we have a presence. We do not compromise safety irrespective of the market or business opportunity.

All employees must comply with the Health & Safety Policy as stated in our Integrated Management System (IMS) for safety and all business related policies in this area to protect your health and that of others from potential hazards.

If you feel that anything is unsafe or poses a potential risk to yourself or any other person, you should stop work and report the matter to your manager immediately so that appropriate steps can be taken to minimise the risk.

We must be aware of actual or potential conflicts of interest

A "conflict of interest" is any circumstance where an employee's personal interests conflict (or appear to conflict) with those of Queensland Glass' or cast doubt on an employee's ability to act appropriately regarding the interests of Queensland Glass. This includes any situation that benefits an individual to the detriment of Queensland Glass.

Failure to disclose a conflict of interest may result in disciplinary action.

You must declare any interest that may conflict or be perceived to conflict with Queensland Glass, or may otherwise adversely affect Queensland Glass, by reporting the situation to your manager. You must not engage in any dealings where you have an actual or potential conflict.

If you are unsure whether a potential conflict has arisen, or if you have any questions about conflict of interest issues, you should contact the Managing Director.

We must not make unauthorised gains or payments or engage in corrupt conduct

Gifts and Entertainment

As a general rule, you should not accept or offer anything of value such as gifts, entertainment, meals, services, discounts, gratuities or other gains (gifts and entertainment) to or from any person who conducts business with any company without prior approval from the Managing Director.

Bribery and Corruption

Queensland Glass prohibits all forms of bribery and corrupt conduct, including the offering, promising or giving, or requesting, agreeing to receive or accepting, directly or indirectly of bribes or "facilitation payments" (payments to speed up routine legal actions) to anyone.

You must not:

- engage in;
- induce or facilitate someone else to engage in; or
- permit an agent or representative of Queensland Glass to engage in,

any form of bribery or corrupt conduct.

This applies irrespective of whether the conduct involves individuals, incorporated or unincorporated organisations and/or public officials.

We must only use Queensland Glass assets as authorised for the benefit of Queensland Glass

Queensland Glass assets are critical to our business competitiveness and success. These assets include but are not limited to Queensland Glass brands, property, time, proprietary information, corporate opportunities and funds, and personal work equipment.

Queensland Glass assets are provided to you for conducting Queensland Glass' business. You are responsible for using good judgement to ensure Queensland Glass' assets are not misused or wasted and complying with Queensland Glass' limits of authority.

We must not disclose confidential information

Third Party Information

In the course of your employment, you may learn confidential information about our customers, suppliers, contractors and other parties with whom we conduct business. This information must not be used or disclosed unless in accordance with instructions from the party who provided the information. This includes not giving confidential information to other business units in InteriorCo.

Queensland Glass Information

In the course of your employment, you may come across information relating to Queensland Glass' operations, strategy and finances. Unless otherwise advised, you must treat all information about Queensland Glass as confidential, and must not communicate any information of this nature to any person who is not authorised by Queensland Glass to see that information. This applies both during and after your employment with Queensland Glass.

We must treat everyone equally and fairly

Every employee has the right to be treated equally and with respect, dignity and courtesy. We all have the right to come to a work place that is free of discrimination and harassment.

It is the policy of Queensland Glass to manage its operations with a positive awareness of the spirit and intent of anti-discrimination, harassment and equal opportunity laws. We are an Equal Employment Opportunity employer and oppose discrimination in any form. We expect this standard in our dealings with all our employees as well as our subcontractors and partners we work with.

As a general rule, you must not engage in any behaviour that intimidates, offends, degrades or humiliates a colleague, contractor, supplier, client or any other person who comes into contact with your operations. If you believe you have been discriminated against, harassed or bullied, you are encouraged to make a complaint to your supervisor or your manager. All matters will be treated confidentially and professionally.

You must comply at all times with the Equal Opportunity Policy, and Harassment and Bullying Policy.

We must compete fairly

Queensland Glass is committed to fair competition in all markets in which we operate. When competing for business, we do so vigorously but fairly. This means you must:

- not intentionally mislead clients, business partners, competitors or the community;
- only use the Queensland Glass reputation in legitimate ways; and
- refuse to associate in illegal market practices such as price fixing schemes, misleading or deceptive conduct, misuse of market power or bid-rigging arrangements.

We must report accurately

Honest, accurate, timely and objective recording and reporting of information is essential to:

- Queensland Glass' credibility and reputation;
- meeting Queensland Glass' legal and regulatory obligations;
- meeting Queensland Glass' responsibility to securityholders and other stakeholders; and
- informing and supporting our business decisions and actions.

All information that Queensland Glass employees prepare must accurately reflect transactions and events. Financial information must conform to generally accepted accounting principles and to Queensland Glass' Accounting Policies.

Falsifying or creating misleading information can constitute fraud, and Queensland Glass does not tolerate fraud of any kind.

We must strive to achieve sustainable outcomes for our stakeholders before making business decisions

Queensland Glass aspires to be a sustainable organisation. This goes beyond sustaining the natural environment on which we depend for our commercial activity to a long-term goal of restoring the environment where our projects and operations are located.

We must strive to achieve sustainable outcomes for our stakeholders, and give all social and environmental impacts our full consideration when making business decisions.

We must not make unauthorised public statements

We must take great care in public speaking engagements, media releases and official appearances to ensure that communicated information is correct and disclosed in accordance with prior approval of the Managing Director.

Further more employees of Queensland Glass should not make unsolicited comments which may be construed as representing the official views of Queensland Glass.

We must not make political donations on behalf of Queensland Glass

Queensland Glass does not make political donations.

Attendance at political, policy forums and functions requires the approval of the Managing Director.

We must be familiar with the business unit policies and procedures that relate to our work

We must make ourselves aware of the business unit policies and procedures which apply to us and our roles.

We must be clear on our limits of authority and never:

- exceed those limits by committing Queensland Glass verbally, in writing or by e-mail; or
- agree to restrict our business unit from competing in a market or from expanding into any new regions without the consent of the Managing Director.

You are expected to undertake all applicable training programmes provided by Queensland Glass which are designed to help you understand and comply with our policies and procedures.

We must help each other

We should have an understanding of each other's responsibilities and actions. In this context, you may become aware of behaviour which seems to fail the "Queensland Glass test" (set out below).

Everyone needs help and guidance from time to time, particularly when faced with such an issue. Turning to colleagues for assistance in solving difficult problems

shows good judgement and common sense.

Don't be afraid to ask, and never be reluctant to help.

Questionable behaviour 'we must take action'

If you have any doubts as to whether conduct breaches our Code of Conduct, you are encouraged to take action. In the normal course, concerns should be raised with your manager. Alternatively, concerns about unethical or illegal business conduct can be reported to the Managing Director.

After an appropriate investigation, any employee who is found to have violated this Code of Conduct will be subject to disciplinary measures, as determined by Queensland Glass, which may include termination.

The Queensland Glass test

If you are in doubt as to whether anything you are contemplating might breach this Code of Conduct, apply the Queensland Glass test:

"Would I be willing to see what I'm doing or about to do described in detail on the front page of a national newspaper to be read by family and friends?"

If there is an activity which you are proposing to undertake that involves no legal impropriety but fails this test, you should not undertake that activity even if it is not expressly prohibited by this Code of Conduct.

Concerns should be reported

In the normal course, individuals should raise concerns directly with their manager. If appropriate, concerns should also be brought to the attention of the Managing Director.