

# **LGPM**

# **CODE OF CONDUCT**

**Revision 3 | 18 / 05 / 2021**

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## LGPM GOLDEN RULES

*LGPM's Golden Rules are a set of non-negotiable safety rules which if broken, could result in dismissal or disciplinary action. The Golden Rules are kept short and simple to avoid any confusion.*

- ! Workers must only perform work if they are trained, capable, licenced and authorised to do.
- ! Workers must never operate any vehicle, or mobile plant unless they are licensed and authorised to do so. Seat Belts must always be worn.
- ! All workers must follow agreed work procedures such as; Standard Operating Procedures (SOPs), Safe Work Method Statements (SWMS) and Job Safety Analysis (JSA) at all times.
- ! Workers must never operate, or allow another person to operate, on live or unsafe equipment or tamper with any safeguards, including equipment that has been Locked-Out & Tagged-Out (LOTO).
- ! Always wear the appropriate Personal Protective Equipment (PPE) and obey all safety signage, Occupational Health and Safety (OHS) Legislation and Government Laws.
- ! Always obey all site-specific rules enforced by either LGPM or the site including the participation in site inductions, toolbox meetings, observing all signs and warnings, evacuation procedures, correct PPE and who the specific site contact is in case of an emergency.
- ! Report any incident or near-miss to your supervisor/ manager as soon as possible and fill in an incident report.
- ! If you are concerned about safety or you are unable to perform a job safely STOP and consult with your supervisor/ manager.
- ! Call it out if you see it! Report others that blatantly breach these rules and place themselves, others and property at risk.

## EMPLOYEE RELATIONS

LGPM Process Innovation strives to ensure a direct, honest and open relationship with its employees.

LGPM believes that its relationship with employees should be built on mutual trust and respect for everyone. This approach supports the company values of caring for people, working together and acting with integrity and honesty. LGPM Process Innovation encourages all contractors and sub-contractors to embrace this approach.

LGPM encourages employees to voice their opinions regarding work, safety, employment and personal issues to create an open and respectful work environment. Where an employee raises concerns relating to their employment with the company, these will be dealt with in a fair and timely manner.

Employee safety and wellbeing is the top priority for LGPM and it is expected that this focus is emulated through all of its employees, contractors and sub-contractors.

With kind regards,

**LGPM Process Innovation**



Bruce Stewart

General Manager

# CODE OF CONDUCT

This code of conduct applied to all LGPM employees, managers, supervisors, temporary, permanent, full-time, part-time, casual, apprentices, contractors, sub-contractors and volunteers who represent LGPM to conduct business.

This document, and all of its contents have been, and will be...

- 1) Reviewed and approved by senior management.
- 2) Communicated to all staff, including regular reminders.
- 3) Enforced by management team.

## Roles and Responsibilities

### LGPM employees and applicants are entitled to:

- Recruitment and selection based on merit and not affected by irrelevant personal characteristics.
- A workplace free from discrimination, bullying and sexual harassment.
- Speak out without prejudice.
- The right to raise issues or to make an enquiry or complaint in a reasonable and respectful manner without being victimised.
- A fair and reasonable investigation into behaviours within the company that may not comply with this Code of Conduct.
- Reasonable flexibility in working arrangements, especially where needed to accommodate their family responsibilities, disability, religious beliefs or culture.

### All employees are required to:

- Offer support to people who experience discrimination, bullying or sexual harassment, including providing information about how to make a complaint.
- Avoid gossip regarding ongoing investigations into behaviour or complaints regarding discrimination, bullying and harassment and respect the confidentiality of complaint resolution procedures.
- Treat everyone with dignity, courtesy and respect.
- Respect management's decision on conflicts, if they are unhappy with the result of an investigation, the matter can be referred to the Fair Work Commission.
- Comply with this Code of Conduct and report any incidents of employees failing to comply to the appropriate supervisor or manager.

***If you have any suggestions on how we can do things more safely and securely on a work site, tell the supervisor or manager as your feedback is always welcome.***

## Prohibited Behaviours

***Breach of the Code of Conduct will be subjected to disciplinary action at the discretion of LGPM management. The type and severity of the disciplinary action will depend upon the circumstances and seriousness of the incident. In some cases, the disciplinary action may be instant dismissal.***

Prohibited behaviours at LGPM include but not limited to;

- Breach of Code of Conduct;
- Serious and wilful misconduct / Unsafe actions and behaviours;
- Illegal drug use, or drug and alcohol impairment in the workplace;
- Bullying, Discrimination and Harassment;
- Victimisation;

### **Serious and wilful misconduct / Unsafe actions and behaviours**

The following are examples of behaviours which are regarded as serious and wilful misconduct, potentially resulting in immediate dismissal, pending verification of the facts, without notice or any payment in lieu of notice:

- Safety breaches (which have/could have serious consequences).
- Theft, fraud, or illegal transaction.
- Discrimination, bullying or harassment against co-workers.
- Being under the influence of illegal drugs or alcohol during working hours.
- Disclosing information which is confidential.
- Deliberate damage to company property or that of other workers.
- Deliberate contamination of products.
- Serious neglect or breach of company quality or standards.
- Any other deliberate act which jeopardizes the company's reputation or places other workers at risk.
- Serious act of insubordination.
- Fighting on company premises or threatening physical violence.
- Repeated and continued negligence.
- Covering up and continuing to work when knowingly fatigued.
- Covering up, condoning or failing to report drug use or obvious impairment of other workers.
- Accepting bribes of any kind and failing to report to management gifts and financial incentives from vendors.

## Drugs & Alcohol

As a minimum “no person shall enter or remain at the workplace if adversely affected by any medication, drugs or alcohol, whether the substance is legal or illicit”.

If prescribed drugs or medication by a doctor that may impair your mental or physical actions, you need to confirm from your doctor what you can and cannot do, advise your supervisor, and devise a suitable work program to suit.

Where promotional or staff events involve alcohol, this should be in accordance with “responsible serving of alcohol” and consideration given to appropriate controls e.g., provision of designated drivers or a taxi home to minimise travel risks.

No person is to enter company premises or carry out work on behalf of LGPM whilst affected by drugs or alcohol. Affected by drugs or alcohol shall mean:

- in contravention of any legislative requirements e.g., in excess of the maximum legally permissible blood alcohol level when driving.

Or

- ability to perform normal duties in an efficient and safe manner is impaired e.g., person may lack mental alertness, clear vision, good co-ordination or ability to react appropriately to situation.

Any person who suspects someone may be affected by alcohol or drugs is to immediately report the circumstances to the supervisor or manager for the area or activity.

## Affected Persons

Any worker suspected of being affected by alcohol or drugs will be interviewed immediately and a preliminary assessment made by the supervisor / manager of any action required to ensure safe operation. If there is any doubt about compliance with the policy or safe operation, the person is to be referred to an appropriate medical centre for a formal assessment e.g., blood alcohol and drug test.

Any visitor(s) suspected of being affected by alcohol or drugs, is to be asked to leave the premises. The area supervisor/manager is to ensure they are safely escorted off the premises and appropriate support provided (e.g., medical assistance or taxi) if required.

Note:

1. Drugs may include over the counter medication, prescription or illicit drugs or mixtures with other medication, which causes impaired performance or judgement.
2. LGPM maintains the right to conduct alcohol and drug tests on any employee at any time whilst working.
3. LGPM maintains the right to interview and make initial assessments where the supervisor or manager has a reasonable belief that a worker or contractor is affected by alcohol or drugs. If the initial assessment suggests a problem, the affected worker or contractor may be asked to complete a drug and/or alcohol test or be referred to an appropriate health centre for a drug and alcohol test.
4. Any person refusing either an interview and initial assessment or formal test is to be stood down immediately (for safety) and the matter referred to the relevant Manager.
5. Any employee refusing reasonable request for assessment will result in an investigation and be subject to possible disciplinary action.
6. Any contractor refusing reasonable requests for assessment may have their contract cancelled and be removed from Company premises immediately. The contract and future use of that person / firm will be reviewed.

## **Bullying, Discrimination and Harassment**

All LGPM employees are required to treat others with dignity, courtesy and respect. Additionally, LGPM employees will be provided with a safe, flexible and respectful work environment, free from all forms of bullying, discrimination and harassment.

**Bullying** can take many forms, such as:

- sarcasm and other forms of demeaning language.
- threats, abuse or shouting.
- Coercion.
- Isolation.
- inappropriate blaming.
- ganging up.
- constant unconstructive criticism.
- deliberately withholding information or equipment that a person needs to do their job or access their entitlements.
- unreasonable refusal of requests for leave, training or other workplace benefits.



**Discrimination** is when a person or group is treated less favourably than another person or group in a similar situation because of a personal characteristic. This can include:

- a disability, disease or injury, including work-related injury.
- parental status or status as a carer, for example, because they are responsible for caring for children or other family members.
- race, colour, descent, national origin, or ethnic background.
- age, whether young or old, or because of age in general.
- Sex or sexual orientation, intersex status or gender identity, including gay, lesbian, bisexual, transsexual, transgender, queer and heterosexual.
- industrial activity, including being a member of an industrial organisation like a trade union or taking part in industrial activity, or deciding not to join a union.
- Religion.
- pregnancy and breastfeeding.
- marital status, whether married, divorced, unmarried or in a de facto relationship or same sex relationship.
- political opinion or social origin.
- medical record.
- an association with someone who has, or is assumed to have, one of these characteristics, such as being the parent of a child with a disability.

**Sexual harassment** is a specific and serious form of harassment. It is unwelcome sexual behaviour, which could be expected to make a person feel offended, humiliated or intimidated. Sexual harassment can be physical, spoken or written. It can include:

- comments about a person's private life or the way they look.
- sexually suggestive behaviour, such as leering or staring.
- brushing up against someone, touching, fondling or hugging.
- sexually suggestive comments or jokes.
- displaying offensive screen savers, photos, calendars or objects.
- repeated unwanted requests to go out.
- requests for sex or insults or taunts of a sexual nature.
- sexually explicit posts on social networking sites.
- intrusive questions or statements about a person's private life.
- sending sexually explicit emails or text messages.
- inappropriate advances on social networking sites.
- accessing sexually explicit internet sites.
- behaviour that may also be considered an offence under criminal law, such as physical assault, indecent exposure, sexual assault, stalking or obscene communications.
- Any of the above that takes place outside of the workplace, if any one person from the workplace will or can access that material.

**Note:**

1. Just because someone does not object to inappropriate behaviour in the workplace at the time, it does not mean that they are consenting to the behaviour.
2. Sexual harassment is covered in the workplace when it happens at work, at work-related events, between people sharing the same workplace, or between colleagues outside of work.
3. All staff and volunteers have the same rights and responsibilities in relation to sexual harassment.
4. A single incident is enough to constitute sexual harassment – it doesn't have to be repeated.
5. All incidents of sexual harassment – no matter how large or small or who is involved – require employers and managers to respond quickly and appropriately.

Discrimination, bullying and sexual harassment are unacceptable at LGPM and are unlawful under the following legislations:

- Australian Legislation
  - *Sex Discrimination Act 1984 (Cth)*
  - *Racial Discrimination Act 1975 (Cth)*
  - *Disability Discrimination Act 1992 (Cth)*
  - *Age Discrimination Act 2004 (Cth)*
  - *Australian Human Rights Commission Act 1986 (Cth)*.
- Victorian Legislation
  - *Equal Opportunity Act 2010 (VIC)*
  - *Racial and Religious Tolerance Act 2001 (VIC)*

# DISCIPLINARY PROCEDURE

## Breaches of the Code of Conduct

If you see or suspect a breach of the code of conduct, report to your supervisor/ manager as soon as possible. Where it is found a breach has occurred the disciplinary process will be enacted.

### Step 1 - Verbal warning

- The supervisor or manager meets with the employee to discuss the problem behaviour and consequences of future occurrences of the behaviour.

### Step 2 – Written Warning

- The supervisor completes a written form that describes the problem behaviour and consequences of future occurrences of the behaviour.

### Step 3 – Suspension

- The employee is not allowed to work for a period at a time and generally receives pay.

### Step 4 – Dismissal

- The employment relationship is terminated. Termination of employment for high risks or failure to meet improvement plan.

### Step 5 – Appeal

- After any of the above procedures have taken place a worker may request that management review any decision to dismiss, suspend or take any disciplinary action by setting out in writing their reasons and providing any new material that may not have originally been considered by management.

#### Note:

1. Breach of the Code of Conduct will be subjected to disciplinary action at the discretion of LGPM management. The type and severity of the disciplinary action will depend upon the circumstances and seriousness of the incident. In some cases, the disciplinary action may be instant dismissal.
2. All steps will be documented for legal purposes.
3. Consider seeking legal advice before termination of employment.
4. For all disciplinary procedures above, the disciplined employee will be able to nominate a support person to be present in the meeting.
5. Meeting minutes will be kept for the disciplinary meeting, including any employee comments and the agreed upon disciplinary/improvement plan.
6. Management may direct a medical test if an employee is considered to be temporarily or permanently no longer of sound mind. Such test to be paid for by management and conducted during work hours or if outside of work hours as if it were paid employment.

## Issue Resolution

LGPM strongly encourages any staff member who believes they have been discriminated against, bullied, sexually harassed or victimised to take appropriate action by reporting the incident directly to their manager or other senior staff members.

Staff who do not feel safe or confident on taking action may seek assistance from any of the following for advice and support, or to take action on their behalf.

- Bruce Stewart.
- Brendan Lewington.
- Kim Windus.

## Employee Assistance Program

LGPM staff are entitled to a certain amount of free, professional counselling from our employee assistance program.

Employee assistance program counselling is confidential, and nothing discussed with a counsellor will be communicated back to LGPM. Employee assistance program counselling is available free to LGPM staff regardless of whether the issue is related to a workplace problem or some other issue for the staff member.

Speak with your manager to find out who to contact about our Employee Assistance Program.

If you are experiencing mental health problems, excessive use of alcohol or drugs, gambling addictions or other matters that effect your wellbeing **SPEAK OUT!**

Management will not prejudice you or have a negative reaction where you speak out rather than act. That is, if you tell management, you are experiencing any of these issues and actively prevent it from affecting your workplace, they will work with you and help you as best they can. However, if you act and go on site while affected, you will likely be dismissed. We encourage people to **SPEAK OUT** so we can work with you and help you.

## OTHER POLICIES AND PROCEDURES

### Fatigue Management Procedure

Fatigue management is a shared responsibility between employer and employee (Including contractors) as it involves factors that occur both in and outside of the workplace. If you are experiencing fatigue it is important to identify the factors that are contributing to fatigue, discuss any issues with your employer, make changes as required, including sleeping patterns, workloads, rosters and lifestyle behaviours and seek professional help if necessary.

***It is an employee responsibility and obligation to arrive at work each day fit and rested.***

Typical symptoms of fatigue are:

- A drowsy relaxed feeling,
- Short temper,
- Blurred vision,
- Difficulty keeping your eyes open,
- Head nodding,
- Head resting on a surface for example a table during breaks,
- Excessive yawning,
- Changes in voice alertness on the two-way radio,
- Poor judgement when operating equipment, and
- Arriving at a destination and not remembering how you got there.

Fatigue causes physical symptoms such as:

- Headaches,
- Muscle aches,
- Breathing and digestive problems,
- Distraction,
- Nervousness,
- Poor judgment, and
- Slow motor skills.

***Employees shall immediately notify their supervisor if they experience any of the above symptoms.***

The supervisor shall arrange for the employee to have a short break. If the employee feels that they are too tired to continue, the supervisor shall make arrangements for the employee to be stood down for the remainder of the shift.

## Smoking Policy

LGPM recognises that exposure of non-smokers to Environmental Tobacco Smoke and E-Cigarettes is both irritating and hazardous to the health of non-smokers. Even in outdoor areas, where people tend to congregate, the presence of people smoking can present a health risk to non-smokers. There is also evidence to suggest that smoke-free areas support smokers who are trying to quit as well as reduce their overall cigarette consumption. Occupational health and safety legislation requires employers to keep workplaces they are in charge of safe and without risk to the health of any person.

This policy applies to all employees, contractors and visitors to LGPM company premises and worksites.

### Smoke-Free Areas

- LGPM does not allow smoking inside of any office, workshop, building or company vehicle, these areas must be kept smoke-free.
  - This applies to all customer worksites in all states of Australia.
- Customer worksites generally have site-specific smoking areas that must be adhered to.

### Smoke Breaks

- Smoking is only allowed during designated lunch and tea breaks.

### Supporting Employees who Smoke

- LGPM promote the use of the organization Quitline.
- LGPM will provide subsidised nicotine replacement therapies such as patches for 10 weeks.

### Compliance

- This policy is essential to ensure LGPM are able to provide a safe work environment for all employees, contractors and the public at large.
- It is the responsibility of all employees and contractors to enforce this policy.
- Employees are reminded that under the OHS Act 2004, they are required to protect the health of their fellow workers.

## Mobile Phone Policy

LGPM understands the need to use, or have access to, a mobile phone at work, however excessive use of personal mobile phones, or company landline phones for personal reasons, can interfere with an employee's productivity and be distracting for others. Employees should restrict their personal calls and texts during work time by only using their mobile phones during scheduled breaks or lunch periods.

- LGPM will not be liable for the loss of, or damage to personal mobile phones brought into the workplace by employees.
- The use of any mobile phone in a high-risk area such as the workshop, driveway, road or near mobile plant is strictly prohibited.
- The use of any mobile phone or electronic device whilst driving or operating machinery is strictly prohibited.

***Failure to comply with the Mobile Phone Policy will result in disciplinary action.***

## Internet Usage Policy

Whilst in the workshop, and often on worksites, LGPM gives employees and contractors access to the internet via WIFI or company mobile. This internet usage policy outlines the guidelines for using the company's internet, as well as internet usage during paid working hours. This policy applies to all employees, contractors and sub-contractors.

Employees (including contractors) may only use the internet to complete their work, or research information that may help them complete their work. This applies to the usage of company internet, as well as on any company device at any time.

Employees with company issued devices should follow this policy at all times on these devices, as well as ensure the device is kept in good condition at all times.

Employees should follow suitable security protocols when using the internet, this may include:

- Keep their passwords secret at all times.
- Only log onto their work emails from a safe and trusted device.
- Use strong passwords for any work-related websites and services.
- Stay off dodgy looking websites that may attract viruses.

Inappropriate internet usage may result in disciplinary action, this may include:

- Downloading, uploading, distributing or viewing obscene, offensive, copyrighted or illegal material.
- Sending confidential information to unauthorized guests.
- Invading another person's privacy and sensitive information (such as intellectual property).
- Perform unauthorized or illegal activity such as hacking, fraud or buying/selling illegal goods.

***Failure to comply with the Internet usage Policy will result in disciplinary action.***

## Social Media Policy

This policy provides guidance for LGPM employees on using social media. The aim is to mitigate risk to the business associated with employee social media use.

Social Media is defined as: Any site or application which allows the user to post information, photos or documents to LGPM employees or members of the public.

This includes, but is not limited to:

- Personal Emails.
- Facebook.
- Twitter.
- YouTube.
- Internet Blogs.
- Instagram.

Whilst employees do **not** have permission to post to social media on behalf of LGPM (other than those given express permission by the General Manager), all employees are free to use social media in their free time as long as their actions do not bring the company into disrepute.

Any post or message relating to work, including but not limited to;

- Images of work or a work site,
- Detailing information about a project, customer or suppliers,

Must be shown to and approved by the General Manager before it becomes public as it may be in breach of privacy or intellectual property guidelines.

When posting personal views or opinions, it is important that employees are aware of the effect of their actions and always ensure the intended audience knows this is their personal view and is not the views or opinions of LGPM.

### Note:

- Most of LGPM's customers have their own social media and mobile phone policies that deny the ability to take photos whilst on site. It is a requirement that all LGPM employees and contractors abide by the rules and policies detailed for each worksite they attend.
- Employees should be aware that what they post or make public, may be seen by LGPM employees or associates.
- Posting personal views or opinions that in any way relates to your employment or contract with LGPM, which breaches the **Bullying, Discrimination and Harassment** section of this Code of Conduct is a breach of this code and may result in disciplinary action.

***Failure to comply with the Social Media Policy will result in disciplinary action.***



## Coronavirus (Covid-19) Policy

### Introduction

The outbreak was first identified in Wuhan, China and now has spread world-wide. The virus symptoms are similar to that of the flu; however, the effects are much more severe in those with compromised immune systems.

### Virus Symptoms

The virus is spread through close personal contact and once contracted, generally stays in the system for approximately 2 weeks. The symptoms include

- Runny nose
- Dry cough
- Sore throat,
- Fatigue
- Fever
- Shortness of breath

Due to the many different strains around the globe, it is critical that the spread of this virus is contained as much as possible.

### LGPM Employee and Contractor Responsibilities

The following rules apply to all LGPM employees and contractors when in the office or at customer worksites to help contain the spread of diseases.

- LGPM employees and contractors MUST obey any and all Government restrictions and laws.
- Minimise personal contact (15minutes face-to-face).
- Cover your face when coughing or sneezing.
- Regularly wash your hands with soap for 30seconds.
- If you are sick or have any of the symptoms listed above, leave work immediately, get a Covid test done and self-isolate at home until the results have been confirmed.
- Avoid physical contact in the workplace.
- Notify the business if you have been or may be in contact with someone who has been overseas in the past 14 days.

## Covid-Safe Plan

LGPM have a COVID Safe Plan in place that is regularly updated and will be updated as necessary.

LGPM keep records of all workers, subcontractors, customers and clients attending the work premises for 15 minutes or longer.

LGPM promote a one worker per four square metre of enclosed workspace unless in shared areas.

LGPM will ensure that **ALL** workers are in good health. Workers will not be able to continue work if they are unwell and LGPM will not allow them to site. Following this, if any worker is found to be unwell, LGPM will send them home and direct them to be tested. LGPM will insist they must stay home until they have their result and are symptom free.

LGPM will responsibly report any positive cases of coronavirus (COVID-19) to DHHS, Worksafe, Health and Safety Representatives, and notify our workforce.

LGPM will (and does) regularly clean our facility, shared spaces and provide additional cleaning supplies, such as hand sanitiser and paper towel . LGPM are prepared for any potential closure of our workplace, should the situation arise.

### Actions on Detection

Should any staff member test positive, LGPM will enact a contingency plan which includes a range of interventions to minimise transmission and mitigate the impact of the outbreak to our staff first.

LGPM will also endeavour to maintain supply to our customers, if we can do so in a safe way without allowing the virus to spread.

### Further information

In the first instance contact your Manager. If they are unable to resolve your issue, they will refer you to someone who can. This policy is effective as of **12<sup>th</sup> March 2020** and will remains in place until government instruction confirms there is no longer a threat.

With kind regards,

### LGPM Process Innovation



Bruce Stewart

General Manager

# EMPLOYEE ACKNOWLEDGEMENT AND APPROVAL

## Feedback

LGPM welcomes any feedback employees may have regarding this Code of Conduct. This includes, but is not limited to;

- Any sections that are not clear, straightforward and easy to understand.
- Any section that may leave room for "grey areas" in rules.
- Sections that employees feel is not covered in enough detail, or not at all.
- Concerns regarding the issue resolution and disciplinary procedure.
- Disagreement with any section of the document.

# LGPM Code of Conduct

**Initial Below next to each section you have read.**

Section	Initial
<i>LGPM Golden Rules</i>	
<i>Employee Relations</i>	
<i>Code of Conduct – Roles and Responsibilities</i>	
<i>Code of Conduct – Prohibited Behaviours</i>	
<i>Disciplinary Procedure</i>	
<i>Other Policies – Fatigue Management Policy</i>	
<i>Other Policies – Smoking Policy</i>	
<i>Other Policies – Mobile Phone Policy</i>	
<i>Other Policies – Internet Usage Policy</i>	
<i>Other Policies – Social Media Policy</i>	
<i>Other Policies – Coronavirus Policy and Covid-Safe Plan</i>	

*By signing below, I agree to abide by the above Code of Conduct whilst working for or representing LGPM.*

*If I am unsure or disagree with any of the aforementioned sections I will consult with an LGPM manager or supervisor.*

*If I am found to be in breach of this Code of Conduct, I understand and accept the disciplinary actions I may be dealt and will work towards improving my behaviour in future.*

Print Name:

.....

Signature:

.....

Date:

.....