Employee Code of Conduct Policy *(POL-008)*

Purpose

This policy outlines PetraClean's commitment to maintaining a professional, respectful, and fair workplace for all employees, contractors, and representatives. It establishes the standards of behaviour expected while performing duties on behalf of PetraClean or representing the company in any capacity.

Values

All employees and contractors (staff) are expected to align their conduct with PetraClean's core values, and ensure their actions reflect these principles in every task and interaction:

We're only as good as our last clean — *we strive for consistency and excellence in every job.*

Leave everything better than when we found it — *go above and beyond, noticing and taking care of the details.*

Our customer's business is our business — *treat every client's site and needs with the same care and respect as if it were your own.*

No news is not always good news — *be proactive in communication; don't assume silence means satisfaction.*

The cheap option is not always the best option — *use quality products and practices rather than cutting corners.*

We own our mistakes, learn from them, and don't do them again — *accept responsibility, correct errors, and improve continuously.*

Only provide what is right — *act with integrity, honesty, and fairness in all decisions and actions.*

Policy Statement

All PetraClean staff are expected to act with integrity, professionalism, and respect at all times. Conduct must reflect PetraClean's values and uphold the company's reputation among customers, colleagues, and the community.

- Comply with all company policies, procedures, and lawful directions.
- Perform their duties with honesty, diligence, and respect for others.
- Maintain punctuality and reliability and communicate proactively regarding absences or delays.
- Treat colleagues, customers, and the public with courtesy, fairness, and professionalism.
- Avoid behaviour that could be considered harassment, bullying, discrimination, or victimisation.
- Protect PetraClean's property, information, and reputation.
- Follow all site-specific safety and security protocols when representing PetraClean.

Harassment, Bullying & Discrimination

PetraClean is committed to providing a workplace that is free from harassment, bullying, and unlawful discrimination. All employees and contractors have the right to work in an environment that is safe, inclusive, and respectful.

The following behaviours are strictly prohibited:

- Verbal, physical, or written harassment of any kind, including unwanted or offensive comments, gestures, or actions.
- Bullying, intimidation, humiliation, or victimisation of any person.
- Discrimination based on race, gender, age, disability, religion, sexual orientation, or any other protected attribute under Australian law.

Any employee or contractor who experiences or witnesses inappropriate behaviour must report it immediately to their Manager, Director or HR Manager. All reports will be treated seriously, investigated promptly, and handled confidentially without fear of retaliation.

Dress Code and Presentation

PetraClean takes pride in maintaining a professional image and expects all employees and contractors to represent the company in a manner consistent with our standards and values.

PetraClean will provide cleaners with a polo shirt or vest as part of the uniform, and staff may select their preferred option. Non-slip footwear must be worn at all times while performing cleaning duties to ensure safety and compliance with site requirements. Strictly no open-toe footwear is permitted on any worksite.

In some cases, steel-cap footwear may be required due to specific site safety requirements. Where this is a mandatory customer or site requirement, PetraClean will be responsible for the cost of purchasing the required footwear or for reimbursing the employee accordingly.

Jewellery should be kept to a minimum and must not present a safety, hygiene, or damage risk. Employees must comply with any site-specific dress codes that restrict jewellery use — for example, food production or industrial sites may prohibit all jewellery for safety and hygiene reasons. Staff are expected to consider the potential risks of wearing jewellery during cleaning tasks and remove any items that could become caught, damaged, or cause injury.

Smoking, vaping, or the use of tobacco products is strictly prohibited while working on or near customer sites, including building entrances, car parks, and customer vehicles. This applies to both work hours and any time you are in visible PetraClean uniform.

You are always required to wear the supplied PetraClean uniform while on duty and maintain a clean, tidy, and well-groomed appearance. Uniforms must be washed regularly and kept in good condition. Cleaners must be easily identifiable to customers and site security, both in person and through CCTV, particularly as many cleaning activities occur after hours or in the evening. It is the responsibility of staff to advise PetraClean if they require a replacement uniform for any reason, including wear, damage, or sizing needs.

Independent contractors providing services under a specific agreement are not PetraClean employees; however, for security and identification purposes, they are required to wear a PetraClean shirt or vest when attending customer sites or representing the business.

Staff who attend client meetings must look professional and be appropriately dressed in a PetraClean polo shirt.

Employees are reminded that when wearing the PetraClean uniform — including shirts, vests, or jackets — they are representing the company at all times. Conduct must therefore remain respectful and professional, even outside of work hours, such as when travelling to or from work, or stopping at shops while still wearing PetraClean-branded clothing.

Any behaviour or presentation that could negatively reflect upon PetraClean's reputation may result in disciplinary action.

Confidentiality and Privacy

Employees and contractors must protect all confidential and sensitive information relating to PetraClean and its customers. Information obtained through work must not be disclosed to unauthorised parties or used for personal gain.

All personnel are expected to handle information responsibly and in accordance with PetraClean's *Confidentiality Policy (POL-007),* which outlines specific requirements regarding the protection of customer, company, and employee information. Staff should refer to that policy for further detail on confidentiality obligations, reporting breaches, and secure information handling practices.

Conflict of Interest

Staff must avoid any activity, financial interest, or relationship that may conflict with PetraClean's interests or impair their ability to perform their duties impartially. Any potential conflict must be disclosed to management immediately.

Use of Company Property and Systems

Company property, including vehicles, equipment, and communication systems, must be used responsibly and only for authorised work purposes. Misuse or unauthorised use of company property may result in disciplinary action.

Responsibilities

- All staff and contractors are responsible for understanding and complying with this policy (including the values and expected conduct).
- Managers and supervisors must lead by example, promote respectful conduct, uphold the values, and address any breaches promptly.

Breach of Policy

Failure to comply with this policy, including behaving contrary to the values or engaging in misconduct, may result in disciplinary action, up to and including termination of employment or contract. Serious breaches may also lead to legal action where appropriate.

Responsibility and Review

PetraClean's management (Managing Director and Human Resources Manager) is responsible for implementing and maintaining Company Policies. All staff are required to understand and comply with this policy and seek clarification if required.

This policy was created in October 2025 and will be reviewed and updated as required, or 12 months from the last publication date, to ensure it remains current and relevant to PetraClean's standards of practice and relevant laws and regulations.

Created / Updated by:	C Forzatti
Version:	1.0
Revised / Updated:	17/10/2025
Next Revision Date:	17/10/2026
Approved by:	J Billington  17/10/2025