

Code of Conduct

Flex Recruit



Contents

Our Values	4
Staff Code of Conduct	5
Employee Conduct	5
Conflict of Interest	6
Outside Employment	6
Property and Assets	6
Gifts, Loans & Entertainment	6
Confidentiality	7
Discrimination and Harassment	7
Equal Employment Opportunities	7
Media Communications	7
Fair Dealing	8
IT&T Security	8
Occupational Health, Safety & Environment	8
Incident Reporting	8
First Aid	9
Workers Compensation	9
Privacy / Confidentiality	9
Alcohol and Drugs	9
Smoking	9
Grooming Standards	10
Honesty and Integrity	10
Social Media	11
Whistle-Blower	11

If you require more information on anything in this handbook, contact your manager. If you are ever in doubt of the interpretation of any of the policies outlined here please contact Head Office.

A Message from our General Manager

Welcome to the Flex Recruit community. We're excited to have you as part of our dynamic team.

As a leading recruitment and labour hire business, our reputation is built on reliability, professionalism, and high-quality service delivery—both to our clients and the workforce we place. Every member of the Flex team plays a crucial role in upholding these standards.

This Code of Conduct outlines the expectations, policies, and values that guide our daily operations. At its core, our commitment is about personal responsibility—ensuring we act with integrity, represent Flex with professionalism, and uphold ethical standards in everything we do. Our success depends on each of us maintaining a workplace culture that is fair, safe, and ethical for all.

As a labour hire provider, we have a unique responsibility to both our clients and the employees we place. Our clients depend on us to supply skilled, reliable workers, and in turn, our workforce relies on us to ensure they have a safe and supportive working environment. By adhering to the highest professional and ethical standards, we strengthen trust with both our clients and candidates, securing our reputation as a leader in the industry.

Flex is more than just a recruitment business—it's a community built on respect, accountability, and opportunity. Whether you are working in our offices, representing Flex at a client site, or managing recruitment and workforce solutions, your actions contribute to our shared success. By embracing these values and demonstrating them in your daily work, you help create a positive impact for our clients, colleagues, and candidates alike.

I encourage you to review this document carefully, understand our values, and apply them in your role. By signing this acknowledgment, you commit to upholding the principles that define Flex Recruit.

Together, we set the standard for excellence in recruitment and labour hire. Thank you for being a part of our journey.

Elijah Cusack

General Manager, Flex Recruit

Our Values

At Flex Recruit, our values are more than just words—they shape our culture, drive our decisions, and define how we operate as a leading recruitment and labour hire provider. These principles guide our interactions with clients, candidates, and colleagues, ensuring we maintain the highest standards of professionalism, integrity, and service.

By embracing these values in everything we do, we strengthen our reputation, build lasting relationships, and create a positive and ethical workplace. Our commitment to these principles ensures that we continue to provide reliable, high-quality recruitment solutions while fostering a work environment built on trust and respect.

Each of us has a responsibility to uphold these values, not just in the way we perform our tasks but also in how we communicate, collaborate, and support one another. When we act with integrity and professionalism, we contribute to the ongoing success of Flex Recruit and help create meaningful opportunities for the people and businesses we serve.

People-First Approach

We prioritise relationships, ensuring the right fit for both candidates and employers.

Agility & Innovation

We adapt to changing markets with flexible, tech-driven recruitment solutions.

Integrity & Transparency

We build trust through honest communication and ethical hiring practices.

Staff Code of Conduct

Flex Recruit is dedicated to delivering exceptional performance and results, creating value for our shareholders while also prioritising the interests of our employees, customers, the community, and business partners. As we strive for excellence, we remain steadfast in upholding our ethics and principles, never compromising on the values that define us.

Honesty, integrity, quality, and trust are at the core of everything we do. We hold ourselves to the highest standards of ethical conduct, and every member of our team plays a vital role in maintaining these principles. As part of Flex Recruit, our employees are expected to uphold these standards, ensuring that our reputation for professionalism and fairness continues to thrive. As a business, Flex is committed to high standards of ethical conduct and as such, our employees have a number of responsibilities.

These include;

Employee Conduct

To ensure efficient business operations and a safe, respectful workplace, all employees must conduct themselves in a manner that upholds the company's standards. Any behaviour that disrupts operations, discredits the company, violates policies, or is deemed offensive will not be tolerated.

Employees are expected to conduct themselves in a positive manner to promote the best interests of the Company.

Flex Recruit reserves the right to evaluate circumstances or conditions of each employee on a case-by-case basis and apply discipline accordingly.

Acceptable standards of Employee Conduct include:

1. Treat others with respect, dignity, courtesy, honesty and fairness and with proper regard for their rights, safety and welfare.
2. Be at work punctually before and during your shift.
3. Maintain high standards of cleanliness and order in the workplace and within your work areas.
4. Be honest in your recording. Falsifying or altering any record or report such as medical report, productivity record, time record or financial record is grounds for dismissal.
5. Do not steal, remove, destroy, deface, or misuse Company property or another's property.
6. Do not engage in acts of insubordination including, but not limited to, refusing to follow managements instructions concerning a job-related matter.
7. Do not use profanity or abusive language.
8. Do not engage in or encourage immoral or disorderly conduct.
9. Perform your duties to the best of your ability.
10. Ensure your personal interests do not conflict with your duty to the Flex Recruit.
11. Always work within the company's policies and procedures.
12. Do not discriminate against, harass or bully a person or engage in improper or offensive behaviour.
13. Comply with all laws and regulations applicable to any activity undertaken; and
14. Never act in a way that will harm Flex's reputation.

Conflict of Interest

Employees must avoid any personal, financial, or other interest which may conflict with their duties and responsibilities to Flex.

Any activity which may constitute a conflict of interest must be promptly disclosed to an appropriate senior manager. Failure to report a conflict of interest may result in disciplinary action up to and including the termination of your employment.

All declared conflicts of interest will be recorded on the Flex Conflict of Interest Register. Flex reserves the right to manage any actual or perceived conflicts of interest by either:

- Restricting the person with the conflict in the participation of decision making or duties where the conflict is likely to arise.
- Arranging an independent person to oversee all or part of the process in which a conflict of interest is present; or
- Removing the person with the conflict to another position or location within the business if a serious and ongoing conflict of interest has occurred.

Outside Employment

Accepting any external appointment, such as a board appointment (other than to the board of a non-trading family company), working for another organisation, or conducting a business, is not permitted without the written permission of the General Manager, or in the case of the General Manager, of the Chairperson.

Property and Assets

All Flex property and assets must only be used for activities related to Flex's business and not for personal purposes. Employees shall not remove any equipment, records, documents, or computer files off site or make copies, without the prior approval of Senior Management.

Prior to leaving the company employees are required to return all uniforms, keys, documents, information, statistics, reports, plans, computer records, property and all relevant company or client information to the company.

Any employee of Flex found removing client, or company property from its boundaries without proper authority, or proven guilty of gross misconduct, will be liable to immediate dismissal and prosecution by the appropriate authorities.

Gifts, Loans & Entertainment

During employment with Flex Recruit, there may be times where employees are offered a gift and/or benefit due to our business dealings and therefore a conflict of interest may arise.

To ensure transparency is maintained, no employee may accept a gift or benefit from any party which has commercial ties to the company unless:

- The value of the benefit is nominal only; or
- The benefit is generally available to customers of the provider of the benefit; and
- The benefit is obtained by the employee on normal commercial terms.

A benefit may be in the form of a loan, gift or entertainment but is not limited to these categories. A benefit may also be in the form of a monetary tip. Flex Recruit employee's are not to accept any tips. If an employee has any doubt about receiving a gift or benefit, contact Head Office.

Confidentiality

During the course of their employment, an employee may obtain or have access to confidential information, including records, materials, software, reports, and financial data related to Flex Recruit and its business operations. Under no circumstances, either during or after their employment, should an employee disclose or use such confidential information for any purpose.

Additionally, office-based employees are required to maintain the confidentiality and privacy of all information related to their role, clients, suppliers, and any projects they are involved in.

Discrimination and Harassment

Flex Recruit is committed to ensuring the ethical treatment of all employees by fostering a workplace where individuals feel safe, respected, valued, and supported. A positive work environment is essential for achieving excellence and maintaining a culture of fairness and inclusion.

Discrimination and harassment of any kind will not be tolerated and may result in counselling or disciplinary action, up to and including termination of employment. Flex Recruit provides support at both informal and formal levels for employees who believe they have experienced harassment or discrimination, as well as for those facing such allegations.

Any employee who believes they have been subjected to discrimination or harassment is encouraged to report the matter immediately to their Manager, or Head Office.

Equal Employment Opportunities

Flex Recruit is dedicated to the principle of equal opportunity for all employees and potential employees and strives to ensure that no employee is disadvantaged by way of race, colour, religion, age, gender, disability, sexual preference or other matters unrelated to work performance.

We are vigorously committed to recruiting, training, and promoting employees according to competence and capability.

Media Communications

Flex Recruit is an open and engaged organisation that recognises the role that the media plays in dissemination of important information to the public. Flex Recruit will ensure that any requests for company related information by the media will be handled professionally and discreetly and any information that is disclosed to a media entity is done so with prior authorisation from the General Manager and/or Executive Chairperson.

All media communications made on behalf of Flex Recruit must be approved by the General Manager and/or the Executive Chairperson. Employees are not to make contributions on behalf of Flex Recruit to the media, political parties or charities without the prior approval of the General Manager.

A breach of this policy may be subject to disciplinary action, up to and including termination of employment.

Fair Dealing

We do the right thing by acting fairly, with due care, lawfully, in the best interests of the company and shareholders; and by honouring our commitments to our major stakeholders - shareholders, customers, employees, suppliers, and the communities in which we operate.

Therefore, Flex Recruit and its employees will, in all business dealings:

- Compete vigorously and equitably;
- Treat all customers and suppliers honestly, fairly, and objectively;
- Avoid any practice which may be seen as deceptive or unfair;
- Make clear to all suppliers and potential suppliers that we expect them to compete honestly and fairly;
- Make clear to all suppliers and other relevant bodies that we do not expect, nor will we accept, gifts and other unauthorised benefits in exchange for custom – we select our suppliers strictly on merit;
- Any employee, supplier or other organisation failing to adhere to these principles should be reported to an appropriate senior manager.

IT&T Security

Flex Recruit's communication and information systems, including telephones, mobiles, internet, email, computers, and other devices are provided for business related purposes where required. Use of company supplied communication mediums must be for activities related to Flex's business and not for personal reasons.

Employees may not use company provided systems to transmit or store any information that may be contrary to business interests.

Employees are prohibited from using the company provided systems to access, store, transmit or view material of a defamatory, obscene, offensive or harassing nature. This includes, but is not limited to, jokes and sexually explicit content or pictures.

Intentional misuse of Flex's IT&T systems may result in disciplinary action up to, and including, termination of employment.

Occupational Health, Safety & Environment

Flex Recruit is committed to maintaining a safe and healthy work environment for all employees, exceeding its legal obligations to ensure workplace safety and environmental compliance. Every employee is responsible for contributing to a secure and hazard-free workplace.

Any employee who identifies a potential hazard that could pose a risk to the safety of others or the environment must report it immediately to their Supervisor or Manager.

All employees are required to comply with Flex Recruit's Occupational Health & Safety and Human Resources policies and procedures. These policies are accessible via the online HRMS, and employees may request copies from their Manager or the Human Resources Department. It is the responsibility of each employee to familiarise themselves with and adhere to these policies.

Employees in supervisory roles must have a thorough understanding of Occupational Health & Safety procedures relevant to the tasks they oversee. They are responsible for providing appropriate

instruction, training, and supervision to ensure that all employees under their direction can perform their duties safely and in compliance with company standards.

Incident Reporting

All employees are responsible for reporting any incidents that occur within the workplace. Incidents must be reported as soon as possible and no later than 48 hours after the incident occurred.

Please refer to our Incident and Hazards Reporting Guidelines for more information.

First Aid

First Aid and emergency procedures are in place at each of our company offices and at all hotel sites. Employees should ensure that they are fully conversant with the procedures appropriate to their work location.

An Incident Report must be submitted for all First Aid Treatments.

Workers Compensation

Workers' Compensation provides financial support to employees who experience a work-related injury or illness, helping to minimise loss of income and cover medical expenses.

If medical treatment is required, an employee may choose their own doctor or be referred to a specialised medical clinic. A Manager or company representative may attend the initial medical appointment if requested or deemed necessary. If time off work is required, the employee must obtain a Workers' Compensation Insurance Medical Certificate or Certificate of Capacity from their treating doctor and submit it to the Human Resources Department.

Employees with an active Workers' Compensation claim may be required to consult with medical providers nominated by Flex Recruit or the Workers' Compensation insurer. In cases of significant workplace injury, the company will discuss the process with the affected employee to ensure they fully understand their rights and obligations.

Employees are not obligated to lodge a Workers' Compensation claim for work-related injuries; however, if a claim is not submitted, the employee will be responsible for any incurred medical expenses.

Privacy / Confidentiality

Flex Recruit collects and uses certain personal information for employment purposes. Staff responsible for handling this information take appropriate measures to ensure its security and prevent unauthorised access. The company will not disclose an employee's personal information to external parties without prior consent, except where required by law.

Employees have the right to access their personal records. To review this information, a written request must be submitted to Head Office. The requested information may be viewed but cannot be removed from company records.

Alcohol and Drugs

To ensure the safety, health, and productivity of all employees, Flex Recruit enforces a zero-tolerance policy regarding drugs and alcohol in the workplace. Attending work under the influence of drugs or

alcohol is considered serious misconduct and may result in disciplinary action, including probation, suspension, or termination of employment.

If an onsite Manager suspects that an employee is under the influence of alcohol or recreational drugs, the individual will not be permitted to commence work and will be required to leave the premises. The employee may only return for their next rostered shift in a fit and proper state to perform their duties.

Employees must inform their Manager or the Human Resources Department if they are taking prescribed medication that may cause drowsiness or impair their ability to work safely.

For further details, employees should refer to Flex Recruit's Drugs and Alcohol Policy.

Smoking

As part of our commitment to ensuring the health, safety and welfare of our employees, Flex Recruit promotes a smoke free work environment. Flex recognises that smoking in the workplace creates hazards that expose employees and guests to risk of injury and illness, as well as creates the potential for property to be damaged.

All Flex Recruit workplaces are non-smoking locations. Staff must not smoke at any time while on-site, in the car park and grounds, as well as within buildings. Smoking on the client premises is treated as serious misconduct and may result in probation, suspension or termination of employment.

Grooming Standards

It is essential that all team members present themselves in a professional manner. Flex employees are required to wear the uniform requirements exactly as they are set out at each workplace.

If an employee reports for work in unsuitable clothing, this may result in the employee being sent home and incurring loss of pay.

In addition to wearing the specified uniforms, employees shall comply with the following personal presentation standards:

- Hair - If long it must be tied or pinned up away from face and conservatively styled (no multi-coloured or unnaturally coloured hair).
 - Hands - Clean, manicured nails and hands. Clear or natural nail polish only.
 - Face - Women to wear discreet make-up. Male employees are to be clean shaven or have a neatly trimmed beard.
 - Uniform - Neatly pressed. Clean and well presented.
 - Shoes - Conservative, professional shoes and correct footwear is required as per health and safety requirements
 - Jewellery - Wedding and/or engagement rings only.
 - Scents - Avoid heavy perfumes, light fragrance only. Deodorant must be worn at all times.
- Take care of personal and oral hygiene to eliminate body odours.

Employees are expected to maintain a professional appearance and take pride in their presentation. Consistently upholding high standards of personal hygiene is essential, as a clean and well-groomed appearance reflects professionalism and enhances the experience of clients and colleagues.

Honesty and Integrity

For Flex Recruit to succeed, it is essential to maintain the trust and respect of employees, customers, and suppliers. All employees are expected to uphold the highest standards of honesty, integrity, and ethical behaviour in their actions and decision-making.

Compliance with company standards and all applicable laws is mandatory and actively monitored. Failure to adhere to these requirements may result in disciplinary action, up to and including termination of employment. In instances where company policies differ from legal requirements, the most stringent standard must always be followed.

Social Media

Flex Recruit respects employees' right to personal expression outside of work hours; however, any image, comment, or online content shared by an employee that harms the company's reputation, its employees, or stakeholders will be considered a serious breach of the employment contract. Such actions violate the duty of loyalty to the employer and may result in disciplinary action, up to and including termination of employment.

When using social media, employees must adhere to the following guidelines at all times:

- Social networking sites and applications must not be accessed during work hours using company or client networks, unless explicitly approved for work purposes.
- Employees must not post offensive or inappropriate comments about colleagues or the company on social media.
- Flex Recruit must not be mentioned in a derogatory or negative manner in any online content, including posts, comments, or status updates.
- If an employee becomes aware of content online that may damage the reputation of Flex Recruit or its employees, they must immediately report it to a Manager and refrain from sharing the information further.
- By following these guidelines, employees contribute to maintaining a professional and respectful online presence that aligns with Flex Recruit's values and reputation.

Whistle-Blower

Flex Recruit is committed to maintaining an honest and ethical workplace. Employees who become aware of any unethical, illegal, fraudulent, or improper conduct are encouraged to report their concerns through the appropriate channels.

Strict protections are in place to support employees who disclose reportable conduct, ensuring they are safeguarded against any form of retaliation.

For further details on reporting procedures and protections, employees should refer to the Whistle-Blower Policy.

Flex Recruit Pty Ltd

FlexRecruit.com.au