



# P1-1-1 Code of Conduct

*Version 1.1*

## Introduction

The Code of Conduct outlines the obligations of Baby Bunting to you as a team member and also the standards of behaviour that are expected of you.

Baby Bunting is committed to promoting and protecting the brand and to providing high levels of customer service both internally and externally.

This is dependent upon team members maintaining high standards of personal and commercial integrity, providing good service to customers, as well as other company team members, consistent with Baby Bunting's standards as outlined in this Code of Conduct and other company policies.

## Purpose

The purpose of the Code of Conduct is to comply with the company's obligation to provide relevant information to team members so they are aware of what constitutes appropriate behaviour when dealing with other team members, customers, suppliers and contractors.

## Scope

The Code of Conduct applies to all team members, irrelevant of employment status or work location.

Failure to comply with the Code of Conduct may result in disciplinary action including termination of your employment.

## COMPANY OBLIGATIONS

Baby Bunting will endeavour to:

- Promote a healthy and safe work environment free from harassment or discrimination.
- Ensure team members are aware of the standards of performance and acceptable behaviour.
- Respect the rights of all team members and treat team members with dignity.
- Be procedurally fair and impartial in dealing with team members.
- Consult with team members on matters which affect them.
- Promote an environment which encourages team members to use their initiative.
- Offer fair rates of remuneration for skill, responsibilities and performance.
- Provide opportunities for professional growth and development.
- Provide the resources necessary for team members to effectively and efficiently carry out their responsibilities.



- Be socially & environmentally responsible.

## OUR RESPONSIBILITIES

### EVERYONE

The business requires all team members to perform their duties in accordance with expectations outlined in the Code of Conduct, other company policies, guidelines, procedures, and standards of operation.

Conduct standards:

**As a member of the Baby Bunting team I acknowledge that I am required to comply with:**

- All company policies, procedures, rules and contractual obligations.
- All reasonable and lawful instructions of managers/supervisors.
- All relevant industry legislative requirements in the performance of all duties.
- Appropriate professional codes of practice.

And expected to:

- Ensure competence and efficiency in the performance of my duties.
- Operate within individual authorities regarding financial expenditure and any other delegated
- Refrain from negative portrayal of the business or brand, its personnel, or its products in any public forum including via social network applications.

### LEADERS

In addition to everyone's responsibilities, Managers will:

- Lead by example, comply with this Code, company policies and all laws that apply in your area of responsibility.
- Build team members knowledge of and compliance with this Code, company policies and all relevant laws.
- Provide an environment where team members can raise their concerns and discuss them openly without fearing or experiencing negative consequences.
- Lead and manage team members in accordance with the Code of Conduct.

## GENERAL CONDITIONS OF EMPLOYMENT

As a member of the Baby Bunting team I acknowledge that I am required to attend work at all times when rostered or required by Baby Bunting Management unless I am prevented by ill health, other lawful reason, or by previous agreement.

If I (any team member) am unable to attend work, then I must:

- Personally notify my manager or other authorised manager via a voice phone call, as soon as
- Comply with all requirements regarding providing reasons for my absence, including



- provision of a medical certificate as required.
- Advise of my predicted recommencement time.

I agree to comply with the Code of Conduct in respect to my employment. I understand that failure to comply with the Code of Conduct may result in disciplinary action including termination of my employment.

The Code of Conduct may be amended from time to time. I understand that I will be advised of any such amendments.

I agree that at all times during the continuance of this agreement I will work in accordance with all lawful directions of Baby Bunting management, and I agree that failure to perform work (unless prevented by ill health or other lawful excuse) shall constitute ground for disciplinary action and/or summary dismissal without notice.

I understand that my employment may be terminated immediately if I commit serious misconduct.

## **CONFIDENTIALITY**

During the course of my employment with Baby Bunting I understand that I will become aware of confidential information relating to the business, inclusive of its customers, suppliers and other information.

As a member of the Baby Bunting team I acknowledge that I am required to adhere to the confidentiality of any information, records, or other sensitive material acquired or developed, during the course of employment and / or after the cessation of employment/contract with Baby Bunting.

Confidential information - includes, but is not limited to, any trade secrets, processes or dealings or any information, transactions, performance statistics, financial information, technical data, marketing strategies, business affairs, employment records, team members' or customers' personal details, customer lists or suppliers other than any information which is in the public domain (except through a breach by you of the confidentiality of that information).

**As a member of the Baby Bunting team I acknowledge that I am required to:**

- Respect the company's ownership of intellectual property developed by the business inclusive of any intellectual property I may develop during my employment.
- Keep confidential and not disclose to any person without Baby Bunting's written consent any confidential information of the company, as outlined and defined in my employment contract.

***Refer individual Baby Bunting Employment contract & definition of 'Confidential Information' and 'Intellectual Property' & definition of 'Company Assets' in this document.***

## **CONFLICT OF INTEREST – OUTSIDE EMPLOYMENT OR BUSINESS ACTIVITIES**

Baby Bunting is committed to ensure the integrity of team members at all times, and this



involves team members avoiding any potential conflict of interest which may arise as a result of situations involving customers, suppliers and other parties.

**As a Baby Bunting team member I acknowledge that I understand:**

- I am required to declare in writing to my manager, any other work activities I am engaging in.
- That my manager will refer this declaration to the relevant Support Office manager.
- Declare any actual or potential conflict of interest to my manager.
- Only accept entertainment where it is an essential part of doing business, an existing business relationship exists, and my manager has approved it.
- Not offer or accept a bribe or engage in fraud.
- Only purchase merchandise direct from suppliers when it is an approved business requirement or approved by the function General Manager.

## **FAIR TRADING**

Baby Bunting will provide customers with the confidence that we will always be open, honest and trustworthy in all our dealings with them.

**As a member of the Baby Bunting team I acknowledge that I am required to:**

- Deal openly and honestly with customers.
- Follow safety and product information standards and action product withdrawals and recalls.
- Honour customers' rights to a refund or exchange.

Baby Bunting will work with suppliers of goods and services in a constructive and fair manner.

**As a member of the Baby Bunting team I acknowledge that I am required to:**

- Deal fairly and honestly with suppliers and not use undue pressure, coercion or unfair tactics.

Baby Bunting will interact with competitors in a fair and reasonable manner.

**As a member of the Baby Bunting team I acknowledge that I am required to:**

- Deal fairly with competitors and not influence or restrict their dealings.
- Not enter in to any discussions or agreements with competitors regarding prices, discounts or sales.
- Not misuse our position to restrict competition in the marketplace.

## **TIMEKEEPING REQUIREMENTS**

As a member of the Baby Bunting team I acknowledge that I am required to keep a record of my attendance at work, where required to do so by:

- Logging in/ signing on at the commencement of each shift and logging out / signing out at the completion of each shift OR
- Using the alternative time keeping method provided at my workplace.



---

## RECORDS ACCURACY REQUIREMENT

I acknowledge the requirement to accurately complete company transactions, documents and records.

As a member of the Baby Bunting team I acknowledge that I am required to:

- Not represent any other team member on company documents or systems (e.g. use the point of sale logon, team member number or password of another team member).
- Not disclose my personal passwords which provide access to Point of Sale or other company software systems or physical security systems to any other person.

## ENTRY & EXIT OF COMPANY PREMISES

As a member of the Baby Bunting team I acknowledge that I am required to:

- Use only the designated team member entrance/exits for all access to company premises.
- Use car spaces furthest from the store entrance to ensure our customers have convenient parking available to them.

As a key holding member of the Baby Bunting team I acknowledge that I am required to:

- Only enter company premises for the purpose of opening for business / trade and for other authorized work purposes only.
- First obtain authorization from the relevant manager for all other access to company premises outside of the normal operational hours of the workplace.

## BEHAVIOUR EXPECTATIONS

I understand that behaviour in the workplace that may be interpreted as offensive, intimidating, threatening, harassing, or violent is prohibited.

As a member of the Baby Bunting team I acknowledge that I understand that:

- Offensive language or gestures will not be tolerated in the workplace.
- Unlawful discrimination or harassment (including bullying and intimidation) will not be tolerated in the workplace.

*Refer Respectful Workplace Policy*

## ALCOHOL & DRUG USE

I understand that alcohol shall not be consumed or brought on to Baby Bunting premises at any time other than a Baby Bunting function that is approved by the CEO or Directors.

As a member of the Baby Bunting team I acknowledge that:

- Outside of these occasions, possession of alcohol at a Baby Bunting workplace is prohibited.
- Consumption of alcohol during work hours is prohibited.
- Use or possession of any illicit drug (or any drug that may affect the safety of yourself or



others) is prohibited at all times in the workplace and during rostered work hours.

- If I attend work whilst under the influence of alcohol or drugs or appear to be under such influence, Baby Bunting has the right to refuse to allow me to work on the grounds of occupational safety.

## **SMOKING**

**As a member of the Baby Bunting team I understand that:**

- Smoking is not permitted on any part of Baby Bunting premises, except in designated areas as defined by my manager.
- I need to ensure my personal hygiene is to a high standard when interacting with customers after smoking.

## **TEAM PURCHASES & DISCOUNTS**

Team member purchases must be conducted in accordance with Baby Bunting guidelines as published and updated from time to time.

**As a member of the Baby Bunting team I acknowledge that I understand that:**

- The team member discount privilege of purchasing at 15%-25% off original retail price applies only to purchases for 'own use' by the purchasing team member or that of their Immediate
- Immediate Family includes: Mother, Father, children (step family included), siblings and their children, partner (spouse, girlfriend, boyfriend, significant other etc) Grandparents and grandchildren. This does not include: In-laws, aunts, cousins or friends.
- Team members cannot process any part of their own purchase, exchange or return, and these transactions must be conducted only by the Store Manager, Area Manager, or General Manager Operations.

## **WORKPLACE HEALTH & SAFETY**

Baby Bunting is required to comply with the provisions of all Federal and State Acts and Regulations in relation to workplace Health and Safety. Occupational health and safety rules, responsibilities and practices must be complied with at all times.

It is the policy of Baby Bunting that all working activities be undertaken with all reasonably practicable measures taken to avoid risks to health, safety and welfare of team members and any other person who may be affected.

**As a member of the Baby Bunting team I acknowledge that I am required to:**

- Ensure that my own work, as far as is practicable, is carried on without risks to myself or others.
- Comply with health and safety directions and procedures at all times including any specific directives in particular work areas.

**As a member of the Baby Bunting team I acknowledge that I understand that:**



- Any breach of health and safety directions and procedures is a serious matter, and may result in disciplinary action including dismissal.
- Any workplace incident involving injury to a team member or other person or damage to any property must be reported immediately to my Manager.
- In the event of an accident or injury to any customer or team member within Baby Bunting premises, I am not permitted to give any verbal or written statement of responsibility on behalf of Baby Bunting unless authorised to do so by a member of senior management.

## TEAM MEMBER BAG & LOCKER CHECKS

As a member of the Baby Bunting team I understand that Baby Bunting reserves the right to request that team members present any bags and belongings taken into or out of company premises for inspection, to store and/or senior management on request.

In addition, I understand that I may be asked to open my locker for inspection by Baby Bunting management and that any locker check will be in my presence, or if I am unable to be present, in the presence of a Baby Bunting team member that I nominate.

## INTERNET USAGE

Baby Bunting may monitor use of its computer systems in the management of company liability and protection of intellectual property and other assets, and to ensure usage is in accordance with company requirements.

As a member of the Baby Bunting team I understand that use of the company's computer systems is intended to be for Baby Bunting business purposes only.

## SOCIAL MEDIA USE

Baby Bunting understands the relevance of Social Media use by the business and by individual team members.

Baby Bunting has a legitimate business interest and right to protect its confidential information and its reputation and as such I understand that:

- All online communication made by team members via social media applications that refer or relate to a team members employment, interactions with other team members, suppliers or customers shall not include information that is not public information (ie: public information is information that is readily available to the public)

Additionally, I understand that I am not permitted to engage in online communication that is or may be perceived to be:

- Unfavourable to the Company, its products, or team members, or that may adversely impact on the Baby Bunting brand.
- Intimidation, bullying or harassment of other team members, customers, suppliers or contractors.

## USE OF SURVEILLANCE TECHNOLOGY



---

As a member of the Baby Bunting team I acknowledge that I understand that:

- Baby Bunting may utilize closed circuit television and / or other surveillance technology in company premises for the safety of team members and protection of company assets and in accordance with relevant legislation.

## TEAM MEMBER HONESTY EXPECTATION

Baby Bunting acknowledges the value of every team member to the success of the business.

As such the company will take measures to minimize opportunities and motivation for dishonest practices, such as use of internal audit programs, which review all potential problem areas.

**As a member of the Baby Bunting team I acknowledge that I understand that:**

- Baby Bunting will continue to use this and other internal controls for preventative purposes.
- It is my duty as a team member to be honest in all dealings with the business.
- A breach of this duty justifies disciplinary action which may include termination of employment.
- Baby Bunting will not tolerate from its team members any form of dishonest behaviour or team member negligence.

## DISHONESTY DEFINED

Baby Bunting considers 'Team Member Dishonesty' to include any practice, behaviour or activity which is illegal, unethical or improper carried out by a team member, which results in a loss (financial or otherwise), or is not in the best interests of the business.

**I understand that:**

- Theft or misappropriation of company assets including, property, product, monies, and information, and additionally property belonging to customers, team members or suppliers, will not be tolerated in any circumstances.
- This conduct as well as behaviours described as 'Specific examples of Team Member Dishonesty' may be considered to be gross misconduct, which is the most serious form of misconduct and may result in dismissal.

## COMPANY ASSETS

Company assets includes but is not limited to the following –

**'Property'** – fixtures, fittings, equipment, issued or redeemed gift cards, and any other tangible items belonging to or under the control of the company.

**'Product'** – merchandise/stock, in any state or condition (including damaged & written off stock)

**'Monies'** - any form of payment received in a company transaction and any company monies used in the conduct of the business.

**'Information'** – policies, procedures, trading information, security information, personnel details,





designs and concepts, promotions, and supplier and customer details. In addition, any property which can be considered to be intellectual property of the business.

## TEAM MEMBER DISHONESTY INCLUDES:

- Removing any company or customer owned property or assets out of stores or company premises without the appropriate documentation and approval.
- Taking company merchandise for personal use and failing to pay, or account for it in the correct manner at the time it is taken or used.
- Disposing of company assets or property in any way without the appropriate permission
- Taking, using, appropriating and/or not declaring company monies.
- Failing to secure and bank company monies in an appropriate and timely manner as instructed.
- The giving of unauthorized discount to team members, customers or suppliers.
- Manipulation of point of sale system, sales records, invoices or orders, trading return, or banking documentation in order to provide deceptive figures or to conceal losses.
- Giving or receiving a loan of company money, property or merchandise.
- Not declaring shortages or overages in takings.
- Not declaring shortages or overages in stock counts, stocktakes, transfers or deliveries.
- Revealing any trade, professional or other like information of a confidential nature gained by the team member during the course of employment, which could be used to the detriment of Baby Bunting, or to the personal gain of a team member.
- Receiving or accepting any form of benefit or personal gain as a result of a company transaction without first declaring to, and receiving approval from senior management, other than via company incentive programs.
- Assisting any other persons in the conduct of dishonest activities, whether or not a personal gain is made.
- Actively participating in theft, or passively supporting theft or dishonest activity including failure to report such theft or activity to Baby Bunting, through the correct channels.

**I understand that** these examples are not intended to represent an exhaustive list of prohibited actions.

## 'MISCONDUCT' INCLUDES:

The following are examples of the type of actions and behaviour that Baby Bunting considers to be misconduct.

As a Baby Bunting team member I understand that these actions and behaviours may, after warnings, result in dismissal:

- Failure to follow defined Baby Bunting policies or procedures.
- Acting in a negligent or careless manner while carrying out duties, or consistent inefficiency or incompetence in performing duties.
- Continual lateness or lack of application to assigned tasks.
- Unauthorized absence from work or leaving the assigned place of work without permission.



- Reporting for work in such a condition as to be unable to perform the required duties in a safe and proper manner.
- Preventing or interfering with another team member carrying out their work functions.
- Failure to promptly report any serious workplace accident/incident.
- Publicly contesting the appropriateness of Baby Bunting policies or positions other than through official company channels.
- Unfounded or unjustified negative portrayal of the company or the companies actions, to a fellow team member or member of the public (including via Social Media or online forums)
- Negative or disrespectful behaviour towards a fellow team member, supervisor or manager.
- Posting offensive written or visual material on notice boards, computer systems or elsewhere on company premises or on Social Media applications.
- Unauthorized gambling on Baby Bunting premises.
- Accepting gifts which could compromise (or be perceived to compromise) your impartiality or integrity, or that of Baby Bunting.
- Engaging in behaviour otherwise falling within the category of serious misconduct, but where the particular case is such as to fall short of warranting dismissal.

#### **I understand:**

- That this list is not exhaustive.
- That where an act is carried out by an team member, which is not specifically covered by the descriptions of misconduct above but is of a similar nature, Baby Bunting reserves the right to implement the disciplinary procedures.

#### **'SERIOUS MISCONDUCT' INCLUDES:**

The following are examples of the type of actions and behaviour that Baby Bunting considers to be serious misconduct.

As a Baby Bunting team member I understand that these actions and behaviours may result in dismissal, with or without notice or warnings:

- Refusal or failure to undertake the duties of a position held or to carry out the lawful and reasonable instructions of a supervisor or manager.
- Acting in a manner that brings Baby Bunting into disrepute.
- Intentional damage or grossly negligent behaviour resulting in damage or loss of property belonging to Baby Bunting, customers, team members or members of the public.
- Physical or verbal violence against other people including members of the public, customers, suppliers or fellow team members, on Baby Bunting premises, during work hours, whilst wearing any Baby Bunting uniform items or identifiers, or while undertaking any Baby Bunting business activities.
- Falsification of any record or document of Baby Bunting including time sheets or records, expense claims, or company transactions.
- The use of, or being in possession of prohibited or illicit drugs while on Baby Bunting premises or on Baby Bunting business.



- Reporting to work or being at work in such a condition of alcohol, drug or substance intoxication, as to be unable or unfit to perform designated duties effectively or safely.
- Engaging in behaviour detrimental to the quality or efficiency of Baby Bunting services or detrimental to the safety of team members, customers or visitors.
- Sexual, racial, or other harassment, discrimination, or unwelcome behaviour towards customers, team members, visitors or suppliers.
- Removal, copying, falsification, destruction, or disclosure of company information, software, company records, documents or any materials deemed to be the property of Baby Bunting.
- Participating in, facilitating or condoning any practice, behaviour or activity, which is illegal, unethical or improper carried out by a team member, which results in a loss (financial or otherwise) to, or is not in the best interests of, Baby Bunting.
- Theft or misappropriation of company assets including, property, product, monies, and information, and additionally property belonging to customers, team members or suppliers.
- Participation in a personal capacity in any sale, tender, auction or other disposal of property, rights, or other benefit without the express permission of the CEO or Directors.
- Acting in any capacity which is deemed to be a significant conflict of interest.
  - Blatant or repeated disregard for Occupational Health and Safety minimum standards as stated in company procedures and / or as directed by company management.
  - Failing to provide truthful responses during a misconduct or security investigation

**I understand:**

- That this list is not exhaustive.
- That where an act is carried out by a team member, which is not specifically covered by the descriptions of serious misconduct above but is of a similar nature, Baby Bunting reserves the right to implement the disciplinary procedures.

**REPORTING MECHANISMS - UNACCEPTABLE CONDUCT**

Baby Bunting encourages every team member to take responsibility for the reporting of any situation or action that they believe conflicts with this Code of Conduct.

As a Baby Bunting team member I understand that I am required to:

- Advise my manager if I have seen or know of an incident or situation that I think conflicts with this Code of Conduct.

**I understand that:**

- As an alternative to my manager, I may advise my Area Manager, the General Manager Operations, or the CEO.



- Baby Bunting will take all reports seriously and will investigate them fairly and discreetly.

The General Manager Operations has responsibility for managing reports and investigations relating to retail sites and can be contacted as follows –

Michael Pane

The CEO, has responsibility for managing reports and investigations relating to Support Office and non retail sites and can be contacted as follows –

Matt Spencer

## Alternative reporting method

### I understand that:

- The business provides an alternative and confidential reporting method that I am free to use as follows:  
Pro Act Link is an independent free call 'hotline' service, and callers can report any conduct that they consider to be unacceptable, and reports can be made anonymously. Investigators at Pro Active Strategies will deal directly with callers and will not reveal their identity to the company without the callers express permission.

- 1800 888 340 OR [report@proactlink.com.au](mailto:report@proactlink.com.au)

## INVESTIGATION

In circumstances where a team member is suspected of engaging in behaviour that is deemed to be misconduct and / or a breach of the Code of Conduct, the matter will be thoroughly investigated.

As a Baby Bunting team member I acknowledge that I understand that:

- The business may appoint an appropriate investigator to assist in conducting investigations where warranted.
- I will honestly and professionally participate in any investigation when asked to do so.
- If, as a result of this investigation the business forms the reasonable opinion that a team member has breached the Code of Conduct, the team member may be subject to disciplinary action appropriate to the breach.

## DISCIPLINARY ACTION - MISCONDUCT

Where the business forms the reasonable opinion that a team member has engaged in misconduct, the unacceptable behaviour will be addressed with the team member in the form of an informal reprimand or verbal or written warning, and an opportunity to improve will be provided.

**As a Baby Bunting team member I acknowledge that I understand that:**



- Any resulting informal process will depend on the degree of misconduct that has occurred.
- In some cases it may be deemed appropriate to address the behaviour through formal disciplinary procedures in the first instance.
- The warning procedure is not limited to repetitions of the same or a similar breach, but may be applied to breaches of a different nature.

## **DISCIPLINARY ACTION - SERIOUS MISCONDUCT**

Breaches that constitute serious misconduct may result in disciplinary actions, depending on the degree and circumstances of the breach.

**As a Baby Bunting team member I acknowledge that I understand that that these disciplinary actions may include:**

- Suspension from duties (on pay) whilst the investigation is conducted.
- Issuing of a final warning.
- Dismissal without notice, without prior warnings being issued.

**I also understand that:**

- In addition, where the breach indicates illegal activity, the business may refer the matter to the police with a view to criminal proceedings, as well as instigating civil restitution proceedings to recover company costs and loss of assets incurred.