

# THE AMA WAY

## OUR CODE OF CONDUCT

Our roadmap for doing the right thing

AMA GROUP



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## OUR CODE OF CONDUCT

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# A MESSAGE FROM THE CEO AND EXECUTIVE DIRECTOR

“The AMA Way is our roadmap for doing the right thing. It shows us the right way. This document belongs to all of us, because – make no mistake – we are all in the driver's seat.”



**Carl Bizon**  
CEO and Executive Director

At AMA Group, we work hard every day to repair our customers' vehicles and get them back on the road again. We take real pride in this because it feels good to make a difference; it feels good to make things better again.

It also feels good to do the right thing; and doing the right thing at AMA Group needs to be just as important to us as getting our customers on the road again. Why? Because we have customers, shareholders and business partners putting their trust in us every day; there's too much at stake for all of us if we don't.

Doing the right thing starts with choice and we all have the power to choose the right road. Choosing the right road means rejecting behaviours that we know are not right. That means doing the right thing ourselves, and also not putting up with any behaviours we see that we know aren't right, because walking past something without speaking up is as good as saying it's okay.

It also means acknowledging that sometimes we might need some guidance, and that's more than okay. Because sometimes, even when you want to choose the right road, it's not always clear what the right way to go is.

That's why this Code of Conduct – The AMA Way – is so important. As One AMA, it's our roadmap for doing the right thing. It shows us the right way. This document belongs to all of us, because – make no mistake – we are all in the driver's seat. Choosing the right road every day is my responsibility, it's the Board's responsibility, and it's your responsibility too.

I am proud and passionate about doing the right thing. I am 100% committed to making the right decisions and being the right role model for each of you as we all travel on our own AMA Group journeys. I ask that each of you do the same: for yourselves and for everyone around you.

You can start by really getting familiar with this document and always doing our **Road Test** when you're in any doubt; and of course, **speaking up** when something's not right.

In this way, we can reject behaviour we know is not in line with The AMA Way. We're in this together, but as individuals, we're all in the driver's seat.

We all have the power to choose the right way.



## HOW TO USE THE AMA WAY

### What is The AMA Way?

This is our Code of Conduct. It outlines our expectations of every single employee of AMA Group. It's our roadmap for doing the right thing. Everybody who works with AMA Group is expected to comply with it, as is everyone who does business with us. Because to us, success is defined not just by what we achieve, but by how we achieve it.

### How and when do I use it?

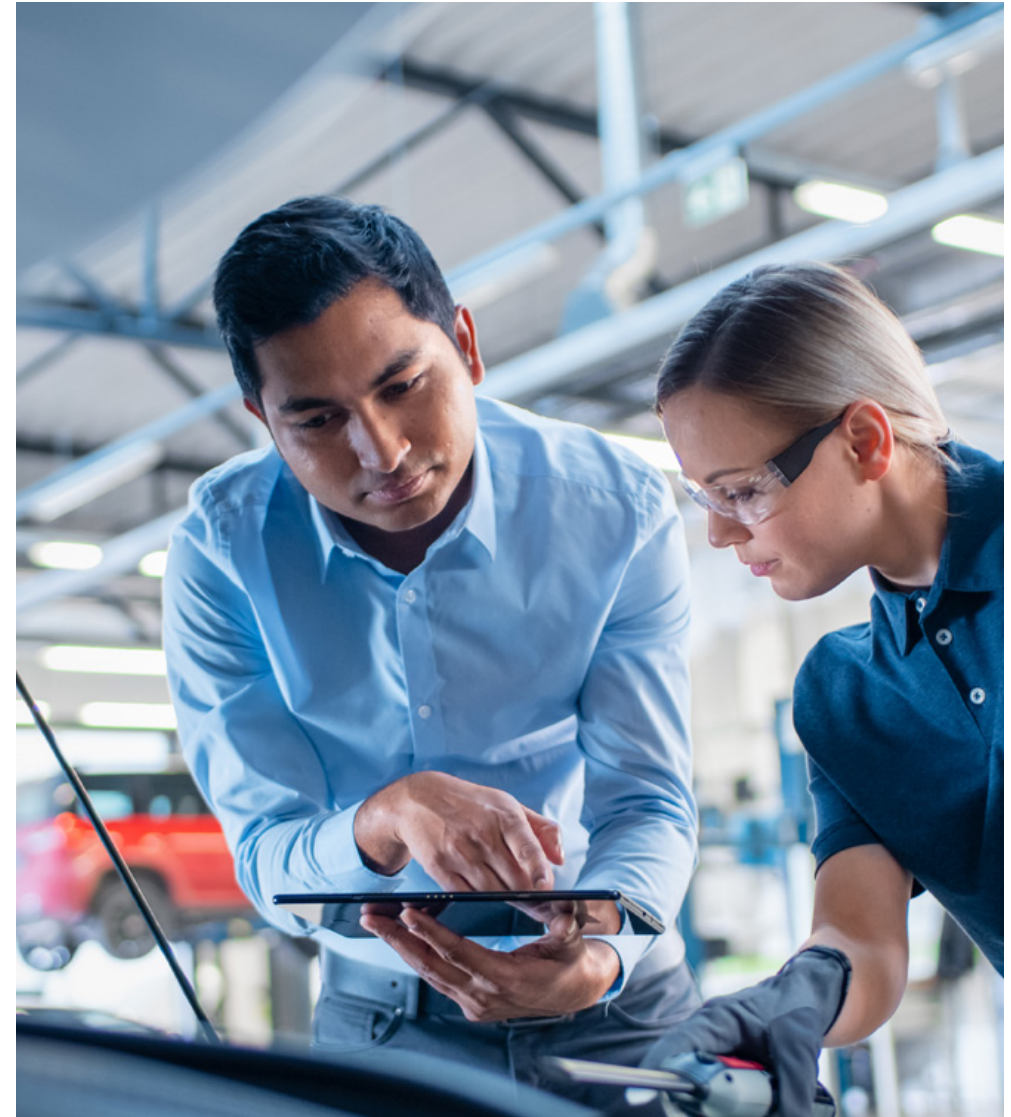
You should take the time to get familiar with this document, so you're aware of what's expected of you. Whenever you're unsure of the right way to go, you should use The AMA Way as a guide. The entry point to this document is our **Road Test** to doing the right thing. If you do the Road Test and you get an amber or a red light, you definitely need to reconsider your actions. Consult the appropriate section of The AMA Way; it will help you figure out the right way to go.

### What happens when The AMA Way is not followed?

We are all in the driver's seat. We're all responsible for understanding our obligations and for doing the right thing as we work every day. Any breach of this Code of Conduct could lead to disciplinary action, including termination of employment or a contractor agreement. Why? Because there's too much at stake for us if we don't do the right thing, and because we have customers, shareholders and business partners putting their trust in us every day.

### How do I speak up if I notice a breach?

We're all responsible for speaking up immediately if we're aware of a breach. Refer to the **speaking up** section of this document for information.





## AMA GROUP'S THREE KEYS TO SUCCESS FOR DOING THE RIGHT THING

At AMA Group, we have Three Keys to Success for doing the right thing, because we're all in the driver's seat when it comes to choosing the right way.



### 1 Know the road rules and obey them

Get familiar with this document and refer to our policies and procedures, which are referenced in each section.

These are our 'road rules'. You don't ignore traffic signs or road rules when you drive, so don't do it here.



### 2 Be aware of what's going on around you

If you see behaviour that's not in line with The AMA Way, **speak up**.

Don't walk past behaviour that's against The AMA Way without speaking up. Have respectful conversations with people, and know you are 100% supported in speaking up.



### 3 Listen to your instincts

If something doesn't feel right, there's a good chance it isn't.

If you're ever in any doubt when choosing which way to go, do our **Road Test**.



# THE AMA WAY ROAD TEST. DOES IT FEEL RIGHT?

When it comes to making decisions, things aren't always black or white. The AMA Way Road Test helps you to quickly and easily figure out the right way to go.

## So how do you do the test?

1. Answer the three quick questions below.
2. If you answer 'No' to even one of them (or you're not sure) then you have a red or amber light. You need to stop what you're doing and consult The AMA Way. If you're still unsure, speak with your manager.
3. If you answer 'Yes' to **ALL** questions, you have a green light and you know the right way to go.

## Take the Road Test

	NO	NOT SURE	YES
Does it feel right to me?	●	●	●
Would I do this if I knew someone could see me, or would find out I did it?	●	●	●
Does it show care and respect for people, the community, the environment, our business or the law?	●	●	●



### STOP

If you answered this to one or more questions, you must consult the AMA Way and consider speaking with your manager.

### STOP

If you answered this to one or more questions, you must consult The AMA Way and consider speaking with your manager.

### GO

If you answered this to **ALL** questions, you're going the right way.



# SPEAK UP WHEN IT'S NOT THE AMA WAY

Choosing the right way to go sometimes involves speaking up and having uncomfortable conversations.

We are all responsible, and fully supported, to respectfully speak up when we notice something that's not right. As a business, we will fully support and protect anyone who speaks up with genuine concerns.

You can speak up via any of these channels.

Depending on the circumstances, there are different ways you can speak up.

## Complaints and grievances

Complaints can be made about any behaviour to your HR representative. Employee grievances are generally about disputes over administrative matters and management decisions, or matters of interpersonal conflict or miscommunication. When a grievance is lodged, the issue will be reviewed by an independent party, within AMA Group.

If you have a grievance you wish to report, you should talk to the person you have the issue with in the first instance. If it can't be resolved, you should speak with your manager. Any grievances relating to your manager should be directed to your HR representative.

You can find AMA Group's Complaints Policy and Grievance Policy on the intranet, or with your HR representative.

## Whistleblowing

Used when you need to raise serious issues of misbehaviour. Issues which it would be reasonable to think would result in dismissal or criminal charges if found to be true.



You can contact the Whistleblower Protection Officer

- Email: [hotline@amagroupltd.com](mailto:hotline@amagroupltd.com)
- Telephone: (03) 8756 6000

Or our independent whistleblowing service – PKF

- Via the confidential hotline: 1800 325 143
- Online at <https://www.pkftalkintegrity.com/?amag>
- Via email at [amagrouphotline@pkf.com.au](mailto:amagrouphotline@pkf.com.au)

AMA Group's full Whistleblower Policy can be found here at <https://amagroupltd.com/corporate-governance>



## Policies to reference

- Whistleblower Policy
- Employee Assistance Program (EAP)

You can find these policies and procedures on our intranet site or ask your HR representative or direct manager.



The way we value safety





# 1. THE WAY WE VALUE SAFETY

**We value safety above all else. It is our first priority: always. We're driven to be safety leaders in our industry. Everyone has the right to enjoy physical and psychological safety in the workplace, and to go home safe, well and happy at the end of every day.**

## Creating a safe and healthy work environment

Every single one of us is in the safety driver's seat at AMA Group; none of us should be a 'safety passenger'. Everyone at AMA Group is expected to be fit for work, without alcohol in their system, drugs or other substances that could affect their ability to work safely. For your safety, the appropriate personal protective equipment (PPE) must be worn at all times. For everyone's safety, no safety guard, device or equipment can be removed, disengaged, or not used under any circumstances.

We are all safety leaders because we know that nothing is so important that we can't take the time to do it safely.

Being a safety leader means that we:

- know and understand our health and safety standards, practices and procedures;
- follow them always;
- are proactive about safety; and
- always ask questions and have conversations if we have any concerns.

## Speaking up when it's not safe

Having conversations about safety is important, because they could make the difference to someone going home safely at the end of the day.

Everyone at AMA Group is expected to report any issues (including broken, damaged or missing equipment), incidents or actions that are in breach of our health and safety standards and practices. Because even if there wasn't an injury from a breach today, it doesn't mean there won't be the next time.

Show care, and speak up about any breaches, or anything at all that you think might be unsafe, to your manager or safety manager.

### THE RIGHT WAY

- Ensuring you are fit and safe to work.
- Asking yourself "Is this safe?" before you start any task.
- Reporting anything you think is a safety risk or does not comply with our Health and Safety policies and procedures.

### THE WRONG WAY

- Having alcohol, drugs or other substances in your system while working, or health concerns or injuries that could impair your ability to work safely.
- Prioritising working quickly, or anything else, above safety.
- Assuming someone else will report a safety risk or breach.



# WHICH WAY WOULD YOU GO?

## SCENARIO 1



You're under the pump to get a vehicle finished for a customer but you can't get it done in time without cutting a few safety corners. Keeping the customer happy is important and so is meeting our targets.

### WHAT DO YOU DO?

Nothing is more important than keeping one another safe. It is NEVER okay to cut safety corners or not follow our safety rules and procedures. Speak to your manager, or your one-up manager or your HR representative if you're feeling under pressure. There are always solutions but compromising on safety is never one of them.

## SCENARIO 2



You need to take prescribed medication for a medical condition. Your doctor explained that one possible side effect is drowsiness. You're worried it might mean you're not fit to work safely.

### WHAT DO YOU DO?

You need to let your manager, or your HR representative, know that you are taking the medication. They don't need to know what the medication is for, or for what condition. They will work with you to figure out the right way to manage it.

## SCENARIO 3



Your workmate has come back from lunch and they seem unfit for work. You strongly suspect they have been drinking.

### WHAT DO YOU DO?

You need to speak to somebody about it straight away as it could present a serious safety risk. You may, or may not, feel it would be appropriate or wise for you to raise it with your workmate directly. If you don't feel comfortable to speak with them directly that's okay, but you must raise it with your manager immediately. Ignoring something like that could lead to serious injury.



# WHICH WAY WOULD YOU GO?

## SCENARIO 4



Someone in your team doesn't always follow the right procedures when it comes to wearing the right PPE. They're more senior than you so you don't feel comfortable saying anything. Is it okay if you don't say anything and just leave them to look after their own safety?

### IS THAT OKAY?

No, it's not. Our safety procedures are there for a reason: to keep us all safe. This person is putting themselves, and potentially others, at risk. They are also sending the wrong message to the rest of the team. We all need to take responsibility for safety and be brave enough to have conversations with one another. You could raise it directly with them, coming from a place of care for their safety. If you don't feel comfortable raising it with them directly, you should definitely speak with your manager or HR representative.



### Policies to reference

- Health and Safety policies and procedures
- Drug and Alcohol Policy

You can find these policies and procedures on our intranet site or ask your HR representative or direct manager.



1. The way we value safety

2. The way we treat people

3. The way we respect the community and the environment

4. The way we protect our business

Where to go for support



The way we  
treat people



## 2. THE WAY WE TREAT PEOPLE

**Our people drive our business success; they set us apart. To us, success is defined not just by what we achieve, but by how we achieve it, including how we treat people along the way.**

### Treating everyone with dignity, care and respect

We foster a culture of care. That means treating everyone with empathy and looking out for one another's wellbeing. We do not tolerate any form of harassment (including sexual harassment), bullying, discrimination or disrespect, and we expect you to speak up if you see it by having respectful conversations. We listen to one another and are open to giving and receiving feedback. We treat all people fairly, with dignity, professionalism and respect. We respect people's human rights and reject Modern Slavery in all its forms.

### Creating diverse and inclusive workplaces

We welcome everyone and value every unique individual for who they are. We recognise that being a diverse and inclusive workplace makes us stronger. We are an equal opportunity employer. That means we welcome all people regardless of gender, age, religion, national origin, disability, sexual orientation or gender identity. We treat all of our people fairly and ethically and provide equal opportunity recruitment,

promotion and training. We actively participate in programs and initiatives that will increase diversity and improve inclusion in our workplaces.

### Building trust with external parties

Good relationships with our insured customers, suppliers, and insurer and fleet partners are built on mutual trust and respect. We build these things by always doing what we say we will do and behaving ethically and professionally at all times. Just as we expect our people to comply with The AMA Way, we also expect our suppliers to. Whenever we bring on board a new supplier, we make sure they're introduced to The AMA Way. We let them know that we'll do the right thing by them, and we expect them to do the right thing too.

### Respecting people's privacy

We may often collect people's personal information in the regular course of doing business (like a home address, phone number or personal email address). We always need to treat this information respectfully and only for the business purposes for which it was collected, in line with our Privacy Policy.



### THE RIGHT WAY

- Always employing people based on their qualifications, merit and fit for the role.
- Being open to giving and receiving feedback by having respectful conversations with people.
- Showing care for people at all times and calling out any bullying, harassment or disrespectful behaviour.
- Using people's personal information only for the business purposes for which it was collected.



### THE WRONG WAY

- Dismissing applicants based on their personal circumstances or anything other than their qualifications and merit.
- Being closed to giving feedback, receiving it or hearing new ideas.
- Participating in, or walking past, behaviour that is disrespectful or assuming someone else will handle it.
- Using anyone's personal information for your own personal use, or for business purposes other than the reason for which it was collected.



# WHICH WAY WOULD YOU GO?

## SCENARIO 1



One of the guys is always telling rude jokes. Some that make fun of people's culture and others that are disrespectful towards women. You're pretty sure they don't mean to upset anyone, but you wonder if it makes some people uncomfortable.

### WHAT DO YOU DO?

You're right to wonder. While there's nothing wrong with sharing a joke in the workplace and having some fun, it's never okay to share one at the expense of someone's gender, culture, sexuality, appearance or disability for example. If you feel comfortable doing so, you could find an appropriate time to talk to your teammate about it. You could let them know in a respectful way that some people could be offended and could complain about it, and that sexual harassment is against the law. If their behaviour doesn't stop, or you don't feel comfortable talking to them directly, you should talk to your manager about it.

## SCENARIO 2

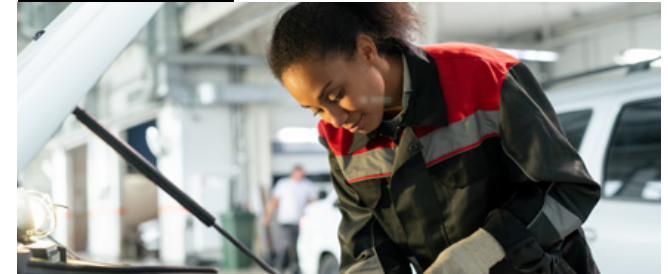


Sarah's just started as a Spray Painter in your shop. She's made some really good suggestions about how you could improve our processes, but Brad, who's been there for years, keeps telling her to stop questioning "the way we've always done things". Even though Brad is doing it nicely, you still feel sorry for her.

### WHAT DO YOU DO?

You should check in with Sarah to see how she feels about it. If you feel comfortable, you could also have a conversation with Brad to let him know that you think he's being dismissive of Sarah's opinion, which would make her feel bad. It's also potentially a missed opportunity for the business to try something new that could work better. If Brad continues to keep shutting Sarah down, or you don't feel comfortable talking to him about it directly, you should definitely speak with your manager.

## SCENARIO 3



You've got a position to fill for a Panel Beater. You've had a woman with loads of experience apply, and you think she'd be a great fit, but you know that she has young kids and assume that she will probably need a bit of time off if they get sick or to take them to childcare. You feel like you should probably hire someone who will be more available.

### WHAT DO YOU DO?

At AMA Group, we're an equal opportunity employer. That means we always consider all qualified applicants equally, regardless of their personal circumstances or their gender, age, religion, national origin, disability, sexual orientation or gender identity. Not considering this applicant because of their personal circumstances is discriminatory. You definitely need to put that to the side and look at who is most qualified and the best fit for your team.



# WHICH WAY WOULD YOU GO?

## SCENARIO 4



Someone from one of the major insurers you've dealt with over the years has become a mate. Sometimes, when you get really busy, you know they'll cut you some slack if you don't get them what they need as quickly as you should or leave out a few details.

### IS THAT OKAY?

No, it's not. We always maintain professionalism in all of our interactions – with one another and with our insured customers, suppliers, and insurer and fleet partners. It's okay to be friendly with someone and establish a good working relationship, but good working relationships are built on trust and respect. If you take advantage of the friendship, you are undermining that and not representing yourself, or our business, in the right way.

## SCENARIO 5



You've noticed that one of your teammates doesn't quite seem himself lately. You're not sure what's going on with him, but you're worried about him. He's pretty private and you don't want to look like you're sticking your nose into his business.

### WHAT DO YOU DO?

It's good that you are concerned. It shows that you care, and at AMA Group, we show care for one another. You should definitely talk to your teammate and let him know you've noticed he seems a bit off and that you're there to talk if he needs anything. You could also let him know that the Employee Assistance Program is there to provide confidential help if he needs it, or he could talk to his manager. Be sure to check in on him again soon to see how he's going.

## SCENARIO 6



A customer is being especially difficult and when they come to collect their vehicle, it's just easier for you to say that you've done something they demanded even though you haven't. You know that the job is high quality and they'll never know the difference.

### IS THAT OKAY?

No, it's not. That's misrepresenting the work we've done. We always strive for the highest levels of customer service and quality, and we never misrepresent our work. We are always open and transparent with everyone we deal with, even if we believe it may not be what they want to hear. If you believe the additional work they demanded is not needed, or authorised, you need to respectfully explain why. If needed, ask your manager to be part of the conversation with the customer.



## WHICH WAY WOULD YOU GO?



### Policies to reference

- Diversity Policy
- Dispute Resolution and Grievance Procedure
- Code of Business Conduct & Ethics for suppliers
- General Insurance Code of Practice
- Modern Slavery Policy
- Privacy Policy
- Respect@Work: Bullying, Harassment and Sexual Harassment Policy
- Family and Domestic Violence

You can find these policies and procedures on our intranet site or ask your HR representative or direct manager.





1. The way we value safety

2. The way we treat people

**3. The way we respect the community and the environment**

4. The way we protect our business

Where to go for support



**3**

The way we respect the community and the environment



# 3. THE WAY WE RESPECT THE COMMUNITY AND THE ENVIRONMENT

**Our communities and our environment sustain us. It's important to us that we treat them both with respect: by making a positive impact on our communities and by proactively managing our environmental impact.**

## Making a positive difference in our communities

We employ a diverse group of people, many of whom come from the communities in which we operate in Australia and New Zealand. This means we're instrumental in helping to support local economies and the communities which are home to many of us.

We build relationships with our communities based on trust, honesty and understanding. That means listening to any concerns respectfully and acting on them. While we have people whose job it is to specifically respond to community concerns, it is up to each of us to listen to any concerns that come to us respectfully and escalate them to our manager.

We expect our people to respect local community values and we encourage community support and involvement, because it's a way for us to give something back to the communities that sustain us. If you see opportunities for us to help as a business, raise them with your manager who can then raise them for approval at the Corporate level.

## A proactive approach to environmental management

Our aim is to be a leader in environmental management in the industry. Increasingly, our investors, the community, our insured customers and insurer, fleet and other partners expect us to take a proactive approach to sustainability and the environment.

That means all of us need to step up and take responsibility for our environmental footprint, wherever we can. Because we only have one planet, and we want our impact on it to be minimised wherever possible.

Everyone at AMA Group is expected to be familiar with our environmental guidelines and procedures and to share any ideas they may have about how we could do it better, because there is always room for improvement.

### THE RIGHT WAY



- Treating every member of the community you encounter with respect and reporting any community concerns to your manager.
- Checking with your manager before committing the business to any financial, in-kind or volunteering support.
- Always following our environmental procedures and practices and advocating for others to do the same.
- Being proactive in how you manage our environmental impact and always willing to share new ideas.

### THE WRONG WAY



- Being rude or dismissive of a community member.
- Committing the business to community support without checking with your manager.
- Turning a blind eye to anyone not following our environmental guidelines and procedures.
- Assuming that an idea you have won't work or be considered because it's not in our environmental guidelines already.



# WHICH WAY WOULD YOU GO?

## SCENARIO 1



Your daughter's local footy club has come to you for sponsorship. Their main sponsor has pulled out and they need an answer really quickly. They're in the same local community as your workshop and they have promised you a sponsorship logo on the club's jersey. It sounds like good exposure for us and it will also help the local community.

### WHAT DO YOU DO?

You should listen to the request respectfully. You can let them know that you think it's a great opportunity, but AMA Group policy is that you will need to get the request approved by senior management. You should ask them to send you all the relevant details so you can send them to your manager. Ensure that either you, or your manager, get back to them with the answer in a timely manner.

## SCENARIO 2



You're coming to the end of the day and, while tidying up, you notice some excess chemicals used in the painting process that haven't been disposed of yet. You're keen to get home and notice a nearby drain in the street where you could easily throw away the chemicals. You've seen someone else do it once.

### SHOULD YOU DO IT?

No, you definitely shouldn't. That's not the safe and responsible way to dispose of paint or any other chemicals because they can contaminate waterways and soil. Our Environment Policy outlines the right way to do it.

## SCENARIO 3



A member of the community, who works in the same local area, has come to the workshop to complain about the number of people using their car park when yours is full. Taking community complaints is not your job.

### WHAT DO YOU DO?

You listen to them respectfully and thank them for letting you know. Let them know that you will escalate their concern to your manager. You should take their details so that you can provide them to your manager to follow up.



# WHICH WAY WOULD YOU GO?

## SCENARIO 4



You've noticed that there's one particular person in your team who doesn't observe all of our recycling procedures. You know it's wrong, but since it's not a safety issue, you haven't said anything.

### SHOULD YOU SAY SOMETHING?

Yes, you should. We all need to be advocates for good environmental management and every contribution makes a difference. You should respectfully remind them of the right procedure. If they keep ignoring it, you should have a conversation with your manager about it.



### Policies to reference

- Environment Policy

You can find these policies and procedures on our intranet site or ask your HR representative or direct manager.



1. The way we value safety

2. The way we treat people

3. The way we respect the community and the environment

4. The way we protect our business

Where to go for support



The way we protect our business



## 4. THE WAY WE PROTECT OUR BUSINESS

**Our business provides our livelihood, boosts local economies and provides essential services to the community. The strength, health and reputation of our business depend on each and every one of us doing the right thing in our trusted position with all of our customers, business partners and shareholders. To us, success is not success unless we have achieved it the right way.**

### **Obeying the law and operating fairly and ethically**

We reject any behaviour that does not follow the spirit and the letter of the law. There can be serious legal and reputational consequences for individuals, our business and our shareholders if we don't. Illegal behaviour puts us all at risk.

We never use inside information about our business to buy or sell publicly traded shares or provide anyone with information to make a decision about buying or selling shares. This is known as insider trading and has serious legal consequences.

We operate fairly and ethically at all times, which means we always comply with competition and trading laws in the countries in which we operate. There's a good reason why competition laws are also known as anti-trust laws: because in breaching them, trust is also breached which can have serious consequences including fines, imprisonment and reputational consequences.

### **Business theft and using company parts, materials or equipment for personal use**

Taking parts or materials from work – even those you believe are not being used – is theft. Using parts, materials, or equipment at work, either on or off the clock, for personal use or gain, or for work that is unauthorised, is also theft. Employees who choose to steal from the business will face disciplinary action, which could include termination of employment.

It's also important that we protect AMA Group's intellectual property. This can include many things, from ideas and confidential information to designs, trademarks and data. We must never transfer, delete, remove or share any of AMA Group's intellectual property without approval.

### **Accepting or giving inappropriate gifts or kickbacks: bribery and corruption**

Gifts or incentives that are given or received with the intention to influence an outcome or decision could be considered bribery or corruption.

At AMA Group, we do not give or receive such gifts or incentives for any reason.

Of course, there may be times when gifts can be appropriate, but you should always disclose any gifts you are offered, or plan to give, with your manager or HR representative.

### **Avoiding conflicts of interest**

A conflict of interest is when someone's personal interests could conflict with the interests of the business. Basically, anything that could cloud your judgement and lead you to make a decision that puts your own interests above those of the business.

The great news is: most conflicts of interest can be resolved or avoided altogether as long as you are transparent about it and raise it with your manager.

### ***So, what kind of situations could create a conflict of interest?***

- Using your employment with AMA Group to provide personal gain to yourself, a family member, friend, or close associate. For example, using information you have access to, or any of the business's property.

- Being able to influence an employment decision on behalf of a relative or friend.
- Having financial or personal interests in another company that competes with AMA Group, or does business with us.

### **Using technology responsibly**

We expect that our employees use AMA Group technology responsibly and ethically. We never use it to access inappropriate materials. We define inappropriate materials as anything that is sexual in nature, offensive, racist, discriminatory, illegal or potentially detrimental to AMA Group. We only access information from trusted sources and contact IT support promptly, or your manager, with any questions or to report concerns. We never use technology to record or photograph anyone at work without their knowledge or consent.



## 4. THE WAY WE PROTECT OUR BUSINESS CONTINUED

### Representing our business in the right way

Sometimes, general media or trade publication representatives may approach our employees for comment, or to ask questions. It's important that you do not answer any media questions, nor provide comment in any way. All media enquiries must be forwarded to our Corporate Affairs department. Where appropriate, they will assist you in preparing contributions to publications, or handle enquiries directly. Speak with your manager if you have any questions.

Social media is another area where we need to use caution. It can be great. It's fun and can be a good way of communicating with family and friends. But sometimes the line can get blurred between you being you, and you being identifiable as an employee or associate of AMA Group. Remember that when you are identifiable as an AMA Group employee, anything you say or do can affect our reputation. While you can express your personal opinions on your own social media accounts, always think about how it may reflect on AMA Group.

### So, what are some simple rules of thumb to playing safely on social media?

- Be kind, polite and respectful to everyone. Even if they have an opinion that's different from yours.
- Respect things like copyright, privacy, confidentiality issues and laws.
- If you think there might be confusion, make it clear your views are yours, and not representative of AMA Group.
- Speak to your manager if you have any concerns.

### Working with our insured customers, suppliers, and insurer and fleet partners to do the right thing

We never bring on any new partner or supplier without sharing The AMA Way with them and letting them know that our relationship with them is dependent on their compliance. We are always fair, transparent and honest in any relationships we have with partners and suppliers.

#### THE RIGHT WAY

- Obeying all laws all the time.
- Using business parts, equipment or materials only for business purposes.
- Declaring any gifts you are offered, or plan to give, with your manager.
- Being open and honest with your manager about any conflicts of interest.
- Following our authorised purchasing processes for the purchase of goods or services.
- Using AMA technology only for appropriate business purposes.
- Playing safely and kindly on social media.

#### THE WRONG WAY

- Bending the rules or covering up any wrongdoing.
- Using business parts, equipment or materials for personal use or for unauthorised work.
- Accepting or giving inappropriate gifts or incentives.
- Thinking that if nobody knows you have a conflict of interest, it will be okay.
- Purchasing goods or services without the correct authority.
- Using AMA Group technology to access material that is inappropriate or from untrusted sources.
- Blurring the line between your own personal opinion and that of AMA Group on your personal social media accounts.



# WHICH WAY WOULD YOU GO?

## SCENARIO 1



You're working on a car at home. You don't have all the tools you need to get the job done so you want to borrow some tools from work to do the job on your own time. You'll bring them back tomorrow.

### IS THAT OKAY?

No, it's not. Removing any property from the workplace can be considered theft, even if you plan to return it. If you wish to borrow any tools, it is best to speak with your manager about it.

## SCENARIO 2



One of your suppliers has offered you a slab of beer to do some work privately for them.

### SHOULD YOU ACCEPT IT?

No, you definitely shouldn't. That's an inappropriate incentive/gift and also a request for you to potentially use business materials or equipment for personal use/gain. Even if you don't use business materials, equipment or time, it could also be a direct conflict of interest as you are personally providing a service that would ordinarily have come through the business.

## SCENARIO 3



One of our business partners suggests a friend of theirs as a supplier. You trust this person's judgement so think the supplier is probably a good recommendation. They offer you a private, personal payment to make sure their friend is considered. You think that's wrong and want to tell them so.

### ARE YOU RIGHT?

Yes, you are right to say no and tell them it is wrong. That would be accepting a bribe and is also a conflict of interest. You should explain that you have an authorised purchasing process for acquiring goods and services and their friend would need to go through that same process. You should also definitely report the interaction to your manager as this business partner is definitely not doing the right thing.





# WHICH WAY WOULD YOU GO?

## SCENARIO 4

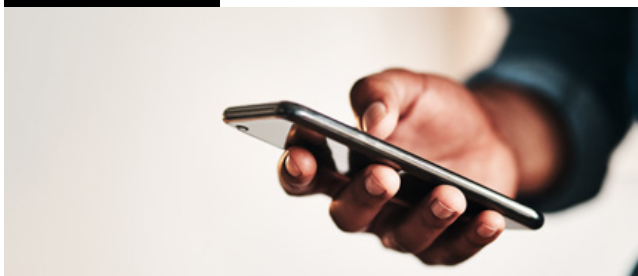


Your brother-in-law runs a business that you know would offer great services to AMA Group. He asks you if you can put in a good word for his business to be considered.

### SHOULD YOU DO IT?

Yes. If you believe your brother-in-law's business services would be in the best interests of AMA Group you can mention him, BUT you must be open about the fact that he is your brother-in-law when you do this. Then it is up to your manager and the business to make the right decision and follow the appropriate authorised process for appointing a new service provider.

## SCENARIO 5



You've noticed that one of your teammates has been using technology at work to access material that is sexually explicit in nature on their lunch break. It's on their own phone though, so they're not using AMA Group technology.

### IS THAT OKAY?

No, it is not. Technology must never be used inappropriately in the workplace. Accessing inappropriate material such as this could cause serious offence and disrespect to others in the workplace. It could also expose the business to risk. If you feel comfortable enough to do so, you could speak with your teammate about this. If not, or if the behaviour continues, you should speak with your manager.

## SCENARIO 6



A journalist from the local newspaper calls your workshop to ask for someone's comment on a local issue. They're asking for an individual's view so you're not sure whether it's okay or not.

### WHAT SHOULD YOU DO?

You should let the journalist know that you have a media department and you'll need to run the enquiry past them. You should then speak with your manager so they can have a conversation with Corporate Affairs about the right way to respond. No response should ever be given to media without authorisation from our Corporate Affairs department first.



## WHICH WAY WOULD YOU GO?



### Policies to reference

- Intellectual Property Policy
- Cyber Security Policy
- Conflict of Interest and Related Party Transactions Policy
- Continuous Disclosure Policy
- Securities Trading Policy
- Corporate Credit Card Policy

You can find these policies and procedures on our intranet site or ask your HR representative or direct manager.



## WHERE TO GO FOR SUPPORT

**If you still have questions after consulting The AMA Way, or need further support, the following options are available to you.**

- Speak with your manager or your one-up manager.
- Speak with your HR representative.
- Access our Employee Assistance Program on 1300 307 111 or online at [www.eudoxia.com.au](http://www.eudoxia.com.au) for free counselling, 24/7.