

Altaire est. 1979 SERVICING



Policy Statement

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1.0	SUPPLIER CODE OF CONDUCT	- 5 -
1.1	COMPLIANCE WITH LAWS AND REGULATIONS:	- 5 -
1.2	ETHICAL BUSINESS PRACTICES:	- 5 -
1.3	LABOUR PRACTICES:	- 5 -
1.4	HEALTH AND SAFETY:	- 5 -
1.5	ENVIRONMENTAL RESPONSIBILITY:	- 5 -
1.6	CONFIDENTIALITY AND INTELLECTUAL PROPERTY:	- 5 -
1.7	CONFLICT OF INTEREST:	- 5 -
1.8	QUALITY AND SERVICE EXCELLENCE:	- 5 -
1.9	SOCIAL RESPONSIBILITY:	- 6 -
1.10	COMPLIANCE AND REPORTING:	- 6 -
2.0	ALTAIRE SERVICING STAFF CODE OF CONDUCT	- 7 -
2.1	PROFESSIONALISM AND COURTESY:	- 7 -
2.2	COMPLIANCE WITH LAWS AND REGULATIONS:	- 7 -
2.3	PROFESSIONALISM AND COURTESY:	- 7 -
2.4	PERSONAL PRESENTATION AND PREPARATION FOR WORK:	- 7 -
2.5	CONFLICT OF INTEREST:	- 7 -
2.6	CONFIDENTIALITY:	- 7 -
2.7	SAFETY:	- 8 -
2.8	QUALITY OF WORK:	- 8 -
2.9	ENVIRONMENTAL RESPONSIBILITY:	- 8 -
2.10	SOCIAL RESPONSIBILITY:	- 8 -
2.11	PERSONAL HEALTH AND WELLNESS:	- 8 -
3.0	MODERN SLAVERY AND FORCED LABOUR STANDARDS	- 9 -
3.1	KEY PRINCIPLES:	- 9 -
4.0	SUSTAINABILITY AND ETHICAL SOURCING	- 11 -
4.1	ENVIRONMENTAL SUSTAINABILITY:	- 11 -
4.2	ETHICAL SOURCING:	- 11 -
4.3	COMMUNITY ENGAGEMENT:	- 12 -
4.4	CONTINUOUS IMPROVEMENT:	- 12 -
4.5	COMPLIANCE:	- 12 -
4.6	REVIEW AND REVISION:	- 12 -
5.0	ENVIRONMENTAL DUE DILIGENCE	- 13 -
5.1	PURPOSE:	- 13 -
5.2	SCOPE:	- 13 -
5.3	ENVIRONMENTAL DUE DILIGENCE PROCESS:	- 13 -
5.4	RESPONSIBILITIES:	- 13 -
5.5	TRAINING AND AWARENESS:	- 14 -
5.6	DOCUMENTATION AND REPORTING:	- 14 -
5.7	REVIEW AND REVISION:	- 14 -
5.8	CONCLUSION:	- 14 -
6.0	DIVERSITY AND INCLUSION	- 15 -
6.1	INTRODUCTION:	- 15 -
6.2	POLICY STATEMENT:	- 15 -
6.3	RECRUITMENT AND HIRING:	- 15 -
6.4	INCLUSIVE WORKPLACE CULTURE:	- 15 -
6.5	PROFESSIONAL DEVELOPMENT:	- 15 -
6.6	SUPPLIER DIVERSITY:	- 15 -
6.7	ACCOUNTABILITY:	- 15 -

6.8	IMPLEMENTATION AND REVIEW:	- 15 -
7.0	PREVENTION OF UNDERAGE LABOUR	- 16 -
7.1	INTRODUCTION:.....	- 16 -
7.2	COMPLIANCE WITH LAWS AND REGULATIONS:	- 16 -
7.3	DEFINITION OF "UNDERAGE":	- 16 -
7.4	EMPLOYMENT PRACTICES:	- 16 -
7.5	SUPPLY CHAIN:	- 16 -
7.6	TRAINING AND AWARENESS:	- 16 -
7.7	CONTINUOUS IMPROVEMENT:	- 16 -
7.8	ENFORCEMENT AND CONSEQUENCES:	- 17 -
7.9	COMMUNICATION:	- 17 -
7.10	REVIEW AND REVISION:.....	- 17 -
8.0	SOCIETY AND COMMUNITY ENGAGEMENT	- 18 -
8.1	PURPOSE:.....	- 18 -
8.2	PRINCIPLES:	- 18 -
8.3	GUIDELINES:	- 18 -
8.4	IMPLEMENTATION:	- 19 -
8.5	COMPLIANCE:.....	- 19 -
8.6	REVIEW:.....	- 19 -
9.0	BUSINESS ETHICS	- 20 -
9.1	INTEGRITY AND HONESTY:.....	- 20 -
9.2	COMPLIANCE WITH LAWS AND REGULATIONS:	- 20 -
9.3	PROFESSIONAL CONDUCT:	- 20 -
9.4	QUALITY AND SAFETY:.....	- 20 -
9.5	CONFLICT OF INTEREST:.....	- 20 -
9.6	CONFIDENTIALITY:.....	- 20 -
9.7	ENVIRONMENTAL RESPONSIBILITY:	- 20 -
9.8	FAIR COMPETITION:	- 20 -
9.9	REPORTING VIOLATIONS:	- 21 -
9.10	CONTINUOUS IMPROVEMENT:.....	- 21 -

Welcome to Altaire Servicing, your trusted partner in Fire Detection, Suppression, Evacuation and Electrical Fire Servicing across Australia. As a premier provider, we are committed to delivering excellence in every project we undertake. Our policies and procedures document serves as a comprehensive guide, outlining the principles, protocols, and standards that govern our operations. Designed to ensure efficiency, safety, and quality in all aspects of our work, this document embodies our dedication to professionalism, compliance with industry regulations, and the highest standards of customer satisfaction. By adhering to these established policies and procedures, we aim to maintain our reputation as a reliable and reputable provider of fire electrical solutions, trusted by both clients and industry partners alike.

This policy statement is endorsed by all Company Directors and Senior Management at Altaire Servicing, and will be communicated to all employees, suppliers, subcontractors, and stakeholders associated with Altaire Servicing.

March 2024

1.0 Supplier Code of Conduct

1.1 COMPLIANCE WITH LAWS AND REGULATIONS:

Altaire Servicing expects all suppliers to comply with all applicable laws and regulations in Australia. This includes but is not limited to, laws regarding labour, environmental protection, health and safety, and anti-corruption.

1.2 ETHICAL BUSINESS PRACTICES:

Suppliers must conduct their business with honesty, integrity, and fairness. This includes refraining from any form of bribery, corruption, or unethical behaviour in their dealings with Altaire Servicing and its stakeholders.

1.3 LABOUR PRACTICES:

Suppliers are required to uphold fundamental labour rights, including but not limited to, providing safe working conditions, fair wages, reasonable working hours, and prohibiting any form of forced or child labour.

1.4 HEALTH AND SAFETY:

Suppliers must prioritize the health and safety of their employees and contractors. This includes implementing appropriate safety measures, providing necessary training, and maintaining a safe working environment.

1.5 ENVIRONMENTAL RESPONSIBILITY:

Altaire Servicing encourages suppliers to minimize their environmental impact by adopting sustainable practices, reducing waste, conserving resources, and complying with relevant environmental regulations.

1.6 CONFIDENTIALITY AND INTELLECTUAL PROPERTY:

Suppliers must respect the confidentiality of any proprietary information or intellectual property shared with them by Altaire Servicing. They are expected to safeguard such information and use it only for the intended purposes.

1.7 CONFLICT OF INTEREST:

Suppliers should avoid any situation that may give rise to a conflict of interest with Altaire Servicing. They must disclose any potential conflicts of interest promptly and act transparently in their dealings with the company.

1.8 QUALITY AND SERVICE EXCELLENCE:

Suppliers are expected to deliver products and services of the highest quality and reliability. They should strive for continuous improvement in their processes and seek feedback from Altaire Servicing to enhance customer satisfaction.

1.9 SOCIAL RESPONSIBILITY:

Suppliers are encouraged to actively contribute to the communities in which they operate by supporting local initiatives, promoting diversity and inclusion, and respecting human rights.

1.10 COMPLIANCE AND REPORTING:

Suppliers are required to acknowledge and adhere to this Supplier Code of Conduct. Any concerns or violations should be reported to Altaire Servicing promptly for investigation and resolution.

Adherence to this Supplier Code of Conduct is essential for maintaining a mutually beneficial and sustainable relationship between Altaire Servicing and its suppliers.

2.0 Altaire Servicing Staff Code of Conduct

At Altaire Servicing, we are committed to upholding the highest standards of professionalism, integrity, and ethical behaviour in all aspects of our work. Our reputation and success depend on the conduct of each member of our team. Therefore, all staff members are expected to adhere to the following code of conduct:

2.1 PROFESSIONALISM AND COURTESY:

- Treat clients, colleagues, and members of the public with respect, courtesy, and professionalism at all times.
- Communicate clearly, honestly, and promptly with clients and colleagues, and always strive to provide excellent customer service.

2.2 COMPLIANCE WITH LAWS AND REGULATIONS:

- Comply with all relevant laws, regulations, and industry standards governing electrical contracting in Australia.
- Obtain all necessary permits and approvals before commencing work, and ensure that all work is performed in accordance with applicable codes and standards.

2.3 PROFESSIONALISM AND COURTESY:

- Treat clients, colleagues, and members of the public with respect, courtesy, and professionalism at all times.
- Communicate clearly, honestly, and promptly with clients and colleagues, and always strive to provide excellent customer service.

2.4 PERSONAL PRESENTATION AND PREPARATION FOR WORK:

- Personal Presentation: All staff members are required to adhere to a professional dress code, including wearing appropriate Altaire Servicing attire such as closed-toe shoes, work pants, ensuring safety and compliance with worksite regulations.
- Equipment Preparedness: Maintaining all equipment to ensure it is in proper working condition and compliant with relevant safety standards. It is the Staff members responsibility for maintaining their tools and equipment, including regular checks for damage or defects, and promptly reporting any issues to management for repair or replacement.

2.5 CONFLICT OF INTEREST:

- Avoid situations where personal interests may conflict with the interests of Altaire Servicing or its clients.
- Disclose any potential conflicts of interest to management promptly and seek guidance on how to address them.

2.6 CONFIDENTIALITY:

- Respect the confidentiality of client information, business records, and proprietary information belonging to Altaire Servicing.

- Do not disclose confidential information to unauthorized individuals or use it for personal gain.

2.7 SAFETY:

- Prioritize safety in all aspects of our work and comply with all relevant health and safety regulations and procedures.
- Take appropriate precautions to prevent accidents, injuries, and damage to property, both on-site and in the office.

2.8 QUALITY OF WORK:

- Strive for excellence in all work performed and ensure that all projects are completed to the highest standards of quality and craftsmanship.
- Take pride in our workmanship and actively seek opportunities for professional development and improvement.

2.9 ENVIRONMENTAL RESPONSIBILITY:

- Minimize environmental impact by following sustainable practices, recycling materials where possible, and disposing of waste responsibly.
- Stay informed about best practices for environmental sustainability in the electrical contracting industry and incorporate them into our work wherever feasible.

2.10 SOCIAL RESPONSIBILITY:

- Contribute positively to the communities in which we operate by supporting local initiatives, charities, and community organizations.
- Act ethically and responsibly in all interactions with clients, colleagues, and members of the public, and strive to be a good corporate citizen.

2.11 PERSONAL HEALTH AND WELLNESS:

- Prioritize personal health and wellness to maintain physical and mental well-being.
- Take regular breaks during work hours, stay hydrated, and practice good ergonomics to prevent work-related injuries.
- Seek support and resources available through Altaire Servicing and/or Union representatives for managing stress, maintaining work-life balance, and addressing personal health issues.
- Encourage a culture of support and understanding among colleagues regarding personal health and wellness challenges.

Failure to comply with this code of conduct may result in disciplinary action, up to and including termination of employment. All staff members are expected to familiarize themselves with this policy and abide by its principles in their day-to-day activities.

This policy is subject to periodic review and update as necessary to ensure its continued effectiveness and relevance to the operations of Altaire Servicing.

3.0 Modern Slavery and Forced Labour Standards

Altaire Servicing is committed to upholding the highest standards of ethical conduct and responsibility in all aspects of our operations, including our approach to modern slavery and forced labour. We recognize our responsibility to respect human rights and to prevent any form of exploitation within our supply chain and business practices.

As an electrical contractor operating in Australia, we acknowledge the Modern Slavery Act 2018 and the obligations it imposes on businesses to address modern slavery risks within their operations and supply chains. Our commitment to combatting modern slavery and forced labour is integral to our core values and corporate social responsibility.

3.1 KEY PRINCIPLES:

- Ethical Sourcing: Altaire Servicing is dedicated to sourcing materials and products from suppliers who share our commitment to ethical business practices. We will not knowingly engage with suppliers who utilize forced labour, human trafficking, or any form of modern slavery.
- Due Diligence: We conduct thorough due diligence assessments of our suppliers and subcontractors to ensure compliance with modern slavery and forced labour standards. While our operations are on a smaller scale, we recognize the importance of assessing and mitigating risks within our supply chain.
- Transparency and Accountability: Altaire Servicing promotes transparency and accountability within our organization. We require all suppliers to disclose information regarding their labour practices, and we prioritize working with those who demonstrate a commitment to fair and ethical treatment of workers.
- Employee Awareness and Training: We provide awareness programs to our employees to educate them about modern slavery risks and equip them with the knowledge and tools to identify and report any suspected cases. Given our small team, close communication ensures all staff members are informed and empowered to address concerns.
- Reporting Mechanisms: Altaire Servicing maintains a confidential reporting mechanism for employees to report any concerns or suspicions regarding modern slavery or forced labour. We encourage open communication and ensure that all reports are taken seriously and investigated promptly.
- Compliance with the Modern Slavery Act 2018: Altaire Servicing is committed to complying with the requirements of the Modern Slavery Act 2018 to the best of our ability. While our operations are on a local scale, we understand the importance of transparency and accountability in addressing modern slavery risks.
- Continuous Improvement: We are dedicated to continuous improvement in our efforts to combat modern slavery and forced labour. We review and update our policies, procedures, and practices to ensure alignment with evolving best practices and legal requirements.

NOTE: Non-compliance with this policy may result in disciplinary action, termination of contracts, or other appropriate measures. We are committed to taking swift and decisive action against any individuals or entities found to be involved in modern slavery or forced labour within our supply chain or operations.

Altaire Servicing is dedicated to the eradication of modern slavery and forced labour in all its forms. Through our unwavering commitment to ethical sourcing, due diligence, transparency, employee empowerment, compliance with the Modern Slavery Act 2018, and continuous improvement, we strive to create a supply chain and business environment that respects and upholds the rights and dignity of all individuals.

4.0 Sustainability and Ethical Sourcing

At Altaire Servicing, we are committed to conducting our business in a manner that is environmentally sustainable, socially responsible, and ethically sound. We recognize the importance of minimizing our environmental footprint, promoting fair labour practices, and supporting local communities. This policy outlines our commitment to sustainability and ethical sourcing in all aspects of our operations.

4.1 ENVIRONMENTAL SUSTAINABILITY:

- **Energy Efficiency:** We strive to minimize energy consumption in our operations by using energy-efficient equipment and adopting best practices for energy management.
- **Waste Reduction:** We will minimize waste generation by implementing waste reduction strategies, recycling materials whenever possible, and properly disposing of hazardous materials.
- **Carbon Footprint Reduction:** We are committed to reducing our carbon footprint where possible, by promoting the use of renewable energy sources, such as solar power, and by implementing measures to reduce greenhouse gas emissions from our operations.
- **Resource Conservation:** We will strive to conserve natural resources by using materials efficiently, choosing products with minimal environmental impact, and promoting sustainable practices throughout our supply chain.

4.2 ETHICAL SOURCING:

- **Labour Standards:** We will only engage with suppliers and subcontractors who uphold fair labour practices, including safe working conditions, fair wages, and respect for workers' rights.
- **Supply Chain Transparency:** We maintain transparency in our supply chain, where possible, ensuring that our products are sourced ethically and responsibly.
- **Conflict-Free Materials:** We are committed to avoiding the use of conflict minerals and other materials that are associated with human rights abuses or environmental degradation.
- **Local Sourcing:** Whenever feasible, we prioritize sourcing materials and products from local suppliers to support the local economy and reduce transportation-related emissions.

4.3 COMMUNITY ENGAGEMENT:

- Community Involvement: We actively engage with local communities to understand their needs and concerns, and we will strive to contribute positively to community development initiatives.
- Education and Outreach: We promote awareness and understanding of sustainability issues among our employees, clients, and stakeholders through education and outreach activities.

4.4 CONTINUOUS IMPROVEMENT:

- Performance Monitoring: We regularly monitor and evaluate our sustainability and ethical sourcing practices to identify areas for improvement and measure our progress towards our goals.
- Stakeholder Engagement: We engage with our stakeholders, including employees, clients, suppliers, and the community, to solicit feedback and input on our sustainability initiatives and to foster collaboration towards shared goals.

4.5 COMPLIANCE:

- Legal Compliance: We comply with all applicable laws, regulations, and industry standards related to environmental sustainability and ethical sourcing.
- Policy Implementation: We ensure that this policy is effectively communicated to all employees, subcontractors, and suppliers, and that it is integrated into our business practices and decision-making processes.

4.6 REVIEW AND REVISION:

- This policy will be reviewed periodically to ensure that it remains relevant and effective in guiding our sustainability and ethical sourcing efforts. Revisions will be made as necessary to reflect changes in technology, regulations, and stakeholder expectations.
- Altaire Servicing is committed to upholding the principles of sustainability and ethical business conduct in all aspects of our operations. By adhering to this policy, we aim to create value for our customers, employees, shareholders, and society as a whole, while safeguarding the environment for future generations.

5.0 Environmental Due Diligence

5.1 PURPOSE:

The purpose of this Environmental Due Diligence Policy is to establish guidelines and procedures for conducting environmental due diligence within the operations of Altaire Servicing in Australia. This policy aims to ensure compliance with environmental regulations, minimize environmental risks, and promote sustainable practices in all aspects of our business activities.

5.2 SCOPE:

This policy applies to all employees, contractors, and suppliers engaged in activities related to Altaire Servicing projects and operations in Australia. It encompasses the assessment, management, and mitigation of environmental risks associated with our activities.

5.3 ENVIRONMENTAL DUE DILIGENCE PROCESS:

- Pre-Project Assessment: Prior to undertaking any project, an initial environmental assessment will be conducted to identify potential environmental risks and regulatory requirements. Environmental considerations will be integrated into project planning and design phases to minimize adverse impacts and enhance environmental performance.
- Project Implementation: During project implementation, adherence to environmental management plans and procedures is mandatory. All employees and contractors are responsible for implementing best practices to prevent pollution, minimize waste generation, and protect natural resources.
- Environmental Compliance: Compliance with applicable environmental laws, regulations, and standards is non-negotiable. Regular audits and reviews will be conducted to ensure ongoing compliance and identify areas for improvement.
- Risk Assessment and Mitigation: Environmental risks associated with our activities will be systematically assessed and mitigated through appropriate measures.
- Emergency response plans will be in place to address potential environmental incidents promptly and effectively.
- Continuous Improvement: We are committed to continuously improving our environmental performance. Feedback from stakeholders, including employees, clients, and regulatory authorities, will be sought and incorporated into our environmental management practices.

5.4 RESPONSIBILITIES:

- Senior Management: Senior management is accountable for providing leadership and resources to support the effective implementation of this policy. They will ensure that environmental considerations are integrated into decision-making processes at all levels of the organization
- Employees and Contractors: All employees and contractors are responsible for familiarizing themselves with this policy and adhering to its requirements. They are expected to report any environmental concerns or incidents promptly to the designated authorities.

5.5 TRAINING AND AWARENESS:

- Training programs will be provided to ensure that employees and contractors understand their environmental responsibilities and are equipped with the necessary skills to fulfill them
- Awareness campaigns will be conducted to promote a culture of environmental stewardship and encourage active participation in environmental initiatives.

5.6 DOCUMENTATION AND REPORTING:

- Documentation of environmental assessments, compliance records, and corrective actions will be maintained in accordance with relevant procedures.
- Regular environmental performance reports will be prepared and communicated to relevant stakeholders to demonstrate our commitment to environmental responsibility and transparency.

5.7 REVIEW AND REVISION:

- This Environmental Due Diligence Policy will be periodically reviewed and updated to reflect changes in regulatory requirements, industry best practices, and organizational needs.
- Feedback from internal and external sources will be solicited to inform the revision process.

5.8 CONCLUSION:

We are committed to upholding the highest standards of environmental responsibility in all aspects of our operations. By adhering to this Environmental Due Diligence Policy, we aim to safeguard the environment, mitigate risks, and contribute to a sustainable future for generations to come.

6.0 Diversity and Inclusion

6.1 INTRODUCTION:

Altaire Servicing is committed to fostering an open, honest and inclusive workplace culture where all employees are valued, respected, and empowered to contribute their unique perspectives and talents.

6.2 POLICY STATEMENT:

- Equal Opportunity: Altaire Servicing is an equal opportunity employer and prohibits discrimination on the basis of race, colour, ethnicity, nationality, religion, age, sex, sexual orientation, disability, marital status, or any other characteristic protected by law.

6.3 RECRUITMENT AND HIRING:

- Recruitment and selection processes will be fair, transparent, and based on merit.

6.4 INCLUSIVE WORKPLACE CULTURE:

- We promote a culture of inclusivity where all employees feel welcome, valued, and respected.
- Harassment, discrimination, and disrespectful behaviour of any kind will not be tolerated.

6.5 PROFESSIONAL DEVELOPMENT:

- We provide opportunities for professional development and career advancement for all employees, regardless of background.

6.6 SUPPLIER DIVERSITY:

- We seek to partner with suppliers and subcontractors who share our commitment.

6.7 ACCOUNTABILITY:

- This policy applies to all employees, contractors, and stakeholders of Altaire Servicing.
- Violations of this policy will result in disciplinary action, up to and including termination of employment or contract.

6.8 IMPLEMENTATION AND REVIEW:

This policy will be communicated to all employees and stakeholders and will be reviewed periodically to ensure its effectiveness and relevance. Feedback from employees will be solicited to inform ongoing improvements to our diversity and inclusion initiatives.

Altaire Servicing is committed to creating a workplace where all individuals are empowered to reach their full potential.

7.0 Prevention of Underage Labour

7.1 INTRODUCTION:

As an electrical contractor operating in Australia, Altaire Servicing are committed to upholding ethical labour practices, including the prevention of underage labour. This policy outlines our firm stance against the engagement of underage individuals in any capacity within our organization or in our supply chain.

7.2 COMPLIANCE WITH LAWS AND REGULATIONS:

We will comply with all relevant Australian laws and regulations concerning child labour, including but not limited to the Fair Work Act 2009 and the Minimum Legal Age for Employment.

7.3 DEFINITION OF "UNDERAGE":

For the purpose of this policy, "underage" refers to individuals under the legal working age as defined by Australian law, which is typically 15 years of age, with some exceptions for specific types of employment and circumstances.

7.4 EMPLOYMENT PRACTICES:

- We will not knowingly employ individuals who are underage for any position within our organization.
- All job applicants will be required to provide proof of age documentation as part of the recruitment process.
- Any suspicion or evidence of underage employment will be promptly investigated, and appropriate action will be taken in accordance with company policies and legal obligations.

7.5 SUPPLY CHAIN:

- We expect our suppliers and subcontractors to adhere to similar standards regarding the prevention of underage labour.
- Prior to engaging with any supplier or subcontractor, we will verify their compliance with relevant labour laws and their commitment to preventing underage labour.

7.6 TRAINING AND AWARENESS:

- We will provide training and awareness programs for all employees, supervisors, and managers to ensure they understand their responsibilities in preventing underage labour.
- Employees will be encouraged to report any concerns or suspicions regarding underage labour to the designated authorities within the organization.

7.7 CONTINUOUS IMPROVEMENT:

We are committed to continuously reviewing and improving our policies and practices related to preventing underage labour. Feedback from employees, stakeholders, and relevant authorities will be actively sought and considered for making necessary adjustments.

7.8 ENFORCEMENT AND CONSEQUENCES:

Violations of this policy will not be tolerated and may result in disciplinary action, up to and including termination of employment or termination of contracts with suppliers or subcontractors.

7.9 COMMUNICATION:

This policy will be communicated to all employees, suppliers, subcontractors, and other relevant stakeholders. It will be made available through internal channels and prominently displayed in relevant work areas.

7.10 REVIEW AND REVISION:

This policy will be reviewed annually or more frequently as needed to ensure its effectiveness and compliance with evolving legal requirements and best practices.

This Prevention of Underage Labour Policy reflects our commitment to ethical conduct and social responsibility, and all employees are expected to uphold its principles in their daily activities.

8.0 Society and Community Engagement

8.1 PURPOSE:

At Altaire Servicing, we recognize the importance of actively engaging with the communities in which we operate. Our Society and Community Engagement Policy outlines our commitment to fostering positive relationships, contributing to community well-being, and conducting our business in a socially responsible manner.

8.2 PRINCIPLES:

- Community Partnership: We believe in building strong partnerships with local communities based on mutual respect, trust, and open communication.
- Social Responsibility: We are committed to conducting our business ethically, minimizing our environmental impact, and contributing to the social and economic development of the communities we serve.
- Safety and Well-being: We prioritize the safety and well-being of community members, our employees, and other stakeholders in all our activities.
- Transparency: We strive to maintain transparency in our operations, policies, and decision-making processes, ensuring that community members are informed and involved.

8.3 GUIDELINES:

- Community Engagement: We will actively engage with local communities through various channels such as community meetings, forums, and social media to understand their needs, concerns, and aspirations.
- Community Investment: We will support community development initiatives, sponsor local events, and participate in volunteer programs to contribute to the social and economic well-being of the communities we operate in.
- Environmental Stewardship: We will minimize our environmental footprint by implementing sustainable practices, promoting energy efficiency, and reducing waste generation in our operations.
- Local Employment and Training: We will prioritize hiring local talent, providing training and development opportunities to enhance skills and create employment opportunities within the communities we serve.
- Stakeholder Collaboration: We will collaborate with government agencies, non-profit organizations, and other stakeholders to address community issues, promote sustainable development, and create shared value.

8.4 IMPLEMENTATION:

- Training and Awareness: We will provide training and resources to our employees to ensure they understand and adhere to this policy.
- Monitoring and Evaluation: We will regularly monitor and evaluate our community engagement efforts to assess their effectiveness and identify areas for improvement.
- Continuous Improvement: We are committed to continuously improving our society and community engagement practices based on feedback from stakeholders and emerging best practices.

8.5 COMPLIANCE:

All employees and stakeholders are expected to comply with this policy and uphold the principles outlined herein. Non-compliance may result in disciplinary action, up to and including termination of employment or contractual relationships.

8.6 REVIEW:

This policy will be reviewed periodically to ensure its continued relevance and effectiveness in achieving our society and community engagement objectives. Amendments may be made as necessary to reflect changes in legislation, industry standards, or business practices.

9.0 Business Ethics

9.1 INTEGRITY AND HONESTY:

As an electrical contractor in Australia, Altaire Servicing uphold the highest standards of integrity and honesty in all our business dealings. We commit to conducting our operations with transparency, truthfulness, and fairness.

9.2 COMPLIANCE WITH LAWS AND REGULATIONS:

We are dedicated to complying with all applicable laws, regulations, and industry standards governing our business operations. We pledge to stay informed about changes in legislation and ensure full adherence to legal requirements at all times.

9.3 PROFESSIONAL CONDUCT:

Our team members are expected to maintain professional conduct in every aspect of their work. This includes treating clients, colleagues, and stakeholders with respect, courtesy, and dignity, fostering a positive and inclusive work environment.

9.4 QUALITY AND SAFETY:

We prioritize the delivery of high-quality services and products while ensuring the safety and well-being of our employees, clients, and the community. We are committed to adhering to industry best practices, standards, and safety protocols to mitigate risks and prevent accidents.

9.5 CONFLICT OF INTEREST:

We avoid conflicts of interest that could compromise our integrity or impartiality in decision-making processes. Employees are required to disclose any potential conflicts of interest promptly and take appropriate measures to resolve them in a transparent and ethical manner.

9.6 CONFIDENTIALITY:

We respect the confidentiality of sensitive information entrusted to us by clients, partners, and stakeholders. We safeguard confidential data and refrain from disclosing or using it for personal gain or unauthorized purposes.

9.7 ENVIRONMENTAL RESPONSIBILITY:

Recognizing our impact on the environment, we strive to minimize our carbon footprint and promote sustainable practices in our operations. We seek to conserve resources, reduce waste, and adopt eco-friendly technologies wherever feasible.

9.8 FAIR COMPETITION:

We compete fairly and ethically in the marketplace, refraining from engaging in anti-competitive practices, collusion, or unfair business tactics. We respect the rights of our competitors and adhere to principles of fair competition to foster a level playing field.

9.9 REPORTING VIOLATIONS:

We encourage employees to report any violations of this ethics policy or unethical behaviour they observe in the workplace. We provide channels for confidential reporting, and all reports will be thoroughly investigated, with appropriate disciplinary action taken against offenders.

9.10 CONTINUOUS IMPROVEMENT:

We are committed to ongoing improvement in our ethical standards and business practices. We regularly review and update this ethics policy to reflect evolving legal requirements, industry best practices, and feedback from stakeholders.

Conclusion

This Business Ethics Policy serves as a guiding framework for all employees and stakeholders of Altaire Servicing. By upholding these principles, we reinforce our commitment to ethical conduct, integrity, and social responsibility in all aspects of our business operations.