

Code of Personal Conduct

Introduction

Tasmanian Perpetual Trustees Limited (Tasmanian Perpetual Trustees) is committed to the highest standards of honesty, fairness and professionalism in delivering superior service both internally and externally to our clients, stakeholders and the wider community.

This Code of Personal Conduct (the Code) sets out our standards for work and professional behaviour and brings together principles to guide us in our daily business activities.

It is important to remember that the success of Tasmanian Perpetual Trustees is our success and that both individuals and companies are judged as much on their integrity as on the quality of their service.

The Code is our statement of “how we do things around here” and is to be followed by everyone at Tasmanian Perpetual Trustees.

The eight principles which set our standards for work and professional behaviour are:-

1. To carry out our work safely and in accordance with the law.

- we acknowledge that Tasmanian Perpetual Trustees is committed to providing a healthy and safe work environment and recognise that a healthy and safe work environment is everyone’s responsibility; and
- we work together to ensure that we comply with all legislation, regulations, licences, codes and standards that apply to our industry.

2. To treat our clients, the public and fellow employees with honesty, courtesy and respect

- we deal fairly and honestly with our clients, our stakeholders, the wider community and each other;
- we provide the highest quality client service by being professional, courteous and delivering on our commitments; and
- we treat each other with respect and dignity.

3. To perform our duties with professionalism and excellence

- we take responsibility for our actions and are accountable for the consequences;
- we always apply due care and diligence in our daily work activities;
- we perform our work with professionalism and strive for excellence in all that we do; and
- we promote a positive image of Tasmanian Perpetual Trustees at all times.

4. To ensure the security and privacy of all confidential information received in the course of our work

- we respect the privacy of client information;
- we take all reasonable steps to ensure that confidential information relating to clients is not disclosed to unauthorised parties, either within or outside Tasmanian Perpetual Trustees; and
- we compile and maintain all records fully and accurately and ensure that they are properly secured,

5. To understand and comply with Tasmanian Perpetual Trustees’ policies and procedures

- Tasmanian Perpetual Trustees’ policies and procedures have been developed to ensure that we apply a standard approach to all work situations so as to minimise business risk;
- we are each responsible to be aware of these policies and procedures and how they impact on our work; and
- if we are unsure about the content or where to find these policies and procedures we talk to our manager/team leader.

6. To ensure that our personal interests do not conflict with our duty to Tasmanian Perpetual Trustees

- as employees, we ensure that our outside activities are kept separate from our work;
- we do not give or receive favours or gifts that could be seen as reward for preferential treatment;
- we avoid giving or receiving favours to family or friends; and
- we do not take advantage of any confidential information available to us which could be used for personal gain.

7. To ensure that the Tasmanian Perpetual Trustees' assets and resources are only used for legitimate business purposes.

- we share the responsibility of looking after Tasmanian Perpetual Trustees' assets, especially those under our control; and
- we do not remove Tasmanian Perpetual Trustees' assets without proper authorisation, or use them for personal benefit or any improper use,

8. To work together to achieve our vision

- we work together as a team to achieve a common set of goals;
- we look for innovative and creative ways of improving our work performance and processes;
- we promote open and honest communication; and
- we identify and act upon matters which could have a material adverse impact on Tasmanian Perpetual Trustees.

Resolving Dilemmas

This Code is not about putting in place rules that apply in every situation. If you have difficulty in applying the code, or it is not immediately clear what you should do, it is up to you to find the correct course of action.

If you find yourself in a difficult situation you might:

discuss the situation with other people in your workplace to get an objective view point;

- consider what you would do if it was your money, time or property;
- imagine changing places and being on the receiving end of your decision;
- think about who will benefit – will it be fair to Tasmanian Perpetual Trustees, the client and yourself;
- ask yourself whether you could adequately defend your actions to your immediate supervisor; or
- refer the matter to your immediate supervisor for advice.

If you still have concerns you should bring the matter to the attention of a General Manager or the Managing Director and, if you consider it necessary, to the Chairman of the Audit Committee or the Chairman of the Board.

Reporting Violations of the Code of Personal Conduct

Employees reporting a violation of the Code do so in the absolute knowledge that they will not be disadvantaged in any way. Matters reported under the Code will be dealt with promptly and fairly.