

COUNTRY SUPPLEMENT:  
**AUSTRALIA**



**PETRONAS**

# **PETRONAS CODE OF CONDUCT AND BUSINESS ETHICS**

The PETRONAS Code of Conduct and Business Ethics Country Supplement: Australia is a specific reference for use in Australia. It does not describe all applicable laws or PETRONAS policies, or give full details on any particular law or policy. It does not constitute legal advice. It does not constitute or create a contract of employment. PETRONAS reserves the right to modify, revise, cancel or waive any policy, procedure or condition without notice and without revision of the Code. Moreover, the provisions of the Code may be modified by PETRONAS to adapt them to local laws and conditions.

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## PART I: DRESS CODE

You must comply with the PETRONAS Australia Pty Ltd's (PAPL) Dress Code (Policy Number PAPLHRMPP007).

### 1.1.

Each employee's dress and personal grooming should be appropriate to the work situation. Employees are expected to exercise discretion and good judgment in their dress style, appearance and grooming habits.

### 1.2.

All staff are required to wear business attire in the workplace. Examples of suitable attire for men include: collared business shirts; dress slacks, and business suits. Examples of suitable attire for ladies include: slacks and collared shirt or blouse; skirts or corporate dresses at a length in which you can sit comfortably; and business suits. When provided, PAPL branded clothing may also be worn.

Footwear should be appropriate for an office environment at all times. Athletic shoes and thongs are not acceptable.

Hats are not appropriate for the office at any time. Head covers that are required for religious reasons or to honour cultural tradition are acceptable.

### 1.3.

PAPL does not tolerate scruffy, unkempt attire, or any extremes of fashion that may be offensive to co-workers. Any item of clothing that displays words, terms or pictures that may be offensive to others are not acceptable.

### 1.4.

The Company recognises the growing popularity of casual business dress and the positive effects of this shift to boost employee morale, improve quality, and increased productivity, creating a more comfortable work environment. Accordingly, casual business attire will be permitted on Fridays. The Company reserves the right to continue, extend, revise or revoke this policy at its discretion.

Casual clothing in accordance with the following guidelines is acceptable on Friday only: smart denim jeans with a collared shirt, polo shirt, or blouse. Exercise apparel, spaghetti straps and tank tops are not acceptable. Casual Friday cannot be substituted for another day if Friday is a public holiday.

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### **1.5.**

Should the level of dress not meet the required standard, managers will address this through individual meetings with staff in the first instance. If improvement in the level of dress is not maintained further action may be taken in accordance with the Performance Counselling & Discipline Policy.

## **PART II: INFORMATION TECHNOLOGY**

You must comply with the PETRONAS Australia Pty Ltd's Information Technology Policy (Policy Number PAPLHRMPP012).

### **1.1.**

Use of the PAPL computer systems is conditional upon compliance with all PAPL policies, including the Equal Employment Opportunity Policy and Duties of Good Faith, Fidelity, Diligence and Integrity. Users of the PAPL computer systems must not use the computer systems for the purpose of personal profit-making or for commercial activities other than those of PAPL.

### **1.2.**

The PAPL computer systems are to be used for PAPL business purposes. The systems are provided to users to facilitate communication between PAPL and its business partners, clients and suppliers, and to communicate within PAPL and to enhance its operating efficiency.

### **1.3.**

As a security measure, all users are required to use a password to access the PAPL computer systems. Users are only permitted to access PAPL computer systems with their own

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login ID and password. Passwords must be changed at regular intervals to minimise the risk of inadvertent disclosure of information to third parties. Users must not divulge their password to any person other than a member of the Human Resources Department to assist in the resolution of technology related issues.

**1.4.**

All email communications sent from PAPL computer systems must comply with the Spam Act 2003. This Act regulates commercial electronic messages. The Spam Act refers to spam as 'unsolicited commercial electronic messaging'. Electronic messaging includes emails, instant messaging, SMS and other mobile phone messaging. A single message may be spam. The message does not need to be sent in bulk, or received in bulk.

**1.5.**

When using the PAPL email system, users must apply the same standards of language, expression and accuracy in email messages for PETRONAS' business purposes as those standards required to be applied in hardcopy communications. PAPL recognises that users may, on occasion, send or receive personal communications by email. A user's level of personal use should not be significant or negatively impact on the ability to perform work tasks.

**1.6.**

PAPL recognises that users may, on limited occasions, access the Internet for their personal use. The level of personal use must not be significant and must not interfere with a user's work obligations. PAPL may block access to any internet site which contains material that may be considered offensive, obscene or pornographic, is not work-related and receives an unreasonably high volume of traffic from users, or PAPL otherwise considers it necessary or desirable to block.

**1.7.**

Audit and other compliance measures will be instigated from time to time to ensure that users are complying with this policy. All email messages and Internet access logs are PAPL's records. PAPL reserves the right to monitor and record, through the use of software, email messages and Internet access by users (which may include personal information about users).

**1.8.**

If users become aware of or suspect that the PAPL computer system has been accessed by unauthorised parties, or that confidential or sensitive information has been lost or disclosed to unauthorised parties, the user must advise the Human Resources Department immediately. Similarly,

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whenever passwords or other system access control mechanisms are suspected of being lost, stolen or disclosed to unauthorised parties, the user must immediately advise the Human Resources Department.

**1.9.**

PAPL must comply with the licensing requirements of software suppliers. Any breach of software licensing can attract significant penalties including potential legal action. No user is permitted to install unlicensed software. Audit and other compliance measures will be instigated from time to time to ensure that breaches of software licensing are not occurring on PAPL computer systems.

**1.10.**

Consequences of non-compliance include PAPL and/or a user breaching relevant civil and/or criminal laws which may result in civil or criminal penalties applying to PAPL and/or the user.

If PAPL management considers a user has in any way failed to comply with this policy the following actions may be taken: the user's access to all or part of the PAPL computer systems may be removed, PAPL may institute disciplinary measures in accordance with the Performance Counselling and Discipline Policy, and in the case of serious and willful misconduct,

terminate the employment of the user in accordance with the Termination Policy.

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## **PART III: PERFORMANCE COUNSELLING & DISCIPLINE**

PETRONAS Australia Pty Ltd has a Performance Counselling and Discipline Policy (Policy Number PAPLHRMPP003) that outlines the process when performance counseling or discipline is necessary.

### **1.1.**

The circumstances where performance or conduct counselling and/or discipline may be required include but are not limited to where:

- a) You have breached a term of your contract or of PAPL's policies (for example PAPL's Equal Employment Opportunity Policy);
- b) You have refused to carry out reasonable instructions from your Manager;
- c) Your performance has failed to meet PAPL's standards or expectations; or
- d) You have engaged in wilful or serious misconduct.

### **1.2.**

If your performance or behaviour is not in accordance with PAPL's expectations or standards, your Manager and/or Human Resources

will arrange a meeting with you to provide counselling. Subsequent to this, if your performance or behaviour continues to fall below the required standard, your Manager, or Human Resources, will meet with you again. Depending on your conduct and the degree to which you have failed to comply with the agreed outcomes of the initial meeting, it may be necessary for PAPL to undertake further performance counselling, or to consider discipline up to and including termination of your employment.

### **1.3.**

If it is alleged that you have engaged in misconduct or serious misconduct, your Manager and/or Human Resources, will investigate the alleged behaviour. Such an investigation may be initiated by a grievance being made under PAPL's Grievance Policy.

After investigation, your Manager will usually meet with you, together with Human Resources to discuss the outcome of the investigation. You will be advised of the purpose of the meeting and be given the option to have a support person in attendance at the meeting. You will be informed of the outcome in writing and all relevant documentation will be kept in your human resources file.



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## PART IV: GRIEVANCES

PETRONAS Australia Pty Ltd has a Grievance Policy (Policy Number PAPLHRMPP002) that outlines the process when grievance resolution is necessary.

### 1.1.

Any grievance raised in accordance with the Grievance Policy will be managed with strict confidentiality. Details of the matter will only be disclosed to those directly concerned.

### 1.2.

When a grievance is raised, all parties will have the opportunity to tell their version of events. No assumptions, decisions or actions will be made until all relevant information and evidence have been collected and considered. All grievances will be taken seriously and assessed on their merits and facts.

### 1.3.

It is unacceptable and against the law for any person to be treated differently for the reason that he or she decided to raise a grievance or to help someone else to do the same.

### 1.4.

PAPL employees are encouraged to report any grievance at the earliest possible time to allow for effective and timely resolution. A grievance

may be reported to any manager or Human Resources. The person who is notified of the grievance will obtain the details of the grievance. They are then responsible for ensuring the continuance of the grievance process.

### 1.5.

Wherever possible you should, in the first instance, attempt to resolve any grievance directly with the other parties involved. Let the other person(s) know that you have a concern, what the concern is, and how you consider it could best be resolved.

### 1.6.

Informal grievance resolution allows for grievances to be resolved directly and promptly by the parties with the assistance of a Manager or Human Resources. They will try to assist you to resolve the matter without the need for a formal complaint being made. The main focus will be to return the parties to productive work as soon as possible.

### 1.7.

In the case of a formal grievance, the grievance should be made in writing. The written document should contain specific allegations including

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dates, times and any witnesses. The document should be submitted to your Manager or Human Resources. Subsequent to this the Human Resources Manager will commence the resolution process.

After receiving the grievance, Human Resources will meet with all parties to explain the formal resolution process and the parties' rights and responsibilities.

Human resources will notify the respondent(s) about the nature of the grievance, the grievance resolution process, their rights during the process, the timeframe for investigation, requirements for confidentiality, and possible consequences of the investigation. Any person interviewed as part of an investigation will be notified of the time in writing and may have a support person to be present when the interview is being conducted.

All evidence relating to the investigation will be formally documented by Human Resources. Subsequent to this, Human Resources will provide a report on the outcomes of the investigation. The parties will be informed in writing of the outcome of the formal complaint once the investigation is completed.

### **1.8.**

A request for a review or appeal of outcomes must be made in writing to the Human Resources Manager within twenty one (21) days of receiving notification of the outcome of the investigation. The request must advise of the steps you have taken to date, the outcomes to date, and why you are seeking a review or appeal of the outcome. The relevant decision or outcome will be reviewed by the Chief Executive Officer (CEO). New information may be considered as part of the review or appeal at the discretion of the CEO.

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## PART V: TERMINATION OF EMPLOYMENT

PETRONAS Australia Pty Ltd has a Termination Policy (Policy Number PAPLHRMPP004) that outlines the process when the employment relationship is terminated.

### 1.1.

If you wish to terminate your employment with PAPL, you are required to give written notice to PAPL as set out in your contract of employment. PAPL may elect to make a payment in lieu of notice for all or part of your notice period. Alternatively, PAPL may require that you not perform any duties and/or attend PAPL's premises during the relevant notice period.

### 1.2.

If PAPL decides to terminate your employment, it is required to give you written notice in accordance with your contract of employment. PAPL may elect to make a payment in lieu of notice for all or part of your notice period. Alternatively, PAPL may require that you not perform any duties and/or attend PAPL's premises during the relevant notice period.

### 1.3.

If you engage in misconduct or otherwise commit a serious or

persistent breach of a term, PAPL may terminate your employment immediately without notice. Misconduct includes, but is not limited to: any act of dishonesty, serious breach of any PAPL policy, and fighting or aggressive or intimidating conduct.

### 1.4.

If your employment is terminated due to redundancy, you will be entitled to the period of notice as set out in your contract of employment. PAPL may elect to provide you with pay in lieu of notice for all or part of your notice period. You may also be entitled to a severance payment subject to and in accordance with PAPL's legal obligations. Severance pay will not be available if PAPL has obtained for you acceptable alternative employment.

### 1.5.

Absence from work without consent and notification to PAPL may constitute abandonment of your employment. If you fail to respond to reasonable attempts to contact you and to return to work, you may, by your actions, indicate your intention to no longer be bound by the contract of employment that exists between yourself and PAPL.

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## 1.6.

PAPL will not provide a written reference to any employee. Any personal reference provided by an employee of PAPL for you must not be on PAPL letterhead and must not purport in any way to be a reference from, or authorised by, PAPL.

Managers are permitted to speak about their interaction with you for the purpose of a verbal reference.



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