



CODE OF CONDUCT

Introduction

As a locally owned business (owned by the Native Title holders of Alice Springs) Lhere Artepe Supermarkets has a special relationship with its customers and the Alice Springs community at large.

The Lhere Artepe Supermarkets' Code of Conduct has been developed to assist all staff to understand the importance of that relationship and to contribute to maintaining a positive reputation, image and importantly good service with our customers and the Alice Springs community. Addressing the way we behave will support the continued business success of our three IGA stores at Northside, Eastside and Flynn Drive.

This Code of Conduct is about ensuring all staff, whether managers, permanent and casual employees, appreciate that our behaviours and choices, while at work, can have a positive (and negative) impacts on the business and therefore we must act professionally at all times and maintain legal, ethical and moral standards.

Professionalism, honesty, trust, integrity and being customer focused are the key behaviours the Board of Lhere Artepe Supermarkets wish to encourage and promote amongst all staff.

Staff are required to demonstrate professionalism, honesty, trust, integrity and quality customer service at all times. To achieve this the following codes of conduct are outlined below and should be adhered to whenever employees are working for or representing LAE Supermarkets. This includes when:

- Performing work in the workplace;
- Taking business trips;
- Attending work related social events; and
- Representing the Lhere Artepe Supermarkets business.

Employees will be asked for personal details to assist Lhere Artepe Supermarkets to manage their employment. This information must be correct, true and up to date and employees must advise their managers of changes of this information.

All employees will have access to purchasing facilities, money, information, goods etc. so all employees will be expected to:

- Act with a high degree of honesty at all times;
- Not steal, misappropriate or covert items or information to private use; and
- Not use knowledge gained through unauthorised access to information.

Integrity in dealing with other staff member and customers is essential in building good staff and customer relations. Employees will therefore be expected to be professional and reliable at all times.

This Code of Conduct aims to:

- Set out standards of behaviour, appearance, responsibility and conduct expected of all employees;
- Ensure we are acting in the best interest of our customers, shareholders and fellow workers;
- Ensure we are complying with the law and Lhere Artepe Supermarkets policies and practices; and
- Ensure that staff understands the consequences of any breaches to the Code of Conduct.

All managers will be expected to assist employees in understanding the Code of Conduct and how it applies in the work place and clearly explain your responsibilities as an employee.

All staff are asked to read the Code of Conduct, agree to it, and follow it.

The Way We Behave

We always:

- Act in the best interest of our customers and the business
- Do what Managers says by taking and accepting orders and instructions and carry out and comply with those requests in a dutiful manner
- Maintain high standards of appearance and behaviour
- Always present a clean and tidy and professional appearance
- Comply with the law, relevant regulations and company policies
- Protect company information, assets and property
- Behave with respect and display a friendly and professional approach to staff, management and customers
- Conduct business fairly and honestly
- Wear the preferred uniform
- Wear the appropriate protective clothing where required
- Uphold the image of the company at all times
- Observe good time keeping and advise Managers of any leave of absence e.g. sickness
- Take breaks as rostered or directed by Store Management. Additional cigarette breaks are not permitted unless taken within the rostered break.
- Park personal vehicles in designated areas for staff parking, away from the front of the store

What We Don't Do

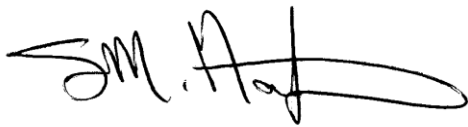
We will not:

- Possess or consume or be under the influence of drugs or alcohol during work hours
- Use obscene language or gestures to our customers or fellow staff members
- Behave in a dishonest or fraudulent manner
- Breach the rules of the law
- Misuse company information
- Post inappropriate comments on line about customers, staff or the business
- Accept a bribe or other inducements from suppliers or customers
- Provide company information to the media, politicians or customers unless authorised by Management
- Use the company internet system to download inappropriate materials
- Use personal mobile phones and electronic devices during working hours (Permission can be obtained for specific personal emergencies where contact is critical).
- Be absent from work without authority
- Allow workplace relationships to affect performance
- Discriminate against staff or customers because of gender, age, marital status, colour, race or ethnic origin

Health and Safety

We will:

- Do our job safely
- Take responsible for our own safety and health and that of our customers and other staff
- Recognise and promote safe work practices
- Report to management any equipment that appears unsafe to use
- Comply with LAE Supermarket health and safety practices and instruction



Sally McMartin
CEO and Company Secretary
November 2016

I have read, understand and accept the Lhere Artepe Supermarkets Codes of Conduct

.....

Name (print)

.....

Date