

Governance Framework Appendix 3: Code of Conduct

1. Introduction

The H.E.S.T. Australia Limited ACN 006 818 695 (**HESTA**) Code of Conduct (**Code**) outlines the behaviours and conduct expectations of people engaged at HESTA.

This Code, read together with other HESTA policies, applies to all employees, contingent workers¹ and directors.

People engaged at HESTA are required to ensure that their conduct is in accordance with this Code. A contravention of this Code may result in disciplinary action.

2. Conduct

It is expected that in all matters concerning HESTA, your conduct will;

- Uphold the law;
- Comply with HESTA policies; and
- Ensure HESTA provides products and services that are fit for purpose.

In doing so, it is expected that your conduct will satisfy your, or ensure HESTA satisfies its, obligation to act;

- Honestly;
- With the requisite care, skill and diligence;
- In the best financial interest of beneficiaries;
- With priority given to the duties owed to, or interest of, beneficiaries; and
- Fairly and impartially.

3. Culture, Values & Behaviour

HESTA is a respectful, inclusive, safe and supportive workplace. We are passionate about, and invest in maintaining a culture that reflects our values; our behaviour at work is consistent with our values.

¹ Contingent Workers can be defined as a temporary worker engaged via a third-party arrangement, such as a labour hire agency, a consultancy firm or specialist business

Our culture is values-led and purpose driven

Values guide the action we take, how we show up, make decisions and work together to deliver meaningful impact.

 lead with purpose I will make a difference for our members.	 build trust I work with others to achieve success as a team.	 embrace change I welcome new ideas and embrace a growth mindset.	 foster inclusion I embrace and value what makes each person unique.	 optimise outcomes I proactively balance opportunities and risks.
<ul style="list-style-type: none">  I understand how my role connects to HESTA's purpose  I stay connected to purpose through Super with Impact. 	<ul style="list-style-type: none">  I am approachable and encourage others to connect and share with me.  I share information so that my colleagues can make great decisions. 	<ul style="list-style-type: none">  I approach challenges with a growth mindset and learn every day.  I encourage others to embrace change, even when it is uncomfortable. 	<ul style="list-style-type: none">  I welcome different perspectives and invite others to challenge my views.  I'm aware of how my behaviour affects the psychological safety of others. 	<ul style="list-style-type: none">  I consider the long-term and broader impacts of my decisions.  I am outcome focused and accountable for what I deliver.
<ul style="list-style-type: none">  I am not a bystander. I speak up, even when it's hard.  I don't accept the status quo without looking to improve or do better. 	<ul style="list-style-type: none">  I don't work in silos, or neglect efforts to connect with others.  I don't focus only on my goals; I help others achieve their goals too. 	<ul style="list-style-type: none">  I don't get stuck in unproductive behaviours that make change difficult.  I don't dismiss new ideas or perspectives. 	<ul style="list-style-type: none">  I don't let my privilege or bias impair my judgement.  I don't disregard views that challenge my own. 	<ul style="list-style-type: none">  I don't blame others when things go wrong; I escalate, communicate and work with my people leader to fix things.  I don't leave managing risk to others; I know it's part of my role.

The Code describes the behaviours that exemplify these values.

4. Appropriate Workplace Behaviour

People engaged at HESTA are expected to behave themselves appropriately while at work and/or when connected with work.

Behaving appropriately includes:

- acting respectfully and professionally;
- not doing anything to tarnish HESTA's brand and reputation, whether intentionally or unintentionally;
- not misusing drugs and alcohol in the workplace or when attending workplaces, functions and events as a representative of HESTA;
- not engaging in behaviours that could be construed as bullying, harassment, sexual harassment discrimination or victimisation; and
- leading by example in modelling appropriate workplace behaviour.

5. Conflict of Interest or Duties

A conflict of interest is where a person engaged at HESTA has a personal or professional interest that conflicts with the interests of HESTA beneficiaries. A conflict of duty is where the duties owed by an employee to HESTA beneficiaries are in contradiction to the duties owed by them to another organisation or group of persons and vice versa.

People engaged at HESTA must ensure that any relevant personal or professional interests or duties are disclosed and managed in accordance with HESTA's Conflicts Management Policy.

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6. Public Comments

People engaged at HESTA may only make public comments when specifically authorised to do so and must not provide 'off-the-record' comments or personal comments on matters related to HESTA or the fund. Public comments include speaking engagements and provision of information or comment through any media, including social media.

7. Financial Advice

People engaged at HESTA must not provide financial advice unless they have received a Letter of Authorisation from HESTA.

8. Privacy, Confidentiality and Intellectual Property

8.1. Privacy

People engaged at HESTA must follow the Australian Privacy Principles (**APPs**) outlined in the *Privacy Act 1988* (Cth), and any related policies, particularly when accessing and handling personal information and member data, or using HESTA's systems.

8.2. Confidentiality

All information that a person becomes aware of, or that is created, used or accessible during a person's engagement at HESTA is confidential information (which also extends to regulated and restricted information) unless the information is publicly available or required by law to be disclosed.

People engaged at HESTA must:

- not access confidential information other than for the purpose of carrying out the permitted and required functions of their position;
- not disclose confidential information to any unauthorised person;
- not use confidential information for any purpose other than for HESTA's benefit during or after their engagement with HESTA;
- not for themselves or any third party, appropriate, copy or in any manner reproduce any confidential information;
- use best endeavours to prevent the unauthorised access, use or disclosure of confidential information;
- store all confidential information safely and securely;
- return any or all confidential information upon request by HESTA; and
- provide for inspection all laptop computers, all notebooks and other electronic devices that store electronic data that have been used during the engagement (including equipment an the person owns), when requested by HESTA.

8.3. Intellectual Property

All intellectual property created whilst engaged with HESTA is the property of HESTA.

Any invention, discovery, novel design, copyright in any literary work, artwork and other copyright work created during and in the course of their engagement with HESTA is the property of HESTA.

9. Acceptable Use of Work Resources

People engaged at HESTA must use work resources (such as corporate technology, systems and software) primarily for work purposes and in accordance with the Acceptable Use Policy. Limited and reasonable personal use is acceptable.

10. Breaches of this Code and Consequences

If it is alleged that conduct has been identified that is contrary to this Code, the matter will be dealt with in accordance with the relevant practice, policy or procedure.

Failure to abide by this Code may constitute misconduct and result in disciplinary action up to and including:

- the termination of employment for employees;
- ending of contingent worker engagements; and
- removal as a director for directors.

Concerns regarding a director's compliance with this Code will be managed in accordance with the Governance Framework.