



DOOLEYS Code of Conduct & Business Principles

This document applies to all people within the DOOLEYS, Directors, staff and to any other person or contractor who is notified that this document applies to them.

You are expected to behave in a manner consistent with the letter and spirit of the DOOLEYS Values, the Code of Conduct and Business Principles. This document sets out DOOLEYS commitments to best practice corporate governance, responsible business practice, its customers, its workforce, society and the environment.

DOOLEYS MISSION, VISION & VALUES

Mission:

- To provide premium leisure and entertainment destinations for our members and community

Vision:

- Bringing people together

Principles:

- To have exceptional people delivering service excellence
- To have a strong commitment to continuous improvement by understanding the needs of the community
- To welcome all cultures in a safe and friendly environment
- To support and promote Catholic principles and partnerships

Values:

- Courage
- Respect
- Professionalism
- Humility
- Integrity

CODE OF CONDUCT

You are expected to:

- Abide by the DOOLEYS Values, uphold the Business Principles and comply with all policies and procedures that apply to you
- Uphold the principles of equal opportunity and embrace the diversity in our teams
- Maintain a work environment free of unlawful discrimination, harassment and bullying
- Do your job in a safe, responsible and effective manner



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- Obey the law and comply with the regulatory environment that applies to your job
- Respect and safeguard the property of customers, DOOLEYS and fellow employees and contractors
- Maintain the confidentiality of all customer, DOOLEYS or other individuals information gained through your work
- Perform your duties as best you can, taking into account your skills, experience and qualifications
- Ensure your personal business, financial and other outside interests do not conflict with, or appear to conflict with your duties
- Not give or accept gifts, prizes or hospitality that compromise you or DOOLEYS
- Report unethical, illegal or improper behaviour, including breaches of this Code of Conduct or the Business Principles
- Not use your position with DOOLEYS or your workplace or DOOLEYS facilities to advance party political causes or support political parties or their members
- Not condone behaviour which breaches this Code of Conduct, or the Business Principles

BUSINESS PRINCIPLES

GOVERNANCE AND RESPONSIBLE BUSINESS PRACTICE

1. DOOLEYS conducts its activities ethically, in accordance with the law and its regulatory obligations, and in ways that are competitive, fair and honest
2. DOOLEYS is committed to the highest standards of corporate governance, transparency and accountability
3. DOOLEYS respects, considers and responds to the interest of all of its stakeholders, and engages in a way that promotes genuine mutuality, trust and innovation
4. DOOLEYS identifies, considers and manages risks that may impact the achievement of its strategic, operational and financial objectives
5. DOOLEYS is committed to increasing member value and protecting member interests
6. DOOLEYS takes the security of its people, property and information seriously
7. DOOLEYS values and respects human rights
8. DOOLEYS is capable of responding to significant incidents impacting on its business and expediting a return to normal business operations
9. DOOLEYS respects the privacy of individuals and protect their personal information
10. DOOLEYS applies a consistent, coordinated and defined approach to the communication and management of company information to ensure it is



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authorised, accurate, lawful, appropriately managed and clearly presented

CUSTOMERS

11. DOOLEYS priority is to exceed the expectations of our customers and to offer a valuable customer experience
12. DOOLEYS encourages and enables innovation

WORKING AT DOOLEYS

13. DOOLEYS is committed to providing a healthy, safe and supportive work environment
14. DOOLEYS embraces diversity and equal opportunity, and treats you fairly
15. DOOLEYS recruits, develops, promotes and rewards you appropriately
16. DOOLEYS provides you with the information you need to perform your job and to advocate for DOOLEYS
17. DOOLEYS expects you to comply with the spirit and letter of the DOOLEYS Values and DOOLEYS Code of Conduct

SOCIETY AND ENVIRONMENT

18. As a good corporate citizen, DOOLEYS manages its business to provide an overall positive impact on its customers, employees, and other stakeholders, as well as its communities
19. DOOLEYS contributes time, funds, resources, products and services to support the communities in which it operates
20. DOOLEYS actively seeks to minimise and manage the environmental impact of its operations and offerings