



1. Introduction

CV Services Group (CV) is committed to conducting business ethically, responsibly, and in compliance with all applicable laws and regulations. This Business Ethics Policy Standard outlines the principles and standards that guide our actions and decisions to maintain integrity, fairness, and respect in all our business dealings.

2. Scope

This policy applies to all employees, contractors, officers, directors, and representatives of CV (hereafter referred to as "employees").

3. Core Principles

3.1 Integrity and Honesty

All business activities will be conducted with honesty, integrity, and transparency. CV will ensure that any form of deception, fraud, or misrepresentation is avoided.

3.2 Compliance with Laws and Regulations

CV will adhere to all applicable laws, regulations, and industry standards in every jurisdiction where we operate. We will report any suspected legal or regulatory violations promptly to the appropriate authorities within CV.

3.3 Fairness and Respect

All clients, colleagues, suppliers, and stakeholders will be treated with fairness, respect, and dignity. A work environment free from discrimination, harassment, and retaliation will be promoted.

3.4 Confidentiality and Data Protection

CV will protect confidential information and respect the privacy of clients, employees, and business partners, will adhere to data protection laws and implement appropriate measures to safeguard personal and sensitive information.

3.5 Conflicts of Interest

All employees are to avoid conflicts of interest that could compromise impartiality and objectivity and be required to disclose any potential conflicts of interest to management and seek guidance on appropriate actions.

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4. Professional Conduct

4.1 Client Relations

CV will provide high-quality services that meet or exceed client expectations and communicate honestly and transparently with clients, providing accurate and timely information.

4.2 Company Resources

CV resources are to used responsibly and for legitimate business purposes and all employees are required to protect CV assets from theft, misuse, or damage.

4.3 Gifts and Hospitality

Employees are not to offer or accept gifts, favours, or hospitality that could influence, or appear to influence, business decisions. They will be required to report any offered or received gifts or hospitality that exceed \$100 to management. Refer to PCPS-003 Gifts and Benefits Policy Standard for further information.

5. Reporting and Accountability

5.1 Reporting Violations

All employees are encouraged to report any suspected ethical violations, misconduct, or illegal activities without fear of retaliation. CV well provide multiple channels for reporting concerns, including anonymous options.

5.2 Investigation and Enforcement

CV will investigate reported violations promptly and thoroughly and take appropriate disciplinary action against employees who violate this policy standard, up to and including termination.

6. Training and Communication

Regular training on ethical standards and conduct expectations to all employees will be undertaken. CV will communicate this policy standard clearly and ensure it is accessible to all employees.

7. Continuous Improvement

CV will regularly review and update this policy standard to reflect changes in laws, regulations, and business practices. Feedback from employees and stakeholders will be encouraged to improve CV’s ethical standards and practices.

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8. Commitment to Ethical Leadership

Senior management and the Board will lead by example, demonstrating a strong commitment to ethical behaviour and promote a culture of integrity and ethical decision-making throughout the organization.

9. Contact Information

For any questions, concerns, or reports regarding this policy, employees should contact:

People & Culture
CV Services
07 3622 4333

Andrew McMaster
Group CEO
CV Services Group

This policy standard is effective as of 18 June 2024 and will be reviewed annually for relevance and effectiveness.

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