



Ethical Conduct & Professionalism



Our Policy

KAW Protection Group (referred to as "KAW" in this policy) is committed to upholding the highest standards of ethical conduct and professionalism in all aspects of its operations. This policy outlines KAW's expectations for employee behaviour, client interactions, and business practices, in accordance with Australian standards, regulations, and industry best practices. KAW recognizes the importance of integrity, honesty, respect, and fairness in building trust with clients, employees, and stakeholders.

1. Objective:

The objective of this policy is to provide clear guidance on ethical conduct and professionalism to all employees and stakeholders of KAW Protection Group. This policy aims to:

- a. Ensure compliance with ethical standards, laws, and regulations applicable in Australia.
- b. Foster a culture of integrity, honesty, respect, and fairness in all interactions and business practices.
- c. Promote ethical decision-making, accountability, and transparency in all aspects of KAW's operations.
- d. Protect the reputation, credibility, and trust of KAW through ethical behaviour and actions.
- e. Provide a framework for reporting and addressing unethical behaviour, promoting a safe and ethical work environment.

2. Compliance with Ethical Standards and Laws:

KAW shall comply with all relevant ethical standards, laws, regulations, and codes of conduct in Australia. This includes, but is not limited to:

a. Legal Compliance:

- i. Abide by federal, state, and local laws and regulations applicable to the security services industry, employment, privacy, anti-discrimination, and occupational health and safety.
- ii. Comply with all applicable laws related to contracts, intellectual property, competition, and fair trading.

b. Professional Codes of Conduct:

- i. Adhere to professional codes of conduct and industry-specific standards relevant to the security services industry, such as those established by industry associations, regulatory bodies, or licensing authorities.
- ii. Maintain professional certifications and qualifications required by industry regulatory bodies or associations.

c. Anti-Corruption and Bribery:

- i. Prohibit any form of bribery, corruption, or facilitation payments in all business dealings, both within and outside of Australia.
- ii. Comply with the Australian laws, such as the Commonwealth Criminal Code Act, related to bribery, corruption, fraud prevention, and money laundering.

d. Conflict of Interest:

- i. Disclose any potential or actual conflicts of interest to the appropriate authority within KAW, avoiding situations that may compromise impartiality, fairness, or the best interests of KAW and its clients.
- ii. Ensure that personal interests do not interfere with professional responsibilities or decision-making processes.

e. Confidentiality and Privacy:

- i. Safeguard confidential information of KAW, clients, and stakeholders from unauthorized access, use, or disclosure.
- ii. Adhere to privacy and data protection laws, regulations, and industry best practices when handling confidential or sensitive information.
- iii. Obtain proper consent before disclosing or sharing confidential information, unless required by law.

3. Ethical Decision-Making and Integrity:

KAW expects employees to exercise sound judgment, integrity, and ethical decision-making in all aspects of their work. This includes:

a. Honesty and Truthfulness:

- i. Communicate truthfully, accurately, and transparently in all business dealings, both internal and external, ensuring that information is not misrepresented or concealed.
- ii. Act with honesty and integrity, avoiding any form of deception, fraud, or misrepresentation.

b. Professionalism and Respect:

- i. Treat all individuals with respect, fairness, and dignity, regardless of their race, gender, religion, age, disability, sexual orientation, or cultural background.
- ii. Foster a work environment free from harassment, discrimination, or victimization, promoting diversity, inclusion, and equal opportunities.

c. Fair Competition and Anti-Trust:

- i. Compete fairly and ethically in the marketplace, adhering to laws and regulations related to competition, anti-trust, and fair-trade practices.
- ii. Avoid engaging in anti-competitive behaviour, such as collusion, price-fixing, bid-rigging, or other unfair practices.

d. Gifts, Entertainment, and Hospitality:

- i. Exercise caution when giving or receiving gifts, entertainment, or hospitality to avoid conflicts of interest, perceived influence, or breaches of ethical standards.
- ii. Comply with KAW's gift policy, which sets limits and guidelines for giving and receiving gifts, gratuities, and hospitality.
- iii. Disclose any significant gifts or hospitality received, as per the disclosure procedures outlined by KAW.

e. Responsible Use of Company Assets:

- i. Use company assets, including equipment, vehicles, intellectual property, and technology, responsibly and solely for business purposes.
- ii. Protect company assets from loss, damage, or misuse, reporting any unauthorized or inappropriate use to the appropriate authority within KAW.

f. Intellectual Property and Copyright:

- i. Respect and protect the intellectual property rights of others, including copyrights, trademarks, and patents.
- ii. Obtain proper permissions and licenses for the use of intellectual property owned by others, and appropriately protect and manage KAW's own intellectual property.

4. Professionalism and Respectful Conduct:

KAW expects employees to demonstrate professionalism, respect, and fairness in all interactions. This includes:

a. Client Service Excellence:

- i. Provide quality services to clients in a professional, courteous, and attentive manner, exceeding client expectations whenever possible.
- ii. Communicate effectively with clients, respond promptly to inquiries, and address concerns or complaints in a respectful and timely manner.

b. Teamwork and Collaboration:

- i. Foster a collaborative work environment that encourages teamwork, open communication, and constructive feedback among employees.
- ii. Value diverse perspectives, actively listen to others, and contribute positively to team dynamics and organizational goals.

c. Conflict Resolution:

- i. Handle conflicts and disagreements professionally, seeking resolution through respectful and constructive dialogue.
- ii. Avoid personal attacks, gossip, or negative behaviour that can harm working relationships or create a toxic work environment.

d. Professional Appearance and Behaviour:

- i. Present a professional appearance and conduct in line with KAW's dress code, grooming standards, and industry-specific expectations.
- ii. Behave professionally and responsibly, refraining from disruptive, offensive, or inappropriate behaviour that may reflect negatively on KAW.

5. Reporting and Addressing Unethical Behaviour:

KAW encourages employees to report any observed or suspected unethical behaviour promptly and provides protection against retaliation. This includes:

a. Whistle-blower Protection:

- i. Maintain a confidential and anonymous reporting mechanism, such as a whistleblowing hotline or designated reporting channels, for employees to report unethical conduct or violations.
- ii. Ensure employees are aware of the reporting process, protections available to whistleblowers under Australian laws, such as the Corporations Act and the Public Interest Disclosure Act, and KAW's non-retaliation policy.

b. Investigation and Disciplinary Process:

- i. Conduct thorough and impartial investigations of reported ethical violations, ensuring appropriate due process, confidentiality, and fairness.
- ii. Take prompt and appropriate disciplinary action, which may include counselling, training, reassignment, suspension, termination, or legal action, depending on the severity and nature of the violation.

c. Non-Retaliation:

- i. Prohibit retaliation against individuals who report unethical behaviour in good faith.
- ii. Establish a supportive and safe environment where employees can raise concerns without fear of reprisal.

6. Training and Communication:

KAW shall provide regular training and communication on ethical conduct and professionalism. This includes:

a. Ethical Conduct Training:

- i. Provide employees with comprehensive training on ethical conduct, professional behaviour, and compliance with relevant laws, regulations, and codes of conduct.
- ii. Ensure employees understand their obligations, responsibilities, and the consequences of unethical behaviour.

b. Policy Communication and Acknowledgment:

- i. Communicate this Ethical Conduct and Professionalism Policy to all employees, clients, and stakeholders, making it readily accessible through the company intranet, employee handbooks, or other communication channels.
- ii. Require employees to acknowledge receipt and understanding of the policy, either through signed acknowledgment forms or electronic systems.

c. Ethical Awareness Campaigns:

- i. Conduct regular ethical awareness campaigns and initiatives to reinforce ethical behaviour, promote ethical decision-making, and raise awareness of KAW's commitment to ethical conduct and professionalism.
- ii. Use various communication channels, such as newsletters, intranet portals, training sessions, and social media, to disseminate information, share ethical scenarios, and encourage discussions on ethical dilemmas.

KAW Protection Group.