

September 2020

# Code of Conduct



## PIONEER CREDIT LIMITED ACN 103 003 505 (COMPANY)

### 1. Purpose

This Code of Conduct applies to the Company and its subsidiaries (Group).

The Group is committed to conducting itself with integrity, honesty and fairness in all business practices and to observing the rule and spirit of the legal and regulatory environment in which the Group operates.

The purpose of this Code of Conduct is to:

- a) establish the standards of behaviour expected of the Board, senior executives, employees, contractors and consultants (Personnel) of the Group when dealing with each other, shareholders, customers, other stakeholders and the broader community;
- b) maintain confidence in the Group's integrity and support the Group's business reputation and corporate image within the community;
- c) take into account the Group's legal obligations and the reasonable expectations of its stakeholders;
- d) set out the responsibility and accountability of individuals for reporting and investigating reports of unethical practices; and
- e) make all Personnel aware of the consequences if they breach this Code of Conduct.

This Code aims to ensure that the Group delivers on its commitment to integrity, honesty and fairness in its business practices, and to observing the rule and spirit of the legal and regulatory environment in which the Group operates but it does not create any rights in any person including any employee, client, customer, supplier, competitor or shareholder.

This Code applies in addition to, and not to the exclusion of, the Group's other policies and procedures including its *Continuous Disclosure and Shareholder Communications Policy*, *Securities Trading Policy*, *Diversity Policy* and the Employee Handbook as amended from time to time.

### 2. Who does this Code of Conduct apply to?

All Personnel must comply with this Code.

This Code applies to all business activities with suppliers, contractors, customers, shareholders, competitors and employees in Australia and overseas.

Responsibility lies with each person covered by this Code to conduct themselves in accordance with this Code. If you have any questions about the Code, you should speak to the Company Secretary (+61 8 9323 5020).

### 3. Commitment to Code

Personnel are committed to conducting themselves with integrity, honesty and fairness in all business practices and to observing the rule and spirit of the legal and regulatory environment in which the Group operates in accordance with this Code, and must deal with the Group's suppliers, contractors, customers, shareholders and competitors accordingly.

## 4. Responsibilities to shareholders

The Group aims to:

- a) increase shareholder value within an appropriate framework which safeguards the rights and interests of the Group's shareholders and the financial community; and
- b) comply with systems of control and accountability which the Group has in place as part of its corporate governance with openness and integrity.

## 5. Responsibilities to customers

The Group is committed to help its customers overcome financial challenges and progress to achieve future financial goals. Personnel are to act with empathy, fairness and honesty and ensure that customers' unique circumstances are considered; that the consistent experience received by a customer is aligned to the Pioneer Principles and that any solution provided is sustainable and value based.

## 6. Compliance with laws

The Group will comply with all legal and regulatory requirements which affect its business wherever it operates. Where the Group has operations overseas, it will comply with the relevant local laws and regulations as well as any applicable Australian laws and regulations. Any contravention of the applicable laws and/or regulations is to be reported to the Managing Director as soon as you become aware of such a contravention.

You should be aware of, and comply with, your duties and obligations under all laws and regulations relating to your work. You are encouraged to:

- understand the laws which affect or relate to the Group's operations; and
- attend seminars presented by the Group or other external service providers to maintain your knowledge of the laws and regulations, as well as to increase your awareness of relevant legal and industry developments.

If you have a question as to whether a particular law or regulation applies or how they may be interpreted, please contact the Company Secretary ([companysecretary@pioneercredit.com.au](mailto:companysecretary@pioneercredit.com.au)).

## 7. Conflicts of Interest

A conflict of interest exists where loyalties are divided. You may have a conflict of interest if, in the course of your employment or engagement with the Group:

- any of your decisions lead to an improper gain or benefit to you or someone associated with you; or
- your personal interests, the interests of someone associated with you, or obligation to some other person or entity, conflict with your obligation to the Group.

You must not involve yourself in situations where there is an actual or potential conflict of interest. If you are concerned that you have a conflict of interest, you should disclose that interest to:

- a) the Chair in the case of a director, officer or the Managing Director;
- b) the Managing Director in the case of a member of management; or
- c) a supervisor in the case of an employee,

so that it may be considered and dealt with in an appropriate manner for all concerned. You are responsible for notifying the Group of any actual or potential conflicts of interest. Refer to the *Conflicts of Interest Policy Statement* and *Conflicts of Interest System Procedure* for further information.

## 8. Protection of assets

You must use your best efforts to protect the Group's assets to ensure availability for legitimate business purposes and to ensure all corporate opportunities are enjoyed by the Group, and so that no property, information or position belonging to the Group or opportunity arising from these, are used for personal gain or to compete with the Group.

## 9. Protection of Confidential Information

Confidential Information is information that the Group considers to be confidential and that is not generally available outside the Group. This may include information of third parties to which the Group has access. It includes information that the Group owns, develops, pays to have developed or to which it has an exclusive right.

The Group and all directors, officers and employees must ensure that they do not disclose any Confidential Information to any third party or other Personnel who do not have a valid business reason for receiving that information unless:

- a) permitted or required under relevant laws or regulations; or
- b) agreed by the person or organisation whose information it is.

If Confidential Information is required to be provided to third parties or other Personnel for valid business purposes, the Group and its Personnel must:

- a) take adequate precautions to seek to ensure that the information is only used for those purposes for which it is provided and is not misused or disseminated to the Group's detriment. Such precautions include obtaining a confidentiality agreement or other undertaking (advice about these measures can be obtained from the Company Secretary); and
- b) take steps to ensure that the information is returned or destroyed when the purpose is complete.

These obligations continue to apply to you after your employment or engagement with the Group ends.

## 10. Employment practices

The Group is committed to:

- equal employment opportunity and diversity;

- a safe work place and maintenance of proper occupational health and safety practices commensurate with the nature of the Group's business and activities;
- a workplace free from any kind of discrimination, harassment or intimidation of employees; and
- acting with integrity and treating its customers and other stakeholders with respect.

## 11. Responsibility to the community

The Group will recognise, consider and respect environmental issues and other community concerns which arise in relation to the Group's activities and comply with all applicable legal and regulatory requirements.

You are expected to abide by all applicable legal and regulatory requirements, and are expected to respect and care for the environment in which the Group operates.

## 12. Privacy

The Group respects your privacy and the privacy of others.

You should familiarise yourself with, and comply with:

- the privacy laws of Australia (including but not limited to the *Privacy Act 1988*) and, where applicable, the jurisdiction of your business unit; and
- any privacy policies the Group has in place which detail the appropriate use of personal information.

If you have any questions about privacy, please contact the Privacy Officer on [privacy@pioneercredit.com.au](mailto:privacy@pioneercredit.com.au) or Company Secretary.

## 13. Fair trading and dealing

The Group will deal with others in a way that is fair and will not engage in deceptive practices.

When dealing with others, you must perform your duties in a professional manner, act with integrity and objectivity, and strive at all times to enhance the Group's reputation and performance.

## 14. Gifts and hospitality

From time to time you may receive gifts or hospitality in connection with or arising from your connection with the Group (Gift). You must not give, seek or accept any Gift which goes beyond common courtesies associated with general commercial practice.

You must wherever possible declare any Gift prior to receipt. If it is impractical or impossible to do so, you must disclose the Gift to the Company Secretary as soon as practicable after its receipt with full details of the background of the Gift.

You must refuse or return (as the case may be) the Gift if directed to do so by the Company Secretary.

## 15. Financial and other inducements

Most countries, including Australia, have specific legislation prohibiting any person or company from offering a bribe to a government official or for an official to receive a bribe.

It is a criminal offence to bribe a foreign public official under the *Criminal Code Act 1995* (Cth) (Criminal Code). Australian companies or individuals that bribe a foreign public official can be prosecuted under Australian law and the laws of foreign countries. There are potentially serious consequences for breaching the Criminal Code, including fines and imprisonment. The high penalties for foreign bribery reflect the seriousness of bribery and its consequences. In addition to criminal penalties, any benefits obtained by foreign bribery can be forfeited to the Australian Government under the *Proceeds of Crime Act 2002* (Cth).

The offence of bribing a foreign public official has a number of elements, all of which must be present for the offence to apply. A person is guilty of an offence if:

- a) the person provides a benefit to another person or offers or promises to provide a benefit to another person or causes a benefit to be provided, offered or promised to another person; and
- b) the benefit is not legitimately due to the other person; and
- c) the conduct described in paragraph (a) was carried out with the intention of influencing a foreign public official (who may or may not be the other person) in the exercise of the official's duties as a foreign public official in order to obtain or retain business or obtain or retain a business advantage which is not legitimately due.

A benefit can be non-monetary or intangible inducement offered directly to the foreign public official. It also includes benefits provided or offered by an agent. It is not relevant that the benefit is considered customary or perceived to be customary or tolerated.

The Group does not permit or condone the making of payments (including payments in kind such as gifts, favours, etc.) to influence individuals to award business opportunities to the Group or to make business decisions in the Group's favour. You must not give or offer to anyone a gift, bribe, inducement, favour or payment of any kind in expectation of preferred treatment of the Group, its employees or anyone associated with the Group.

In some countries in which the Group operates, employees may be asked to make small payments to low-level public officials or government employees, which are sometimes called facilitation payments. These payments are sought to expedite or bring about routine services or actions by those individuals.

The Group does not support making these payments as a matter of policy, and expects employees and officers to make every effort to avoid them.

Where a payment of this kind cannot be resisted the payment must, at a minimum, be approved by the employee's supervisor and be accounted for clearly and accurately. A record must be kept detailing the value of the benefit, the date on which the conduct occurred, the identity of the foreign public official and particulars of the routine government action that was sought to be expedited or secured.

In addition, the Group must maintain an accurate and auditable record of all financial transactions in accordance with generally accepted accounting principles. This includes maintaining appropriate records of all gifts, entertainment and payments to government officials, employees and others. Entries should not distort or disguise the true nature of any transaction.

This Code does not prohibit any payments, including facilitation payments, where these payments are made in accordance with the Criminal Code and this Code of Conduct.

This section of the Code of Conduct also applies to agents and third parties who are engaged by the Group to represent its interests.

## 16. Consequences of breach

Any breach of compliance with this Code of Conduct is to be reported directly to the Chair (chairman@pioneercredit.com.au), Managing Director (krjohn@pioneercredit.com.au), or Report and Investigation Officer (reportinvestigation@pioneercredit.com.au), as appropriate who will in turn ensure that material breaches are reported to the full Board of Directors. Anyone breaching this Code of Conduct may be subject to disciplinary action, including termination.

The Board has also adopted a *Whistleblower Policy* to encourage reporting of breaches (or suspected breaches) and to provide effective protection from victimisation or dismissal to those reporting by implementing systems for confidentiality and report handling.

## 17. Review of Code of Conduct

The Company will monitor compliance with this Code of Conduct periodically by liaising with Personnel. Suggestions for improvements or amendments to this Code of Conduct can be made at any time by providing a written note to the Managing Director.

The Board will review this Code of Conduct at least annually and the policy will be subject to Board approval if any updates are made.

## 18. Code of Conduct history

25 February 2014	Code of Conduct adopted.
September 2020	Last reviewed