

Code of Conduct

April 2024



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Welcome - Kia Ora

Pets bring us together and make us better people. It's this belief that drives us at the Petstock Group, they inspire us to come together and form the foundation of our family spirit. Family is embedded in our DNA, since our humble beginnings in regional Victoria in 1991. Empowered by the feeling of togetherness this gives us, our leading portfolio of brands adapt and grow in an ever-changing pet industry across Australia, New Zealand and beyond.

From retailers such as our foundational Petstock brand, to a range of product and service brands, from goldfish to horses and everything in-between; we are experts in our varying fields. Constantly looking for innovative ways to improve experiences both online and offline, we always aspire to create stronger connections between people and their pets.

With a shared love for pets and animals, the Petstock Group is where passion can thrive.

Surrounded by unique yet like-minded people, we are a team that is supported to grow as people, not just team members. Through our business and charity work, we constantly strive to make a positive impact and create a better future. For the communities we serve, the environment we inhabit, and in the lives of the people and pets we exist for.

At the Petstock Group, we are proud to do things a little differently. Pets inspire us to come together as a collective and move forward, and we are here to help them inspire every person, every family, everyday.





Purpose

This Code of Conduct outlines what is expected from each of us. This includes all team members, contractors, board members, and everyone working within Petstock Group across Australia & New Zealand. We ask that you read this document carefully, and reach out if you have any trouble understanding it.

This Code of Conduct sets out our expectations for working at Petstock Group. Every team member has a responsibility to follow this Code of Conduct, to do the right thing, and to encourage others to do the same.

We all have a responsibility to not just protect Petstock Group, but grow its reputation in the eyes of our many stakeholders. By following this Code, our aim is that we can

work together to encourage an inclusive, productive and enjoyable workplace for the whole team. We take our Code of Conduct very seriously, as it firmly reflects our purpose and our values. Not following this Code may result in disciplinary action, including counselling, warnings or termination of employment/engagement.

From time to time, we will ask you to complete training to remain up-to-date. This training is a requirement of your role, and must be undertaken when it is due. As you read through this document, please don't hesitate to talk to your manager or People team if there is anything that feels unclear, or if you have any further questions.

Working as a contractor

If you are undertaking work or duties for Petstock Group as a contractor, or you are employed by another company but are working alongside Petstock Group team members, we expect you to follow these guiding principles while you are working with us. Failure to do so could lead to termination of your engagement.

When does this Code of Conduct apply?

- In the workplace (including Store, Clinic, Support Office, Distribution Centre) and any other work site, as well as working remotely;
- Even if not during working time, especially if there is a sufficient connection to

the workplace (including conduct on social media outside working hours);

- If attending any temporary alternative workplace;
- During overnight stays away from the workplace on work business or work-related events;
- During attendance at work-related functions (including training, educational and social activities); or
- In any situation which may involve a sufficient connection to the workplace.

The Code of Conduct should be read and used in conjunction with our other Petstock Group policies and procedures

Our vision

Our company values

Petstock Group team members are required to follow and behave in line with our values, which are the core of all the activity we undertake. By demonstrating and adopting each of these values, we will maintain a high standard of ethical conduct.

IMPACT

Turn inspiration into impact.

We are inspired by pets and animals to take action and make a positive impact for people, pets and the planet.

COURAGE

Have courage to adapt and grow.

We are proactive and can adapt to change, so we are not afraid to think big or create our own path.

HAPPINESS

Celebrate, have fun and share happiness.

We are passionate people, spreading joy and fun with our colleagues, customers and communities.

FAMILY

Build family spirit.

We treat people in a genuinely supportive and caring way, creating the feeling of one big family

DIVERSITY

Our diversity makes us better.

We are a diverse team with varying strengths, so we welcome everyone to proudly be themselves.





How we treat & respect others

We are an equal opportunity employer and dedicated to providing a work environment that is safe and exemplifies our values for all team members, customers, suppliers, contractors or any others that may come into contact with our business.

and legally, will extend the normal business courtesies in a professional manner and will act with trust, loyalty and respect towards their colleagues, suppliers and customers.

Please refer to:

**Equal Opportunity Policy:
Anti-Discrimination,
Harassment and Bullying**

We pride ourselves in our values and we do not condone, accept or tolerate several forms of conduct, including bullying, harassment and sex-based harassment, sexual harassment, unlawful discrimination, racism, victimisation or violence. It is your responsibility to treat others, including team members, contractors, customers and suppliers, with courtesy, dignity and respect and to contribute positively to the workplace, environment and our business. We expect that a person will carry out their obligations and responsibilities to the organisation appropriately





Bullying

We do not stand for any forms of bullying of team members, customers, suppliers, contractors or any others that may come into contact with our business. Bullying is defined as repeated, unreasonable behaviour towards another person (or a group of people) that creates a risk to their physical and mental (psychological) safety or their emotional wellbeing.

The Petstock Group does not condone such behaviours including, but not limited to:

- Abusive, insulting or offensive language, or comments (including on social media) of a racist, sexist, homophobic or transphobic nature, or towards people with a disability;
- Deliberately and unreasonably excluding someone;
- Spreading misinformation or rumours;
- Aggressive and intimidating conduct; or,
- Practical jokes or initiations.



Harassment & sex-based harassment

We do not stand for harassment of Team Members, customers, suppliers, contractors or any others that may come into contact with our business. Harassment is any unwanted behaviour that might humiliate, offend, embarrass or intimidate another person. The Petstock Group does not condone such behaviours including, but not limited to:

- Offensive or demeaning comments, jokes or banter (including based on someone's actual or perceived race, age, religion, disability, gender identity, sexual orientation or other personal characteristic), even if the other person doesn't seem to mind and even if it is not intended to offend;
- Conduct or harassment of a demeaning and unwelcome nature based on someone's sex, or characteristics associated with their sex;
- Conduct or harassment of a demeaning and unwelcome nature based on someone's gender or gender identity;
- Mimicking someone's accent or habits;

- Sharing inappropriate images, videos or memes; or,
- Spreading misinformation or rumours, isolating a Team Member or being persistently unpleasant or rude
- Offensive or demeaning comments or jokes of a sexual nature (even if the intention is not to offend or humiliate); or,
- Staring or leering at another person.

It is also unlawful to subject another team member to a workplace environment that is hostile on the ground of sex. Workplace environments may be hostile and intimidating to a team member of a particular sex, even if the behaviour is not specifically directed at them or any person. This includes workplaces where sexual conversations, crude or inappropriate comments and jokes made or sexual innuendo is part of the accepted culture. Such conduct can contribute to a workplace culture that makes team members feel degraded, humiliated or offended in ways that are associated with their sex.

Racism

We are committed to a workplace that is free from racism and any form of racism towards team members, customers, suppliers, contractors or any others that may come into contact with our business will not be tolerated or accepted. Racism takes many forms and can happen anywhere. It includes prejudice, discrimination, hatred, or antagonism directed towards someone due to the colour of their skin, their ethnicity or national origin, as well as the belief that one's own race is superior.



Racism can take many forms, including but not limited to:

- Abuse, aggression or violence;
- Jokes, racially profiling, stereotyping others, negative comments about different ethnic groups, calling others racist names or verbally abusing them; or,
- It can also include bullying, harassing or excluding people from groups or activities because of where they come from.

Not all racism is obvious. When held as part of someone's internal belief system, racism may not be revealed until it becomes apparent through an individual's actions or attitude. Racism is more than just words, beliefs and actions. It can also be reflected in

systems and institutions and includes barriers that prevent people from feeling a sense of belonging, dignity and equality because of their race.

No team member, contractor, supplier or customer should ever experience racism, whether it's in one of our stores, one of our distribution centres, one of our veterinary clinics or one of our support offices. We reject all forms of racism and are committed to eliminating racism from our workplaces for our team and customers.

We pride ourselves on diversity, a core company value, and are committed to eliminating racism in all of its forms and challenging the attitudes that lead to it.

This is also an important step in creating an inclusive workplace that embraces and promotes diversity, as we are a diverse team that reflects the communities we serve across Australia and New Zealand.

Violence

Violence towards team members, customers, suppliers, contractors or any others that may come into contact with our business is not acceptable. Violence and aggression is any incident where a person is threatened, attacked or physically assaulted in circumstances within or outside the workplace. Work-related violence and aggression covers many actions and behaviours that create a risk to physical and mental (psychological) health and safety.

This can include, but is not limited to:

- Punching, pushing, fighting, spitting, hitting, shoving, tripping or other physical violence;
- Threats of violence to team members, customers and partners as well as any of their family or friends;

- Abusive behaviour, including insults and name-calling; or,
- Intimidating behaviour that creates a fear of violence, such as stalking or threatening to cause physical harm.

Team members should also be aware that engaging in these behaviours is also unlawful and may result in legal action against them personally.





Unlawful discrimination

We do accept any forms of direct or indirect discrimination of team members, customers, suppliers, contractors or any others that may come into contact with our business. Discrimination means treating someone less favourably because of a protected attribute, including (but not limited to) limited access to training or benefits, not promoting someone or dismissing someone.

Examples of protected attributes, which are not a reason to treat someone in a manner that is less favourable,

include but is not limited to:

- Marital or relationship status, pregnancy, breastfeeding, parental status or carer or family responsibilities;
- Sexual orientation, gender, gender identity, intersex status or gender expression;
- Race, colour, descent, nationality, national origin, ethnicity or religious belief;
- Disability; or,
- Age.

Victimisation

We oppose victimisation, it is never acceptable against team members, customers, suppliers, contractors or any others that may come into contact with our business. Victimisation means:

- Treating someone negatively because they have made, or have been involved in, a complaint, grievance or any form of feedback or concern; or,
- Disadvantage someone because they have raised concerns or asked questions in relation to their employment, such as their duties or pay, or because they plan to take, or are taking, leave or using other entitlements.

We encourage our team members to speak up when a situation isn't right.



Safety, health & wellbeing

At the Petstock Group our people and pets are our priority. We care deeply about the safety, health and wellbeing of our teams, customers, contractors, and the animals in our care. We are all responsible for working together to make sure that anyone who works or shops with us goes home safely.

We all want to go home safely every day as our families, friends, and pets depend on it.

To achieve this, you must:

- Behave in a way that ensures your safety and the safety of others and the animals in our care.
- Immediately stop any job or task that you believe is unsafe.
- Always address hazards as you become aware of them.
- Only use equipment that you are trained and authorised to use.
- Wear Personal Protective Equipment (PPE) required for the task.

- Follow any safety and health processes including rules, policies or procedures.
- Report incidents and injuries immediately
- Not undertake duties when you have consumed or are under the influence of illicit drugs or alcohol in the workplace (as defined in the Drug and Alcohol Policy).
- Not smoke cigarettes (including e-cigarettes) or vape on Petstock Group premises or in vehicles, except for in designated areas.

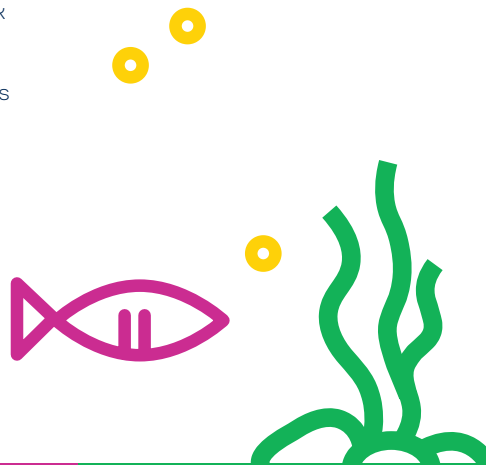
Your Mental (psychological) wellbeing is as important to us as your physical health and safety. We care deeply about this and want people to know that it's okay not to feel okay, and it's absolutely okay to ask for help. If you're not okay, please see the Questions & Help section at the end of this document to find out more about the support available to you.

Remember that no task is so urgent, and no service is so important, that you cannot take the time to do it safely. If you are in doubt about any health and safety issues, please speak to your manager for assistance.

Please refer to:

[Health & Safety Policy](#)

[Drugs & Alcohol Policy](#)





How we interact on social media

We acknowledge and respect the rights of team members and those working with us to contribute personal content on public communication platforms such as websites, blogs and business or social networking sites that are not operated by us.

Our team members are expected to maintain the same high standards of conduct and behaviour online as they would elsewhere, by adhering to the Petstock Group's values and following the Code of Conduct and all other applicable policies and procedures. This includes:

- Acting in a professional manner;
- Treating people with courtesy, dignity, respect and without harassment;
- Taking reasonable steps to avoid a conflict of interest;
- Avoiding posting content that may reflect poorly on the Petstock Group and its interests;

- Dealing with information in an appropriate manner, recognising that some information is to remain confidential; and

- Maintaining a high standard of ethical conduct.

'Personal use' involves engaging in social media activities that are not for the purpose of work and could not be interpreted as acting on behalf of the Petstock Group. When engaging on social media in a personal capacity, it is important to ensure the audience and readers of your personal activities cannot misconstrue your posts, activities or views as those of the Petstock Group, its team members, its clients, business partners or suppliers.

Team members are not to represent the Petstock Group on social media unless provided authorisation from Senior Management to do so in an official capacity.

Please refer to:

Social Media Policy



Appearance

You are expected to dress appropriately and professionally during your work hours and when representing the Petstock Group.

All team members are required to dress in line with the Petstock Dress Code Policy and Lookbook, team members are required to maintain an appropriately high standard of dress and appearance should be neat and tidy.

Team members are required to follow guidelines and wear appropriate safety clothing and Personal Protective Equipment (PPE). Additionally, you must ensure that your attire does not present a safety issue.

Please refer to:

**Dress Code Policy
& Lookbook**

How we do business

Our community

The Petstock Group is proud to belong to our local communities. Team members should always consider the impact of their activities on the environment, including responsible waste disposal, their use of different products and chemicals and how these things may impact their local community as part of their role with the Petstock Group.

Our customers

At the Petstock Group, we pride ourselves on our customer service, treating our customers and pets with respect and dealing with them openly and honestly. We consider our personalised customer service to be our point of difference. At the Petstock Group, we are guided by our values and Customer Service Model.

It is important that all team members understand and follow these standards whenever we are with customers, to show how we feel about them and our business.

We need to ensure that our focus on our customer's remains strong at all times and the use of electronic devices should be for work purposes. Team members are provided regular customer service training to ensure our focus on this area remains strong.

WELCOME – HAERE MAI

Welcome the customer

ENGAGE – HIWA

Establish need with the customer

SOLVE – HIRAURAU

Sell the solution to the customer

IMPRESS – WEWEHI

Closes & leaves an impression





Fair trading

We are committed to acting fairly and honestly in all dealings with suppliers, customers and the community. We will follow all laws regarding trading, including competition and products. We will do business fairly and ethically with suppliers, ensuring that we are obtaining the best value for money but not at the expense of acting ethically.

We will never:

- Accept or demand forms of inducement or bribe for business;
- Place undue pressure upon our suppliers;
- Influence our suppliers on competitor pricing;
- Be influenced by suppliers on fixing pricing.

We will regularly review our buying and procurement practices, processes and trade partner's contractual arrangements to ensure that they are transparent and in line with Trade Practices Principles. We are committed to ensuring that people acting for or on behalf of the Petstock Group do so in a legal and ethical manner and that they are respectful of the faith shown in them to use our assets, resources and information in an appropriate manner which does not override the law or ethical behaviour.

If you have concerns or are unclear on these standards and expectations, please contact your Manager. Any issues will be treated as serious in nature.



Fraud bribery & corruption

We are committed to conducting business in an honest and ethical manner, maintaining a high standard of integrity, and acting fairly and honestly in all dealings with our customers, teams, partners and communities.

- Fraud is dishonest activity that leads to obtaining a personal benefit or causing a loss through deception. It can include forgery, money laundering, irregular payments or commissions, misuse of company or customer information, theft or misappropriation of cash or stock, company credit card or asset misuse and falsifying accounting records.
- Bribery is the offering, promising, authorising, giving, accepting or soliciting of a bribe to influence someone in government

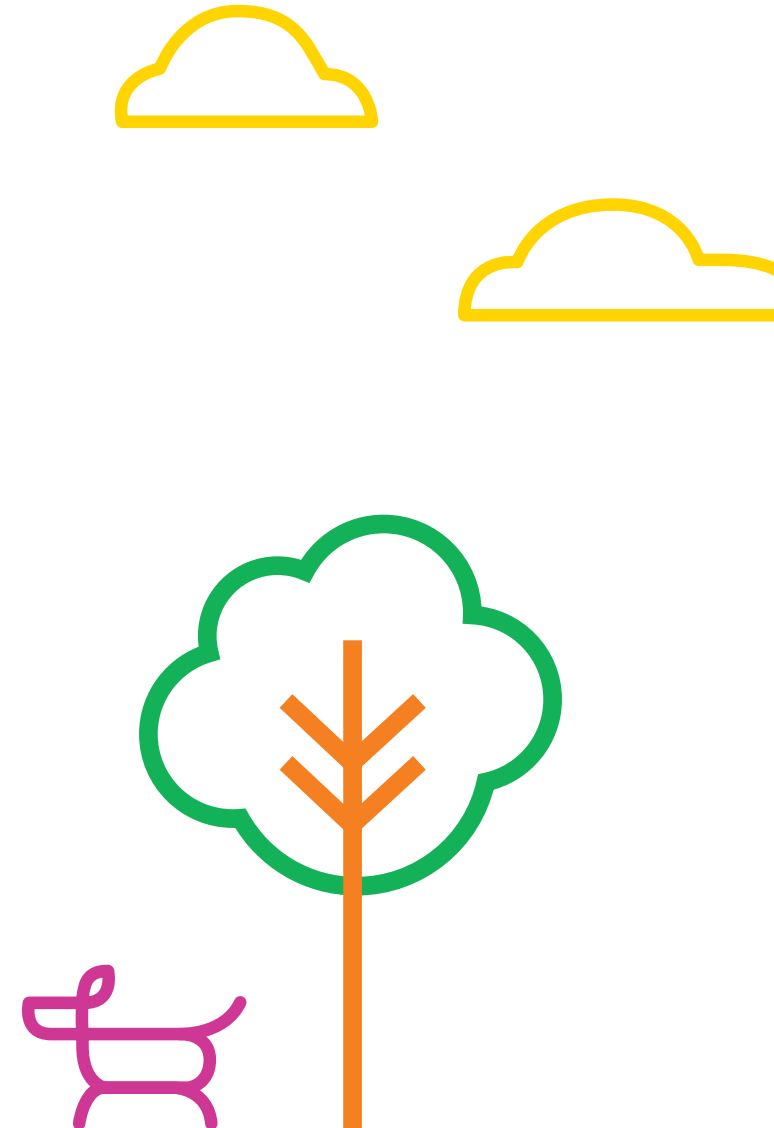
or business either in their personal or official capacity, to obtain or retain a business or personal advantage). Bribes are benefits of any kind offered, promised or provided to gain any business, commercial, contractual, regulatory or personal advantage and can take the form of gifts, charitable or political donations, loans, fees, rewards, hospitality, offers of employment or other advantages. A bribe may not always be of a large value and is not limited to the payment of money. It could be a lunch or an invitation to a sporting event.

- Corruption is the abuse of entrusted power for private gain.

Fraud, bribery and corruption are serious criminal offences that can have a significant

impact on the team members involved, our brand, reputation and financial performance. Team Members must not knowingly commit, be a party to, or be otherwise involved in fraud, bribery and/or corruption to do so may result in disciplinary action. We will not knowingly do business with any organisation that engages in fraudulent or corrupt activity.

It is important to also be aware that as a business, we will not offer gifts, loans, rewards or favors to any government official or Team Member with a view for favourable treatment.



Conflict of interest

As a team member of the Petstock Group, you are required to act with honesty, decency and integrity at all times. Sometimes situations can occur when a team member has a conflict of interest. A conflict of interest exists where a team member makes a business decision within their Petstock Group role or influences a decision that provides a personal benefit to themselves or a related third party such as family, relative, business or associate.

Conflict of interests should be always avoided. There are several different examples of conflicts of interest and we understand there is potential for conflict of interest in a range of different situations. We will work with Team Members to resolve any potential or actual conflict of interests. Should a conflict of interest exist, we may instruct a change or to cease the act in a certain way, in an effort to resolve the conflict.

As a Petstock Group team member, if you believe you have a potential or actual conflict of interest it is important that you declare this to your Manager.

Team members should disclose any dealings that involve:

- Doing business with a supplier/contractor because they have given you personally or a third party a gift or benefit;
- Doing business with or being employed by a competitor of the Petstock Group, or that the Petstock Group or its Team Members have a major interest in;
- Having an immediate family member employed by a direct competitor in a senior role;
- Having any relationships between family (parents, siblings, spouses or partners) and direct management;
- Engage in a relationship with a team member and/or supplier as this may threaten either person's ability to perform their role or operate appropriately on behalf of the Petstock Group.

As a Petstock Group Team Member you will:

- Declare any actual, perceived or potential conflict of interest to your Manager;
- Ensure other employment does not impair your ability to perform your Petstock Group role;
- Only accept gifts and entertainment where it is an essential part of doing business, an existing business relationship exists and where your Manager has approved it;
- Only purchase merchandise direct from suppliers when it is an approved business requirement;
- Not offer or accept a bribe or engage in fraud.
- Not knowingly commit, be a party to, or be otherwise involved in fraud, bribery and/or corruption.

Team members should disclose any actual, perceived or potential conflict of interest in writing to their Managers or HR as soon as the situation arises. Should your situation change during the course of your employment, you should advise either your Manager or HR of these changes.

Failure to disclose or resolve a conflict of interest is a serious issue.



Privacy & confidentiality

Within your role at the Petstock Group, you will come across confidential and private information that relates and belongs to us, our Team Members, our customers and our suppliers. We have a duty of care to protect and respect information provided to Team Members in the course of their employment.

Privacy and confidentiality laws ensure the protection of information and must be respected at all times. You must keep private information confidential, only use the information for the reason it was given and only share it with other Team Members on a need to know basis.

It is expected that you will exercise discretion by ensuring that such particulars are handled discreetly and sensitively and in absolute confidence at all times. Petstock Group Team Members are expected to comply with laws and Petstock Group policies. Unauthorised disclosure of information without permission is a serious issue. If you are unclear about this, please speak to your Manager.

As a Petstock Group Team Member, you will:

- Keep Petstock Group information confidential unless authorised or required by law;
- Not distribute Petstock Group material or documents to external parties, unless authorised to do so;
- Keep all log-in details and passwords confidential and not share with others;
- Only use information for authorised purposes; and
- Respect and maintain the privacy of individuals and information you have or know about others.

Gifts & gratuities

We are committed to ensuring that business relationships across the Petstock Group are legal and based on professional integrity. As a Petstock Group team member, you must not take advantage of your official position to obtain benefit for yourself or another person.

Across the Petstock Group we do receive gifts, however we understand that on occasion (such as Christmas), gifts and invites to events may be offered in goodwill and because of the job that you do.

It is important that suppliers are aware that we do not accept gifts as a condition of our business and only modest and discreet gifts when appropriate are accepted. Accepting gifts that are bribes, inducements or special personal discounts or merchandise (such as personal bags of dog food) could embarrass and compromise the team member, supplier and business.

Gifts which do not provide an improper gain, benefit or favourable treatment to the individual or the Petstock Group, and do not exceed the value of \$50, can be accepted. If the gift is above \$50 in value, approval from your Manager will be required.

Where prizes are run as part of your duties with us (i.e. competitions, sales incentives), they will become property of the Petstock Group to distribute accordingly.

All gifts should be declared to your Manager (and in retail stores, your Manager and Field Manager). Failure to do so will be considered a serious issue.

If you are unsure about what is acceptable, please discuss with your Manager.

Petstock Group property & resources

During the course of your employment, you will be provided with the necessary tools and resources to do your job. These tools and resources are property of the Petstock Group and are provided to you to use them within your role for their intended purpose. Property and resources include: plant and equipment, including motor vehicles, cash, stock and merchandise, computer hardware and software – including log-in details and passwords, Petstock Group information (files, data, and records), stationery, intellectual property and Petstock Group work time.

Team Members are responsible for protecting these assets. The Petstock Group will not accept deliberate or reckless damage to our property. Theft, wilful damage or misuse of Petstock Group property and resources will not be tolerated and in some cases may result in criminal charges.

Petstock Group property and documents may not be removed from official premises without good and proper reason. If they are removed, they must be stored in a secure manner; covered by appropriate insurances and your Manager must be notified.

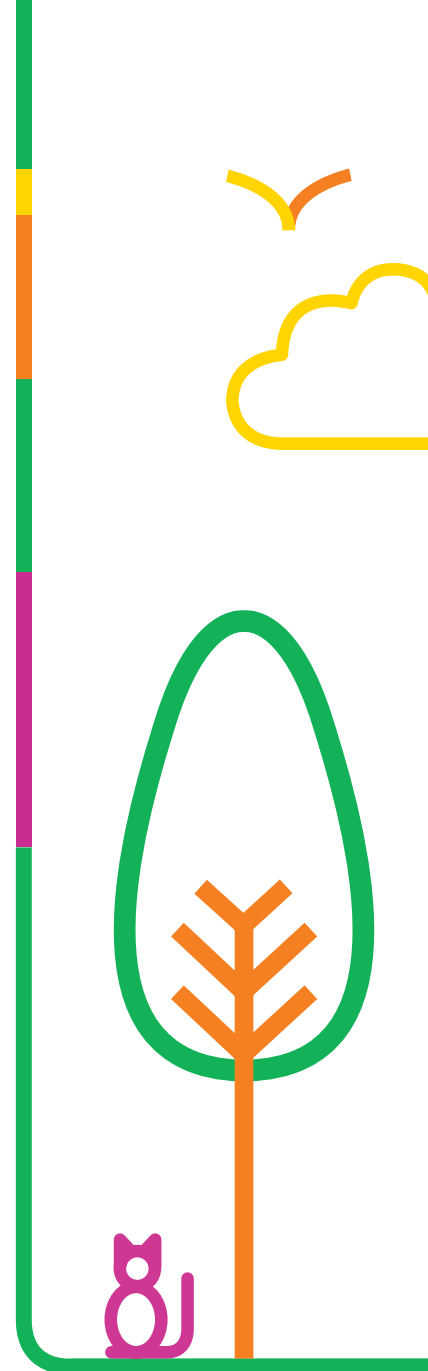
As a Petstock Group Team Member you should remember the following:

- Use Petstock Group property and resources for the business purpose that they are intended for and not personal use unless authorised;
- Use Team Member discount privileges in accordance with their terms of use;
- Handle all cash with honesty and in accordance with the correct cash handling procedures;
- Ensure every transaction is processed in the correct and truthful manner, including:
 - discount vouchers;
 - loyalty programs benefits;
 - not processing transactions for friends, family, associates or members of the Team Members own household; and,
 - markdowns and/or discounts
- Returns and refunds of stock are processed correctly at the price paid and not at higher refund than originally paid;
- Never remove testers, bonus stock or samples from the workplace without authorisation;
- Never assume that damaged or expired stock is not wanted or valuable to the Petstock Group;
- Pay for stock or assets before leaving the workplace with them, or consuming them;
- Place stock on hold appropriately, not in order to purchase at a lower price at a later date;
- Maintain accurate records – including time attendance, merchandise and accounting records, and not falsify them;
- Abide by all Petstock Group policies and procedures and laws relating to resources and property, including copyright, trademark laws and traffic laws;
- Stores and premises are to be secure at all times, and are to be opened and closed by authorised individuals in accordance with security procedures;

- Photos taken of a Team Member in the workplace or at off-site workplace events are property of the Petstock Group and can be used in internal and external promotion material at the discretion of the business, unless requested otherwise by the Team Member.

If you cease employment with us, you will return all Petstock Group owned property and resources (including soft and hard copy). If you have knowledge of theft or misuse of Petstock Group property you should immediately report this to your Manager.

The Petstock Group uses Closed Circuit Television (CCTV) surveillance equipment throughout our business to ensure the safety and protection of Team Members and customers. Surveillance is used in an ethical manner within the workplace and is not to be copied or distributed without authorisation from your Manager. On occasions it may be used in investigations and is used in accordance with legislation.





Group shares

The Petstock Group is part of the Woolworths Group. As a Team Member, you may become aware of confidential information that could affect the Woolworths Group share price. This confidential price-sensitive information is known as Inside Information. Team Members should never trade in Woolworths Group shares while in possession of Inside Information. This prohibition applies to any form of trade including buying, selling or transferring shares.

Team Members must also not share the Inside Information directly or indirectly with another person who may use the Inside Information to trade (or encourage someone else to trade) in Woolworths Group shares. In addition to being a breach of our policies, this is against the law.

Woolworths Group operates blackout periods where Specified Persons (and if applicable, their Closely Related Parties) must not buy or sell Woolworths Group shares. Team members who are notified by Woolworths Group that they are Specified Persons must also seek pre-trade clearance before trading in Woolworths Group shares. These processes protect team members who are Specified Persons from inadvertently trading Woolworths Group shares when confidential, price-sensitive information is known within Petstock Group. You will be notified by email if you are a specified persons.





Compliance with the Petstock Group Code of Conduct

Should you need further information regarding any item in the Code of Conduct or specific policies, please contact your Manager or the Petstock Group's People team. Specific policies provide more detailed explanations about the Petstock Group's standards and are available on WorkJam. Your Manager will also be able to help clarify any questions you may have about these policies or the Code of Conduct.

The Code of Conduct applies to all Petstock Group Team Members, who are expected to follow and abide by it. It is recognised that breaches may occur from time to time and every attempt should be made by the Team Member to rectify them. It should be clearly understood that any such breaches may result in disciplinary action or other penalties including dismissal or termination of the contract or engagement.

Where a breach of the Code of Conduct (whether by you, or if you see a Team Member breaching the code) has occurred, it should be reported to your Manager or People (Human Resource) Team who can address it. All reports will be treated seriously and confidentially. Reports will be investigated promptly and professionally to ensure that the suspected misconduct is addressed, protecting both the individual and the Petstock Group.

The Petstock Group encourages individuals to report inappropriate conduct on a confidential basis and will not be disadvantaged for raising concerns.



Questions & further help

Unwelcome behaviours and breaches of our Policies and this Code of Conduct are not only unacceptable in our workplace. They may also be against the law. If you believe this is happening to you, or another team member – whether by another team member, a leader, a customer, or anybody at work – there are informal and formal ways to address this.

Options include speaking to the person in question, if you feel comfortable and safe doing so, or raising in any of the following ways:

Your Manager

Your first point of call for any queries, advice or support.

People (Human Resources) Team

For more sensitive or complex people queries or support by emailing people@petstock.com.au or calling **03 4333 5794**.

Speak Up

Petstock Group Team Member Speak Up is an independent complaints handling service

hosted by an external company. To understand what type of concerns should be raised with Speak Up, consult our Team Member Speak Up policy.

Where you identify a serious matter that doesn't seem right, for example a potential breach of the law or our policies, including suspected fraud or corruption, or need to raise an issue anonymously. Call:

Australia - 1800 334 319
New Zealand - 0800 393 76736

Employee Assistance Program

Petstock Group's Employee Assistance Program, Assure Programs, provides access to free and confidential support and coaching delivered by health professionals, including but not limited to, wellbeing, mental health, personal issues, issues or conflict within the workplace, financial, legal and nutritional support. Assure can be contacted on:

Australia: 1800 808 374
New Zealand: 0800 808 374



Code of Conduct declaration

As a team member of the Petstock Group, I acknowledge that I have read and understood my obligations to the Petstock Group as outlined in the Code of Conduct and relevant policies and procedures and agree to comply with the Code of Conduct and act with integrity to the highest standards at all times.

I understand that failure to comply with the Code of Conduct is a serious breach of the conditions of my employment which may result in disciplinary action, including termination.

Team Member Name: _____

Team Member Signature: _____

Date: _____

The Petstock Group may amend, vary, replace, or terminate this Code of Conduct from time to time.

