

Code of Conduct

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1. Why do we have a Code of Conduct?

Our Code of Conduct serves as a guiding set of principles, expectations, and standards that builds our culture, experience, and brand. A Code of Conduct is a fundamental and critical resource used to sustainably maintain a positive and ethical workplace.

By referring to and aligning with when making decisions that affect other people within iSelect or iSelect as a business, the Code of Conduct acts as a resource to enable positive, practical, and ethical behaviors.

2. Who does the Code of Conduct apply to?

Everyone who works for iSelect. Regardless of whether you're employed part-time, full-time, casual, as a volunteer, on a fixed term contract or a contractor for a day, this code applies to everyone working for or on behalf of iSelect.

The code applies to the following:

- How iSelect provides services to clients and how it interacts with other members of the public.
- All aspects of employment, recruitment, conditions and benefits, training, task allocation, shifts, hours, leave arrangements, workload, equipment and transport.
- On-site, off-site, or after-hours work; work-related social functions; conferences – wherever team members may be as a result of their iSelect duties.
- Team member treatment of other team members, of clients, and of other members of the public encountered during their iSelect duties.

3. When is our Code of Conduct reviewed?

The Code of Conduct is reviewed annually by People and Culture and approved by our Board to ensure it reflects all current legislative requirements and iSelect's approach to conduct and matters that require disclosure. Any updated version of our Code of Conduct will be made available for all team members and stakeholders to access via MyHub.

4. Our Values and Culture

At iSelect, we're proud of our unique culture. We're performance driven, but never lose sight of our goal to enjoy what we do. We champion a healthy work/life balance for our team members and aim to create the right balance between individual, team, and business needs.

Our culture is significantly defined by our values:



Have Heart - We're passionate about each other and our work. We connect with people because we listen and care. We respect individuality and inspire each other, so united as a team we can achieve anything.



Be Brave - We're not afraid to be different. To ask for help and to see feedback. We bring new ideas to the table, and we don't ask 'why?' we ask 'why not?' It's our courage and creativity that makes us the best we can be. on our working environment.



Keep it Real - We show great character by being authentic and true to our word. We make connections by being real with ourselves, and each other. It's not what we do that shapes us, it's how we do it.



Celebrate - We create amazing experiences. We celebrate by recognising great contribution and share in each other's success. We're encouraged to laugh and play, to do what we love, and enjoy our achievements.

Our Customers

At iSelect, we put our customers front and centre in everything we do. We constantly ask ourselves and each other "is this helping the customer?" To succeed at iSelect, you must have a customer-first approach and be genuinely committed to helping customers find great value.

Diversity & Inclusion

iSelect recognises the value of an inclusive and diverse work environment. We make every effort to attract, invest in and develop the talents of a diverse team that reflects the society of which we are a member. All of our team members are expected to contribute to creating a diverse and inclusive environment through their own behaviour and addressing inappropriate behaviour if it occurs.

Risk and Integrity

Transparency, accountability for our actions and management of risk is important to iSelect. We have laws, regulations, codes and other obligations that we need to adhere to in our business. We expect our team to meet these responsibilities and provide the appropriate information and training to support them do so. We know that mistakes are part of learning, the quicker we realise one's been made, the quicker we can work to fix it. By being upfront and seeking advice and support we can minimize the risk to other team members, our customers and our reputation and Brand.

Our Community

Our team members work collaboratively in the office, remotely, interstate and overseas. We're passionate about each other and our work, but we also love connecting with the communities around us. Throughout the year, our community involvement changes. Activities range from raising money for charities to getting behind causes – we encourage everyone to find ways to contribute and be involved to increase the positive impact we have on those around us.

5. Respectful Workplace Behaviour

People are iSelect's greatest asset. Our people are our first priority, and working together coherently makes it a great workplace. iSelect's approach to equality is simple: anyone tasked in performing an activity for iSelect will treat each other with the utmost respect and fairness, holding no reservation on what makes each individual who they are. Our Respectful Workplace Behaviour Policy outlines in detail the expectations and commitments for team members, our People Leaders and the business to uphold.

We value fairness, especially when reviewing opportunities that iSelect can offer. All recruitment and job evaluation decisions will be based on merit – being the skills and abilities against inherent requirements for a role regardless of personal characteristics.

It is not about the intent of the action; it is how it is perceived by the person it is directed to, or those that witness or hear about the action. In assessing whether behaviour is unreasonable, it should be considered if an impartial person observing the situation would think it is acceptable to behave that way. All forms of Discrimination, Harassment, Sexual Harassment, Bullying, Vilification, Victimization, or Vexatious Complaints will not be tolerated at iSelect.

All team members who have engaged in any form of non-respectful workplace behaviour as listed above are subject to appropriate disciplinary actions – including but not limited to written warnings, or termination of employment.

6. Acceptable Use of Technology

Team members are required to abide by the rules and guidelines regarding use of iSelect Technology and equipment to protect our customers, other team members and the business. Prohibited use of technology can increase chance of risks including virus attacks, compromise of network systems and services, and legal implications. These guidelines can be found in the iSelect Information Securities Policy.

Examples of iSelect technology include Internet/Intranet/Extranet-related systems, computer equipment, software, operating systems, storage media, network accounts providing email, and FTP.

Effective security is a team effort involving the participation and support of every iSelect team member and affiliate who deals with information and/or information systems. It is the responsibility of every computer user to know these guidelines, and to conduct their activities accordingly.

7. Gifts and Conflicts of Interest

iSelect discourages the acceptance of any form of gift from external parties and must not be accepted under any circumstances where it could give rise to a conflict of interest. Our Anti-Bribery and Corruption Policy provides guidelines for our team members on what is and isn't acceptable in relation to gifts, including notification requirements should it occur.

Conflicts of Interest occur when an team member's ability to make an objective and impartial decision is compromised due to competing commercial, professional, or personal interests or relationships. A Conflict of Interest is not necessarily unethical or wrong. Details in relation to our expectations

regarding Conflicts of Interest can be found in the Conflicts of Interest Policy. It is important that any actual, perceived, or potential Conflict of Interest is identified, disclosed, and effectively managed so that any conflict of interest is avoided.

Conflicts of Interest must be managed in a way that is fair, transparent, accountable, and free from bias. This will help ensure that the decisions and advice given by iSelect do not disadvantage iSelect or iSelect's customers and act in line with the Conflict of Interest Policy.

8. Fraud and Misconduct

Fraud and misconduct represent violations of iSelect's Code of Conduct, undermining trust, integrity, and the fundamental principles that guide ethical behaviour. These actions may involve dishonesty or intentional wrongdoing to gain an unfair advantage or harm others.

iSelect does not tolerate fraud or misconduct in any form, and therefore will not allow it to play any part in our operations or sales, including influence of business relationships or decisions. Reports of Fraud and Misconduct should be made in line with the Whistleblower Policy.

9. Confidentiality – Reporting and Accountability

It is everyone's responsibility to behave according to the Code of Conduct. It also takes everyone to help maintain and uphold it. What this means is we need you to speak up and report breaches and potential violations.

So, what happens if I, or someone I know, breaches the code?

- If you breach the code, or know of a breach by someone else, you must report the matter immediately.
- If you suspect the code has been breached but are unsure, you should act on the side of caution and report the matter for further investigation.
- Breaches of the code will result in investigations which may result in disciplinary action.
- There may be practical limitations when investigating for those who remain anonymous, and it may also be necessary to speak with other team members or people involved in a complaint as part of an investigation.

Who do I speak with regarding a potential breach?

- Where possible and appropriate, we encourage you to speak to your direct leader to help resolve any issue or seek guidance. They will be able to discuss the situation and if needed, point you in the right direction to seek further guidance (ie, People & Culture, Legal, Risk and Compliance).
- Alternatively, if you need to seek guidance, report a breach, or have any questions about our Code of Conduct, please contact the People and Culture Team either in person or via email hradmin@iselect.com.au. Meetings with anyone from People & Culture will be confidential and you can remain anonymous if you wish, unless there is a legal obligation to alert the appropriate authorities.
- If you have questions or want to report any legal breaches, then you can contact our internal legal and compliance team at compliance@iselect.com.au.
- If you have concerns about improper conduct and you do not feel you can raise your concerns internally, you can contact 'Your Call' who are an independent external provider who deliver an expert, personalised and secure external whistleblowing service.

More information about this service and their contact details can be found at <https://www.whistleblowing.com.au>.

All files, or support documentation (regardless of format) will be kept secure, and in suitable locations that are only accessed by authorised people. Anyone involved in a complaint must maintain confidentiality and display a commitment to uphold the integrity of the investigation process.

10. Non-Compliance with the Code of Conduct

Any team member who acts against our Code of Conduct may be subject to disciplinary action in line with the Grievance and Complaint Resolution Guide. Potential outcomes of disciplinary actions include but are not limited to written warnings, or termination of employment.

11. Guidance, Management and Monitoring of our Code of Conduct

The policy, guidelines and key activities that support the management and on-going sustainability of our Code of Conduct include:

- Anti-Bribery and Corruption Policy
- Drug and Alcohol Policy
- Fraud and Misconduct Guideline
- iSelect Information Security Policies
- Conflict of Interest Policy
- Respectful Workplace Behaviour Policy
- Social Media Use Policy
- Wellness Policy
- Whistleblower Policy
- Workplace Gambling Policy

All team members are required to read and adhere to these policies which are available via MyHub.

12. Document Control

Policy Department	People & Culture	Next Review Date	October 2024
Policy Owner	Executive – People and Culture	Review Period	Annual
Approver	ISU Board of Directors	Last Author	Daniel Joynson

13. Document History

Version	Date Approved	Author	Description
8.1	October 2023	People & Culture	Contents Update.
2022.1	5 May 2022	People & Culture	Policy review.
2020.1	28 August 2020	People & Culture	Policy review.
2018.1	2 March 2018	Human Resources	Policy review.
2017.1	1 February 2017	Human Resources	Policy review.
2016.1	April 2016	People Team	Policy review.
2015.1	30 November 2015	Daniel Syrus	Update with Values included.
v.1.01	February 2014	M Barnard	Policy review.
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