

Code of Conduct at One NZ

A message from Jason Paris (JP)

CEO One NZ



I am delighted to share with you our updated Code of Conduct. We have a history in Aotearoa New Zealand, and, under our new, independent ownership we are even more committed to achieving great things for our customers and for Aotearoa New Zealand.

This commitment is demonstrated in our shared purpose of ensuring a better-connected Aotearoa New Zealand.

Achieving our purpose starts with our people. How we show up for each other and One NZ is the foundation of our ambition. We've heard from you on the whanonga you believe we need and distilled this to "heart, grit and freedom". I hope these resonate with you as much as they do with me.

Freedom also reflects our promise to you. You have the freedom at One NZ to be yourself, work flexibly, lead authentically and deliver loved experiences to our customers. As part of our One NZ whānau we want you to have the **wātea** you need to be successful with us.

As part of operating with **wātea** we have some guiding principles to ensure we act ethically and with integrity.

These are the guiding principles underlined by our Code of Conduct which covers looking after:

OURSELVES – EACH OTHER – ONE NZ
– AOTEAROA NEW ZEALAND

Please take the time to read through this information and apply the principles every day. And if you see or hear anything that concerns you, please Speak Up.

I am proud to work for a company that is committed to giving you the Freedom to do things in the right way, showing up as our best selves and delivering a radically better world for our customers.



Code of Conduct at One NZ

Kia ora

This document includes Te reo Māori. It focuses on words or phrases within the context of the topic.

Take a couple of seconds now to familiarise yourself with the words or phrases as they will appear in Te reo Māori only.

Glossary

Te reo Māori

Wātea

Whāki

Whanonga

Kaimahi

Rangatahi

Tangata whenua

English

Freedom

Speak Up

Behaviours

Employees

Youth

People of the land

Our whanonga

Our whanonga were co-created by hundreds of people across One NZ. All of the feedback has resulted in three whanonga. Living these whanonga, every day, will ensure our customers get the best possible experience.



HEART

- We Listen
- We build trust
- We walk in other people's shoes

We always keep our people safe, act with integrity and do the right thing.
We care about customers, our people and sustainable outcomes for NZ.



GRIT

- We take ownership
- We solve
- We get sh@t done

We delight customers by breaking down barriers and getting the job done.

We take an owner's mindset, striving for operational excellence and finding ways to do more with less.



FREEDOM

- We simplify
- We lead
- We are impactful

We embrace change and see it as an opportunity to be curious, adapt, grow and improve.

Code of Conduct at One NZ

WHY

We believe that mutual respect and trust are fundamental to everything we do. We all need to stay true to One NZ's behaviours and be committed to working together as one team. This also includes calling out behaviours that may be misaligned to what we stand for and/or conflict with One NZ's behaviours.

We trust that you have the best intent to do the right thing for yourself, for each other and for One NZ. However, it's important for us to be on the same page to help clarify those few occasions where things can get a bit tricky. This Code of Conduct helps draw those boundaries and sets the parameters we should all operate within.

WHAT

WHO

HOW

WHY

What is the Code of Conduct?

WHAT

The Code of Conduct is our foundation document that describes our standards of conduct by outlining our expectations on how we do things at One NZ. The Code of Conduct is supplemented by policies and guidelines that provide further information on the standards that we all need to uphold.

WHO

HOW

WHY

WHAT

WHO

HOW

Who is the Code of Conduct for?

This Code of Conduct applies to all kaimahi at One NZ. For ease of reference, we will refer to all parties above collectively as 'applicable individuals' or more simply as 'we'.

WHY

WHAT

WHO

HOW

How does the Code of Conduct affect me?

Just like anyone else working in Aotearoa New Zealand, if you are an employee you must comply with the law and your employment agreement with us. You are also expected to follow our Code of Conduct and act in alignment with our behaviours, policies, and guidelines at all times. Any breach of our policies may result in disciplinary action up to and including termination of employment.

So, please take the time to ensure that you thoroughly understand our Code of Conduct, policies, and guidelines. Reach out to your people leader or contact the People team if you have any questions or concerns.

Ethical decision making

Before we talk details, we know that doing the right thing comes naturally to us all. While we have our Code of Conduct, policies, and guidelines, your first port of call should be your inner compass; pause to self-reflect and ask yourself the following questions when you're faced with a decision:

ASK:

Is this legal?

Is this ethical?

Is this in line with our Code of Conduct?

Is this right for our customers and colleagues?

Would you be proud to tell others about your actions?

If you answer 'no' to any of these questions, or are unsure, you should stop and ask for advice or consult our Code of Conduct, applicable policy, or guideline.

Whāki (Speak Up)

From time to time, you may come across things as you go about your working day that don't feel right or are not in line with our Code of Conduct, policies, or guidelines. Don't wait until it becomes a serious problem.

To “Whāki” about behaviour in or by the organisation you can:

- ① Talk to your people leader
- ② Speak to your Head of People Partnering or via email to AskHR@one.nz
- ③ Raise it with the Chief People Officer or the CEO
- ④ Raise it through our external EthicsPoint hotline ‘[Speak Up](#)’
- ④ Speak to the legal team

All Speak Up submissions will be treated in good faith and we have a strict non-retaliation and non-victimisation policy. This means you will not be treated less favourably if you raise a genuine concern through one of the channels above. We want you to feel you can report any genuine concern about wrongdoing without fear of retribution.

In addition, if you make a report about serious wrongdoing that falls within the scope of the Protected Disclosures (Protection of Whistleblowers) Act 2022 then we will treat your disclosure in accordance with this Act. No action will be taken against you in such cases, provided that the report is not made in bad faith and is made in accordance with the other requirements set out in the Act. This is the case even if the alleged serious wrongdoing is ultimately proven not to be serious wrongdoing.

Please contact AskHR@one.nz if you would like more details regarding what types of serious wrongdoing fall within the scope of the Act.



Our Code of Conduct

The Code of Conduct is broken down into four parts – how we look after ourselves, each other, One NZ and Aotearoa New Zealand.



Looking after ourselves



Looking after each other



Looking after One NZ



Looking after Aotearoa New Zealand

Our Code of Conduct

How we look after ourselves



At One NZ, we are committed to creating a workplace that promotes and maintains our physical, emotional, cultural, mental health and wellbeing. A safe and healthy workplace where we can all be the best version of ourselves makes us stronger as an organisation, and it all starts with you!

The organisation is nothing without its people. We're all about you bringing your whole self to work and being on your A-game. We also need to play by the rules. So, let us lay down what we stand for so there are no surprises - we are all about full transparency.

- We comply with all workplace health and safety laws and adhere to our One NZ Absolute Rules to ensure our critical risks are effectively managed.
- We care for ourselves, taking time to rest, have fun and care for our wellbeing. We understand the leave we have available and use it appropriately to take time off for ourselves and our loved ones.
- We are clear on our performance expectations and do our best to deliver on them. We understand that One NZ is committed to supporting our performance and creating a high-performance culture in a fair and equitable way for all our people. We understand if we fall behind on our performance, One NZ will provide support to help address the concerns in a timely way.
- We don't work if affected by alcohol or any other drug or substance. We are committed not to undertake any work activity where our thinking or physical safety may be impaired following alcohol or drug consumption.
- We conduct ourselves in line with One NZ's expectations and acknowledge that any potential breaches of our policies or guidelines may lead to a disciplinary process, as outlined in our employment agreements.

Resources:

One NZ maintains a comprehensive set of policies in our policy portfolio. Relevant policies to this section include:

- [Health & Safety Policy](#)
- [Disciplinary Policy](#)
- [Performance Improvement Policy](#)
- [Alcohol and Drug Policy](#)
- [Parental Leave Policy](#)

Our Code of Conduct

How we look after each other



To help us succeed as one team, we maintain a positive working environment for all. When we feel safe and respected, we can make good decisions together for One NZ and our customers.

We also need to work together to protect the personal information of all applicable individuals at One NZ.

- We actively promote diversity and inclusion in the workplace. We work to enable a workplace where all Kaimahi are valued and respected, and the differences between us are not only embraced but celebrated. We understand both One NZ's responsibilities and ours in creating and maintaining a diverse, inclusive, harassment and discrimination free work environment for all people.
- We are committed to looking after all aspects of our people's wellbeing through policy and practice including our Family Violence policy and our Manaaki Support Network.
- We treat each other with respect and behave in ways that contribute to a safe and positive working environment. We have zero tolerance for harassment and bullying. We never condone violent acts, threats of violence, or verbal or emotional abuse.
- We protect and respect each other's personal information. We understand how our own personal information is collected and used, and our obligations to protect the personal information of others.
- We are committed to the principles of Te Tiriti/the Treaty of Waitangi and to embedding these principles in One NZ.

Resources:

One NZ maintains a comprehensive set of policies in our policy portfolio. Relevant policies to this section include:

- [Diversity and Inclusion Policy](#)
- [Bullying and Harassment Policy](#)
- [Employee Privacy Statement](#)
- [One NZ Honouring the principles of Te Tiriti o Waitangi Policy](#)

Our Code of Conduct

How we look after One NZ

We are vigilant in looking after One NZ and our reputation. We protect our brand, information and work together to keep One NZ safe.

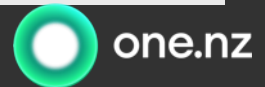
Here is how we uphold One NZ's reputation:

- We always take actions that are ethical and refrain from doing anything that may cause harm to the One NZ brand.
- We ensure business is always conducted impartially, fairly, and free from any inappropriate influences by:
 - Categorically rejecting bribes and any improper payments including rejecting gifts or hospitality from business partners and other stakeholders that are deemed excessive or inappropriate.
 - Not putting ourselves in positions where we may be seen as having conflicting interests.
 - Not using any confidential or non-public information about One NZ for any personal gains, including engaging in any insider trading activities.
- We support free and fair competition. We never seek, accept, or discuss confidential information with competitors.
- We engage with social media channels sensibly as a responsible representative for One NZ. While we are encouraged to act as brand ambassadors, we never make comments on behalf of One NZ unless we have prior approval.
- We follow the company's security guidelines to keep One NZ safe.
- We manage our information and documents securely to prevent loss of information and assets. We protect the privacy of our customers and Kaimahi and will immediately let our people leader know if we suspect a privacy breach.
- We carefully manage our Intellectual Property Rights (IPR) and proprietary information and prevent their unauthorised use. Equally importantly, we also respect the IPR of others.
- We think and act like a business owner on behalf of One NZ, and we do our best to follow good financial management practices.

Resources:

One NZ maintains a comprehensive set of policies in our policy portfolio. Relevant policies to this section include:

- [Ethical Advertising Policy](#)
- [Social Media and Instant Messaging Policy](#)
- [Cyber and Information Security Policy](#)
- [Privacy Management Policy](#)
- [Delegations of Authority](#)
- [Financial Product Trading Policy](#)



Our Code of Conduct

How we look after Aotearoa New Zealand

Our responsibilities extend beyond the One NZ brand, we have a responsibility to ensure our actions look after Aotearoa New Zealand as well. We strive to always do the right thing and strike a balance across customer, commercial, and cultural perspectives.

We use the skills and capability of the business to support the goals of Te Rourou, One NZ Aotearoa Foundation, delivering positive outcomes to create a more equitable Aotearoa for our rangatahi (youth).

We take a holistic approach to sustainability, and consider the environmental, social, and cultural impacts of our decisions as individuals and as an organisation. This includes a focus on emissions reduction and waste minimisation, alongside our work to support and uphold the mana of the communities we serve.

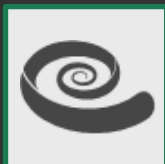
We acknowledge the principles of Te Tiriti o Waitangi and celebrate the unique position of Māori as tangata whenua of Aotearoa New Zealand. One NZ is committed to:

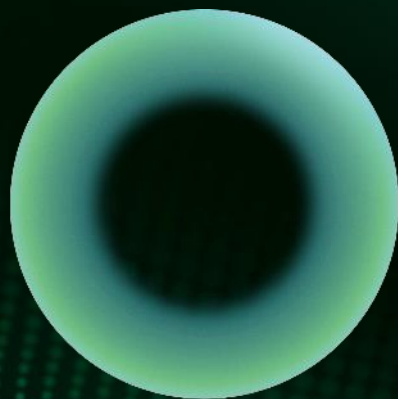
- Operating in a framework which allows us to express and celebrate the cultural diversity of Aotearoa New Zealand.
- Enhancing Māori contribution to and participation in the organisation.
- Actively seeking out opportunities to partner with Māori.

Resources:

One NZ maintains a comprehensive set of policies in our policy portfolio. Relevant policies to this section include:

- Our policy Honouring the principles of Te Tiriti of Waitangi is [here](#)
- Find out more about Te Rourou, One Aotearoa Foundation [here](#)





one.nz