

# Code of Conduct

## On Hire Field Employees

### Policy Statement

Madison's most valuable resource is its pool of field Employees, who provide an invaluable service to our Clients. Our objective is to provide work opportunities whereby our people can best use their skills and where possible have the opportunity to learn.

Our aim is to create a safe, positive and mutually rewarding employment relationship and avoid the need for disciplinary action. To do that we want to foster a relationship of mutual trust, where we can have confidence in you to do a job well, and you can have confidence in us to provide you meaningful work in a safe working environment, and to be treated fairly.

This Code of Conduct takes into account the temporary nature of assignments and the role of the Client who can determine the duration of an assignment based on their business requirements.

### Purpose

This Policy is to ensure that as a Madison Employee, who may be placed on temporary or fixed term assignments, you know what behaviour is expected of you at work.

This Policy provides guidelines on the process that may be followed if you are not meeting the expectations of Madison or our Client.

### Cover

This Policy covers all on hire field employees, who are assigned to a Madison Client's work site.

### Policy

The nature of temporary/fixed term employment means it is important for Madison's reputation and relationships that Employees demonstrate high standards of behaviour when on assignments with Clients. Clients may also set special rules or requirements that need to be followed, which may differ from Client to Client.

### End of Assignment

A Client may end an assignment for any reason whatsoever including if they are dissatisfied with the performance or conduct of a Madison Employee, or for other reasons including a change in the availability of work. If there is an allegation of misconduct or performance concerns Madison will treat you as still registered with Madison until such time as we make a decision about whether we are able to continue with your employment. Madison may continue to investigate the matter while you remain registered, to determine whether you may be offered further work assignments.

If you are unable to work for Madison's Client(s) for any reason during this process, you will not be paid.

### Warnings

If Madison has cause to address your behaviour or performance, you may be put on notice while on or between assignments. This means, that you may be given an opportunity to improve and continue to work or be considered for work, and there will be an expectation that you will conduct yourself appropriately or perform to an acceptable standard in the future. If Madison has cause to raise similar issues with you again, we may have no option but to end your assignment early. For Serious Misconduct or Performance concerns, this opportunity to put

you on notice and for you to continue to work may not apply, and we will notify you of the process we intend to follow regarding the matter.

If you have been given a formal written warning following a disciplinary process you may remain registered with Madison and be available for further work, in which case the warning will continue to apply to any new assignments offered for a period of 12 months from the date of issue of the warning.

**This is how we work at Madison:**

- Perform to the best of our ability, and commit to a high standard of work performed in a safe manner
- Arrive and leave work at the time that has been agreed, and promptly advise a Madison representative of any delays or absences
- Follow rules and processes that have been explained to us, noting this may differ from Client to Client
- Be respectful and courteous with everyone we come into contact with as part of our work day
- Dress appropriately and wear PPE that is required for the work we are doing
- Follow policies, procedures and all reasonable instructions that are asked of us
- Own up when we make a genuine mistake
- Let a Madison representative or the Client Supervisor/Team Leader know if we are struggling or don't understand something
- Treat all property of Madison and the Client with care