

CORPORATE GOVERNANCE & INTEGRITY

Code of Conduct & Business Ethics

Policy | HR-POL-008 | Version 2.0

Document number	HR-POL-008
Version	2.0
Document owner	Rhiannon Frankas, Director
Approver	Daniel Frankas, Managing Director
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Review date	19 July 2028 or earlier following material change
Status	For approval and website publication

MISCO conducts business honestly, lawfully and professionally. Decisions must protect safety, product quality, fair dealing, confidential information and the trust placed in MISCO by employees, customers, suppliers and the community.

1. Purpose

Define the ethical, professional and behavioural standards expected whenever a person represents MISCO Australia.

2. Scope

Directors, employees, contractors, labour-hire personnel, consultants, agents and business partners acting for MISCO, across workplace, customer, supplier, digital and international dealings.

3. Policy statement and commitment

MISCO conducts business honestly, lawfully and professionally. Decisions must protect safety, product quality, fair dealing, confidential information and the trust placed in MISCO by employees, customers, suppliers and the community.

4. Mandatory requirements

- Act honestly, fairly and in good faith; never falsify records, conceal material facts or mislead a customer, supplier, regulator or colleague.
- Comply with applicable law, customer requirements and approved MISCO controls; seek guidance where a requirement is unclear.
- Treat every person with dignity and respect and do not engage in discrimination, bullying, harassment, sexual harassment, victimisation or threatening conduct.
- Work safely, follow authorised methods and stop or report work where there is a serious safety, quality, environmental or security concern.
- Declare actual, potential or perceived conflicts of interest before participating in the affected decision.

- Never offer, request, give or accept a bribe, kickback, secret commission or other improper advantage.
- Protect personal, commercial, technical and security-sensitive information and use company systems and assets only for authorised purposes.
- Compete fairly, respect intellectual property and make only accurate, supportable claims about products, origin, standards, certification and capability.

5. Implementation and operational controls

- Include the Code in induction and refresher training.
- Require conflicts, gifts and material ethical concerns to be declared to a Director.
- Investigate alleged breaches fairly, confidentially and proportionately.
- Apply corrective or disciplinary action consistently, subject to procedural fairness and applicable workplace law.

6. Roles and responsibilities

Role	Responsibility
Directors	Approve the document, provide resources, set the expected standard and review material breaches or exceptions.
Managers and supervisors	Apply the requirements in daily work, communicate expectations, retain required records and escalate concerns.
Employees and contractors	Follow the document, complete required training, protect MISCO interests and promptly report suspected breaches.
Suppliers and business partners	Meet applicable contractual, ethical, safety, quality, security and legal requirements when acting for or supplying MISCO.

7. Reporting, complaints and escalation

Concerns may be raised with Rhiannon Frankas, Daniel Frankas or under the Whistleblower Policy. Retaliation against a person who raises a concern in good faith is prohibited.

MISCO will assess concerns proportionately, preserve confidentiality as far as lawful and practicable, prevent retaliation, and refer matters to regulators, emergency services, insurers, professional advisers or law enforcement where required.

8. Monitoring and assurance

- The Document Owner will monitor relevant complaints, incidents, nonconformities, legal or standards changes, website accuracy and overdue actions.
- Material findings will be considered through management review, internal review or corrective action as appropriate.
- Public claims and linked downloads will be checked when evidence, certification, licensing, supplier, product, website technology or business practice changes.

9. Records and retention

Approvals, declarations, registers, reports, investigations, training, complaints, correspondence and other records created under this document must be accurate, protected, accessible to authorised personnel and retained under IT-POL-003 and applicable legal, contractual and evidentiary requirements.

10. Related MISCO documents

- COR-POL-001 Anti-Bribery and Corruption Policy
- COR-POL-002 Conflict of Interest Policy
- COR-POL-003 Whistleblower Policy
- HR-POL-012 Workplace Behaviour & Anti-Harassment Policy
- IT-POL-005 Privacy Policy

11. External references

- [Fair Work Act 2009 \(Cth\) and Fair Work Ombudsman workplace rights guidance](#)
- [Sex Discrimination Act 1984 \(Cth\) positive duty guidance](#)
- [Occupational Health and Safety Act 2004 \(Vic\) and Occupational Health and Safety Regulations 2017 \(Vic\)](#)
- [Privacy Act 1988 \(Cth\), Australian Privacy Principles and OAIC guidance](#)
- [Competition and Consumer Act 2010 \(Cth\), Schedule 2 - Australian Consumer Law, and ACCC consumer guarantees guidance](#)
- [Criminal Code Act 1995 \(Cth\), foreign bribery offences and Attorney-General's Department guidance](#)
- [Corporations Act 2001 \(Cth\), Part 9.4AAA, and ASIC Regulatory Guide 270](#)

References were verified from primary or authoritative sources on 19 July 2026. Standards are identified but not reproduced; current licensed editions and legal advice should be consulted where exact requirements determine a decision.

12. Approval and review

Role	Name	Approval / signature	Date
Document owner	Rhiannon Frankas		
Approver	Daniel Frankas		

Review due 19 July 2028, or earlier following material legislative, regulatory, standards, certification, system, operational or organisational change.

Revision history

Version	Date	Change
1.0	1 January 2026	Initial controlled issue.
2.0	19 July 2026	Substantive revision of Version 1.0: corrected Victorian OHS and environmental references, strengthened positive-duty, whistleblower, information-protection and product-claim controls, and standardised MISCO document control.