

# Code of Conduct Summary



# Code of Conduct - A snapshot



> We are stewards of an organisation that has a proud history – more than 50 years – of delivering retirement outcomes to our members. We are loved by our members for what we do for them in delivering returns, and in providing their services.

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> Our code governs the way we all must behave towards our members, suppliers, clients, co-workers, management, directors and the general public.

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> We observe the highest standards of ethics, integrity and behaviour in all of our interactions.

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> We conduct ourselves in a professional and courteous manner and observe the standards of behaviour in line with the values of Brighter Super.

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> We are committed to developing and maintaining a culture where we all are loved by our team-mates and colleagues as much as we are by our members – where every team member wants to come to work and deliver exceptional performance for our members, and for each other.

# Code of Conduct Summary

At Brighter Super our behaviour guides our business ethics and values. All of our decisions are based on applying our Values and having respect for everyone in our business.

No-one is above the Code. We are all, without exception, subject to the provisions of this Code. We create the most inclusive, diverse and respectful workplaces possible, harnessing all of the different perspectives, experiences and ideas for the maximum benefit of our members and team.

We are all about improvement at Brighter Super and feedback is key to ensuring we are following our Code at all times. Exercising good judgment also includes speaking up when we have a concern about behaviour that violates the values and principles in our code.

We encourage everyone to speak up where there is a concern, no matter how minor. The standard of behaviour we walk past is the standard we accept. Looking the other way does not help us be successful as an organisation. Everyone is empowered to provide feedback.

We acknowledge that we understand what we are required to do and the way we are obligated to do it.

We build a culture where we all feel we can have our say on how we can improve, and strengthening our organisation's culture and work practices starts with following our Code of Conduct.

We aim to deliver exceptional retirement outcomes and member service, and we are guided by the following three values in all interactions and decision-making.

## Trusted

We use intelligent investment, growth and continuous improvement strategies that provide long-term material benefits to members.

## Reliable

All strategies, decisions and services revolve around a commitment to provide exceptional and consistent member service.

## Understanding

We take the time to genuinely listen to our members and our employees to understand their needs.

We are professional in all dealings with all people, including workmates members and potential members of Brighter Super.

We do not discriminate, harass or bully (including unreasonable behaviour such as victimising, humiliating, intimidating or threatening) any person. Brighter Super has zero tolerance for behaviour that treats any other person as inferior, whether that be for race, colour, religion, age, gender,

sexual orientation, national origin, disability, marital status, or any other reason.

We avoid any situation which may compromise our integrity.

We call out and manage any situation which may involve a conflict of interest.

We ensure all decisions made are seen to be fair and transparent and are free of influences which may be seen as a personal advantage or favour.

We refuse any situation where there is influence or coercion to accept gifts or entertainment, of any value, for any reason other than purposes of a reasonable gesture of business goodwill.

We do not consume or possess drugs or alcohol in the workplace or attend work.

We maintain, during and after our association or employment with Brighter Super, the confidentiality of any confidential information, records or other materials acquired during the course of the association or employment with Brighter Super.

We protect the information of our members, all contacts, Board members, management and employees.

