**TWGG Melbourne Pty Ltd (“TWGG”) Employee Code of Conduct**

TWGG Employee Code of Conduct is one of the most important parts of TWGG Work. TWGG created a code of conduct to help you communicate TWGG expectations to TWGG employees in a clear and tactful manner.

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**Employee Code of Conduct**

As an employee, you are responsible to behave appropriately at work. TWGG has outlined TWGG expectations here. TWGG can’t cover every single case of conduct, but TWGG trusts you to always use your best judgement. Reach out to your Principal Migration Consultant or Practice Manager if you face any issues or have any questions.

**Dress Code**

TWGG official dress code is Business and Smart Casual. This includes slacks/ loafers/ blouses/ boots. However, an employee’s position may also inform how they should dress. If you frequently meet with clients or prospects, please conform to a more formal dress code. TWGG expects you to be clean when coming to work and avoid wearing clothes that are unprofessional (e.g. workout clothes.)

As long as you conform with our guidelines above, we don’t have specific expectations about what types of clothes or accessories you should wear.

TWGG also respect and permit grooming styles, clothing and accessories that are dictated by religious beliefs, ethnicity or disability.

**Cyber Security and Digital Devices**

This section deals with all things digital at work. TWGG wants to set some guidelines for using computers, phones, our internet connection and social media to ensure security and protect our assets.

**Internet Usage**

TWGG internet connection is primarily for business. But you can occasionally use TWGG connection for personal purposes as long as they don’t interfere with your job responsibilities. Also, TWGG expects you to temporarily halt personal activities that slow down TWGG internet connection (e.g. uploading photos) if you’re asked to.

You must not use our internet connection to:

* Download or upload obscene, offensive or illegal material;
* Send confidential information to unauthorized recipients;
* Invade another person’s privacy and gain access to sensitive information;
* Download or upload pirated movies, music, material or software;
* Visit potentially dangerous websites that can compromise TWGG network and computers’ safety; and
* Perform unauthorized or illegal actions, like hacking, fraud or buying/selling illegal goods.

**Mobile**

TWGG allows use of mobile at work. But TWGG also wants to ensure that your devices won’t distract you from your work or disrupt TWGG workplace. TWGG asks you to follow a few simple rules:

* Use your cell phone in a manner that benefits your work (business calls, productivity apps, calendars.);
* Keep personal calls brief and use an empty meeting room or common area so as not to disturb your colleagues;
* Avoid playing games on your phone or texting excessively;
* Don’t use your phone for any reason while driving a TWGG vehicle;
* Don’t use your phone to record confidential information;
* Don’t download or upload inappropriate, illegal or obscene material using TWGG internet connection; and
* Also, you must not use your phone in areas where cell phone use is explicitly prohibited.

**TWGG Email**

Email is essential to our work. You should use TWGG email primarily for work, but TWGG allows some uses of TWGG email for personal reasons.

* **Work-related Use**

You can use TWGG email for work-related purposes without limitations. For example, you can sign up for newsletters and online services that will help you in your job or professional growth.

* **Personal Use**

You can use your email for personal reasons as long as you keep it safe and avoid spamming and disclosing confidential information. For example, you can send emails to friends and family and download ebooks, guides and other safe content for your personal use.

* **Our General Expectations**

No matter how you use TWGG email, TWGG expects you to avoid:

* Signing up for illegal, unreliable, disreputable or suspect websites and services;
* Sending unauthorized marketing content or emails;
* Registering for a competitor’s services, unless authorized;
* Sending insulting or discriminatory messages and content; and
* Spamming other people’s emails, including your coworkers.

In general, use strong passwords and be vigilant in catching emails that carry malware or phishing attempts. If you are not sure that an email you received is safe, ask your Principal Migration Consultant or Practice Manager.

**Social Media**

TWGG wants to provide practical advice to prevent careless use of social media in TWGG workplace. TWGGs addresses two types of social media uses:

* Using personal social media at work and representing TWGG through social media; and
* Using TWGG social media to market, promote and network services or find prospective clients.

**Using Personal Social Media At Work**

You are permitted to access your personal accounts at work. But TWGG expects you to act responsibly, according to TWGG policy and ensure that you stay productive.

Specifically, TWGG asks you to:

* Discipline yourself. Avoid getting sidetracked by your social platforms;
* Ensure others know that your personal account or statements don’t represent TWGG. For example, use a disclaimer such as “opinions are my own.”;
* Avoid sharing intellectual property (e.g trademarks) or confidential information. Ask your Principal Migration Consultant or Practice Manager before you share TWGG news that’s not officially announced; and
* Avoid any defamatory, offensive or derogatory content. You may violate TWGG anti-harassment policy if you direct such content towards colleagues, clients or partners.

**Representing TWGG Through Social Media**

If you handle TWGG social media accounts or speak on TWGG behalf, TWGG expects you to protect TWGG image and reputation.

Specifically, you should:

* Be respectful, polite and patient;
* Avoid speaking on matters outside your field of expertise when possible;
* Follow TWGG confidentiality and data protection policy and observe laws governing copyrights, trademarks, plagiarism and fair use;
* Coordinate with TWGG Principal Migration Consultant or Practice Manager when you’re about to share any major-impact content;
* Avoid deleting or ignoring comments for no reason; and
* Correct or remove any misleading or false content as quickly as possible.

**Conflict of Interest**

When you are experiencing a conflict of interest, your personal goals are no longer aligned with your responsibilities towards TWGG. For example, owning stocks of one of TWGG competitors is a conflict of interest.

In other cases, you may be faced with an ethical issue. For example, accepting a bribe may benefit you financially, but it is illegal and against TWGG business code of ethics. If TWGG becomes aware of such behavior, you will lose your job and may face legal trouble.

For this reason, conflicts of interest are a serious issue for all of us. TWGG expects you to be vigilant to spot circumstances that create conflicts of interest, either to yourself or for your direct reports. Follow TWGG policy and always act in TWGG best interests. Whenever possible, do not let personal or financial interests get in the way of your job. If you are experiencing an ethical dilemma, talk to your Principal Migration Consultant or Practice Manager and TWGG will try to help you resolve it.

**Employee Relationships**

TWGG wants to ensure that relationships between employees are appropriate and harmonious. TWGG outlines TWGG guidelines and TWGG asks you to always behave professionally.

**Fraternization**

Fraternization refers to dating or being friends with your colleagues. In this policy, “dating” equals consensual romantic relationships and sexual relations. Non-consensual relationships constitute sexual violence and TWGG prohibits them explicitly.

**Dating Colleagues**

If you start dating a colleague, TWGG expects you to maintain professionalism and keep personal discussions outside of TWGG workplace.

You are also obliged to respect your colleagues who date each other. TWGG won’t tolerate sexual jokes, malicious gossip and improper comments. If you witness this kind of behavior, please report it to Principal Migration Consultant or Practice Manager.

**Dating Supervisors**

To avoid accusations of favoritism, abuse of authority and sexual harassment, supervisors must not date their direct reports. This restriction extends to every supervisor above an employee.

Also, if you act as a hiring manager, you aren’t allowed to hire your partner to your team.

You can refer them for employment to other teams or departments where you don’t have any managerial or hiring authority.

**Friendships At Work**

Employees who work together may naturally form friendships either in or outside of the workplace. TWGG encourages this relationship between peers, as it can help you communicate and collaborate. But TWGG expects you to focus on your work and keep personal disputes outside of TWGG workplace.

**Employment of Relatives**

Everyone in TWGG should be hired, recognized or promoted because of their skills, character and work ethic. TWGG would not like to see phenomena of nepotism, favoritism or conflicts of interest, so TWGG will place some restrictions on hiring employees’ relatives.

To TWGG, a “relative” is someone who is related by blood or marriage within the third degree to an employee. This includes: parents, grandparents, in-laws, spouses or domestic partners, children, grandchildren, siblings, uncles, aunts, nieces, nephews, step-parents, step-children and adopted children.

As an employee, you can refer your relatives to work with TWGG. Here are TWGG only restrictions:

* You must not be involved in a supervisory/reporting relationship with a relative;
* You cannot be transferred, promoted or hired inside a reporting relationship with a relative;
* You cannot be part of a hiring committee, when your relative is interviewed for that position.

If you become related to a supervisor or direct report after you both become employed by TWGG, TWGG may have to transfer one of you.

**Workplace Visitors**

If you want to invite a visitor to TWGG office, please ask for permission from TWGG Principal Migration Consultant or Practice Manager first. Also, inform TWGG’ reception/ gate/ front-office of your visitor’s arrival. Visitors should sign in and show identification. They will receive passes and will be asked to return them to reception/ gate/ front-office once their visit is complete.

When you have office visitors, you also have responsibilities.

You should:

* Always tend to your visitors (especially when they are underage);
* Keep your visitors away from areas where there are dangerous machines, chemicals, confidential records or sensitive equipment; and
* Prevent your visitors from proselytizing your colleagues, gathering donations or requesting participation in activities while on TWGG premises.

Anyone who delivers orders, mail or packages for employees should remain at TWGG building’s reception or gate. If you are expecting a delivery, front office employees/security guards will notify you so you may collect it.

**Solicitation and Distribution**

Solicitation is any form of requesting money, support or participation for products, groups, organizations or causes which are unrelated to TWGG (e.g. religious proselytism, asking for petition signatures.) Distribution means disseminating literature or material for commercial or political purposes.

TWGG don’t allow solicitation and distribution by non-employees in TWGG workplace.

As an employee, you may solicit from your colleagues only when you want to:

* Ask colleagues to help organize events for another employee (e.g. adoption/birth of a child, promotion, retiring);
* Seek support for a cause, charity or fundraising event sponsored, funded, organized or authorized by TWGG;
* Invite colleagues to employee activities for an authorized non-business purpose (e.g. recreation, volunteering); and
* Ask colleagues to participate in employment-related activities or groups protected by law (e.g. trade unions).

In all cases, TWGG asks that you do not disturb or distract colleagues from their work.