

Code of Conduct

Radius Residential Care Limited (Radius Care) strives to have Exceptional People delivering Exceptional Care. Everyone at Radius Care plays a role in helping us to achieve this vision for the company.

The scope of our Code of Conduct extends to our employees, contractors, senior managers and directors.

Radius Care provides health services for the elderly and vulnerable, including the provision of hospital, dementia and rest home residential care, in-home care, and catering services, along with development and operation of integrated retirement villages in New Zealand. The elderly and vulnerable persons in our society who have chosen our care homes to be their home and for our staff to provide care services to them do so because they can no longer provide for themselves. Radius Care is honoured to be a provider of aged care services and a provider of support for other vulnerable members of the community.

Radius Care aims to ensure that we are accountable for guiding and continuously improving the quality of our services so that we are at all times perceived as and are leaders in care and to be the very best that we can be.

To be leaders in care we need to have clear and consistent values. The Code of Conduct helps us comply with our values and make the right decisions. We strive to have skilled and knowledgeable staff dedicated to living our values and ensuring that we are providing quality physical environments for our residents.

Our values are simple:

- **Commitment:** to achieve the best outcomes
- **Courage:** we always ensure that we do right thing
- **Compassion:** towards our residents, our stakeholders and the people we work with

Our Code of Conduct, manuals, Employee Handbook and training are designed to ensure we are Leaders in Care. The following guiding principles behind our Code of Conduct ensure that we make the right decisions and ensure our reputation is not harmed by our conduct. The question we always need to ask ourselves: Would we be happy to see that conduct reported on the front page of a newspaper?

- We act with honesty and integrity
- We comply with our policies and laws
- We work as a team and are customer focussed
- We value and maintain our professionalism
- We act respectfully

Our Code of Conduct and our Employee Handbook have the full support of our Executive Team and Board. They describe the standards of conduct that we expect from everyone who works for Radius Care. We expect at all times everyone covered by the scope of this document will comply with the Employee Handbook and this Code of Conduct. If any employee breaches the Employee Handbook and Code of Conduct, they can expect to face disciplinary action up to and including termination of employment in cases of serious breaches. It is also every employee's responsibility to be familiar with our values, Code of Conduct and Employee Handbook and to report immediately any breaches or potential breaches by another employee to their manager.

1. Principles

1.1. Principle One: We act with honesty and with integrity

Honesty and Integrity guide us to make the right decision and choices between what is right and wrong when we are providing care for vulnerable persons. If we do not act with honesty and integrity 100% of the time we cannot expect our residents, their families and our contract providers, the outside community that provides us business and services to trust us and we cannot be leaders in care.

Here are some examples of how we act with honesty;

- We are available and willing to provide the best care and services to our residents and/or our colleagues at all times while we are at work
- If we work at a care home, we devote the majority of our working time to caring for our residents
- We do not act dishonestly or lie to our employer or any other person or organisation
- We do not take any property that does not belong to us
- We do not claim anything we are not entitled to
- We do not falsify any document
- We avoid conflicts of interest, and declare any actual or potential conflicts
- We do not engage in any other business or commercial activities which would conflict with our ability to perform our duties at Radius Care
- We only use Radius Care assets, property, or information for proper purposes
- We act in the best interests of Radius Care, as required by law, and take account of the interests of shareholders and other stakeholders
- We comply with Radius Care procedures around giving and receiving gifts
- We adhere to the Whistleblower Policy
- We do what we promise to do

1.2. Principle Two: We comply with our policies and laws

The policies, laws and regulations have been drafted to ensure our continued business success and ability to maintain high standards of care in the aged care industry and to minimise health and safety risk to employees, residents, and any other person. If you are unsure what the laws and policies apply to your work you need to talk to your manager. If we fail to comply with our laws, regulations and policies the business and the individual may face serious consequences.

Here are some examples of how we comply with our policies, regulations and laws;

- We know and comply with the Health and Disability Commission Consumer Rights and Health and Disability Standards at all times
- We comply with our job descriptions and carry out all reasonable instructions issued to us to ensure the proper care of our residents
- We ensure that we act safely at all times and do not expose any person to an actual or potential health and safety risks in the workplace

- We comply with the Privacy Act, the Forced Labour Protocol and any other laws in NZ
- We comply with the HPC Act and if we belong to a professional body, such as the nursing council, we comply to this at all times

1.3. Principle Three: We work as a team and are customer focussed

All of us engage with others in our roles, whether this be residents, families, our stakeholders and our colleagues. It is essential that in every task we do we show respect and kindness and promote a positive customer focused experience towards the people that we engage with.

Examples of how we work as a team:

- We always act within our scope of practice and job descriptions and do not take on tasks that we have no authority to do
- We always do what is right for our residents, their families, contractors and our colleagues
- We talk to our manager and/or team leader when we have a problem with the provision of any of our services or other staff members
- We proactively problem solve with our team members to reach the best solution
- We take responsibility for our tasks and the environment that our residents live in and look for ways to ensure our residents are comfortable and safe

1.4. Principle Four: We value and maintain our professionalism

The way we conduct ourselves both at work and outside work directly impacts on how others perceive the work that we do. As employees we should at all times act in a professional and ethical manner that is transparent to all that we come into contact with during our working day and when being audited by external agencies. We should always be striving to be excellent at whatever tasks that we perform when we are representing the business.

Examples of how we value and maintain our professionalism:

- Being accountable for our decisions and actions
- Seeking to continually maintain and improve our skills and knowledge about the role that we do
- Only providing information that we have express authority to disclose
- We are responsive and act quickly to ensure that appropriate care is being provided at all times
- Comply with all external professional standards that apply to our roles including Health and Disability Code of Rights and Nursing code of conduct

1.5. Principle Five: We act respectfully

Acting respectfully and having pride in yourself and your workplace creates a positive experience for your colleagues and creates an enjoyable home for our residents. We all enjoy working in our roles when we value our own and others contributions to the business.

Examples of how we act respectfully:

- We do not argue with any person in a disrespectful manner
- We do not undermine or bully any person through words or actions
- We do not communicate with any person in a way that may cause offence, upset or may negatively impact on the business reputation or environment we seek to create for our residents

- We comply with the dress code
- We smile and respectfully greet our residents, their families, the people that we work with and comply with communication policies
- We show by our words and actions our commitment and enthusiasm about the services we provide
- We act towards others how we would expect to be treated ourselves
- We do not criticise our employer in the workplace or publicly
- We treat Radius Care property and the property of any person we provide care services to as if it were our own and we had paid for it
- Behaving in an appropriate way at work or at work related events or whenever we can be identified as working for Radius Care

2. Code of Conduct Review Schedule

The Radius Care Code of Conduct was approved by the Board in July 2025 and will be reviewed by the Board periodically.