

MAS CODE OF CONDUCT

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As a membership-based insurance and investment company, with a charitable status, we're here to Inspire a Healthier New Zealand. People are our priority, whether that be our members, our people or the people of New Zealand, our goal is to make every experience a member has with a positive one, and in doing so, further our social impact aspirations. At its most basic level, conduct is how people behave. The way we behave impacts on our Members, on each other, on our culture, on our industry and on our country. To maintain high standards of conduct we need to set clear expectations.

What does the Code of Conduct Cover

This Code of Conduct (Code) explains our principles-based approach to guiding behavior at MAS. It's a guide for doing the right thing. Ours is a culture where people go above and beyond to deliver their best and make a difference. It's a culture based on the highest standards of professionalism, honesty, integrity, transparency, mutual respect, and the freedom to speak up, and one that is aligned to our values of **We do it**, **We do it better**, and **We do it better together**. We understand the power of diversity and actively seek ways to make sure everyone feels included.

The Code sets our reference information to guide you in making the right choices. The information includes guidance on the behaviour.

Who does the Code of Conduct Cover?

The Code applies to all employees, business partners, and representatives of MAS, including contractors and consultants.

The Code cannot and does not cover every situation you might face in carrying out your work. We all need to take personal responsibility to make sure we act lawfully and in the best interests of Members, each other, our organisations and the wider community. If you're not sure about the best path to take, ask yourself this question: Does this feel like the right thing to do? Does it align with our Purpose? If it doesn't feel right, don't do it. Refer to this Code and ask for help if you're not sure about the right course of action to take.

Please take the time to reach through the Code and if you have any questions please talk to your People leader, your Chief, or the People Transformation team.

How we behave at MAS

At MAS, the guiding principle that shapes our culture is acting consistent with our Purpose and doing the right thing. That means we take personal responsibility to demonstrate the following behaviors.

- We act consistent with our Purpose.
- We act with integrity, honesty, and transparency.
- We treat others fairly and with respect.
- We inspire our Members, our people and our community.
- We protect our property, and information.
- We do our work safely, responsibly, and lawfully.

We act with integrity, honesty, and transparency.

At MAS, we value interactions with our Members, each other and our partners that are clear, transparent, sincere, and based on integrity. Here are some of the ways we do this.

- Give clear advice with full disclosure on the limitations, risks, and benefits of our products and service.
- Provide advice, products, and services that are consistent with our Purpose and fit for purpose for our Members' needs.
- Provide correct information in timesheets and in leave records.
- Follow through on what we say we're going to do.
- Don't blame others for our own actions.
- Declare any real or perceived conflicts of Interest.

We treat others fairly and with respect.

At MAS, we strive to create a working environment where everyone feels respected and valued. We celebrate diversity and value the contribution everyone has to make. Here are some of the ways we do this.

- Show genuine care and empathy for our Members, each other and our community.
- Work to build trust and confidence with our Members, each other, and our community.
- Inspire others, by being ambassadors for MAS, demonstrating passion for our Purpose, internally and externally.
- Demonstrate commitment to the success of others in our community. embrace diversity and inclusion and speak up about any negative behavior.
- Maintain zero tolerance for discrimination, harassment, or bullying in our workplace.

We protect our Members, our organisation, our property, and information.

As MAS, we do everything in our power to inspire others to fulfill what matters most. Here are some of the ways we do this.

- Provide only advice that we are qualified to provide.
- Protect the reputation of our Members and MAS, including on social media.
- Behave responsibly both at work and at work-related events.
- Treat our workplace, our property, and our equipment with care.
- Access MAS systems securely and only as a business toll for MAS work.
- Keep all Member information and MAS information secure.

We do our work safely, responsibly, and lawfully.

As MAS, we act safely and responsibly, and act consistent with the spirit and letter of the law. We follow our internal policies and practices to meet our regulatory and legal requirements. Here are some of the ways we do this.

- Take reasonable care of our health and safety and make sure our actions don't cause harm, distress, or disruption in the workplace.
- Do not attend work if impaired from the use of drugs or alcohol or both.
- Speak up about potential or actual unethical or unlawful behavior.
- Direct all media queries to the CEO, unless authorized to speak directly to the media on behalf of MAS.
- Direct all interactions with regulatory or government agencies to the appropriate Chief, unless authorized to speak to them directly.
- Declare any criminal conviction, driving offences, or other activity that may adversely affect our ability to carry out our duties.

Speak up about potential or actual unethical or unlawful behavior.

If you are in any doubt about whether your behavior is consistent with this Code, ask yourself the following questions:

- How would a Member expect or want me to behave in this situation?
- Would my colleagues or manager think that my behavior was appropriate?
- What impact might this behavior have on MAS and its reputation?
- How would I feel if I were in the Member's shoes?

The most important question of all this is: Is this consistent with our Purpose? Does this feel like the right thing to do? If it doesn't feel right, don't do it. Refer to the Code and ask for help.

Where to go for help

At MAS, we are committed to fostering a 'no-blame, speak up' environment to encourage staff to disclose conduct issues, however, breaches of this Code of Conduct will be taken seriously, and depending on the nature of the breach, may have the potential for disciplinary repercussions. For more information on this, please refer to the relevant disciplinary policies and process found on iMAS.

Our Whistleblower policy is written in plain language and clearly explains the process for disclosure. If you become aware of a legal, regulatory, policy, or other compliance issue, or a breach of this Code, either by yourself or someone else at MAS, you have a responsibility to report it.

Depending on the seriousness of your concerns, you may choose to:

- Raise the issue directly with the parties involved.
- Talk to your People leader or another Manager.
- Talk with someone from the People & Transformation team.
- Report it as an incident through Resolver.
- Report it through our Whistleblower policy.

Additional information including associated and relevant policies and guidance can be found on iMAS.

