

# Code of Conduct Policy

**We always do the right thing and  
are proud of it.**

## DOCUMENT CONTROL

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## A MESSAGE FROM OUR CEO

Here at Smart Cities Council, our mission is to create a **safer, more beautiful, enabled, resilient, equitable and sustainable world, for Everyone**. With a global team, Smart Cities Council provides Members and Partners in the Public Sector, Private Sector and Academia with the education, training, capital, tools, use cases, networks, policies and advice to set their organizations and projects up for success.



As such, with such a **diverse and dispersed community** it is critical that all of our partners and talent (that's you!) possess high levels of personal integrity and exercise ethical decision making when conducting business on behalf of Smart Cities Council, our members and partners.

**This is non-negotiable.**

Our **Code of Conduct** sets out in very clear terms the expectations that we have of you as valued members of the Smart Cities Council team.

**Our values are our guiding principles** when it comes to how we do our roles, how we behave and interact with each other and how we treat our clients, suppliers and partners.

Smart Cities Council's **Core Values** are:



It is my expectation that you are familiar with these values and that you display them in all of your interactions whilst performing your duties for Smart Cities Council.

Remember, **everyone** has a role to play in fostering and supporting a positive workplace culture and in ensuring that we deliver a 'wow' experience for our members, partners, clients and global network.

As a final word, let me also share my expectations when it comes to speaking up.

We have a **zero tolerance** for inappropriate and unethical behavior here at Smart Cities Council and we practice what we preach.

If you see, hear or experience any behavior or conduct in the workplace that negatively impacts you, a fellow colleague, a member, or a partner then it is my expectation that you will **speak up**.

**The standard you walk past is the standard you set.**



It is **your responsibility** to speak up and to ensure that the organization is made aware of the issue. Please don't assume that because you are aware of the issue that others are also aware.

This is not always the case.

It takes the first brave person to speak up to shine a light on any inappropriate, unethical or illegal conduct. Be that person and you have my commitment **we will protect you**.

There are many ways you can **speak up** and I encourage you to choose the option that suits the situation best. You can speak to your colleague directly if deemed appropriate, you can raise the issue with your manager to seek advice and to get their assistance or you can come to me directly.

If you aren't sure where to go, or are worried about speaking up, then you can raise the issue either confidentially or anonymously via our own Speak Up Hotline, accessible via the Corethix platform.

We all have a role to play in **taking responsibility** for our culture, our performance and the outcomes we deliver to our clients. Our success depends on it.

Thank you in advance for being part of such a great team and for your commitment to **displaying our values** in all your dealings here at Smart Cities Council.

A handwritten signature in blue ink, appearing to be "C. Gray", with a small dot at the end.

Corey Gray

Chair & President

## PURPOSE OF THIS POLICY

Smart Cities Council's Code of Conduct Policy sets out the standards of behavior we expect when a person is employed, contracted, representing, or interacting with Smart Cities Council. Our Code of Conduct Policy acts as a guide on the standards of behavior we expect of our people at all times, inside and outside nominated working hours, as inappropriate behavior can have a harmful impact on Smart Cities Council's people, reputation and bottom line.

## SCOPE

The expectations of behavior provided in our Code of Conduct Policy apply to all employees, contractors or any person representing Smart Cities Council. These expectations extend to any agents or partners of Smart Cities Council. Smart Cities Council may terminate its business relationship with any person or organization who demonstrates inappropriate behavior or does not meet the standards set out in this policy.

The standards of behavior set out in this policy are expected of all our people both during work hours and whenever your behavior has the potential to impact the reputation and business standing of Smart Cities Council.

Breaches of this Code of Conduct Policy are unacceptable and will be dealt with and sanctioned accordingly. The sanctions applied depend on the severity of the breach and can range from reminders, warnings, performance management as well as disciplinary action up to and including possible termination of employment or business relations. Smart Cities Council reserves its right to institute legal action for damages and criminal prosecution.

## ROLES & RESPONSIBILITIES

- All employees, contractors, members, partners and any person representing Smart Cities Council must always abide by this policy.
- The Global Operations Manager is responsible for reviewing and updating this policy every 2 years.
- The President is responsible for approving this policy.

## GUIDELINES

The following guidelines outline expectations regarding the behavior of our people towards their colleagues, clients, suppliers and anyone they may encounter as a representative of Smart Cities Council.

### Communication

Our contact with the public, our manners on the telephone, and the communications we send to our members and partners are a reflection not only of ourselves, but also of the professionalism of Smart Cities Council. Positive member relations will not only enhance the public's perception of Smart Cities Council, but also lead to greater loyalty, prosperity and successful business.

### Conduct

Our people must ensure they act in a way that will merit the continued respect, trust and confidence in our organization by the public.

Smart Cities Council will comply with all applicable laws and regulations and expects our people to conduct business in accordance with the letter, spirit, and intent of applicable laws and to refrain from any illegal, dishonest, or unethical conduct.

In general, the use of good judgment, based on high ethical principles, will guide you with respect to lines of acceptable conduct. If a situation arises where it is difficult to determine the proper course of action, the matter should be discussed openly with your immediate manager or Smart Cities Council contact and, if necessary, seek advice from a senior employee of Smart Cities Council.

Compliance with our Code of Conduct Policy is the responsibility of all our people. Disregarding or failing to comply with this policy could lead to disciplinary action, up to and including possible termination of employment, business relations, membership or partnership.

Examples of conduct praised by our people:

- Behavior in line with our values
- Helping our people and clients achieve outcomes in line with our values
- Being tolerant and respectful of one another
- Being open and sensitive to differences between employees such as race, cultural, gender and age differences
- Respecting the privacy of others
- Standing up to any form of harassment including sexual harassment.

It is not possible to list all the forms of behavior that are considered unacceptable in the workplace. The following are examples of behaviors and conduct that may result in disciplinary action, up to and including termination of employment, business relations, membership or partnership:

Examples of conduct prohibited under this policy:

- Theft or inappropriate removal or possession of property
- Falsification of records
- Working under the influence of alcohol or illegal drugs
- Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace, while on duty, or while operating employer-owned vehicles or equipment
- Fighting or threatening violence in the workplace
- Boisterous, disruptive activity or disrespectful conduct towards colleagues, management or others in the workplace
- Negligence or inappropriate conduct leading to damage of employer-owned or customer-owned property including the brand and reputation of Smart Cities Council
- Violation of safety or health responsibilities which could harm yourself or others
- Sexual harassment, or other unlawful or unwelcome harassment
- Bullying, harassment, discrimination, racism or offensive language
- Possession of dangerous or unauthorised materials, such as explosives or firearms, in the workplace

- Excessive absenteeism or any absence without notice
- Unauthorised use of telephones, mail system, or other employer-owned equipment
- Accessing pornography or any other inappropriate or unlawful information, data, pictures, videos, websites, software or documents through work issued equipment or on work time
- Unauthorised disclosure of business "secrets" or confidential information
- Violation of personnel policies.

### Conflicts of Interest

Our people must avoid situations in which private interests are in conflict or could come into conflict with the interests of Smart Cities Council. For example, a purchasing agent hires his brother-in-law to provide vending services to the company lunch areas without disclosing the relationship and seeking approval for the appointment.

The mere existence of private interests in a business situation does not necessarily lead to a conflict of interest. Most cases can be resolved by clearly documenting the private interests and showing transparently why there is no conflict. This type of documentation benefits everyone involved as it demonstrates the integrity and the compliance of our people and Smart Cities Council.

### Data, Privacy and Confidentiality

Smart Cities Council observes the applicable data privacy/protection legislation and protects the personal data of our people and business partners. Smart Cities Council collects, stores, processes and uses personal data solely for legitimate business purposes or if legally required, and always in accordance with the law or with the consent of those affected.

The unauthorized transfer of technical know-how or operational and business secrets belonging to Smart Cities Council, or third parties can have serious consequences for the company and our people. Our people must therefore treat such information as confidential and handle it with utmost care. Speak to your manager if you require further information or to help you understand your obligations.

### Proper Use of Equipment

Tangible and intangible business assets (e.g. products, work equipment, software) may only be used for business purposes. When using equipment, our people are expected to exercise care, keep the equipment in good working order, and follow all operating instructions, safety standards, and guidelines.

Please notify your manager if any equipment appears to be damaged, defective, or in need of repair. The improper, careless, negligent, destructive, or unsafe use or operation of equipment can result in disciplinary action, up to and including termination of employment. Any new equipment purchased or leased with company funds, is the property of Smart Cities Council and must be used in line with our policies and procedures and returned to Smart Cities Council when requested.

## DISCIPLINARY ACTION

Smart Cities Council will use disciplinary procedures when the need arises. We require fair treatment of all our people and in making certain that disciplinary actions follow due process, are prompt, uniform and unbiased. A major purpose of any disciplinary action is to correct the problem, prevent recurrence, and prepare the person for success in the future.

Disciplinary action may call for any of four steps – verbal warning, written warning, suspension or termination – depending on the severity of the disciplinary issue including number of occurrences. Due to the severity of the misconduct, there may be circumstances when one or more steps are bypassed.

## SPEAK UP!

The wellbeing of our people is fundamental to Smart Cities Council values. We take our people's wellbeing seriously. Being positive and productive also helps those around us and ensures we are best placed to reach our goals and achieve success.

We practice what we preach. Just as we encourage, educate and help our clients create a safe speak up culture, here at Smart Cities Council it is vital that we all foster a safe speak up culture.

It is everyone's responsibility to protect our people, our reputation and our bottom line and this means taking the brave step to speak up if you see, hear or experience any inappropriate, unethical or illegal conduct impacting our business or our customers.

There are many ways you can speak up and you are encouraged to choose the option that suits the situation best. These include:

- Speaking up to a colleague to resolve the issue, seek advice or share your concerns
- Speaking up to your manager to seek advice or to formally report the issue
- Speaking up to your CEO
- Speaking up to the Speak Up Hotline (via Corethix) if you don't feel comfortable raising the issue via one of the other channels.

Remember, the standard you walk past is the standard you set. We all have a responsibility to speak up and to protect our clients, our reputation and our bottom line.

## APPENDIX A

### DEFINITIONS

Term	Definition
Our People	All employees, contractors, members, partners and any person representing Smart Cities Council
Our Organization	Smart Cities Council Inc.
Inappropriate Behavior	Any behavior not in line with the guidelines set out in this policy including any illegal or unethical behavior which may have a harmful impact on our people or organization.
Sexual Harassment	Any behavior of a sexual nature that is not wanted by the person concerned or to which said person is exposed against his or her will. This includes intrusive bodily contact and unnecessary touching, lewd remarks, sexist comments and jokes, suggestive requests and the display or exhibition of any material with sexual content.
Senior Employee	Chief Executive Officer, Director, Senior Manager or Manager
Unethical Conduct	An action that falls outside of what is considered morally right or proper for a person, a profession, or an industry.
Discrimination	The unjust or prejudicial treatment of different categories of people, such as on the grounds of race, age, or gender.
Conflict of Interest	A situation that has the potential to undermine the impartiality of a person because of the possibility of a clash between the person's self-interest and professional interest or public interest.