

city chic collective

LEADING A WORLD OF CURVES

Code of Conduct

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1. Introduction

At City Chic Collective (“**the company**”), we attribute our success to *leading a world of curves*. The way in which we do that, is founded in our commitment to do business in the right way and to ensure our Core Capabilities are engrained in our approach to our day-to-day work activities.

Our Core Capabilities are:

- *We put her first – She is at the heart of every decision.*
- *We are passionate connectors – We love what we do and we work as one team.*
- *We know it, own it, do it – We are knowledgeable, we are accountable, and we are disciplined.*
- *We move fast, keep it simple and think big picture – We act decisively and react quickly while being measured in our approach.*
- *We are fearless agile thinkers – We express ideas, take calculated risks and embrace change.*

For more information on our Core Capabilities, refer to the *CCX Core Capabilities Handbook* hosted in HRIS. Regardless of whether you are a director, manager, team member or contractor, all categories of workers are all accountable for our own behaviour and must always maintain business relationships in a manner which is consistent with the principles of respect for others, integrity and fairness, which as a minimum meet the laws applicable to behaviour in the workplace.

Each of us is responsible for being familiar with and act at all times in accordance with this Code of Conduct.

2. Purpose and scope

This Code of Conduct (“**the code**”) exists to assist all workers in making the right ethical and legal decisions as we navigate our way through out daily responsibilities. The code set out the standards within which we are all expected to act. Working together as a team, being respectful, ethical and accountable will help us build sustainable growth and create value for all our stakeholders.

The Code of Conduct applies to all workers employed in AU and NZ via:

- City Chic Collective Ltd; and
- City Chic New Zealand Ltd.

3. Responsibilities

All workers must act honestly and in good faith with the interests of the business as a whole.

3.1 Board/CEO

In addition to the responsibilities to CC as a Board/CEO:

- Ensure governance in accordance with the **Corporate Governance Policy** and that the laws and regulations of the countries within which we operate are complied with;
- Ensure the code is regularly updated to reflect company standards and published on the Corporate website;
- Made available to all workers on commencement with the company and provided with regular refreshers.

3.2 Management

In addition to individual responsibilities as a Manager:

- Lead by example;
- Comply with this code, company policies and laws and regulations that apply to you and your area of responsibility;
- Contribute to our reputation as a good corporate citizen, respecting the communities and environments in which we operate;
- Exercise balance, fairness and respect in all dealings within the workplace as well as with customers, suppliers and the general public;

- Ensure workers have knowledge of and are compliant with this code, company policies and all relevant laws;
- Provide an environment where workers can raise their concerns and discuss them openly without fearing or experiencing negative consequences;
- Promptly manage behaviour that is inconsistent with this Code;
- Act within their own level of authority and ensure workers are informed of the limits of their authority;
- Lead and manage workers in accordance with our values.

3.3 Everyone

At work, work related events, or any situation where you are representing the company:

- Know and conduct yourself in accordance with the company's values, this code, all policies and procedures and any laws that apply to you, your faculty and your position;
- Make truthful statements, promises or commitments that you are able to meet;
- Act in an ethical, honest, professional and lawful manner;
- Be accountable for your actions and decisions;
- Fulfil your contractual obligations and undertake your duties, exercising any power given to you faithfully with care and diligence;
- Perform duties in a way that minimises negative environmental, social and community impacts and maximises workplace safety;
- Role model and share your knowledge about this code with other team workers;
- Raise situations you think could be in breach of this code;
- Encourage other to raise concerns about breaches to this code.

4. Compliance with laws and regulations

All Directors are bound by the laws of the country within which the company operates. All workers are bound by the laws of the country within which they work in. All parties must comply with the spirit and the letter of relevant laws and regulations.

In the event workers have concerns about legal issues, then legal advice must be sought before any decision is taken.

5. Fair Trading, anti-bribery and gifts

Workers will:

- Not make any political donations for or on behalf of the company;
- Not make any charitable donation for or on behalf of company, without the proper approval of the Board/CEO.

In dealing with our **customers** all workers will:

- Deal openly, honestly and fairly;
- Follow safety and product standards and action appropriate product recalls;
- Honour customer's rights to a refund or exchange.

In dealing with our **vendors and suppliers** we will:

- Ensure relationships are based on price, quality, service and reputation;
- Be fair and honest and not use undue pressure, coercion or unfair tactics;
- Not directly or indirectly offer, accept, promise or request cash or other incentives or benefits, favourable treatment, inducement or reward on any form or engage in conduct involving money laundering, bribes, 'kick-backs', secret omissions, facilitation payments or other unlawful (or in breach of company policies) payments;
- Report any known or suspected activity involving any form of bribery or conflict of interest;
- Maintain accurate books and records and never engage in fraud;
- Take all practical steps to ensure that agents, contractors, intermediaries or business partners do not engage in conduct on behalf of the company that would contravene this code.

In dealing with **competitors** we will:

- Deal fairly with and not influence or restrict their dealings;
- Not enter into any discussion or agreement with competitors regarding prices, discounts or sales;
- Not misuse our position to restrict competition in the marketplace;
- Comply with and promote relevant competition and consumer laws.

6. Conflicts of interest

The company recognises that there may be situations that arise where a workers interest conflict with those of the company. Such a conflict may arise when a worker makes or influences a decision that results in a personal benefit to themselves or a related third party such as a partner, relative, business or associate. We recognise that a conflict may arise in a range of situations involving workers, customers, suppliers, contractors and other parties and will work with parties to resolve the conflict.

All workers will:

- Declare actual or potential conflicts of interest to:
 - The Board/CEO, if the worker is a member of the Leadership Team;
 - A Member of the Leadership Team, if the workers is employed at CCX Support Office in Sydney;
 - A Regional Manager, if the worker is employed in stores.
- Ensure that personal interests will not conflict the execution of a person's duties and obligations to the company;
- Ensure other employment does not impair the ability to perform a worker's role with the company;
- Not accept gifts from customers, agents, contractors, suppliers or any third party with whom the company has dealings with or might have dealings with;
- Only accept entertainment where it is an essential part of doing business, an existing business relationship exists, and my Line Manager has approved it. A line Manager is:
 - The Board/CEO, if the worker is a member Leadership Team;
 - A member of the Leadership Team, if the worker is employed at CCX Support Office in Sydney;
 - A worker's Regional Manager, if the worker is employed in stores.
- Never request any invitation for entertainment or hospitality and never accept any form of complimentary travel or accommodation from a third party with which the company has business dealings or potential business dealings with;
- Not offer or accept a bribe or engage in fraud.

7. Confidentiality of information and corporate reputation

Any information that is not readily available publicly is considered to be confidential. The majority of information available within the company is considered confidential.

7.1 External Communication

Workers will communicate with external parties in accordance with the companies **External Communication Policy**.

7.2 Systems security

Workers will:

- Only use their own systems logon ID and password and not provide them to anyone else, whether they are employed by the company or not;
- Use technologies provided for work purposes, including but not limited to hardware, software, network infrastructure in accordance with the **IT Acceptable Use Policy**.
- Adhere to cyber security guidelines and prohibited practices in accordance with the **Cyber Security Policy** (release FY24).

6.3 Trading and securities

Workers will:

- Not provide company information that is not available publicly to family, friends or any other person or entity that could affect the Company's share price;
- Not engage in insider trading and comply with the **Securities Trading Policy** at all times.

6.4 Appropriate use of company information

Workers will use confidential information solely for authorised purposes and will not use information to gain an advantage for themselves personally, someone else or to cause detriment to the company.

6.5 Internet and social media use:

Workers will:

Not use, at any time the internet or online social media forums to make statements or comments or to post material that might damage the company's reputation or interest, or the reputation or interests of workers, customers, suppliers, contractors, competitors, or any person the company has business dealings with or may have dealing with in the future;

- Not publish, at any time, any confidential information to the internet or social media;
- Not post derogatory, offensive, inappropriate, hateful or threatening comments or material about a worker, customer or any person whom the company has dealings with such as contractors and suppliers including where such comments or materials constitute bullying, harassment or discrimination of that person.
- Will comply with the company's **Social Media Policy** at all times.

7 Abandonment of Employment

An employee who has been absent from work for three (3) or more consecutive working days without the consent of the Company and without providing notification to the Company may be deemed to have abandoned their employment. This means that the employee has no intention of returning to their employment with the Company.

The Company will only consider an employee to have abandoned their employment where it has taken what it considers reasonable steps to contact the employee to establish whether the employee intends to return to their employment with the Company.

8 Privacy

The company is committed to ensuring the privacy of individuals and safeguarding the personal information provided by workers, customers, suppliers, contractors or any person whom the company has dealings with. The company will not accept collection, use or disclose information for anything other than the purpose for which it is required.

Workers will:

- Respect the privacy of individuals;
- Respect information they have or know about workers, customers, suppliers, contractors and anyone else they interact with, as a result of the worker's employment with the company;
- Collect, retain and disclose information appropriately and lawfully.

9 Company resources

The company will not accept deliberate or reckless damage to, or theft and/or misuse of its resources, or the resources of others who we interact with in our work with the company. Resources include (but not limited to):

- Merchandise,
- Money,
- Equipment,
- Stationery,
- Data,
- Files and records,
- Intellectual Property
- Computer hardware & software,
- Company work time

Workers will:

- Use the company's resources for the purpose intended and not use the resources for personal or third-party gain, to release confidential information or transmit illegal objectionable or offensive material;
- Only dispose of any resources, if approved and accurately recorded;
- Maintain accurate business records including work attendance, merchandise, accounting, financial and expenditure records and business dealings, and not falsify such records or cause such records to be inaccurate or falsified;
- Only enter into agreement with external parties to the extent that the worker's level of authority permits them to do so;
- Return all company information and property on cessation of employment.

10 Discounting, markdowns and promotions

Worker's must process all discounts, markdowns and promotions in accordance with the **CCX Employee Discount Policy**. This includes but not limited to:

- Use of the worker's discount privileges;
- How to obtain and affect discount;
- How to place merchandise on hold;
- How to process markdowns and transactions, including loyalty programs;
- How to purchase products for personal use, prior to wearing or removing them from the workplace.

10 Workplace behaviour

In addition to this code, worker's are required to familiarise themselves with the Company's policies which include but not limited to the:

- **Discrimination, Bullying and Harassment Prevention Policy**
- **Sexual Harassment Prevention Policy;**
- **Social Media Policy;**
- **Performance Counselling and Disciplinary Action Policy** (release Aug 2024);
- **Diversity and Inclusion Policies;**
- **Safety, Health and wellbeing policies.**

11 Reporting a breach

The Company treats breaches to this code seriously. If a worker breaches this code, or assists someone else in breaching this code, then the breach will be investigated. If it is determined that a breach has in fact occurred, then the company will address the breach in line with the circumstances of the case.

We have a reporting mechanism that enables workers to raise issues so they can be considered, investigated and resolved, in a prompt and impartial manner, and as close to the source of the breach as possible. You can report a breach to this code in several ways:

- Your Line Manager. A Line Manager is defined as:
 - The Board/CEO, if the worker is a member of the Leadership Team;
 - A worker's Leadership Team, if the worker is employed at CCX Support Office in Sydney;
 - A worker's Regional Manager, if the worker is employed in stores; or
- Human Resources on hr@citychic.com.au, or
- In some circumstances, you may prefer to tell the company about the issue without being identified. City Chic Collective has toll-free hotlines for reporting incidents of sexual harassment and your identity will be anonymous. The phone numbers for these hotlines are listed below:
 - Australia – 1800961416
 - New Zealand - 0800947917

11. Investigating breaches to this code

When breaches to this code are reported, they will be investigated either internally or through an appointed third party in a timely manner. On receipt of a complaint, the Company will:

- Contact the person making the complaint (“**Complainant**”) (if their identity is disclosed) to confirm the complaint has been received and to confirm details of the concern.
- Promptly review the complaint and commence an investigation. Depending on the nature and severity of the allegations, the Company may commence an investigation into the reported conduct themselves or, where considered appropriate, appoint a suitable third party to investigate the matter.
- A person named in the complaint will be given the opportunity to respond to the allegations.
- All individuals must co-operate fully with any investigation conducted under this policy.
- The Company will keep the **Complainant** informed regarding the progress of the investigation as far as is reasonably possible.
- When an investigation is finalised, the **Complainant** will be advised (if their identity is disclosed). It may be appropriate to inform the **Complainant** of the findings or outcome, subject to any issue of confidentiality, privacy, privilege or ongoing investigation.
- For confidentiality reasons, it may not be appropriate to include details of the precise nature of any formal action that the Company has taken in response to the complaint.

12. Consequences of breaches to this policy

Breaches of this code may lead to disciplinary action, up to and including the termination of employment.

Serious breaches of this policy, for example incidents of bullying of colleagues, theft and fraud may constitute gross misconduct and lead to summary dismissal.

13. Review of Policy

CC may vary, replace or terminate this policy from time to time.

14. Contact

Any questions relating to this Policy should be directed to: hr@citychic.com.au

