



snowdomeTM
FOUNDATION

SNOWDOME LIMITED AS TRUSTEE FOR
THE SNOWDOME FOUNDATION

and

SNOWDOME FOUNDATION LIMITED

Volunteer Handbook

Last Updated: June 2020

1. VOLUNTEER POLICY

Last updated: October 2019

Date of next review: October 2021

1.1 OVERVIEW

The Foundation may utilise the assistance of volunteers for relevant sub-committees and to support the Snowdome Executive. The Foundation volunteers are an integral part of fundraising and donor events and may require access to confidential or sensitive information to undertake their work. To ensure the Foundation complies with best practice, all volunteer activities must comply with these guidelines and with relevant state legislation governing volunteer employment (for Vic and WA see the [Volunteering Victoria Website & www.volunteeringwa.org.au/](#)).

1.2 RECRUITMENT, APPOINTMENT & SUPERVISION

The Foundation does not engage in regular Volunteer Recruitment Campaigns. Generally, volunteers are approached directly through the Foundation's networks or via referrals.

A volunteer may be appointed by either the Board or the CEO. A Volunteer Agreement must include details of the appointment and lines of supervision. All new volunteers must receive a copy of these Volunteer Guidelines and complete and sign the 'Volunteer Agreement Form' prior to commencement.

1.3 COMMITMENT REQUIREMENTS

All new and existing volunteers must be given clear instructions as to the nature of the voluntary position. This may take the form of written correspondence between the Foundation and the volunteer or a more formal position description which must be provided before the agreed commencement date.

The position's main activities should be briefly outlined in the Volunteer Agreement Form.

1.4 VOLUNTEER INDUCTION

Prior to commencement, the CEO will have discretion as to the form of induction for volunteers having regard to the nature of their contribution to the Foundation. The induction process must include a clear outline of the role requirements and the Foundation's confidentiality and privacy policies.

. All volunteers must be familiar with the Foundation 'Code of Conduct', Cash Policy, and 'Privacy Policy'. The Foundation Charter and Handbook can be provided upon request to volunteers to aid in the induction process.

1.5 RIGHTS AND RESPONSIBILITIES

Both the Snowdome Foundation and volunteers must comply with all requirements set out in this Policy and in the Volunteer Agreement. Volunteers are bound by all of the requirements of the Foundation's Code of Conduct Policy, Cash Policy and Privacy Policy.

Volunteers may be reimbursed for authorised expenses associated with volunteer activities and this must be done in line with the Foundation's Cash Policy. Volunteers must not incur any expenses on behalf of the Foundation without express permission from the Board or Executive.

Snowdome maintains insurance coverage for Directors and Officers Liability and Personal Accident insurance which covers all of its volunteer workers under the age of 85.

(For more information please refer to the [SafeWork Australia Volunteer Guide](#))

1.6 VOLUNTEER AGREEMENT

The 'Volunteer Agreement Form' is included in the Appendix (s 19.7) of the Snowdome Foundation Charter and Handbook. The form must be completed and submitted to the Foundation prior to the stated commencement date.

The 'Volunteer Agreement Form' must be provided to prospective volunteers in conjunction with the Volunteer Handbook

Confidential and/or sensitive documents or information should not be shared with volunteers prior to the completion of these forms. The form requires the following to be included:

- i. The nature and purpose of the voluntary work
- ii. The days and hours which have been agreed to
- iii. Any appropriate start/end dates
- iv. Supervision/Line manager
- v. Consent to provide a current Police Check (if requested)

1.7 CONFIDENTIALITY

Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while serving as a volunteer, whether this information involves a single staff, volunteer, client, or other person or involves overall agency business. Failure to maintain confidentiality may result in termination of the volunteer's relationship with the Foundation or other appropriate or reasonably required action. (See also s 18 'Privacy Policy')

1.8 CESSATION OF VOLUNTEER RELATIONSHIP

Volunteers who do not adhere to the rules and procedures of the Foundation or do not

represent the Foundation favourably will be advised that they are no longer authorised to act as a volunteer for the Foundation.

Possible grounds for ceasing Volunteer relationship may include, but are not limited to, the following: gross misconduct or insubordination, theft of property or misuse of agency materials, abuse or mistreatment of clients, staff or other volunteers, failure to abide by agency policies and procedures, and failure to satisfactorily perform assigned duties.

2. CASH POLICY

Last updated: November 2019

To be reviewed: November 2021

2.1 BACKGROUND

The Foundation will take steps to deter or advise against cash donations. In instances where this is not possible the Foundation and its staff (the Board, Executive, volunteers etc.) must adhere to the 'Cash Policy'.

Note: The Foundation prefers not to accept a cash donation exceeding \$200. Donations exceeding this amount should be paid to Snowdome by cheque, credit card or direct debit.

The Executive will have access to a Visa debit card for use solely on authorised Snowdome purchases. In the event that an authorised purchase is to be made when the Business Visa card is not available, the Snowdome representative may pay for the item/service from personal funds then seek reimbursement from Snowdome. Reimbursement will ordinarily be made via direct debit but may also be made from the petty cash float.

2.2 OBJECTIVE

The objective of the 'Cash Policy' is to protect the safety and wellbeing of staff carrying cash on behalf of Snowdome as well as ensuring all cash donations are:

- i. Properly safeguarded and deposited to the bank in a timely manner
- ii. Disbursements are authorised and controlled
- iii. All cash donations are recorded in an accurate and timely manner

2.3 COLLECTING AND RECEIPTING CASH

Cash donations are most likely to be received at events or fundraising and are generally given to Snowdome in an informal manner. However, where cash donations may be expected the following process must be followed.

Note: For this section, the 'Snowdome representative' refers to an individual receiving cash donations on behalf of Snowdome. This person must be an authorised officer appointed by either the Foundation Board or Executive.

- All monies should be recorded in a cash receipt book (with duplicate receipt) when practicable;
- The name and contact number of the donor and the Snowdome representative must be included on the receipt;
- To verify the donation, the Snowdome representative must sign the receipt;
- For a cash donation of \$500 or greater, the donor must also sign the receipt;
- The donor must receive a copy of the receipt (for taxation purposes) and Snowdome must retain a copy for its records;
- The cash must be stored separately and securely prior to banking;
- Funds must be deposited into the specified Snowdome bank account within ONE working day of receiving the cash.

In some circumstances it may not be practicable to provide a written receipt for all donations, for example when collecting cash donations at an event via a money box. At such events:

- A tamper proof box / tin should be utilised;
- If more than one container is used, all containers should be numbered, and a record kept of the name of each person responsible for each container;
- A time and a place for returning the containers must be agreed;
- A secure place for counting the cash at the end of the event must be identified whenever possible;
- Two persons must be present for the processing of all unreceipted cash donations and money boxes;
- Cash must never be counted in a public place and all steps must be taken to ensure no attention is drawn to the movement of the cash from the premises.

2.4 ISSUING PETTY CASH

2.4.1 Petty cash vouchers must be completed before any cash is taken from the petty cash float.

- Expenses of \$50.00 or less can be reimbursed from petty cash. Expenses greater than \$50.00 can be reimbursed via direct debit
- All petty cash vouchers issued must be approved by CEO or a Board member.
- Once the petty cash is spent, a receipt or invoice must be attached to the voucher and stored with petty cash.

2.4.2 All completed vouchers must have the following details included:

- Issue date of voucher;
- Name of person issued the voucher;
- Amount of monies disbursed;
- Details of expense;
- Invoice or receipt; and
- Signature of approval person.

2.5 RECONCILING PETTY CASH

- Petty cash float is to be reconciled each time it is used. This is the responsibility of the Executive Administrator.
- The balance of money available and vouchers held must equal the petty cash float amount (\$200.00).
- Petty cash expenditure will be entered into the financial system each time the petty cash float is replenished.

3. PRIVACY POLICY

Last Reviewed: May 2020

Date of next review: May 2022

This privacy policy (**Privacy Policy**) applies to the handling of personal information by Snowdome Foundation Limited (ABN 79 624 141 117) (**Snowdome, we, us, our**).

Snowdome is committed to protecting the privacy of information held about its members, directors, supporters, volunteers, donors, personnel, members of the public who request information from Snowdome and users of our website.

In collecting, holding, using, disclosing and otherwise managing your personal information, we comply with the *Privacy Act 1988* (Cth) (**Privacy Act**) and the Australian Privacy Principles contained in the Privacy Act.

Unless we have your direct permission to do otherwise, we will only collect and use your personal information as set out in this Privacy Policy.

3.1 WHAT INFORMATION IS COLLECTED?

Personal information is information or an opinion about an identified, or reasonably identifiable, individual. During the provision of our services or as a result of our other interactions or dealings with you, Snowdome may collect your personal information.

The types of personal information and sensitive information we collect from you may include:

- contact information, such as your name, address, email address, phone number;
- your occupation;
- your history of donations, correspondence and other interactions with Snowdome including personal opinions and your connection to blood cancer;
- details about your personal interests, employer details, ability to donate; and
- for donors, bank account or credit card details (these details are not retained).

We also collect internet/technology related information from visitors to our site or users of our other online services, as set out further in section 21.5 'How does Snowdome use internet/technology related information' below.

3.2 HOW DO WE COLLECT THE INFORMATION?

Snowdome only collects information by lawful and fair means and not in an unreasonable or intrusive way. Snowdome collects information in a number of ways including:

- from you when you provide the information to us face to face or by phone, email or through our website or from your responses to mail out forms;
- from third parties who make a donation to Snowdome on your behalf or who have nominated you as the recipient of communications regarding the donation;
- from third parties, such as credit card providers, when we seek authorisation for your payment;
- from publicly available sources of information.

Where we collect sensitive information about you, such as health information, we will do so only with your consent, where it is provided voluntarily or where otherwise authorised by law.

You are not obliged to provide any personal information to Snowdome. However, without certain information from you, Snowdome may not be able to provide services or information to you or may be limited in how we can interact with you

Any unsolicited personal information received that we could not have collected in accordance with the above or is not part of a Commonwealth record will be destroyed or de-identified as soon as practicable, provided it is lawful and reasonable to do so.

You can be anonymous or use a pseudonym when dealing with Snowdome, unless:

- the use of your true identity is a legal requirement; or
- it is impracticable for us to deal with you on such basis.

3.3 WHAT INFORMATION DO WE GIVE YOU?

When collecting personal information Snowdome takes reasonable steps to ensure that you are aware of:

- our identity and how to contact us;
- the fact that you are able to access the information;
- the purpose for collecting the information;
- the organisations (or types of organisations) to which Snowdome usually discloses such information;
- any law that requires Snowdome to collect the particular information; and
- the main consequences to you (if any) if the information is not provided.

3.4 WHY IS THE INFORMATION COLLECTED AND HOW IS IT USED?

Generally speaking, Snowdome collects and uses information, including personal information, to assist it in performing its functions and activities.

3.4.1. This means that we may use your personal information for any of the following purposes (the primary purposes):

- to provide our charitable services and information services;
- to communicate with donors, including when we are processing donations;
- to respond to your comments or queries;
- to access any application to become a volunteer, contractor or employee;
- to manage and administer the events, services and related activities we conduct;
- to disclose activities and information as required by relevant laws;
- to contact you to obtain your feedback about our services, activities and future plans;
- for internal board and other formal reporting; and
- to analyse information we collect so that we can administer, support, improve and develop the services we offer.

3.4.2. We may also use your personal information for different purposes but only in the following circumstances:

- if the different purpose relates to the primary purpose for which the information was collected, and you would expect us to use the information in this way; or
- you have consented to us using the information for the different purpose; or
- for direct marketing of Snowdome's functions and activities, and if you have agreed to receive such information as newsletters or periodic mailings.
- If you no longer wish to receive direct marketing materials, please email admin@snowdome.org.au.

3.5 HOW DOES SNOWDOME USE INTERNET/TECHNOLOGY RELATED INFORMATION?

If you visit www.snowdome.org.au to read, browse or download information, our system may record information such as the date and time of your visit to our website, the pages accessed and any information downloaded. This information is used for statistical, reporting and website administration and maintenance purposes only.

Like many websites, the Snowdome.org.au website may use "cookies" from time to time. Cookies are small text files that the Websites transfer to a user's hard drive through their web browser to enable the Websites' systems to recognise the user's browser. Cookies may also be used to record non-personal information such as the date, time or duration of a user's visit, or the pages accessed, for website administration, statistical and maintenance purposes. The default settings of browsers like Internet Explorer always allow cookies, but users can easily erase cookies from their hard drive, block all cookies, or receive a warning before a cookie is stored. Please note that some parts of the Snowdome.org.au website may not function fully for users that disallow cookies.

When Snowdome sends emails or other electronic messages, we may record where recipients open the message and click on particular links. This helps us to better understand what information is of interest to those recipients.

The Snowdome.org.au website may use Google Analytics, a web analytics service provided by Google, Inc. ("Google"). Google Analytics uses cookies to help analyse use of the Snowdome.org.au website. The information generated by the cookie about your use of the website (including the IP address of users' computers) will be transmitted to and stored by Google on servers in the United States. Google will use this information for the purpose of evaluating individuals' use of the website, compiling reports on website activity for website operators and providing other services relating to website activity and internet usage. Google may also transfer this information to third parties where required to do so by law, or where such third parties process the information on Google's behalf. Google will not associate IP addresses with any other data held by Google. By using Snowdome.org.au website, individuals' consent to the processing of data about them by Google in the manner and for the purposes set out above.

While Snowdome takes great care to protect personal information on the Snowdome.org.au website, unfortunately no data transmission over the Internet can be guaranteed to be 100% secure. Accordingly, Snowdome cannot ensure or warrant the security of any information sent to or from Snowdome online. This is particularly true for information sent to Snowdome via email. Snowdome has no way of protecting that information until it reaches Snowdome. Once Snowdome

receives personal information by email, Snowdome protects its security in accordance with this Privacy Policy.

3.6 LINKS TO OTHER WEBSITES

The Snowdome.org.au website may contain links to other websites, including sites operated by independent third parties. These links are provided as a convenience to you. Each website has its own privacy practices, as described in that site's privacy policy. Those practices may be different than the practices described in this Privacy Policy, and we encourage you to read each website's privacy policy carefully before you use or submit information to that site. Additionally, to the extent that you follow a link to a website operated by an independent third party, please be aware that we exercise no authority or control over that third party, and cannot and are not responsible for any information that you may submit to that site and the privacy practices or policies of those sites.

3.7 DISCLOSURE OF PERSONAL INFORMATION?

Snowdome may disclose your personal information to a third party for a purpose contemplated in this privacy policy. Otherwise, Snowdome will only disclose your personal information as permitted under the Privacy Act when you consent to the disclosure.

Many of Snowdome's tasks are performed with the assistance of contractors and volunteers, and Snowdome may share personal information with them. These may include organisations that assist Snowdome with auditing, accounting, financial and legal advisory, banking, payment, security, technology, archival, research, mail and delivery, customer contact, data processing, data analysis, investigation and marketing services. Some of the third parties described above may be located in other countries including the United States, New Zealand and Singapore.

Snowdome may also disclose your personal information to:

- 3.7.1. an authorised legal representative nominated by you;
- 3.7.2. our accountants, auditors, and lawyers; and
- 3.7.3. law enforcement bodies, government or other organisations, as required by law.

If you post information or other content to public sections of our websites or to our social media sites, you acknowledge that the information or content may be viewed by the public and/or users of the relevant website or social media site.

3.8 HOW DO WE PROTECT YOUR INFORMATION?

We take all reasonable steps in the circumstances to make sure the personal information we hold is protected from misuse, interference and loss and from unauthorised access, modification or disclosure.

Your personal information will be kept on databases held on servers kept in a physically and technologically secured environment, accessed only by authorised personnel or contractors. Where personal information is held in hard copy, it will be held in controlled, access restricted premises which only authorised personnel or contractors will be permitted to access.

We have procedures in place for training our staff and volunteers about their obligations under this Privacy Policy and disciplining them for failure to follow this Privacy Policy.

Snowdome will destroy or de-identify personal information in circumstances where it is no longer required, unless Snowdome is otherwise required or authorised by law to retain the information. It is also important for you to protect against unauthorised access to your computer.

3.9 ACCESS AND CORRECTION

Snowdome takes reasonable steps in the circumstances to ensure that the personal information it holds is accurate, complete and up to date.

In addition, under the Privacy Act, you have a right to seek access to and correction of your personal information that is collected and held by Snowdome. Snowdome has procedures in place for dealing with and responding to requests for access to, and correction of, the personal information held about you.

Individuals wishing to access or correct any personal information Snowdome holds about them are encouraged to contact Snowdome using the details set out in section 21.10 'How to contact us' below. Snowdome asks that you provide as much detail as possible about the particular information sought, in order to help Snowdome, retrieve it. Appropriate identification is required before access can be provided. In certain circumstances, Snowdome may not be required by law to provide access or to correct an individual's personal information. If that is the case, Snowdome will give reasons to explain this. Where Snowdome does not make an individual's requested correction to their personal information, the individual may ask us to make a note of the requested correction with the information.

Snowdome will endeavour to respond to your request to access or correct your personal information within 30 days from your request.

3.10 HOW TO CONTACT US

If you have any questions or require further information regarding this privacy statement, or you have a complaint about a breach of your privacy, you can contact our Privacy Officer as follows:

CEO – Snowdome
+61 477 300 030

We will use our best endeavours to resolve your complaint within fourteen days of receipt. If you are not happy with our response, please refer the matter to the Office of the Australian Information Commissioner which can be contacted on 1300 363 992 or via <http://www.oaic.gov.au>.

3.11 WHERE IS THIS POLICY PUBLISHED?

Snowdome will publish this Privacy Policy on our website. We may change this privacy policy from time to time. Any updated versions of this Privacy Policy will be posted on our website.

The Trustee for the Snowdome Foundation ABN 26 239 780 877
Snowdome Foundation Limited ABN 79 624 141 117

4. CODE OF CONDUCT POLICY

Last Updated: May 2020

Date of next review: May 2022

This Code of Conduct (the **Code**) provides a framework for the conduct and behaviour of Snowdome's employees, directors, committee members and volunteers. It underpins the Foundation's commitment to integrity and fair dealing in its affairs, including with all volunteers, employees, donors, funding recipients and stakeholders (the **Stakeholders**).

The document sets out the principles covering appropriate conduct in a variety of contexts and outlines the minimum standard of behaviour expected from employees, directors, committee members and volunteers.

This Code applies equally to all employees, directors, committee members and volunteers of the Company (**Snowdome Limited**), and the Foundation (**The Snowdome Foundation**) (collectively referred to as the **Representatives**). The Company and the Foundation are herein referred to as the "**Snowdome Group**" or the "**Group**".

Each Representative is responsible for ensuring their individual compliance with the Code.

This Code may be amended from time to time by the Board and will be made available to all employees, directors and committee members, both paid and volunteer (as applicable).

4.1 ACCOUNTABILITIES

4.1.1 The Board is responsible for:

- i. setting the tone of legal, ethical and moral conduct to ensure that the Snowdome Group is considered reputable by the industry, both in philanthropy and commerce, and other outside entities; and
- ii. ensuring that all committee members, volunteers and employees are aware of the Code.

4.1.2 Managers and supervisors of employees and volunteers are responsible and accountable for:

- i. undertaking their duties and behaving in a manner that is consistent with the provisions of the Code;
- ii. the effective implementation, promotion and support of the Code in their areas of responsibility; and
- iii. ensuring volunteers and employees under their control understand and follow the provisions outlined in the Code.

4.1.3 Committee members, employees and volunteers are responsible for:

- i. undertaking their duties in a manner that is consistent with the provisions of the Code;
- ii. reporting suspected inappropriate conduct; and
- iii. reporting any departure from the Code by themselves or others.

4.2 GENERAL PRINCIPLES

4.2.1 All Representatives are entitled to expect the highest professional standards. Compliance with this Code and the Snowdome Group's other policies will contribute positively to the good corporate governance of the Group as a whole.

4.2.2 Discharge of Duties

- i. Representatives must act honestly, in good faith and in the best interests of the Group.
- ii. Representatives must discharge their duties at the highest level of honesty and integrity, in good faith and having regard to the position and the organisation's goals and objectives of the Group.
- iii. Representatives also have a duty to use due care and diligence in fulfilling the functions of their position and exercising the powers attached to their employment, whether paid or voluntary.
- iv. Representatives must recognise that their primary responsibility is to the Group's stakeholders as a whole.
- v. Representatives should not engage in conduct likely to bring discredit upon the Group.

4.2.3 Personal and Professional Behaviour when Carrying out your Duties

You should:

- i. behave honestly and with integrity and report other Representatives who are behaving
- ii. dishonestly;
- iii. carry out your work with integrity and to a high standard;
- iv. operate within the law at all times;
- v. follow the policies of the Group; and
- vi. act in an appropriate business-like manner when representing the Group in public forums, consistent with the objectives of the Snowdome Group.

4.2.4 Compliance with Laws

It is essential that all Representatives comply with the rule and spirit of all laws and regulations under which the Snowdome Group operates and with the principles of this Code. In addition, they must comply with the ethical and technical requirements of any relevant regulatory or statutory body. Violations of such laws may have serious consequences for the Group and any individuals concerned. Certain duties may require Representatives to provide a current Police Check. Any known violation must be immediately reported to the Chair of the Finance, Audit & Risk Committee.

4.2.5 Conflicts of Interest

There may be times when a Representative's personal interests or the interests of any associated person conflicts with those of the Group or its Stakeholders. In these circumstances, appropriate action should be taken to remove or manage

such conflict.

Potential for conflict of interest arises when it is likely that a Representative could be influenced, or it could be perceived that such Representative is influenced by a personal interest when carrying out their duties. Conflicts of interest that lead to biased decision-making may constitute corrupt conduct.

Representatives must report any potential or actual conflicts of interest to the appropriate manager. If Representatives are uncertain whether a conflict exists, they should discuss that matter with your manager or supervisor and attempt to resolve any conflicts that may exist.

4.2.6 Confidentiality

During the course of performing their duties, Representatives may learn information about the Snowdome Group or its Stakeholders. This information is confidential and remains the property of the Snowdome Group.

Unless Representatives have specific permission, the confidential information must not be used or given out to other Representatives of the Group or third parties and improper advantage must not be taken of a Representative's position.

4.2.7 Use of the Group's Resources

The Group's assets are critical to its ability to operate efficiently and successfully. Assets in this context includes all office equipment, computer systems and data, and other operating plant of the Snowdome Group.

These assets are provided to Representatives to conduct the Group business and any other use must be authorised prior to such use.

4.2.8 Equal Opportunity

The Snowdome Group is an equal opportunity employer, both for paid and voluntary positions, and discrimination or harassment of any kind will not be tolerated.

4.2.9 Competition for Funds and Funding Support

The Snowdome Group competes fairly in the markets in which it operates. The Snowdome Group relies heavily on the continuing support of its Stakeholders and these Stakeholders must not be deliberately misled in any circumstances.

4.2.10 Environment, Health and Safety

The environment in which the Group operates, and the health and safety of its Representatives is a key concern for Snowdome. The impact of environment, health and safety issues are taken into account when making key decisions. These decisions must not compromise the Group's responsibility to its Representatives and the environment and must at all times comply with local laws.

It is the responsibility of all Representatives to act in accordance with occupational health and safety legislation, regulations and policies applicable to activities.

4.2.11 Discrimination and Harassment

Representatives must not harass, discriminate, or support others who harass and

discriminate against colleagues or members of the public on the basis of age, breastfeeding, disability, employment activity, gender identity, industrial activity, lawful sexual activity, marital status, parental status or status as a carer, physical features, political belief or activity, pregnancy, race (including colour, nationality, ethnicity and ethnic origin), religious belief or activity, sex, sexual orientation, and personal association with someone who has, or is assumed to have, any of these personal characteristics.

Such harassment or discrimination may constitute an offence under legislation. Representatives should understand and apply any relevant principles of Equal Employment Opportunities.

4.2.12 Corrupt Conduct

Corrupt conduct involves the dishonest or partial use of power or position which results in one person/group being advantaged over another. Corruption can take many forms including, but not limited to:

- i. official misconduct;
- ii. bribery and blackmail;
- iii. unauthorised use of confidential information;
- iv. fraud; and
- v. theft.

Corrupt conduct will not be tolerated by the Snowdome Group.

4.3 RESPONSIBILITIES TO STAKEHOLDERS

Snowdome strives for full, fair and accurate disclosure of scientific, financial and other information on a timely basis.

4.4 DIRECTORS AND COMMITTEE MEMBERS

The following applies to Directors and aims to ensure that Directors have a clear understanding of the Group's expectations of their conduct.

4.4.1 Fiduciary Duties

All Directors have a fiduciary relationship with the Stakeholders, in particular the Donors, of the Snowdome Group. A Director occupies a unique position of trust, which makes it unlawful for Directors to improperly use their position to gain advantage for themselves.

Each Director is expected to exercise skills commensurate with their level of knowledge and experience to increase the value of Snowdome for the benefit of Stakeholders as a whole.

4.4.2 Obligations of Directors and Committee Members

Each Director and committee member must endeavour to ensure that Snowdome is properly managed so as to protect and enhance the interests of all Stakeholders. To meet this obligation each Director and committee member should:

- i. at all times exercise due care in their duties;
- ii. be diligent, attend Board or committee meetings and make themselves knowledgeable about the business of Snowdome or the business of any relevant committee, and the physical and social environment in which it operates;
- iii. ensure that Stakeholders are and remain fully informed;
- iv. avoid or fully disclose conflicts of interest; and
- v. be impartial in their judgements and actions.

4.4.3 Director's Conflicts of interest

A Director must act in the best interests of Snowdome at all times. Where the interests of associates, the personal interest of a Director or a Director's family may conflict with those of the Group, then the Director must immediately disclose such conflict and either:

- i. eliminate the conflict;
- ii. abstain from participation in any discussion or decision-making process in relation to the subject matter of the conflict; or
- iii. in exceptional circumstances they may need to consider resignation as a director of the Group.

Executive Directors must always be alert to the potential for a conflict of interest between their roles as executives and their fiduciary duty as Directors.

4.5 STAKEHOLDERS

The Board recognises that the primary stakeholders in Snowdome are the donors and recipients of funding. Other legitimate stakeholders include volunteers, employees, and the general community. Snowdome's primary objective is to accelerate the availability of effective treatments to blood cancer patients in the community.

The Group is committed to conducting all its operations in a manner which:

- 4.5.1 protects the health and safety of all employees, volunteers and community members;
- 4.5.2 recognises, values and rewards the individual contribution of each person; and
- 4.5.3 is honest, lawful and moral.

All Representatives are expected to act with the utmost integrity and objectivity, striving at all times to enhance the reputation and performance of Snowdome.

4.6 REPORTING MATTERS OF CONCERN

Snowdome views breaches of this Code as serious misconduct.

If Representatives become aware of any breaches of this Code, the matter must be reported immediately to the Chair of the Finance, Audit & Risk Committee. The Finance, Audit & Risk Committee Chair has the responsibility to report the breach to the Board and to advise the individual of the outcome.