

1. Introduction

In this age of digital connectivity, Imagine Nation Pty Ltd and/or its affiliates (hereinafter collectively referred to as "Still Serving," the "Company," "we," "us," and "our,") believe that being fluent in why we are doing something, rather than just what we are doing, will allow us to be agile and to adjust our priorities amidst changing circumstances, to support the communities in which we live, and the local Businesses on which we depend. We do this by anchoring to the following initiative core values;

- a. Prioritise your local 'High Street' and bring it back to life.
- b. Shop local... where you can. Make the effort and not only will you feel good about it, the money you spend won't end up in the bank account of someone who;
 - i. Doesn't need it, and
 - ii. Is not invested in your local community.
- c. Actively support the Businesses that support your community. Remember the Business that provided the sausages and half time oranges for your kids sporting club when you do your grocery shopping.

Local Businesses not only provide essential goods & services, they contribute significantly to your community fabric and identity.

If you see content that does not align with these guidelines & policies, or our Terms and Conditions, please let us know. We will consider all reports, however, due to the diversity of our community, it is possible that content disagreeable to you might not meet the criteria to be removed.

If your activity on Still Serving doesn't adhere to these guidelines & policies, we reserve the right to take action we deem necessary. This could include altering or deleting your Content, or removing access to the Services altogether, with or without notice.

2. Code of Conduct

A. General

- a. Your online community is an extension of your real life community, therefore the same standards of behaviour are to be observed at all times. Foul, abusive, hateful language, threats and lewdness are not acceptable. We, just like you, hate junk and will delete it whenever we see it. This also includes (but is not limited to) derogatory comments on someone's protected characteristics (e.g. race, gender, religion) or indication of a personal vendetta against a business and its associates.

- b. Opinions are like bottoms, everyone has one, and while we welcome yours we urge you to remember to respect those of others, even if you strongly disagree with them.
- c. Please keep your contributions relevant to Still Serving.
- d. Do not place irrelevant, inappropriate, or promotional content, that solicit customers, or that spam businesses.
- e. Your Content must be in compliance with the Still Serving Guidelines & Policies, Terms & Conditions and the prevailing local laws and regulations. We reserve the right to remove any content that does not meet such standards without notice, and at our absolute discretion.

B. Customer

- a. Still Serving is a website and mobile application with no claims to be a court of law, government agency, or either of their representatives. If you have a dispute with a Business, or if you feel a Business is contravening existing laws or regulations, we encourage you to contact the appropriate authorities directly. Still Serving is not the appropriate platform for reporting illegal activities, physical confrontations, health code violations, or anything under investigation by local governing bodies or law-enforcement personnel. We encourage that such accusations be reported to the concerned authorities.
- b. Identifying or promoting yourself as an associate of Still Serving, or using your status to solicit any kind of benefits in exchange for the promotion, or at the threat of negative publicity, will not be tolerated. If reports or evidence of such instances are brought to our attention, we reserve the right to delete your Still Serving content, remove your access to the Services, or take any other action that we may deem fit, at our absolute discretion.

C. Business

- a. Good customer experiences are essential for all Businesses, including yours and Still Serving. Please make every effort to notify us regarding any changes required to the published information about your Business, so it can be kept relevant and up to date.
- b. Don't solicit content on the Still Serving platforms. This includes but is not limited to;
 - i. Providing inducements to customers such as free goods & services, discounts, or payment in exchange for content.
 - ii. Directing your own employees or associates regarding content.
 - iii. Don't work with companies or third-party vendors such as public relations agencies to target content on the Still Serving platforms.
 - iv. We reserve the right to delete any content believed to be affected by solicitation, remove your access to the Services, or take any other action that we may deem fit, at our absolute discretion

- c. Don't entertain requests or demands from customers who ask for benefits at the threat of posting unfavourable content. It only reinforces those individual's belief that such behaviour is acceptable or tolerated.
- d. The Still Serving platforms are public so remain professional at all times, even when you strongly disagree with another users content. You can provide an alternative view, but please don't use Still Serving platform as a forum for settling scores. Remember other readers are customers, or potential customers as well.

3. Employee Code of Ethics

Please note that any individual associated with Still Serving in an official capacity or otherwise is ethically, and potentially contractually, forbidden from using their status to solicit free goods or services, or receive special treatment.

- a. Employees of Still Serving are expected to adhere to and uphold the highest standard of ethics and integrity. This includes acting in accordance with our core values and the below listed policies at all times.
- b. Still Serving employees are prohibited from using their employee status to solicit discounts, freebies, or special treatment at Businesses. Unless visiting a Business in the official course of their work commitments, employees are to refrain from identifying themselves as employees of Still Serving.
- c. Our moderators must maintain the neutrality of the Still Serving platform. They are required to use their best judgement in implementing moderation guidelines and are prohibited from giving preferential treatment to Businesses. Deleting authentic Content compliant with ours Terms & Conditions and Guidelines & Policies is in violation of our policies. Similarly, retaining Content, which is proven to be unauthentic, is in violation of our policies.
- d. We encourage Businesses that witness any behaviour not in compliance with this code to report such behaviour to Still Serving.