



## **CODE OF PRACTICE/CONDUCT POLICY BUSINESS**

Advance Profitplan promotes and adheres to the following 'Code of Practice/Conduct Policy' statement and expects all staff and approved associates to believe in, apply and comply with the following when delivering our services (internal/external) and the way we conduct our Business:

1. Committed to working in partnership with our clients to clearly identify their needs, to clearly make them aware of their obligations and assist them and their staff in improving the way they govern, direct, manage and operate their business or job.
2. Our aim is to improve our client's knowledge, to empower them to improve and achieve the best outcome. We are to accept that we are a partner, facilitator, and mentor to our clients.
3. Corner stone of our internal relationships and our external relationships with all of our stakeholders – clients, suppliers, applicable government departments, neighbours, community, staff etc. is open, honest, timely, trustworthy consultative, communicative, listening and hearing of information.
4. Committed to planning every aspect of our business and job, establishing targets and performance indicators for the business and projects and clearly defining obligations and legal and other requirements, assessing their impact and then managing our existing and potential risk exposure.
5. Establishing formalised processes to ensure each aspect of our business and projects undertaken is managed, controlled and recorded.
6. Establishing processes to ensure our business and projects are achieving required outcomes and that we are continually improving and learning from past experiences.
7. Committed to access and equity principles and processes in the provision of our services including prevention of discrimination, harassment, intimidating, bullying etc.
8. Committed to the principles and concepts of quality, compliance, risk and assurance in all services provided and activities undertaken.
9. Undertake all marketing and advertising activities in accordance with accepted protocols, and the Consumer Protection and Competition legislation.
10. Ensures all personnel providing services carry the appropriate and required qualifications, experience, accreditations and industry currency.
11. Maintain a wholly professional attitude towards clients and provide prompt and courteous service at all times, be prepared to render emergency assistance whenever needed and keep clients informed of any problems or delays.
12. Be mindful of the trust placed in us by clients and conduct all business and personal relationships under the highest possible ethical, moral and privacy standards.

13. All staff are to treat the property of clients with the utmost care and respect and during the course of performing services, take all necessary precautions to protect such property, including client staff.
14. Undertake all activities (organisational and individual level) to ensure compliance with all applicable statutes, rules, regulations and by-laws, Australian and industry standards, and obtain and maintain all necessary licences and permits, and not engage in any practice that violates these laws.
15. Acceptance of the need and the implications of confidentiality and intellectual property in relation to information provided by, or obtained from, our client organisation and course participants.
16. Acceptance by the organisation and individual staff of our responsibilities to acknowledge, investigate and action any situation resulting in complaints, grievances, harassment/intimidation/bullying/aggression appeals, accidents and injuries and harm to environment.
17. Clearly defining and obtaining acceptance of fees, payment and refund policy and practices.
18. Providing formal and informal feedback to clients and our own staff and manage maintain accurate project notes and records. Provide formal and informal feedback on progress to achieve the agreed outcome.
19. Ensure we identify, assess and minimise/eliminate/control all risks at Business and Operational levels to maintain our viability and sustainability, protect the environment and protect the health, safety and welfare of our staff and those who may be impacted by our environment and delivery/assess all training in accordance with legislative/AQTF.

***In summary our business code is:***

“It is the policy of Advance Profitplan to provide effective management and leadership to the organisation so that every employee’s and associated/accredited consultant / trainer / auditor work activity:

- Meets the objectives of our stakeholders and our organisational objectives
- Complies with all applicable legislation
- Is consistent with the philosophies and policies of the organisation and that of the Australian Quality Training Framework (AQTF) and other Certification Training bodies
- Is safe and rewarding to perform
- Is not detrimental to the environment and community in which we operate

Advance Profitplan “core values” which guide our decision making and work behaviour are:

- Customer success must be the focus of everything we do
- Advance Profitplan personnel must be valued as the key to our success
- Suppliers must be partners in furthering our customers’ success
- We must add value to the quality of life in our communities
- We must be a valuable investment for our shareholders
- “Working together to achieve maximum results” with our key stakeholders including staff, clients, training participants.

Advance Profitplans “Core Ethics” are a commitment to adopting, demonstrating and practising ethical conduct/behaviour in all we do at business and individual level and in all areas of responsibilities, authority. In addition to this the following underlying principles and practices apply:-

- a. Acting in good faith and honesty at all times in the interest of business, our stakeholders and each other;
- b. Conduct our duties, service provision and interactions in a lawful manner to ensure that Advance Profitplan, our staff and Associates carry out our work/business in accordance with the law, contractual and other requirements and our own policies;
- c. Avoid “Conflict of Interest” in as far as this is possible where the reputation, viability of Advance Profitplan and/or individual staff/associates is put at risk;
- d. Be diligent in meeting targets and deadlines, allocating sufficient time to prepare and plan for meetings and other activities to allow for full and appropriate participation in decision making;
- e. Act in accordance with our duties, complying with the spirit as well as the letter and intent of the law and requirements, recognising both legal and moral duties of their role;
- f. Interact with the Company, other staff, clients and other key stakeholders in a positive and constructive manner;
- g. Observe the confidentiality and privacy of non-public information acquired by them in their role and not disclose to any other person;
- h. Provide services to each other, our clients and key stakeholders regardless of their ethnicity, gender, religions, age or disability;
- i. Do nothing that in any way harms or may harm Advance Profitplan and any staff member or associates reputation, physical/mental wellbeing;
- j. Ensure what we produce, deliver to clients or training participants is factual, accurate, current, compliant, ethical, specific, enabling, practical, integrated, reflects their context and is free of error;
- k. Interact with each other, our clients, training participants, suppliers and other key stakeholders with respect, dignity, honesty, integrity, empathy and acknowledge their individualism, beliefs, needs and contribution.

The management, employees and associates/accredited providers of Advance Profitplan will accept personal accountability for their role in achieving the organisation’s mission and objectives and the requirements of this “Code of Practice/Conduct/Policy”.

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GRAHAM CADDIES  
PRINCIPAL CONSULTANT / TRAINER / AUDITOR

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Date