



CODE OF PRACTICE/CONDUCT, POLICY PRIVACY, EQUITY, DISCRIMINATION, HARASSMENT, INTIMIDATION, COMPLAINTS, ISSUE RESOLUTION

Advance Profitplan requires some personal / organisational information to be collected in order to process orders / services, conduct appropriate checks for credit-worthiness and for fraud, and to research and develop our services. All information will be collected directly from you to ensure accuracy. This information will only be used for the purposes of providing the services and will only be disclosed to credit reporting and fraud-checking agencies, credit providers, government and regulatory authorities as required or authorised by law and our professional advisers, including our accountants, auditors, lawyers. Where you choose not to provide this information we may not be able to deliver some services.

You have a right to access and alter personal information about yourself in accordance with the Privacy Act. All information will be collected by Advance Profitplan and held by Advance Profitplan. All information no longer in use will be destroyed. Information will be maintained in a secure and confidential manner at all times (including electronic and hard copy).

All our staff are trained in customer service, equity, cultural and discrimination principles. All of our services are provided in an equitable manner and within a non-threatening, non-discriminatory and safe environment. We are also committed to ensuring our services are delivered by each of our staff and contractors/associates in such a way that is free from bias, discrimination, harassment, intimidation and bullying. We expect all of our staff and contractors/associates to interact with each other in the same way.

If you are unhappy about any service, advice, training, or assessment we've done for you or the way we related to you and delivered our services we encourage you to make contact with the Consultant involved, our office or our Principal Consultant / Trainer. This can be done formally or informally (phone, fax, email, and letter). We guarantee we will respond to any concerns raised and work with you to resolve the issues to a mutually accepted solution. This will also include working with you and any government agency to resolve the issue to an acceptable mutual satisfaction/outcome.

We are committed to the above to such an extent that all our staff and Contractors/Associates as part of their induction clearly understand that this behaviour is not acceptable and that it will result in formal disciplinary action including dismissal. Depending on the nature of the action could result in it being referred to the authorities for formal action. This forms part of our "Code of Conduct" document.

Graham Caddies
Principal Consultant/Trainer/Assessor/Auditor

Date