

ETHICAL CONDUCT POLICY

- AUS-QUAL shall promote its products and services truthfully. AUS-QUAL will not conceal details likely to influence customer choices.
- AUS-QUAL shall price its products and services so that customers receive value for money. AUS-QUAL prices will not incorporate unreasonable margins for profit or undue financial conditions.
- AUS-QUAL shall offer products and services that are fit for the purpose for which they are intended to be used. AUS-QUAL will use all due care and attention to deliver quality products and services.
- AUS-QUAL shall provide its products and services impartially, without fear or favour. AUS-QUAL will not discriminate on the basis of age, gender, race, religious affiliation, marital status, sexual orientation, disability, association membership, organisation size or number of organisations certified.
- AUS-QUAL board members, committee members, employees and contractors must not accept expensive or inappropriate gifts or gratuities (including attendance at "entertainment" events) from customers or suppliers. AUS-QUAL must avoid situations where a conflict of interest could arise or be perceived as a possibility.
- AUS-QUAL shall encourage feedback and comment from customers, suppliers, contractors and other interested stakeholders. AUS-QUAL will take all customer / stakeholder complaints seriously and act quickly to remedy problems.
- AUS-QUAL shall treat customer information confidentially.

CONTROLLED DOCUMENT