



Q225	CUSTOMER CODE of CONDUCT AGREEMENT
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This Customer Code of Conduct outlines the required standards of behaviour and practice by customers in engaging with Enhanced Lifestyles.

1. Personal and professional behaviour

- 1.1 Customers treat all others with respect and courtesy, having regard for their dignity and rights.
- 1.2 Customers act fairly and equitably, respecting diversity.
- 1.3 Customers prevent and respond to unlawful discrimination against employees, volunteers, other customers and stakeholders.
- 1.4 Customers do not engage in bullying, violence, harassment or any other forms of victimisation.
- 1.5 Customers' use of social media does not compromise the organisation's reputation and does not include derogatory, shaming or other personal attacks towards or about employees, the governing body, volunteers, other customers or stakeholders.

2. Accountability

- 2.1 Customers maintain confidentiality of all organisation and personal information obtained during formal engagement with the organisation.
- 2.2 Customers understand and comply with organisation policies and procedures.
- 2.3 Customers are responsible for seeking clarification where needed regarding any part of their engagement, including details of this Code of Conduct.
- 2.4 Customers take responsibility for reporting conduct by employees, customers, governing body members which contravenes any law, other organisational policy and procedures, or this Code of Conduct.



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3. Conflicts of interest

- 3.1 Customers declare and manage any potential, actual or apparent conflicts of interests.
- 3.2 Customers do not bestow gifts, benefits or favours that may influence or be reasonably seen to influence decision making.
- 3.3 Customers prevent and respond to nepotism and patronage.
- 3.4 Customers manage conflicts of interest in accordance with organisational conflict of interest policies and procedures.

4. Safe working environment

- 4.1 Customers are required to ensure a safe working environment for all employees in accordance with organisational workplace health and safety policies and procedures, and relevant workplace health and safety legislation.
- 4.2 Customers are required to take action in preventing, identifying and responding to workplace health and safety risks.