

Q225

Customer/Client Code of Conduct Agreement

The Customer/Client Code of Conduct outlines the required standards of behaviour and practice by customer/clients in engaging with LAAS/Enhanced Lifestyles.

1. Personal and Professional Behaviour

1.1: Customer/Clients treat all others with respect and courtesy, having regard for their dignity and rights.

1.2: Customer/Clients act fairly and equitably, respecting diversity.

1.3: Customer/Clients prevent and respond to unlawful discrimination against employees, volunteers, other Customer/Clients and stakeholders.

1.4: Customer/Clients do not engage in bullying, violence, harassment or any other forms of victimisation.

1.5: Customer/Clients' 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 Customer/Clients or stakeholders.

2. Accountability

2.1: Customer/Clients maintain confidentiality of all organisation and personal information obtained during formal engagement with the organisation.

2.2: Customer/Clients understand and comply with organisational policies and procedures.

2.3: Customer/Clients are responsible for seeking clarification where needed regarding any part of their engagement, including details of this Code of Conduct.

2.4: Customer/Clients take responsibility for reporting conduct by employees, Customer/Clients, governing body members which contravenes any law, other organisational policy and procedures, or this Code of Conduct.

3. Conflicts of Interest

3.1: Customer/Clients declare and manage any potential, actual or apparent conflicts of interests.

3.2: Customer/Clients do not bestow gifts, benefits or favours that may influence or be reasonably seen to influence decision making.

3.3: Customer/Clients prevent and respond to nepotism and patronage.

3.4: Customer/Clients manage conflicts of interest in accordance with the organisational conflict of interest policies and procedures.

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4. Safe Working Environment

4.1: Customer/Clients 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: Customer/Clients are required to take action in preventing, identifying and responding to workplace health and safety risks.

Definitions:

Nepotism: Favouritism shown on the basis of family relationships

Patronage: A condescending manner or attitude in granting favours, in dealing with people

I, _____, have read, understand and agree to this organisation Code of Conduct. I commit to the required standards of behaviour and practice as outlined in the Code of Conduct.

Signed

Date