



## CODE OF CONDUCT

ATRS is committed to building and maintaining its good reputation among clients, business contacts, competitors and in the wider community. Our reputation is a valuable asset and one that depends on the highest standards of responsibility, fairness and integrity. Maintaining these standards means we must all set a good example and conduct ourselves in a way that demonstrates the highest ethical standards in the performance of our business.

ATRS customers expect us to be honest and to act with integrity. This means knowing we have acted honestly and properly at all times. Ethics is about knowing the right thing to do. It governs what we say and don't say, and what we do and don't do.

The ATRS *Code of Conduct* is a framework for the kind of personal behaviour that is fundamental to our business success.

### Client Commitment

The business goal of ATRS is to “*achieve business success by supporting the client business in achieving efficiencies and an injury and accident free environment through the provision of professional consulting services to continuously improve risk management, safety, health, environmental, security & training performance*” within client organisations.

This means taking personal responsibility to deliver a standard of service that goes beyond customer expectations and exceeds the service provided by our competitors. In providing this service we have a responsibility to deal in a fair, open and honest manner with all our clients to review, challenge and improve work practices and processes which may stand in the way of better standards of customer service, and to recognise that customer loyalty depends on ATRS individual relationships with our clients.

### Respect for People

At ATRS we respect a 'fair go for all'. This value is crucial to the personal and professional standards expected in our workplace. It also means that we respect the principles of:

- Equal employment opportunity;
- Acknowledge and value diversity in culture and opinion;
- When and if available, offer opportunities for promotion on merit;
- Cultivate an environment of trust through open and honest communication;
- Promote self improvement and skills development;
- Encourage effective empowerment, teamwork and participative decision making; and
- Continually review our safety standards to ensure a healthy and safe environment for our staff, customers and the community.

## **Accountability & Responsibility**

Complementing the value of “Respect for People”, and the personal and professional workplace standards it demands, we take responsibility and accountability for our actions, and maintain the integrity of performance within our area of responsibility. In all our business dealings, we will promote trust, openness, teamwork, professionalism and pride in what we do.

## **Standards of Personal & Professional Conduct**

To maintain client confidence in the integrity of all ATRS staff, it is essential that we be seen to exhibit the highest ethical standards in carrying out our duties as we deliver consultant or contract services to all clients.

We need to take pride in our work and must act and be seen to act in line with the ATRS Values Statement as outlined elsewhere on the ATRS web site.

## **Performing Duties**

In performing our ATRS duties, we must:

- Operate in a safe manner and observe the ATRS safety guidelines and client safety management system when on a client worksite;
- Act professionally at all times and never make representations without first checking the underlying facts;
- Act impartially, with integrity, be fair and do not mislead people;
- Provide efficient and effective service to our clients;
- Be honest in all our dealings and never be a party to anti-competitive behaviour;
- Be prepared to demonstrate the reasons for our decisions;
- Be alert for any conflicts of interest and take appropriate steps to deal with them;
- Make the best use of our knowledge and experience when exercising our technical or professional judgement;
- Maintain and develop knowledge of our respective individual professional field;
- Protect the confidentiality of all information made available to ATRS;
- Look after and do not misuse ATRS assets;
- Do not commit fraud or engage in corrupt conduct;
- Comply with the ATRS policies and procedures; and
- Always protect the good name of ATRS.

## **Behaviour Towards Others**

In responding to our value of respect for people, ethics plays a major part in the way we behave towards others. At ATRS we need to:

- Treat clients and other ATRS staff with respect and sensitivity to their rights, provide appropriate assistance and, if necessary, guidance;
- Lead by example and encourage our colleagues to exercise similar qualities of personal and professional behaviour to those outlined above;
- Ensure that staff and resources are managed in a way that will, to the greatest extent possible, avoid the opportunity for unethical behaviour by others; and
- Follow all health and safety policies and procedures, ensuring that we work in a safe manner while not putting ourselves or others at risk.

## Alcohol & Other Drugs

At ATRS we have a zero tolerance alcohol and illicit drugs policy, and as such, we should not come to work or return to work if we are under the influence of alcohol or other drugs that could impair our ability to do our job or cause danger to ourselves or others. If we are taking prescribed medication that could affect our work performance, we should discuss this with our medical practitioner and ATRS management.

Please also refer to the ATRS Drug and Alcohol Management Policy for further guidance. This policy is available on the ATRS web site.

## Conflicts of Interest

A conflict of interest arises when our personal interests, or those of people close to us, conflict with the impartial performance of our professional ATRS duties. A conflict of interest could exist where we have a personal interest, or a family member, relative or anybody close to us has an interest, that could lead us to be influenced in the way we conduct our duties.

The perception of a conflict of interest could arise where circumstances exist which lead a reasonable person to think that we could be influenced.

## Company Information

Information relating to our ATRS commercial activities is an important factor in our business success and should be protected. We should not use information about ATRS, its staff, customers or business relationships to gain personal advantage for yourself or other people, or to damage ATRS, other people or organisations. We must also protect information from, or about, third parties.

Business information that is not confidential should be communicated in an honest and unbiased manner. If you are unsure as to the confidentiality of information, please ask your ATRS manager.

ATRS staff have a responsibility to maintain the privacy of personal information and are not to release such information held by ATRS to other parties. Any requests received from external parties for personal information should be referred to your ATRS manager for guidance.

## Document Review

This ATRS Code of Conduct Policy will be reviewed annually as a minimum document review standard or on a needs basis if required prior to the annual review.



**Mel Saunders**  
Managing Director

1 January 2011



**David Edwards**  
Executive Director

1 January 2011