

# NZWCA CODE OF BUSINESS CONDUCT

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As a registered wool classer we seek to be effective and accountable, we will be clear and open about our work and conscious of our responsibilities to our clients and the wider wool harvesting sector:

In particular:

## ***Effectiveness***

We will seek a clear understanding of our client needs and advise our clients and other relevant people working in the shed/store of the approach that we will follow in delivery. We will manage and target resources effectively and do what we say we will do.

## ***Accountability***

We will evaluate the effectiveness of our work, tackle poor performance and respond to complaints fairly and promptly. We will agree and set out for all those to whom we are accountable how we will fulfil these responsibilities.

## ***Standards***

We will be clear about the standards to which we will work.

## ***Equality and Fairness***

We will not discriminate based on age, gender, sex or any other physical characteristics. We will respect on another's rights and beliefs. We will hold in confidence all information we obtain on client affairs, unless specifically exempted by the client. We will respect clients and fellow workers privacy.

## ***Competition***

We will not disparage the business practices of a competitor; if an opinion is sought it should be rendered with strict professional integrity and courtesy.

## ***Reputation***

We will ensure that at all times both on the job and outside work hours we act in a manner that does not bring the profession of wool classing into disrepute.