

## CODE OF CONDUCT / ETHICS

Hospitality Group Training (HGT) undertakes to ensure that all employees, agents and representatives are familiar with and comply with the Code of Conduct Ethics.

### 1. CONFIDENTIALITY AND PRIVACY

- HGT will take all reasonable steps to maintain the confidentiality and privacy of candidate and client information.
- Permission must be sought before disclosing confidential information.

### 2. RESPECT FOR LAWS

- HGT must comply with all legal, statutory and government requirements.
- HGT shall adopt such policies and practices to ensure the quality of vocational education and training.
- Programs offered are relevant and in accordance with the statutory and regulatory requirements of Commonwealth / State Legislation and Regulatory Requirements.
- Group Training Registration Scheme.HGT will not engage in any form of collusive practices.
- HGT ensures compliance with EEO & WH&S/OH&S and Duty of Care legislation.
- HGT ensures compliance with current Harassment,
- Discrimination and Grievance requirements.

### 3. CUSTOMER SERVICE

- HGT shall at all times act in an ethical manner and with integrity in dealing with all clients and members of the community.
- HGT employees will strive to provide outstanding customer service at all times, and exceed customer expectations whenever possible.
- All customer enquiries will be dealt with in a timely and professional manner.
- In every instance the most appropriate solution will be recommended based on customer needs.

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### 4. RECRUITMENT

- HGT is committed to providing recruitment services of the highest quality.
- HGT recognises the need to operate in a highly ethical framework with a commitment to both corporate and individual responsibility and accountability.
- HGT employees will observe a high standard of ethics, probity and professional conduct.
- HGT employees understand that ethical behavior is not simply compliance with legal requirements, it extends to honesty, equity, integrity and social responsibility in all dealings. It is behavior that holds up to disclosure and to public scrutiny.

### 5. MARKETING & HONEST DEALINGS

- HGT shall adopt such policies and practices to ensure the quality of vocational education and training programs offered are relevant and in accordance with the statutory and regulatory requirements.

HGT will ensure:

- The provision of adequate facilities and quality resources in which to conduct its business.
- The employment of qualified staff and maintenance of staff training sufficient to deliver effective service on an ongoing basis.
- The accuracy of any marketing and promotional advertising material.
- HGT will make independent pricing and marketing decisions and will not improperly cooperate or coordinate our activities with our competitors.
- We will not offer or solicit improper payments or gratuities in connection with the purchase of goods or services for HGT or the sales of its products or services, nor will we engage or assist in unlawful boycotts of particular customers.

### 6. FINANCIAL STANDARDS

HGT ensure the maintenance of high standards of financial probity.

- All accounting records, and the reports produced from such records, must be in accordance with all applicable laws

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- All accounting records must fairly and accurately reflect the transactions or occurrences to which they relate
- All accounting records must fairly and accurately reflect in reasonable detail in accordance with generally accepted accounting principles the organisations assets, liabilities, revenues and expenses;
- All accounting records must not contain any materially false or intentionally misleading entries
- No information should be concealed from our internal auditors or our independent auditors
- Compliance with the HGT's system of internal controls is required.

### 7. RECORD KEEPING

HGT ensures:

- The maintenance of adequate records for apprentices / trainees, host employers and clients and the provision of copies of these records to relevant authorized parties on request.
- The security of all current and archival records for apprentices/trainees, host employers, students and other clients.
- Client access to their records upon request.
- The maintenance of continual improvement of a Quality System.

### 8. CONFLICTS OF INTEREST

- All HGT employees and staff members are required to act in good faith.
- Staff members must ensure there is no conflict of interest between their personal interests and their duties, obligations and responsibilities to HGT and clients. Where such a conflict occurs, the interests of the HGT will be balanced against the interests of the staff member. Unless exceptional circumstances exist the balance of interests will be resolved in favour of HGT.
- Conflict of interest can be financial or personal and involves the interests of a staff member or members of the staff member's family or friends.
- Of their own volition staff must disclose actual or potential conflicts of interest to their manager

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### **9. OCCUPATIONAL HEALTH & SAFETY POLICY**

- HGT will act diligently in assessing risks to candidates and clients.
- HGT will not knowingly put at risk candidates or clients.
- HGT shall inform their temporary/contract workers whenever they have reason to believe that any particular assignment causes an occupational health and safety risk.

### **10. COMPLAINTS HANDLING**

- All complaints will be treated seriously, investigated promptly and afforded confidentiality in accordance with HGT's Complaints Policy and Procedures.