

Compliance Australia Certification Services policy on "confidentiality of information" and on "conflicts of interest" is such that confidentiality between itself and its clients affords absolute protection to a client and safeguards Compliance Australia Certification Services through self regulation by its employees and associates of this policy.

Compliance Australia Certification Services Board, Expert Advisory / Impartiality Committee, Appeals Group, Staff and Sub-contractors are required to avoid any relationship, activity, interest or ownership which might give rise to a conflict between their personal interest and the interest of Compliance Australia Certification Services in dealing with clients.

If any Member of the Board, Expert Advisory / Impartiality Committee, Appeals Group, or Staff and Sub-contractor considers that such circumstances may exist, then it is expected such a situation will be reported to the Managing Director to determine what action, if any, is necessary.

Compliance Australia Certification Services policy is such that all active client files and other documentation are accessible to the governing group and all staff members with the exception of those that may be subject to customer complaint or appeals procedure, therefore it is essential that all staff not divulge to any third party any information gained about clients.

A written undertaking to this effect is a requirement for employment with Compliance Australia Certification Services. Staff are also required to have knowledge of Compliance Australia Certification Services procedures. The governing group and sub-contractors (if any) are required to also sign a written undertaking. In addition, Assessors are required to confirm their willingness to observe a "Code of Conduct" similar to that required by the Institute of Quality Assurance, (UK) Registration Scheme for Assessors of Quality Systems.



William Chance  
Managing Director  
Compliance Australia  
Certification Services Pty Ltd

23-05-2008