



Procedure Manual

Updated 1st November, 2007

Copyright © 1994-2008 Australian Tourist Park Management Pty Ltd.
All Rights Reserved.

Ethics

Australian Tourist Park Management Pty Ltd (ATPM) is committed to high ethical standards and the Statement of Business Ethics sets out the standards required of its contractors and business associates. It is essential that all Asset Owner officials, contractors and their employees, and other business associates work together to maintain our excellent reputation.

The Local Government Act 1993 requires every council to adopt a Code of Conduct. These standards are based on the standards in ATPM's Code of Conduct, which applies to all contractors and employees.

In dealing with ATPM, you are responsible for maintaining our high ethical standards in all contract work. ATPM expects all parties to perform their duties with integrity, honesty and fairness.

Contractors and Business Associates Responsibilities

All contractors, their employees and business associates are responsible for ensuring that they act ethically when dealing with ATPM, Our client and its officials. All parties working for ATPM are expected to know and understand the standards in this Statement of Business Ethics.

When working for ATPM you should always be courteous towards the public, client officials and employees and not bring ATPM or our clients into disrepute. You must abide by all relevant laws and contractual obligations.

Harassment and discrimination

ATPM is committed to providing a work environment free of harassment or discrimination. In your work with ATPM, you must not harass, discriminate against, or support others who harass and discriminate against colleagues or members of the public.

Environmental

ATPM has community and environment responsibilities and you are expected to honour them when doing business on behalf of our company.

Safety

Safety is paramount and therefore all persons doing work with or for ATPM and our clients should protect their safety and others in the work environment and the public arena. ATPM representatives (contractors) are responsible for providing a safe work environment and for putting first, the health, safety and welfare of contractors, their staff, business associates and our customers.

Conflicts of Interest

If a conflict of interest in your work with ATPM arises, you must disclose it to ATPM. A conflict of interest arises if your own interests, or those of people close to you, conflict with your obligations to ATPM.

A conflict of interest could arise when someone is influenced in the decision making process or perceived to be influenced by personal interest external to the matter.

A conflict would exist where you have a personal interest, or your relative, company, employer or other person known to you has an interest that could lead you to be influenced in the way you carry out your duties for ATPM. Using your position of being involved with ATPM's business for you or those close to you, to gain or benefit from.

To ensure that the best value for money is obtained, purchasing must be conducted with efficiency, impartiality and integrity and within the adopted purchasing policy.

Gifts or Benefits

Gifts or benefits must not be offered to any client official or supplier, which is designed to gain any advantage for you or your organisation, or which the public could reasonably see as likely to cause that client official or supplier to depart from his or her proper course of duty.

In general, staff and contractors are not allowed to accept gifts and benefits of more than token value. This would include tickets to major sporting events and discounted products for personal use. If staff or contractors do accept non-token gifts or benefits they are required to seek approval and have the gift / benefit recorded in a register maintained by ATPM.

You should not accept any gift in relation to your work with ATPM, which could influence, or be seen to influence, your impartiality in relation to work or services you are providing to a client.

Confidential and Personal Information

You must take care to maintain the security and confidential or personal information you become aware of in your work with ATPM.

You must abide by the privacy legislation governing the collection, holding, use, correction, disclosure or transfer of personal information obtaining through your dealings with ATPM.

Personal information is any information about a person where you know who the person is or you guess who the person is.

No one should access, use or remove from client premises any client information or personal information, unless they need it for their work with ATPM and have authorisation to use or disclose the information.

Any breach of the security, or misuse, of ATPM's confidential or personal information must be reported to ATPM Administration Office.

Use of Park resources

Park resources may only be used to do work for Client and ATPM with ATPM's approval.

Park resources include holiday Park accommodation material, documents, records, printers, paper, cleaning materials, telephones and data information.

You must use Park resources ethically, effectively, efficiently and carefully in the course of your professional duties, you must not use them for private purposes (except when supplied as part of a contract of employment) unless this use is lawfully authorized by ATPM and proper payment is made where appropriate.

Improper and undue influence

You must not take advantage of your position to improperly influence other suppliers or contractors in the performance of their professional duties to secure a private benefit for yourself or for somebody else.

You must not take advantage (or seek to take advantage) of your status or contract position with, or functions performed for, client in order to obtain unauthorised or unfair benefit for yourself or for any other person or body.

Public Comment

You must not make any public comment or statement that would lead anyone to believe that you are representing the client or ATPM, or expressing its views or policies.

This includes comments or statements made at public and community meetings, via the media, or when reasonably foreseeable that the comments, or statements will become known by the public at large. All public comments will be made by the General Manager or Managing Director of ATPM or the clients' representative.

Alcohol and Drugs

No one should come to work for ATPM, or return to work, under the influence of alcohol or other drugs that could impair their ability to carry out their job or cause danger to the safety of themselves or others.

The consumption of alcohol is not permitted by contractors, their employees or business associates in any building being an asset of the Park except for those building designated as residential premises under the Contract.

Smoking or use of any tobacco products in any building being an asset of the Park except for those buildings designated as residential premises under the Contract is not permitted.

ATPM Code of Ethics

The Ethical Code of ATPM is to:

1. Act ethically and responsibly towards the community, customers, staff and the environment;
2. Strive to meet the expectations of customers, the aspirations of staff and the needs of future generations;
3. Be a good neighbour and contribute to the benefit and wellbeing of the community;
4. Comply with the legislation, regulations and codes of practice that apply to the industry;
5. Strive to achieve the best practice standards that apply to the industry;
6. Practice and foster sustainable economic, environmental and socially responsible management;
7. Act honestly;
8. Accurately represent all offerings of goods and services;
9. Fulfill all warranties, guarantees and professional obligations promptly and faithfully;
10. Deal with all complaints with a view to resolution and report to the complainant the outcome of the investigation;
11. Respect the confidentiality of personal information;
12. Treat staff fairly and encourage professional development and the improvement of personal skills;
13. Cooperate with other members of the ATPM group or industry association to develop the industry;
14. Support the Association's official position on legislative matters at all levels of government;
15. Do nothing that is prejudicial to the standing or reputation of any other member of the Group or Industry Association