

Title	Code of Professional Conduct
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CODE OF PROFESSIONAL CONDUCT

PURPOSE OF THE CODE

The AAVT promotes the highest ethical and professional standards of conduct for the vertical transport industry. The purpose of the AAVT's Code of Professional Conduct (Code) is to assist AAVT members to meet the highest standards when conducting business and dealing with their clients, employees, partners and industry stakeholders.

The AAVT recognises that while conducting their businesses AAVT members will encounter a variety of challenges where the right approach to adopt may not always be clear. The Code establishes a framework to assist members to deal ethically with issues that arise.

WHO DOES THE CODE APPLY TO

The Code applies to all members of the AAVT, their employees and contractors and is supported by the following fundamental principles:

- Honesty and integrity.
- Professionalism and reliability in the delivery of projects.
- Fairness and accountability in all dealings.
- Respect for all.
- Support for the industry.

APPLICATION OF THE CODE

Honesty and Integrity

AAVT members will be honest in all their dealings and relationships and will always seek to do their best and what is right in their day-to-day business activities.

Professionalism

Members must comply with all applicable laws, building codes and industry standards and undertake their legal and professional obligations in a manner that establishes trust and confidence in their activities and the vertical transport industry in general.

Fairness and Accountability

Members will interact fairly with clients, employees, suppliers, business partners, industry stakeholders and the general public and act responsibly at all times, in particular with regard to obligations to protect the health, safety and welfare of their employees, their clients and the community.

Respect

Members will be respectful to clients, employees, suppliers, business partners, industry stakeholders and the general public as they undertake their legal and professional responsibilities and shall act with dignity and civility.

Members will avoid conflicts of interest and conduct that could discredit the industry or other members.

Support for the industry

Members will help to improve the industry by participation in Standards sub committees in drafting of new standards, and AAVT sub committees to raise the level of safety to the benefit of the industry

Members shall refrain from using the AAVT logo or their relationship with the AAVT in such a manner as to state or imply an official accreditation or approval beyond the scope or period of their membership of the Association.

Compliance with the code

AAVT members are required to commit to the principles of the Code as a condition of membership.

Members shall cooperate with fellow Members in upholding and enforcing the Code.

Members shall have in place procedures to deal appropriately and promptly with complaints about the provision of their services and actively engage in the resolution of complaints raised via the AAVT's Board.

Complaints

AAVT recognises that in undertaking their functions pursuant to the Code a member may act in a manner that could give rise to a potential breach of the Code. If the AAVT receives a complaint about a member it is a requirement of the Code that the member cooperate with any investigation of alleged breach of the Code and actively participate in the Code Complaint Process.

AAVT will evaluate complaints and allegations of non-compliance with the Code on a case-by-case basis in accordance with its complaint procedures and any other rules, policies or

processes that the AAVT may establish from time to time.

Dealing with complaints is intended to be a constructive process with an educative focus to improve a member's behaviour and enhance professionalism. Accordingly, the AAVT complaint procedures are not designed to be a formal dispute resolution process that could result in fines or directions requiring members to take (or not take) a particular course of action.

If there has been non-compliance with the Code, any action against the member will be assessed on the basis of the nature, seriousness and frequency of the conduct with the intent to both deter similar future action on the part of the member and act as an educative outcome for other members.

Review of code

The AAVT Board is responsible for monitoring the effectiveness of the Code and the Complaint Procedures.

While the Code is intended to establish an ongoing set of ethical values and principles for the vertical transport industry and AAVT members, the AAVT Board will ensure that the Code is reviewed considering changing statutory and regulatory responsibilities and contemporary industry behaviour and practices.

The review of the Code will be conducted no less than every three (3) years. As part of the review, complaints data will be reviewed to identify any trends and identify knowledge, skill or training needs for AAVT members.

Education and support

The AAVT may, from time to time, develop and publish information and guidelines to support and assist members in applying the values and principles outlined in this Code and for dealing appropriately with ethical issues that may arise. The AAVT may also conduct educational activities for members on the role and application of the Code.

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