

Policy No:	QMP-POL-02
Revision:	1
Date:	23/06/2021



# CODE OF ETHICS & PROFESSIONAL CONDUCT POLICY

NDT Plus Pty Ltd is committed to high standards of ethical conduct and accordingly places great importance on making clear any existing or potential conflict of interest.

A copy of this policy can be provided to any interested party upon request.

## **1. SCOPE**

This policy affects all employees, including board members, investors, contractors and volunteers, and all those involved in inspection and/or NDT activities.

## **2. PURPOSE**

The purpose of this policy is to provide guidance as to the expectations for NDT Plus's ethical behaviours and company principles and ideals when dealing with us as clients, suppliers and general associates.

## **3. RESPONSIBILITIES**

The Director is responsible for bringing this policy to the attention of all Managers, Supervisors and Employees of NDT Plus Pty Ltd.

All Employees are responsible for respecting this policy.

## **4. POLICY**

The director(s), managers and employees of NDT Plus shall never permit personal interest to conflict or appear to conflict, with the interests of the company, its clients or affiliates. All persons within NDT Plus must be careful to avoid representing the company in any transaction with others for which there is any outside business affiliation or relationship.

No bribes, kickbacks or other similar remuneration or considerations shall be given to any person or organisation in order to attract or influence business activity. Managers, Director(s) and employees shall avoid gifts, fees, bonuses, gratuities or excessive entertainment in order to attract or influence business activity.

All Employees of NDT Plus inclusive of the Director and Managers/Supervisors alike, shall;

- Maintain a high level of personal integrity and professional competence;
- Act always in a manner that reflects creditably upon professional activities;
- Maintain an objective attitude towards evaluation of facilities, processes or product integrity regardless of any internal or external influences;
- Protect confidential information in accordance with NDT Plus's Confidentiality Policy;
- Report findings accurately and honestly and make recommendations and assessments impartially;
- Avoid situations where professional judgment may be compromised;
- Understand, promote and implement the laws, regulations, guidelines and standards applicable to the field of Inspection, Testing or Quality and specifically to position; and

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- Uphold this Code of Ethics in the conduct of duties and in professional associations.

## **5. DISCIPLINARY CONSEQUENCES**

Employees who don't respect this Code of Ethics policy will face disciplinary and, possibly, legal action.

NDT Plus will investigate every breach of this policy. NDT Plus will terminate any employee who wilfully or regularly breaches the ethical and professional conduct guidelines for personal profit or gain. NDT Plus may also have to punish any unintentional breach of this policy depending on its frequency and seriousness. NDT Plus will terminate employees who repeatedly disregard this policy, even when it is done so unintentionally.

This policy is binding even after separation of employment.

## **6. POLICY UPDATES**

This Policy may change from time to time and is available on our website. A copy may also be provided when requested in writing through our website enquiry form or email correspondence.

## **7. COMPLAINTS**

NDT Plus takes customer satisfaction very seriously. If there is a complaint in relation to NDT Plus's professional conduct, the Company will endeavour to handle it promptly and fairly. For informational purposes, an overview of NDT Plus's complaints handling procedure is as follows:

- All customer complaints and feedback are processed in accordance with NDT Plus Pty Ltd CPA procedures and company guidelines.
- If You have a complaint in relation to our professional ethical etiquette, or are an employee whom has been applied undue pressure or any other considerations within this policy, you should use the following procedure to lodge your complaint with NDT Plus:

For any complaints and/or feedback regarding NDT Plus's conduct, information or services provided, email us at [enquiries@ndtplus.com.au](mailto:enquiries@ndtplus.com.au) – relevant forms regarding your enquiry will be supplied for completion at your convenience and returned to NDT Plus management for review and action.

If You are not satisfied with Our response to your complaint, you may refer your complaint to the relevant external dispute resolution organisation in your area.

## **8. CONTACT US**

You can contact us about this Code of Ethics Policy using the following details:

Adam Lees

+61 421 364 655

[adam@ndtplus.com.au](mailto:adam@ndtplus.com.au)

Director – NDT Plus Pty Ltd

Signed

A handwritten signature in blue ink, appearing to be "Adam Lees", written over a faint horizontal line.

Acknowledgement:

Signed:

Date:

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## REVIEW / REVISION RECORD

REVISION #	DESCRIPTION	DATE	AUTHORISATION
0	Initial Release	18/3/2021	
1	Updated Scope. Updated general introduction. Revised first person references	23/06/2021	