



NZWCA CODE OF BUSINESS CONDUCT

As a registered wool classer or grader we seek to be effective and accountable, we will be clear and open about our work and conscious of our responsibilities to our clients and the wider wool harvesting sector. In particular:

Effectiveness

We will seek a clear understanding of our client needs and advise our clients and other relevant people working in the shed/store of the approach that we will follow in delivery. We will manage and target resources effectively and do what we say we will do.

Accountability

We will evaluate the effectiveness of our work and respond to complaints fairly and promptly. We will agree and set out for all those to whom we are accountable how we will fulfil these responsibilities.

Standards

We will be clear about the standards to which we will work. We will be aware of the requirements of the Ministry of Primary Industries Animal Welfare Code. We will protect the integrity of the NZWCA registration system by ensuring our own stencil is kept valid and not used by anyone else. We will do all we can to keep engaged and informed on wool classing and grading matters.

Equality and Fairness

We will not discriminate based on age, gender or any other physical characteristics. We will respect on another's rights and beliefs. We will hold in confidence all information we obtain on client affairs, unless specifically exempted by the client. We will respect clients and fellow workers privacy.

Competition

We will not disparage the business practices of a competitor; if an opinion is sought it should be rendered with strict professional integrity and courtesy.

Reputation

We will ensure that at all times both on the job and outside work hours we act in a manner that does not bring the profession of wool classing into disrepute.