



CODE OF PRACTICE

Introduction

Our CODE OF PRACTICE is a documented reflection as to the way that we do business and attempts to cover any issues of potential misunderstanding concerned with our trading style and our business philosophy.

Our CODE OF PRACTICE states the organisation's position on the issues that our clients might consider to be important criteria in the approval of suppliers.

Our CODE OF PRACTICE states clearly our organisation's position on important subjects like equality, ethics, contracts, conflict of interest, work methodology and duty of care.

Often these matters get overlooked in the process of buying and selling, only to surface later and cause problems because they've not initially been properly explained or understood.

Being able to provide a solid and fair code of practice is therefore important in order to establish a clear common understanding of expectations and deliverables between us and you.

Confidentiality

We are committed to maintaining the highest degree of integrity in all our dealings with potential, current and past clients, both in terms of normal commercial confidentiality, and the protection of all personal information received in the course of providing the

business services concerned. We extend the same standards to all our clients, suppliers and associates.

Ethics

We always conduct our own services honestly and honourably, and expect our clients and suppliers to do the same. Our advice, strategic assistance and the methods imparted through our training, take proper account of ethical considerations, together with the protection and enhancement of the moral position of our clients and suppliers.

Duty of care

Our actions and advice will always conform to relevant law, and we believe that all businesses and organisations, including this consultancy, should avoid causing any adverse effect on the human rights of people in the organisations we deal with, the local and wider environments, and the well-being of society at large.

Conflict of interest

Due to the sensitive nature of our particular consultancy services, we will not provide a service to a direct competitor of a client, and we generally try to avoid any dealings with competitor companies even after the cessation of services to a client.

Contracts

Our contract will usually be in the form of a written proposal, including aims, activities, costs, timescales and deliverables. The quality of our service and the value of our support provide the only true basis for continuity. We always try to meet our clients' contractual requirements, and particularly for situations where an external funding provider requires more official parameters and controls.

Fees

Our fees are always competitive for what we provide, which is high quality, tailored, specialised service. As such we do not generally offer arbitrary discounts; generally a reduction in price is only enabled by reducing the level or extent of services to be

delivered. That said we always try to propose solutions which accommodate our clients' available budgets and timescales. Wherever possible we agree our fees and basis of charges clearly in advance, so that we and our clients can plan reliably for what lies ahead, and how it is to be achieved and financially justified.

Payment

We aim to be as flexible as possible in the way that our services are charged. Some clients prefer fixed project fees; others are happier with retainers, and we try to fit in with what will be best for the client. We make no attempt to charge interest on late payments, so we expect payments to be made when agreed.

Intellectual property and moral rights

We retain the moral rights in, and ownership of, all intellectual property that we create unless agreed otherwise in advance with our clients. In return we respect the moral and intellectual copyright vested in our clients' intellectual property.

Quality assurance

We maintain the quality of what we do through constant ongoing review with our clients, of all aims, activities, outcomes and the cost-effectiveness of every activity. We encourage regular review meetings and provide regular progress reports. This consultancy has been accredited under a number of quality assurance schemes. Further details are available on request.

Professional conduct

We conduct all of our activities professionally and with integrity. We take great care to be completely objective in our judgment and any recommendations that we give, so that issues are never influenced by anything other than the best and proper interests of our clients.

Equality and discrimination

We always strive to be fair and objective in our advice and actions, and we are never influenced in our decisions, actions or recommendations by issues of gender, race, creed, colour, age or personal disability.

Refund Policy

In compliance with Consumer legislation we have a Refund Policy.

Please choose our goods and services carefully. We do not normally give refunds if you simply change your mind or make a wrong selection. You can choose between a refund, exchange or credit where goods are faulty, goods or services are wrongly described, or different from a sample shown to you or don't do what they are supposed to do.

When do we have a refund?

Clients have the right to a replacement or refund if they:

- have a fault that the client could not have known about at the time of purchase;
- do not do the job the client was led to believe they would;
- do not match the sample shown to the client; and/or
- are not as they were described.

Clients are entitled to ask for a full refund, partial refund or a repeat service at no charge (depending on the circumstances) if a service supplied:

- is not an acceptable saleable standard;
- is not the same as the description provided by the salesperson or advertisement;
- does not match the demonstration shown at the time of purchase; and/or
- does not do the job or perform to the standard that the client was led to believe.

Our rights as a trader

We don't have to provide a refund if the client:

- simply changes their mind or no longer wants the goods or service;
- realises they cannot afford the goods or service;
- found the same item or service at a cheaper price elsewhere;
- chose the wrong product or service;
- was responsible for causing a fault or damage after purchase;
- insisted on the service being done despite warnings it may not meet their needs;
- took action that voided or damaged the outcomes provided by the service.

We also do not need to provide a refund immediately if there is a dispute in relation to the client's allegations. If the client has had some partial use or benefit from the goods or service before a fault or problem developed, we are entitled to negotiate a partial refund or other compensation. Clients cannot ask for a cash refund unless they paid cash at the original time of purchase.

The client's obligations

If clients ask for a refund, they should:

- report the fault and or return the goods within a reasonable time (based on the goods and services and their use);
- provide details of the fault;
- provide proof of purchase;
- stop using the faulty goods or service, until they can be returned or rectified; and
- look after the goods until they are returned.

Clients have the option of choosing between a part refund, repair or replacement, but not a full cash refund. If the clients have bought on credit, they are not entitled to a cash refund. Clients can ask for a refund of deposit or of any payments they have made and a cancellation of the outstanding balance. Clients can also ask for a credit to the value of any items they traded-in.

Services

All of our services are documented in detail and form part of our Operations, Administration and Quality Manual of Practice.

Our Commitment to Privacy:

Your privacy is important to us. To better protect your privacy we provide this notice explaining our online information practices and the choices you can make about the way your information is collected and used. To make this notice easy to find, we make it available on our web site.

The Information We Collect:

The types of personal information collected are:

- Name;
- Address;
- Email address;
- Phone number;
- Credit/Debit Card Information;
- Detailed Information regarding your personal circumstances

The Way We Use Information:

We use the information you provide about yourself when assessing whether we can provide you with our service. We do not share this information with outside parties except to the extent necessary to complete that order.

We use the information you provide about someone else when placing an order only to provide the service. We do not share this information with outside parties except to the extent necessary to complete that order.

We use return email addresses to answer the email we receive. Such addresses are not used for any other purpose and are not shared with outside parties.

Our Commitment to Data Security

To prevent unauthorized access, maintain data accuracy, and ensure the correct use of information, we have put in place appropriate physical, electronic, and managerial procedures to safeguard and secure the information we collect.

Our Commitment to Children's Privacy:

Protecting the privacy of the very young is especially important and legally binding. For that reason, we never collect or maintain information so that it can be accessed by any third party.

How To Contact Us:

Should you have other questions or concerns about these privacy policies, please call us at 1300 550 475 or send us an email at operations@phoenixglobal.com.au