

Each Member agrees on joining Greenlife Industry Australia to abide by the following Code of Conduct (the Code). For the purposes of the Code, Members shall include, as applicable, any of their employees and contractors.

1. To operate always in a manner that will enhance the reputation of the greenlife industry in its local community and across the nation.
2. Members shall conduct their activities in a professional and competent manner with respect for the industry's reputation and public interest and shall always act with integrity in dealing with clients, employees or sub-contractors, past and present, with their fellow Members and with the general public.
3. Members shall not intentionally disseminate false or misleading information, whether written, spoken or implied, nor engage in false, misleading or deceptive conduct or otherwise bring the greenlife industry into disrepute. Members have a duty to maintain truth and accuracy in advertising and sales promotion.
4. Members shall refrain from knowingly associating with any enterprise, which uses improper or illegal methods for obtaining business.
5. Members shall not intentionally injure the professional reputation or practice of another Member.
6. Members shall comply with all applicable State and Federal legislation covering greenlife industry businesses and statutory obligations, including but not limited to matters relating to biosecurity, consumer laws, trade practices, work health and safety and workplace relations laws.
7. Members shall maintain appropriate and accurate records in accordance with all relevant statutory requirements.
8. Members are encouraged to help improve the body of knowledge of the profession by participating in industry related programs designed to raise the standard of service delivery, and by applying their special skills and training for the benefit of others.
9. Members shall refrain from using their relationship with the Association in such a manner as to state or imply an official accreditation or approval beyond the scope of membership of the Association and its aims, rules and policies.
10. Members shall cooperate with fellow Members in upholding and enforcing the Code.
11. Greenlife Industry Australia is to be informed when the Member's attention has been drawn to any breach by that Member of the Code.
12. Members shall have in place procedures to deal appropriately and promptly with complaints about the provision of its services and actively engage in the resolution of complaints raised via Greenlife Industry Australia.
13. Where an alleged breach of this Code is appropriately brought to the attention of Greenlife Industry Australia, then Greenlife Industry Australia will follow constitutional procedure.