

# Master Electricians Australia

# Code of Ethics

The Australian electrical industry relies on the integrity and quality of licensed electrical contractors. As a Master Electrician you must set an example of the qualities that customers and the regulator would desire.

The following ideology forms the basis of the Master Electricians Australia code of ethics:

- Maintain public safety by ensuring that your standard of workmanship is beyond reproach with all work complying with the Australian Standards and Statutory legislation.
- Bring to the attention of the proper authorities the existence of any electrical conditions which are unsafe to life and property.
- Provide customers with the most energy efficient solution which will satisfy their specified needs. Remain abreast of improving solutions and new technologies.
- Provide a minimum 12 months workmanship guarantee.
- Always provide a punctual service to customers and provide high-level communication regarding site attendance.
- Provide reasonable assistance in cases of emergency to fellow members, other contractors, and members of the public.
- Remain professional when soliciting work from potential customers.
- Dutifully train, provide encouragement to, and support apprentices and staff to improve work practices and raise the standard of the work performed in the Industry.
- Actively support, and at all times preserve and uphold, the reputation and brand image of Master Electricians Australia (Master Electricians Association Limited ACN 163 222 642 and Master Electricians Association Queensland ABN 40 669 256 171).
- Uphold the highest levels of safety, security, and confidentiality for both your workers and the public.
- Ensure any grievance against Master Electricians Australia or another member is in accordance with the published dispute resolution procedure. Externally defend the integrity of your association and other members.
- Leave any workplace as you found it; in a clean, tidy, and safe condition.
- Be identifiable as a Master Electrician for example, by displaying your designated Master Electrician logo on vehicles, uniforms and/or advertising.
- Display this code of ethics openly in your place of business.
- This code may also be referred to as the Code of Conduct.