NZ Transport Agency Specialist Certifier Code of Conduct

INTRODUCTION

The primary purpose of the NZ Transport Agency (the Transport Agency) is to create transport solutions for a thriving New Zealand.

Our role in improving New Zealand's land transport system extends from planning and funding activities, supporting public transport and building the networks that connect communities to ensuring that the people and vehicles that use our system are safe to do so.

The vehicle inspection and certification industry contributes to the successful achievement of our goals and purpose by ensuring that only vehicles that meet the published safety standards are certified for use on New Zealand roads.

SCOPE OF THE CODE OF CONDUCT

The Code of Conduct provides the minimum ethical and behavioural standards that are expected of all vehicle inspectors appointed by the Transport Agency to deliver vehicle inspection and certification services.

No code can address every situation you may encounter and therefore this is not a substitute for your responsibility to exercise, and accountability for exercising, good judgement. You are encouraged to seek additional guidance as necessary.

Failure to comply with the Code is, or may be, a breach of the requirements and conditions of appointment and can be investigated by the Transport Agency and ultimately result in a reprimand, warning or, in serious cases, suspension or revocation of appointment.

PRINCIPLES OF THE CODE OF CONDUCT

Delivery of services

I undertake to deliver all vehicle inspection services objectively and consistently, to the standards directly specified in the *Vehicle inspection requirements manual* (VIRM), incorporated by reference in the VIRM and other instructions issued by the Transport Agency. For Low Volume Vehicle (LVV) certifiers this includes the *Low Volume Vehicle Code*, *Operating Requirements Schedule* (ORS), Low Volume Vehicle Standards and *NZ Car Construction Manual* (CCM).

Treating customers with courtesy and respect

I will treat customers with courtesy and respect and operate in good faith at all times.

Privacy and confidentiality

I respect the privacy and confidentiality of our customers and will not misuse or disclose any personal information received in the course of providing inspection and certification services.

Honesty and integrity

I will act honestly and conscientiously and maintain high standards of integrity.

I will not promise, give or accept inducements or favours that are intended to, or may reasonably be construed as intending to, compromise the integrity of the inspection process and inspection outcomes.

Conflict of interest

I will avoid conflicts of interest and will not engage in behaviour that creates an actual conflict of interest or participate in unfair or illegal trade practices.

I recognise that a conflict of interest may arise when inspecting organisations or inspectors have relationships or interests that may make it difficult for them to perform their duties objectively and effectively.

Compliance with legislation, policies and procedures

I will fully comply with all laws – statutory, regulatory and judicial – that are relevant to the vehicle inspection industry in New Zealand.

I will comply with all relevant Transport Agency instructions as issued from time to time.

Providing a safe working environment

I recognise that workplace health and safety is everyone's responsibility and will work to reduce and mitigate health and safety risks in the workplace.

Business conduct

I will conduct my business and act in a manner that enhances the reputation of the industry in the community and with the public.

I will engage with other industry participants and the Transport Agency in a constructive and professional manner.

I will report to the Transport Agency, in good faith, possible violations of this Code and the Transport Agency's inspection requirements.

AGREEMENT

I have read and understood this Code of Conduct. I am committed to delivering services in accordance with the Code's requirements.

Name _____

Organisation _____

Certifier ID _____

Signature _____

Date _____