

QPA Statement of Ethical Principles

1. Statement of Ethical Principles

1.1 QPA shall promote and abide by the ethical principles of confidentiality, quality, fairness, integrity, impartiality and transparency.

2. Scope

2.1 The Statement of Ethical Principles applies to all managers, employees, agents and contractors (including temporary contractors and GP and Non-GP Surveyors) of QPA.

3. Purpose

3.1 The purpose of this Statement is to confirm the key principles and values to which QPA should adhere to and provide a framework for ethical decision-making.

4. Principles

4.1 Transparency

QPA will demonstrate the appropriate level of transparency in dealings with individuals and organisations. In collaborations with other organisations and individuals we will proceed on the bases of equality and mutuality. Communications with external organisations will be conducted professionally and disclosing any potential conflicts of interests. QPA will provide staff, contractors and committee members with the information they need to make good decisions about accreditation and certification.

4.2 Impartiality

QPA reviews all information in an objective manner and without bias. All QPA staff remain impartial and unaligned, in fact and perception and act only to identify and address fairness concerns.

QPA shall not engage in any activity, which could possibly lead to a possible conflict of interest. If any such situation arises, QPA staff, contractors and committee members shall immediately declare it and refrain from intervening in any way with regard to the situation or organisation.

4.3 Integrity

QPA will manifest the highest level of integrity in all our professional undertakings, dealing with others honestly and fairly, abiding by our commitments, and always acting in a manner that merits the trust and confidence others have placed in us.

4.4 Fairness

QPA's conduct is entrenched in the principles of fairness and natural justice and QPA staff, contractors and committee members shall act accordingly. QPA considers fairness to be a factor of process, interpersonal relations and outcome. QPA pursues resolution of conflict using the approach that is appropriate to the circumstances, taking into account the relevant law and regulations, the general

principles of good administration and good practice, professional standards and any relevant Code of Conduct that may apply.

4.5 Quality

QPA will strive constantly to provide high quality accreditation programs and services. We regularly will evaluate and review our work in order to improve those programs and services and will seek out and adopt exemplary practices.

4.6 Confidentiality

QPA shall hold in confidence all private communications, documents and other information received during the accreditation process, however, to the needs of the standards and the requirements of the law. The extent and limits of QPA confidentiality duty shall be clearly explained.

QPA shall take all reasonable steps to safeguard such confidentiality.

5. Associated documents

The following documents are associated with the Statement of Ethics Principles:

- QPA Code of Conduct
- Confidentiality Statement and Code of Ethics

6. Statement version and revision information

Code authorised by: QPA Managing Director

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Officer responsible for the *Statement of Ethical Principles*: Managing Director

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