

1. Primary Objective

The objectives of the Code of Ethics are ;

- a. to strive to ensure the best and safest options for the driving public are made possible by the members and to work with regulatory authorities to improve the RAWS system
- b. for RAWS Association Members to uphold with integrity the intent and spirit of the Registered Automotive Workshop Scheme (RAWS) and its underpinning RAWS Guide and Legislation. To achieve the objective, Association Members must:
 - apply the highest levels of professionalism, integrity and honesty to all RAWS activities.
 - ensure that all documentation and work undertaken complies with the provisions of the RAWS Guide and the applicable legislation.
 - ensure that all documentation and work undertaken conforms to quality assurance standard ISO 9001-2000.
 - ensure that vehicle safety and safety issues are key factors in all compliance activities.
 - strive to increase the competence and prestige of RAWS Workshops.

2. Values, Ideals and Conduct

Each RAWS Association member shall be bound by the Values and Ideals, and Conduct as set out below:

2.1 Values and Ideals

Members must act with professional responsibility and integrity in their dealings with sub-contractors, suppliers, and customers, the Quality Certifier, State Transport Departments and DoTaRS.

2.2 Competence

Members must work competently and diligently to achieve conforming outcomes for their work.

2.3 Honesty

Members must be honest in their representations of skills, knowledge, services and work outcomes.

2.4 Safety

Members must strive to achieve the highest practical safety standards with all their work. Safety must be a priority for their work outcomes.

2.5 Professional Development

Members must enhance their own professional development and that of their colleagues.

2.6 RAWS Workshops

Members must enhance the integrity of RAWS Workshops through appropriate workmanship and ethics.

3. Standards of Conduct

The standards of conduct, set-out below, explain how the Code of Ethics applies to a member's professional work. The list is not necessarily exhaustive and should not be read as definitively demarcating the acceptable from the unacceptable in professional conduct in all practical situations faced by a member. The intention of the standards of conduct is to illustrate, and to explain in more detail, the meaning of the Code of Ethics in terms of specific behaviour. The fact that a member engages in, or does not engage in, these standards does not of itself guarantee that a member is acting ethically, or unethically, as applicable. A member is expected to take into account the spirit of the Code of Ethics in order to resolve ambiguous or contentious issues concerning ethical conduct.

3.1 Vehicle Inspections

- 3.1.1 Members must undertake vehicle inspections with honesty and integrity to ensure that only vehicles that conform to the required mechanical and safety standards are accepted for compliance. This particularly refers to the Incoming Vehicle Report (IVR)/Initial Vehicle Report (IIR).
- 3.1.2 Members must ensure that all reports prepared for vehicles are correct and accurately and honestly reflect the true status of the vehicle. This particularly applies to the Vehicle Inspection Certificate (VIC), the Consumer Information Notice (CIN) and the Completed Vehicle Report (CVR).
- 3.1.3 Members must act responsibly to reject vehicles that are assessed as non-conforming and take appropriate action to either re-export or destroy to vehicle.
- 3.1.4 Members must consult with DoTaRS to obtain a ruling on any vehicle which is not clearly either suitable or unsuitable for compliance.
- 3.1.5 Members must record the findings of vehicle inspections accurately and honestly in the applicable documents. Members must advise DoTaRS of the vehicle rejection and request the removal of the VIN from the list of eligible vehicles or to take the appropriate action to ensure the vehicle does not become available for road use.

3.2 Competence

- 3.2.1 Members must provide compliance services, which match the requirements specified in the RAWS Guide and Quality Systems manuals.
- 3.2.2 Members must apply their full professional ability to their workmanship in relation to compliance activities.
- 3.2.3 Members must make themselves fully aware of the standards applicable to compliance activities.
- 3.2.4 Members must accept responsibility for the accuracy and safety of their work.
- 3.2.5 Members must act professionally at all times

4. Honesty

- 4.1 Members must not knowingly mislead sub-contractors, suppliers, customers, the Quality Certifier, State Transport Departments and DoTaRS in relation to the suitability of a vehicle for compliance, the provision of a service, a vehicle component or the overall condition of a vehicle.
- 4.2 Members must not misrepresent their skills or knowledge.
- 4.3 Members must give assessments and opinions which are as far as possible unbiased and objective.
- 4.4 Members must give realistic estimates for activities under their control.
- 4.5 Members must qualify professional opinions which Members know are based on limited knowledge or experience.
- 4.6 Members must give credit for work done by others where credit is due.

5 Safety Implications

- 5.1 Members must protect and promote the health and safety of those affected by their work.
- 5.2 Members must consider vehicle safety as a major priority.
- 5.3 Members must ensure that all work undertaken on a vehicle complies with safety requirements.

- 5.4 Members must not require, or attempt to influence, any person to take any action which would involve a breach of the Code of Ethics or otherwise compromise safety.

6. Professional Development

- 6.1 Members must continue to upgrade their knowledge and skills.
- 6.2 Members must increase their awareness of issues affecting RAWS and its relationship with the community.
- 6.3 Members must encourage their colleagues and others to continue their own professional development.

7. RAWS Professionals

- 7.1 Members must respect, and seek when necessary, the professional opinions of colleagues in their areas of competence.
- 7.2 Members must not knowingly engage in, or be associated with, dishonest or fraudulent practices.
- 7.3 Members must not attempt to enhance their own reputation at the expense of another's reputation.
- 7.4 Members must co-operate in advancing RAWS practices by communication with other conforming workshops and DoTaRS.
- 7.5 Members must distance themselves professionally from someone whose Membership of the Association has been terminated because of unethical behaviour or unsatisfactory conduct.
- 7.6 Members must take appropriate action (see 7.7) if they discover a member, or a person who could potentially be a member, of the Association engaging in unethical behaviour. The board will make the final decision on what action, if any, should be taken. Members of RAWS are not authorised to act or publicly or release opinions on the Associations' behalf.
- 7.7 Members must seek advice from the Association when faced with an ethical dilemma they are unable to resolve by themselves.
- 7.8 Members must do what they can to ensure that the corporate actions of the Association are in accordance with this Code of Ethics.

- 7.9 Members are expected to ensure public safety in their own RAW and where a RAW is found not to be complying with the RAWS Guide and its underpinning Legislation consult the RAWS association to ascertain the correct action to be taken, this may require the RAWS Association to encourage a delinquent RAWS comply with the RAWS guide and appropriate legislation with the main focus being on the safe compliance of vehicles.