

## CODE OF ETHICS POLICY

The FDC Code of Ethics is a representation of both our mission statement of “the more we contribute to your success, the more we contribute to our own” and our family based culture.

### **Confidentiality**

FDC are committed to maintaining the highest degree of integrity in all our dealings with potential, current and past clients, both in terms of normal commercial confidentiality, and the protection of all personal information received in the course of providing the business services concerned. We extend the same standards to all our customers, suppliers and associates. As a consequence all media is managed via our marketing department and all staff are trained to ensure that all project details are maintained in a sensitive nature and any requests are managed with our client approval.

### **Ethics**

FDC maintain that our staff are trained to operate in an open and honest business manner which supports and nurtures our staff and client relationships; further enabling us to deliver the outcomes our clients expect.

We always conduct our own services honestly and honourably and expect our clients and suppliers to do the same. Our advice, strategic assistance and the methods imparted through our expertise and training, take proper account of ethical considerations, together with the protection and enhancement of the moral position of our clients and suppliers.

### **Duty of Care**

FDC will not participate in any form of illegal, discriminatory, corrupt, collusive, anti-competitive or coercive activity or behavior, either internally or externally.

Our actions and advice will always conform to relevant law, and we believe that all businesses and organizations that we deal with will in turn avoid causing any adverse effect on the human rights of people in the organizations we deal with, the local and wider environments, and the well-being of society at large.

### **Conflict of Interest**

Due to the sensitive nature of our particular services, obtained through development of operational understanding of our clients, we will ensure management of any and all sensitivities through proper training and management of staff. Any conflict of interest that we may discover will be disclosed and managed with the interests of all affected stakeholders.

### **Contracts**

Through the course of our business activities FDC are acceptable to most contracts and willing to work on all Standard Australian contracts. The quality of our service and the value of our support provide the only true basis for continuity.

### **Fees**

Our fees are always competitive for what we provide, which is high quality, tailored, specialised service. As such we do not generally offer arbitrary discounts; generally a reduction in price is only enabled by reducing the level or extent of services to be delivered. That said, we always try to propose solutions which accommodate our clients' available budgets and timescales. Wherever possible we agree our fees and basis of charges clearly in advance, so that we and our clients can plan reliably for what lies ahead, and how it is to be achieved and financially justified.

## **Payment**

FDC make claims based on services provided and we aim to be as flexible as possible. Claims are predominately based on progress and agreed milestones as per the contract form. Our terms are generally net monthly in arrears.

## **Intellectual Property and Moral Rights**

We retain the moral rights in, and ownership of, all intellectual property that we create unless agreed otherwise in advance with our clients and project participants. In return we respect the moral and intellectual copyright vested in our clients' intellectual property.

## **Quality Assurance**

We maintain the quality of what we do through constant ongoing review with our clients, of all aims, activities, outcomes and the cost-effectiveness of every activity. We encourage regular review meetings and provide regular progress reports. This consultancy has been accredited under a number of quality assurance schemes. Further details are available on request.

## **Professional Conduct**

We conduct all of our activities professionally and with integrity. We take great care to be completely objective in our judgement and any recommendations that we give, so that issues are never influenced by anything other than the best and proper interests of our clients.

## **Equality and Discrimination**

We always strive to be fair and objective in our advice and actions, and we are never influenced in our decisions, actions or recommendations by issues of gender, race, creed, colour, age or personal disability.

A handwritten signature in black ink, appearing to read 'R Grady', written over a light blue horizontal line.

Russell Grady  
Managing Director