

CODE OF ETHICAL CONDUCT

Property Women (Prosperity Productions Pty Ltd, its Directors and authorised associates) have the right to invite, accept, refuse, or expel any professionals from the **Property Professional Network Services Directory**.

ADVERTISERS IN THE “PROPERTY PROFESSIONALS NETWORK” MUST...

Exhibit High Professional Standards

- **Be Reliable:** Keep your appointments and be punctual. Give notice of any issues in relation to the service/products you are supplying as soon as possible to avoid disappointments and dashed expectations.
- Exhibit a respectful and courteous manner at all times. This includes your staff!
- **Provide Excellent After-Sales Service.** Make sure you thoroughly and professionally seek to rectify any issue that your customer may raise as soon as possible.
- **Costing:** Provide justifiable, reasonable and competitive pricing of goods and services.
- **Exhibit:** a high standard of workmanship
- **Materials:** Make sure the materials you use are the same ones as agreed with your Property Women customer. Quality control your materials and products and fully disclose how things are priced.
- **Staff:** ensure all staff members are competent and qualified. They should understand and be able to agree to this Code of Conduct.

ADVERTISERS IN THE “PROPERTY PROFESSIONALS NETWORK” ALSO MUST...

Abide by the principles of Clarity and Transparency

- **Full disclosure:** When you give your Property Women customer a quote for a job, make sure she understands all specific details of all agreements/contracts she is entering into.
- **Clear explanations:** Explain terms and conditions in simple, easy-to-understand terms. Avoid jargon. For example, relate all fees and charges including what is optional and what is additional or simply “recommended.”
- **Provide Customer feedback:** Maintain verifiable testimonials from satisfied customers available for viewing by potential customers.

FAILURE TO ABIDE BY CODE OF CONDUCT

- If a listed business or any of its employees fails to abide by the Code of Conduct, it will be removed from the directory. This will be done at the discretion of Property Women to protect the reputations and interests of our other advertising members.
- In the event a complaint is made from a member regarding breach of the code of conduct, the advertiser may have the right of reply before being expelled from **Property Professionals Network Services Directory**.
- In the event that the code of conduct is breached and the listing removed, further direct debits will also be cancelled.

IMPORTANT INFORMATION

The Advertiser or any Advertising Agency on its behalf, upon and by lodging material with **Property Professionals Network Services Directory** for publication, shall be taken to have authorized or approved of the publication of such material and:

- **Acknowledges** that it has examined the material for the purpose of determining whether it contains any defamatory matter or constitutes slander of title, infringes any trademark, constitutes the torts of passing off or unfair competition or a breach of copyright or breach of any provision of the Trade Practices Act 1974 (Australia) or the Fair Trading Act 1986 (New Zealand);
- **Indemnifies** Property Professionals Network Services Directory, its servants and agents against all liability, claims or proceedings whatsoever arising from the publication of the material and, without limiting the generality of the foregoing, liability for defamation, slander of title, infringement of trademark, passing off, unfair competition, invasion of privacy, breach of copyright or breach of any provision of the Trade Practices Act 1974 (Australia) or the Fair Trading Act 1986 (New Zealand); and
- **Warrants** that the material complies with all relevant laws and regulations, that its publication will not give rise to any agents, and that the Property Professionals Network Services Directory may rely on the above acknowledgment that the material has been duly examined without need for further inquiry.