



## **MISSION STATEMENT**

*We aim to provide professional accounting and bookkeeping services to our clients to the best of our ability. We aim to perform our tasks whilst acting in a compassionate and respectful manner towards our clients, their businesses and our local community. We aim to build ongoing networks and relationships with our clients, our local community and networking groups.*

## **CODE OF ETHICS**

### **1. Respect for law and system of government**

At all times, staff of Keats Accounting will be expected to conduct their work practices within the guidelines and rulings of the Australian Taxation Office, the Institute of Chartered Accountants and the National Tax and Accountant's Association.

### **2. Position requirements**

Staff are expected to know and understand the duties of their position as set out in the appropriate position description. Staff are expected to carry out all reasonable and lawful instructions by the Director or other staff as appropriate in relation to their work, and these tasks are to be performed with care and diligence.

### **3. Personal and professional behaviour**

Keats Accounting staff members are required to act in a professional manner when engaged in work at our office premises, and particularly when representing Keats Accounting during external functions. When attending external functions staff are required to wear their staff badges in addition to those provided at the function. Alcohol is not tolerated at work nor at work functions unless by prior approval by the Director. Drug consumption is not tolerated at any time.

### **4. Respect for persons**

All colleagues, clients and members of the public will be treated with respect at all times. If a client becomes verbally or physically abusive, staff will remain courteous and polite where possible but may remind clients that abuse will not be tolerated; they will be asked to leave the premises or they will be referred to our Director in this instance to deal with the issue/s. We have a zero tolerance for abusive behaviour in our workplace.

### **5. Fairness and equity**

All clients will be treated respectfully and without discrimination with regard to age, gender, disability, marital status, pregnancy, sexual preference, race, or ethnic or national origin.

### **6. Ensure privacy of official information**

All client information is private and confidential, and must not be disclosed to third parties unless it is within the guidelines of work operating practices.