

Company Code of Practice

ASI, Accredited Surf Schools, Camps, Retreats, Trips, Businesses Ethics

The Surf Business undertakes to act all times in an ethical manner. All activities will be carried out honestly, fairly, accurately and so as to give value to clients. The Surf Business will maintain high standards of financial probity and marketing and advertising integrity. Products and services will benefit clients through high standards of education and training, up to date methods, quality equipment and materials and expert staff.

Anti Discrimination

Anti discrimination policies are incorporated into the Surf Business' operational procedures. Discrimination is prohibited towards any group or individuals in any form, inclusive of gender, pregnancy, race, colour, nationality, ethnic or ethno-religious background, marital status, physical or intellectual or psychiatric disability, or any organism capable of causing disease, homosexuality (male or female, actual or presumed), age.

Child Safe and Child Friendly Environment

The Surf Business supports a child safe and child friendly environment. Policy and procedures are implemented to protect children from physical, sexual or emotional abuse. Children are valued, respected and included so they feel confident they will be listened to. Staff are carefully selected and screened for their suitability for working with children. All staff is aware of child protection policy and legislation.

Occupational Health and Safety

The safety of staff and students is of primary importance in all activities carried out by the Surf Business. All occupational health and safety legislation is observed and copies of where to access the relevant Act are available to staff. Supervising staff members and trainers must incorporate OH&S considerations when planning and delivering training, and supervise accordingly. Identified risks are recorded and managed according to the ASI OH&S and Risk

Management Plan.

Offshore Surf School

Last updated on the 15/03/2010 Sexual Harassment

The Surf Business is committed to ensuring that the working environment is free from sexual harassment (both staff and clients). Any acts of sexual harassment will not be tolerated and disciplinary action will be taken including reporting the offence to the relevant authorities.

Privacy

The Surf Business abides by the Privacy Act, and has implemented privacy principles to protect the privacy of clients' information. These principles include: non-disclosure of a client's personal details to any unauthorised person, and non-disclosure of details of training and assessment conducted for any client to any unauthorised person.

Environment

The Surf Business is conscious of the delicate nature of our environment, particularly in parks and coastal areas. All activities are carried out to provide minimal impact to the social and physical environments.

Compliance with Government Regulation

The Surf Business complies with all relevant local, state and federal government regulations covering their operations.

Insurance

The Surf Business maintains up-to-date and adequate insurance for Public Liability. Other insurance cover is obtained as required by government legislation.

Accredited Instructors

Surfing lessons are only delivered by accredited instructors.

Marketing and Advertising

The Surf Business is committed to integrity, accuracy, and professionalism in marketing activities. The information provided to clients will avoid vague or ambiguous statements and false or misleading comparisons with other providers or programs.

Customer Service

The Surf Business is committed to providing exceptional customer service to clients.

Offshore Surf School

Last updated on the 15/03/2010