



**MASTER
ELECTRICIANS
AUSTRALIA**

Lead.Connect.

Code of Ethics

The Australian electrical industry relies on the integrity and quality of licensed electrical contractors. As an Accredited Master Electrician, you must set an example of the qualities that customers and the regulator desire. The following ideology forms the basis of the Master Electricians Program.

Maintain public safety by ensuring that your standard of workmanship is beyond reproach with all work complying with the Australian Standards and statutory legislation.

Bring to the attention of the proper authorities the existence of any electrical conditions which are unsafe to life and property.

Provide customers with the most energy efficient solution which will satisfy their specified needs. Remain abreast of improving solutions and new technologies.

Provide a minimum 12 months workmanship guarantee.

Always provide a punctual service to customers and provide high level communication regarding site attendance.

Provide reasonable assistance in cases of emergency, to Master Electricians, other contractors and members of the public.

Remain professional when soliciting work from potential customers.

Dutifully train, provide encouragement to, and support apprentices and staff to improve work practices and raise the standard of the work performed in the Industry.

Actively support, and at all times, preserve and uphold the reputation and brand image of Master Electricians Australia.

Uphold the highest levels of safety, security and confidentiality for both your workers and the public.

Ensure any grievance against Master Electricians Australia or another Accredited Master Electrician is in accordance with the published dispute resolution procedure.

Externally defend the integrity of your organisation and other Master Electricians.

Leave any workplace as you found it, in a clean, tidy, and safe condition.

Be fully identifiable as an Accredited Master Electrician through having the Master Electricians logo on vehicles, stationery, uniforms and advertising.

Display this Code of Ethics openly in your place of business.