

INFANT AND NURSERY PRODUCTS ASSOCIATION OF AUSTRALIA (INPAA) Inc.

Code of Conduct Principles

Introduction and Purpose

This Code of Conduct document establishes the key principles associated with the proper conduct of relationships between-

- INPAA and its members
- Members and their customers

By the nature of their membership of INPAA, members agree to abide by the rules of this Code of Conduct at all times.

Rules

INPAA members will -

- Be committed to providing products to consumers which are safe for the babies, infants and children who use them and their carers and move to meet the requirements of Baby Safety endorsement
- Aim to conform to the mandatory and voluntary requirements for product safety in appropriate Australian Standards and the Australian Nursery Industry Safety Standards (ANISS) through the Product Safety Framework
- Be able to demonstrate compliance to approved safety standards where compliance is claimed through the provision of relevant test certificates
- Properly record and address all customer complaints in a demonstrable system for handling this information in line with Australian Standards practice, including following recognized product recall procedures
- Continually strive to educate customers about the safe use of the products they supply
- Actively maintain awareness of issues and changes which affect the industry
- Look to continuously improve their practices in line with these objectives
- Ensure that they are current financial members of the Association
- Agree to cooperating fully with INPAA in any review of matters in relation to the company or its products

Action

Breaches of this Code that are brought to the attention of INPAA will be registered and investigated by the Executive Director and, if required, action will be taken by the Executive.

INPAA will always strive to best represent the interest of all its members and ensure that product safety is of paramount importance for the industry's future development.