



www.agccwa.com.au ABN 27 423 601 369 Ph 0417 788 069

Mission Statement

The aim of The Advantage Group Carpet Cleaners is to give the public access to the most professional, ethical and knowledgeable technicians for the maintenance of their carpets, upholstery and/or tiles in accordance with the best work practices available of the day, so as to ensure the customer receives the highest standard of service achievable in keeping with the themes set out in our Group's constitution.

Code of Ethics

Our aim is:

1. To operate our businesses in accordance with accepted ethical business practices...
2. To comply with all relevant Local, State and Federal government legislations...
3. To observe and comply with all Occupational Health and Safety, Environmental Protection, Trade Practice and Industry Employment Award requirements...
4. To recognise our fellow Technicians and respect their rights with a view to helping and enhancing our industry...
5. To strive for the advancement of our industry's reputation in the public's eyes...
6. To furnish the necessary equipment and immerse ourselves in training to achieve and maintain the highest possible standards for our customers...
7. To promote the professionalism and the growth of our industry...
8. To ensure that our Public Liability and Workers Compensation insurances are current and valid for the protection of ourselves, our staff and our customers...
9. To deal with all facets of the industry with the utmost of honesty.
10. To supply 100% guarantees with all work performed.
11. To not use "Bait and Switch" tactics in any way.
12. And to respect the rights and treat with due courtesy, all of our customers.

Company Name _____

Signature _____

Day of _____ **20** _____