



Statement of Business Ethics

This Statement of Business Ethics provides a framework of mutual obligations, roles and constraints in business operations in relation to business conducted for the Public Trustee's corporate needs and also on behalf of our clients. Each aspect of this statement is designed to ensure that business relationships are fair and productive.

Our Vision

To be Queensland's best provider of trustee and administration services. This is achieved through our purpose of providing professional and accessible services in:

- The administration of deceased estates
- Trusts
- Will making
- Financial management for those with impaired capacity for decision making
- Facilitating philanthropy.

Our Approach to Business

In line with our values, we will conduct our business activities with honesty, fairness and consistency. We aim to work within an open and competitive marketplace that achieves the best value for money for our clients.

We acknowledge the need to manage the assets of clients and provide services that support and meet the needs and expectations of our clients.

What to expect from us

In our business dealings, the Public Trustee will:

- Act honestly and with integrity at all times
- Be accountable and act in the interest of clients and the public
- Comply with applicable policies and procedures, including this Statement of Business Ethics
- Show fairness and equity in all our dealings with individuals or organisations that supply goods or services to the Public Trustee or our clients

- Encourage fair and open competition while seeking value for money
- Try to minimise costs to suppliers participating in the procurement process
- Protect commercial-in-confidence information
- Avoid and manage any conflicts of interest that arise, either real, potential or perceived conflicts
- Manage complaints in an open and timely manner.
- Not ask for or accept any financial inducements or any gifts or other benefits from potential, current or past suppliers / business partners for performing official duties
- Respond to reasonable requests for advice or information in a timely manner
- Not engage in collusive or anticompetitive practices.

What we expect of you

Suppliers of goods and services to the Public Trustee or our clients must:

- Comply with conditions and requirements set out in documents supplied by the Public Trustee
- Respect the obligation of the Public Trustee employees, contractors and suppliers to comply with government policies and guidelines
- Disclose any real or potential situation that involves or could be perceived to involve a conflict of interest
- Act with integrity, honesty and openness
- Prevent the unauthorised release of privileged or confidential information, such as commercial-in-confidence information
- Respond to reasonable requests for advice or information in a timely manner
- Not offer the Public Trustee employees, contractors or consultants any financial inducements or any gifts or other benefits
- Ensure that all contractors engaged to perform work for the Public Trustee are aware of and are required to comply with this Statement
- Undertake due diligence checks as required to comply with requirements.

Practical Guidelines

Gifts and Hospitality

The Public Trustee discourages potential, current or past suppliers from offering or giving gifts or benefits to any Public Trustee employee. This includes hospitality and discounts, as well as physical items of value.

As a general rule, the Public Trustee employees are expected to decline gifts and benefits offered during the course of their work.

Conflicts of Interest

The Public Trustee expects all suppliers of goods and services to have policies in place to identify and manage conflicts of interest. All conflicts of interest are to be declared to the Public Trustee as soon as they are identified.

All Public Trustee employees must disclose any conflicts of interest, including real, potential or perceived conflicts of interest.

Communication

Communication is to be direct and clear at all times. Important decisions are to be documented and explained. This expectation applies to suppliers / business partners and all Public Trustee employees.

Intellectual Property

The ownership of intellectual property will be determined by the contract.

Value for Money

Value for money does not always mean the lowest price. An emphasis on client service delivery means that we will balance relevant factors in determining value for clients. This will include aspects such as quality, reliability, timeliness and other client related specifications.

By complying with our Statement of Business Ethics, our suppliers and business partners will be able to advance their own reputation, business objectives and interests in the community. While there is never a guarantee of future work, ethical compliance will be an important factor.

Non-compliance with this Statement may result in the Public Trustee terminating contracts, reconsidering the allocation of future works and other action considered to be appropriate in the circumstance.

Information about this Statement of Business Ethics, or reports of unethical behaviour, fraud, corrupt conduct, maladministration, waste of public resources or complaints about service delivery can be made to:

**Director Governance and
Executive Directorate,
Public Trustee of Queensland**

governance@pt.qld.gov.au

or GPO Box 1449,
Brisbane QLD 4001
Phone (07) 3213 9160
Fax (07) 3213 9489