



## Code of Professionalism for Inspectors and Investigators

Technical Standards and Safety Authority (TSSA) is committed to upholding high standards of professionalism and ethical behaviour at all times. To further this goal TSSA has established a Code of Conduct policy with which all employees must comply. TSSA recognizes that its inspectors and investigators have a unique opportunity to demonstrate TSSA's commitment to integrity and ethical business practices while carrying out their duties.

In addition to the adherence to its Code of Conduct, TSSA inspectors and investigators will reflect the high standards, character and fairness expected of those entrusted with public safety compliance legislation including:

- Timeliness

All activities will be conducted and concluded in a timely fashion.

- Knowledge and Competency

TSSA is committed to continually improving the level of knowledge of its inspectors and investigators.

- Compliance and Risk

TSSA is committed to a risk informed approach to decision making and accordingly will consider the public interest and the management of risk when planning and undertaking compliance activities.

### **SERVICE STANDARDS FOR PROFESSIONALISM**

On initial contact, an inspector or investigator shall:

- Introduce themselves and identify the statutory authority for the inspection or investigation.
- Provide general information regarding the inspection or enforcement process.
- Provide a contact number should further information be required.