



Statement of Business Ethics for DVS Contractors and Suppliers

Overview

The Department of Transport's (DoT) - Driver and Vehicle Services (DVS) Statement of Business Ethics (the Statement) has been developed for DVS's current service providers. The Statement outlines specifically the standard of ethics that DVS adheres to in all aspects of business which includes our staff and our third party activities as well as our expectations of contractors and persons who act as agents. The terms "ethical behaviour" and "integrity" embody concepts of high morality, respect, lack of bias, impartiality, fairness, equity, honesty, probity and objectivity.

Why compliance is important

DVS assists the Director General (the CEO) in his function as the regulator of driver and vehicle licensing in Western Australia. The Director General has the responsibility for the delivery and regulation of licensing programs. It is therefore essential that contracted service providers' work with DVS to ensure the integrity of services and public safety through their participation in providing goods and services which in turn facilitate ensuring that vehicles meet the required standards and that vehicle drivers drive safely. Driver licences are equally as important.

Non-compliance with DVS ethical requirements can result in negative consequences for the WA community, DVS, the contractor and related businesses. This may include investigations by regulatory authorities and sanctions. Investigations may be conducted publicly and will be damaging to the reputations of both organisations whether or not a breach has occurred. In some circumstances, an agent of DVS and external contractors is considered a "Public Officer" under the Corruption, Crime and Misconduct Act 2003. In these circumstances, the Crime and Corruption Commission (The CCC) regards corruption by agents contracted by the government the same as corruption by public servants.

DoT is obliged to report any actual or suspected misconduct to external agencies such as the CCC who have the power to enquire when there is a complaint laid against a Public Officer in the course of their employment. Demonstrated corrupt or unethical conduct may lead to termination of contractual arrangements and may lead to criminal charges.

Our values

The DVS directorates of DoT's values are: safe, accessible and efficient movement for the economic and social prosperity of Western Australia. Our vision is to have the best integrated and intelligent Transport Services and solutions for the State. Our mission is to have safe drivers, safe vehicles, secure identities and excellent service. Our cultural values are to set **clear direction** and have the courage to follow through, we welcome **fresh thinking** and better ways of working, we work together to deliver **excellent service** and we make things happen through our **great people**.

Our role

DVS contributes towards the provision of safe, accessible, sustainable and efficient transport services and systems through the provision of driver and vehicle licensing services for:

- Setting motor vehicle standards in accordance with national and State Government requirements, examining motor vehicles for compliance with those standards and licensing and transferring compliant motor vehicles,
- Setting standards and requirements for the issue of a driver's licence, in accordance with State Government legislation and national identity and security and privacy policies,
- Assessing driver competency, issuing and renewing driver licences in accordance with national and State Government requirements and driver competency standards,
- Securing and maintaining a database of licensed vehicles and drivers, and managing vehicle identification numbers, to support the enforcement of road traffic and other relevant laws,
- Collecting revenue on behalf of the Government and
- Informing and educating road users about driver and vehicle licensing and related requirements.

DVS is responsible for all aspects of driver and vehicle licensing in Western Australia (WA) in accordance with our administered legislation and has an interaction with most members of the WA public.

Our key business principles

Ethics and Integrity

DVS believes that an ethical and professional workplace reduces the risks associated with misconduct and corruption. We require our employees, contractors and agents to exhibit the highest standards of ethics and integrity in all areas of their work including driver and vehicle related services and transactions including vehicle examinations, driving assessments and the provision of corporate services.

Best Value for Money

Value for money procurement is an overarching DoT requirement that seeks to enable the best possible outcome. However, obtaining competitive pricing will not be achieved at the expense of requirements such as, safety, ethical and quality standards, timeliness of supply, whole of life costs and relevant service benchmarks.

Social and Environmental Responsibility

DVS is committed to providing services to the diverse WA community in a fair and non-discriminatory manner. DVS does not condone behaviour that takes advantage of or discriminates against socially disadvantaged or minority groups. DVS is committed to environmentally sustainable business practices, and will seek to procure products and services that minimise environmental impact.

Safety

DVS believes that ethical organisational behaviour includes ensuring the safety of the public, contractors, agents and employees are not knowingly endangered by us or our contractors.

Excellent Service

DVS listens to their customers and strives to provide an exceptional level of service to the public.

Mutual Responsibilities

Lawful Actions and Social/ Environmental Responsibility

Each party has an obligation to act lawfully and in a manner that does not condone, or take advantage of socially disadvantaged peoples in Australia or abroad.

Safety

All parties have legal and moral obligations to protect the safety of the public and employees.

Conflicts of Interest

All DVS employees, contractors and agents are required to disclose any actual or potential conflicts of interest. "Interest" means an interest that could reasonably be perceived to adversely affect the impartiality of the person having the interest. It includes an interest arising from family relations, friendship or membership of an association. Most often a conflict of interest arises where some financial gain is involved.

Confidentiality

Unless in the public domain or required to be provided by law, we will respect confidentiality of information provided and require all DVS information to be treated likewise.

Use of Equipment, Resources and Information

All DVS equipment, resources and information is only to be used for its official DVS purpose.

Contracting Workers

All workers should be made aware of and required to comply with this Statement.

What you can expect from DVS

DVS will ensure that its policies, procedures and practices relating to contracting are consistent with professional industry standards and with the highest standards of ethical conduct and integrity.

Tenders will not be called unless DVS has a firm intention to proceed to contract however DVS reserves the right not to proceed with any tender called.

Our employees are bound by the Department's "Code of Conduct". When dealing with contractors, employees are accountable for their actions and are required to:

- Deal with individuals and organisations with integrity in an ethical manner;
- Provide culture and work environment free of discrimination;
- Avoid any actual or perceived conflicts of interest;
- Ensure training for our employees and contractors;
- Not seek or accept personal benefits or gifts of any value whilst engaged in the process of seeking quotations/ tenders or expressions of interest (including entertainment) and
- Not accept personal benefits of any kind.

The commitments we seek from contractors

DVS requires all suppliers of products and/or services to:

- Abide by all terms and conditions of the contract;
- Comply with Australian Laws and adhere to policies, guidelines and procedures outlined by DVS;
- Act with integrity in an ethical manner when dealing with DVS and the public;
- Commit to providing quality services to the public and department;
- Provide accurate and reliable information and advice;
- Take all reasonable measures to prevent the unauthorised disclosure of confidential information;
- Not take actions that would inappropriately influence the independence of DVS officers and the integrity of the contract process including refraining from offering incentives, gifts, samples for non-business use or other benefits to employees;
- Declare actual or perceived conflicts of interest as they become known (if in doubt contact the department through the process included in the contract);
- Assist DVS to prevent unethical practices by reporting any fraudulent or corrupt practices that become evident and
- Refrain from discussing any DVS business information with the media.

Contacts and links

For questions regarding this Statement or to provide information about suspected unethical or corrupt behaviour please contact:

ALERT US

Phone: **1300 040 456**

Email: **AlertUs@transport.wa.gov.au**

Note: *The Corruption, Crime and Misconduct Act 2003 and other "whistleblower" protection laws (such as Public Interest Disclosure Act 2003) protect persons disclosing misconduct or corruption related matters from reprisal or detrimental action and ensure disclosures are properly investigated and dealt with.*



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Acceptance			
<i>I confirm that I have been issued with the Department of Transport's Driver and Vehicle Services Statement of Business Ethics. I have read and understood this document and hereby agree to abide by the terms outlined in this statement.</i>			
Name	Company	Signature	Date
Name	Position	Signature	Date
	Manager / Dealer Principal / CEO		