



ACRS Charter

ABOUT

ACRS understands that steel conforming to Australian and New Zealand requirements, successfully applied, transforms, and protects Australia's and New Zealand's built environment.

ACRS' mission is therefore to provide for *"the continued manufacture and supply of **reliable, safe, consistent quality, and responsibly sourced** construction steel materials and associated products to Australian and New Zealand standards"*.

SERVICES

The Australasian Certification Authority for Reinforcing and Structural Steels ("ACRS") is a not for profit, independent, third-party certification body.

ACRS delivers expert, certification services meeting the technical and in-use constructional requirements of engineers, specifiers, purchasers, suppliers, approvals bodies, and the public.

CONDUCT

ACRS upholds the values and practices enshrined in its constitution and code of conduct. ACRS meets the provisions of international standards for certification bodies, and established international best practice for steel certification bodies, following an approach that aligns with the Authority's mission and values.

Underpinning our operations, ACRS will be:

- Independent and impartial;
- Stakeholder-focused;
- Expert;
- Impact-driven;
- Collaborative and accountable;
- Respectful of people.

ACRS COMMITMENTS

Independent and Impartial

ACRS will provide its certification services independently and impartially, free of any commercial, industry, political, or geographic interest.

Stakeholder-focused

ACRS promises to deliver a valuable and valued service through engagement with its Members, industry, and public bodies in a responsive, clear, and flexible manner.

ACRS will:

- Set its goals in consultation with its stakeholders;
- Respond promptly and appropriately to enquiries;
- Provide accurate and up-to-date information, and be clear and consistent with communications and marketing;
- Outline the assessment criteria including eligibility and merit for applications and relevant content for reporting;
- Communicate to certificate holders and applicants any appropriate details of the of ACRS' processes that apply and how long the assessment processes may take;



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- Inform stakeholders of any information required, or any obligations that you may need to keep.
- Promote the stakeholder value from, and industry need for ACRS' materials specific, expert steel schemes over generic, quality systems-focussed product schemes.

Expert

ACRS will operate to recognised, international best practices for steel certification, and will continue to adopt and adapt such practices and procedures for Australian and New Zealand conditions, as and where appropriate.

By these processes, and through its board and its operational personnel, ACRS will maintain itself as the most expert, experienced, balanced, and cost-effective system of steel-related product schemes available in Australia and New Zealand.

Impact-driven

ACRS will make a positive impact on Australia and New Zealand's construction-sector, economy, environment, and society by pursuing innovative approaches to achieving its goals and those of its Members.

ACRS will:

- Work to understand the organisational and specific industry challenges of Members. Government, and industry;
- Adopt a digital-first approach to Member and public interactions;
- Advocate and lobby where appropriate to achieve its goals;
- Uncover the best proposals for additional certification services, and develop and provide services in line with the Authority's constitution, objectives, and priorities;
- Develop new capabilities where required to support its existing and future activities;
- Keep the Authority at the forefront of technical, expert certification provision;
- Support and enhance adoption and application of industry best practices;
- Accelerate Australia's and New Zealand's shift to secure, affordable, fit-for-purpose, and renewable construction through appropriate sharing of knowledge with stakeholders, including government, industry, and public.

Collaboration

ACRS will collaborate across its Membership, and with external partners and regulatory bodies to achieve the Authority's goals by:

- Linking or referring Members or external partners to available information and assistance (where possible and appropriate);
- Assisting Members, external partners, and government impartially to shape standards, regulations, practices, and perceptions for the benefit of industry and public;
- Increasing awareness of government, industry and public of best practices and trends.

Accountability

ACRS holds itself accountable to its Members, to Government, and to the Australian and New Zealand publics, particularly in respect of the Authority's independence. ACRS will work transparently to ensure it operates and its funds are spent in a responsible and efficient manner pursuant to the Law, its constitution, and its goals.



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ACRS will:

- Protect confidential information and handle all information in accordance with the Privacy Act 1988;
- Declare and manage conflicts of interest;
- Ensure Authority staff, representatives, and Members— including the Board, advisory panel, and any third-party acting on its behalf — do not gain an advantage or cause detriment to the Authority, its Members, or to the public;
- Treat everyone fairly and be accountable when dealing with people, process, and information;
- Provide feedback mechanisms; including complaints and client satisfaction reporting, and act upon these, as appropriate.

Respecting People

ACRS will cultivate a diverse team to attract the best expertise, experience, and talent, to broaden its thinking and awareness, and to foster a culture of independence and innovation.

In its dealings with people and organisations, ACRS will:

- Be open and transparent about its processes;
- Provide Members, staff, industry, and public succinct feedback, even if the Authority is unable to provide services;
- Maintain the confidentiality of commercially sensitive information provided by clients and stakeholders.

MEMBER OBLIGATIONS

To deliver on its constitution, charter, goals, and commitments, ACRS requires that its Members actively:

- Underpin and support the Authority's independence and impartiality;
- Support and endorse the Authority and its certification services;
- Understand ACRS' commitments, and assist the Authority to fulfil them;
- Understand the Authority's operational requirements, and assist ACRS to fulfil them;
- Assist the Authority achieve its goals;
- Refrain from actions that might damage the Authority, or undermine the use of the ACRS' certification schemes, or achievement of the Authority's goals;
- Provide timely, accurate, and complete information, where needed or required;
- Provide honest, constructive feedback regarding the Authority's services;
- Contact the Authority if it is believed an error has been made, or if representatives have acted inappropriately;
- Respond to requests within agreed timeframes;
- Refrain from conflicts of interest, and inform the Authority should such conflict arise;
- Inform the Authority if circumstances change.

P Sanders
Executive Director, ACRS
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