

DERM Forest Products

Code of Conduct for the Sale of Forest and Quarry Products

Responsibility

DERM Forest Products is a commercially focused business unit of the Queensland Department of Environment and Resource Management (DERM). Staff are responsible, under the provisions of the *Forestry Act 1959*, for administering and managing the commercial sale of forest and quarry products from State-controlled lands in Queensland, and from freehold lands where the quarry material is reserved to the State.

Staff conduct

In performing the duties relevant to their responsibility under the *Forestry Act 1959*, and their obligations under the DERM Code of Conduct, the DERM Service Charter, and the Australian Forestry Standard, DERM Forest Products staff will:

- seek to understand issues, listen to needs and consider views of stakeholders
- act in a professional, helpful and courteous manner
- communicate in a clear and timely manner
- be informative about operational requirements
- adopt and promote safe work practices
- comply, and seek compliance, with relevant legislation, codes of practice and agreed operational and contractual arrangements
- make decisions that are timely, reasonable, ethical, lawful and in accordance with natural justice

- respect privacy and property
- strive for continuous improvement in all aspects of our business
- in the first instance, make all possible efforts to resolve issues or disputes at a local level through the Forest Ranger or relevant Manager.

Reciprocal conduct

DERM Forest Products staff expect to be similarly treated by all parties with interests in forest harvesting and quarrying, including lessees, neighbours, permittees, harvesting contractors, quarry operators, other government departments, auditors, traditional land owners and local government staff.

Inappropriate conduct

If you are unable to resolve any issue of inappropriate conduct at a local level, please bring it to the attention of the Director, Forest Products by phone 3330 6233, email forestproducts@derm.qld.gov.au or mail GPO Box 2454, Brisbane QLD 4001.



Geoffrey Kent
Director, Forest Products
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