



CODE OF ETHICS

The Association has approved these Code of Ethics and incorporated it in its By-Laws as a means of encouraging the highest standards of personal and business conduct by Members.

- a) A member shall protect the health and well-being of the community, as it is impacted by the sectors of the Plumbing and Mechanical Services industry, to the best of the member's ability and abide by the Associations By-Laws.
- b) A member shall encourage a spirit of co-operation with fellow members, provide assistance where appropriate, carefully avoid unfair competition, or criticism of another member's accounts or quality of work.
- c) Observe the highest standards of honesty and integrity in all business transactions and avoid the use of false or misleading statements, claims or confusing technical terms and promote the Associations Consumer Guarantee.
- d) Comply with all applicable Australian laws, plumbing and building codes, regulations and those laws relating to work, health and safety, Trade Practices and Fair Trading legislation.
- e) Not provide false or misleading information in any advertising or in any representations to customers, suppliers, government authorities, the Association or fellow Members.
- f) Provide a workplace that is safe by engaging in safe and responsible practice.
- g) Provide ongoing training/learning to improve technical and managerial competency whilst striving to update and extend knowledge and skills in the trade.
- h) Provide a level of service to the consumer that embodies the qualities of honesty, integrity and responsibility, and is in the spirit of good faith and fair dealings of any information entrusted to members.
- i) Disclose to the Board and take reasonable steps to avoid any conflict of interest (real or apparent).

All Members are expected to promote and enhance the Code of the Association and the licensed plumbing tradespeople generally. Any reports or complaints of breaches of the Code will be dealt with by the Board, and sanctions may be imposed.

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