



13 June 2025

## **Code of Conduct**

The document emphasizes ethical behaviour, accountability, and the commitment to collectively serve the best interests of industry stakeholders, clients and end users, above personal gain. The following general provisions are guidelines to all members of the Association in this regard, and are binding.

Members will at all times strive to:

1. Ensure adequate and proactive communication to customers;
2. Identify and manage risk to the best of the member's ability, in as far as work and project execution is concerned, whilst timeously informing customers thereof;
3. Conduct transparent, honest, ethical and fair business practices/dealings;
4. Not intentionally mislead customers and/or end users of products and services;
5. Execute and complete work at the required and/or agreed standard – to the customer's satisfaction;
6. Deliver the quality and standard of agreed and/or awarded work, and not execute sub-standard poor-quality work;
7. Not charge unrealistic markups for goods and/or services, unless disclosed to customers in writing, or warranted due to scope of work/project;
8. Protect the confidential information of the Association and customers;
9. Not engage in any unlawful activities or be a party thereto;
10. Support the Objectives, Vision and Mission of the Association;
11. Collaborate with fellow members and give sound advice/input where so required;
12. Further the best interests of the profession as well as industry;
13. Avoid pervasive conflicts of interest and/or adequately declare and manage potential conflicts;
14. Adhere to the quality, industry and best practice standards as defined by the Association;
15. Attain and maintain the necessary knowledge, skills and competence in order to effectively manage and/or execute work and projects;
16. Adhere to (all) the Association's requirements of becoming a member during membership;
17. Timeously report non-compliance of any member requirements to the Association;



18. Collaborate with and prioritise input/responses to member complaints and/or investigations, where so required and facilitated through SPASA;
19. Make information available to the Association where so required, and where essential to customers and dispute resolution;
20. Timeously inform the Association of major challenges/issues/deregistration/solvency of any member company;
21. Raise disputes that may arise directly with the Association, and afford the Association an opportunity to resolve same;
22. Avoid causing reputational damage to the Association, industry and/or fellow members;
23. Report known member irregularities and/or misconduct;
24. Abide by the Association's Terms and Conditions in as far as the permissible use of its logo is concerned;
25. Make timeous payments where payments are due and payable to the Association;