

Code of Conduct (and Ethics) for SPASA Members

SPASA Members, their employees, all subcontractors and related parties under the control of the member will ensure that they conduct themselves in accordance with the following Code of Conduct (Ethics):

- To make a positive contribution towards the health, safety and welfare of the public in the support, service, installation, maintenance and operations of the Industry - with competency, fairness, professionalism and integrity;
- Ensure that all products and services provided are fit for purpose and that all claims made are genuine and can be substantiated;
- To act in a professional manner when called upon to advise, consult or take any action in relation to products, services or works on behalf of a client;
- To only advertise bona fide prices and not intentionally create ambiguous or misleading marketing that may cause consumers to be confused or misinformed;
- Ensure that standards of workmanship are provided as declared to the client (in accordance with the applicable standards, codes, regulations or industry best practice) for the type of work undertaken;
- Refrain from making false or incorrect statements about other Members, products or service providers;
- Desist from any commentary or action which may prejudice existing contractual arrangements for the construction or supply of goods and services pertaining to the industry;
- Support and attend Company training and other development initiatives, to maintain a high standard of workmanship, professionalism and brand equity;
- To act fairly, respectfully and properly at all times towards fellow members of the Association and Association staff; and
- To operate in a manner that will enhance the reputation of the Industry and avoid any action which might bring the Association and its Members into disrepute.

SPASA's core values shape its culture and ensure that we maintain high standards of integrity, respect, and professionalism.