

Code of Conduct

NECA Queensland

Scope

This Code applies to all members of the National Electrical and Communications Association (NECA) Queensland Chapter, including ordinary Members, Security Members and Corporate Members. The Code also applies to all staff or contractors to a member company whenever they are representing that company.

Purpose and Application

To enable NECA and NECA members to be trusted, viewed with respect and highly sought after in the marketplace, all NECA members agree to be bound by this Code of Conduct.

Professional Conduct Standards

All those bound by this Code agree to:

- I. Ensure that the member company, its employees and its contractors comply with the applicable Queensland and Federal legislation, such as WHS legislation or the Queensland Security Providers Acts and Regulations.
- II. Ensure that the member company acts with integrity in its dealings with clients, suppliers, competitors, regulatory authorities and the general public. The member company agrees not to engage in false, misleading or deceptive conduct or otherwise bring the electrical and associated (security, air-conditioning etc) industries into disrepute.
- III. Ensure that all employees and contractors of a member company are provided with a safe environment, are appropriately supported in undertaking their work, treated with respect and appropriately remunerated in accordance with applicable Queensland and Federal legislation.
- IV. Ensure that the member company, its employees and its contractors deliver services in a competent and professional manner and pay attention to the needs of the customer and the general public. In the security industry this will include the need to maintain privacy and confidentiality in all dealings.
- V. Ensure that the member company maintains appropriate and accurate records that meet the relevant legislative standards and enable NECA Queensland and/or the regulatory authorities to determine its level of compliance as necessary.
- VI. Ensure that the member company does not engage in or associate with another company that engages in unethical, improper or illegal methods to obtain business, including conflicts of interest.

- VII. Ensure that the member company engages in industry best practice in the delivery of services and actively engages with NECA Queensland or other industry related forums designed to raise the standards of service delivery for the industry.
- VIII. Agrees that the member company will deal appropriately and promptly with any complaints received about the provision of its services, and agrees that the member company will engage in resolution activities as directed by NECA Queensland should a complaint be received about the member company via the NECA Queensland complaint management procedure.

Breaches of the Code

1. Reporting

- Any member company should raise suspected breaches of this code with NECA Queensland should any come to the attention of the company.
- Any member of the public or customer or any industry participant may report suspected breaches of the Code to NECA Queensland.

2. Resolution

- Any breach of the Code of Conduct reported to NECA Queensland will be raised with the member company in writing.
- The breach should be acknowledged by the member company.
- The member company shall be given the opportunity to remedy the breach.
- Should the member company not remedy the breach within 30 days, further disciplinary action will be taken, by way of a show of cause notice why membership should not be cancelled.

Endorsement

This Code of Conduct has been adopted on 21 February 2011 and is approved on behalf of the NECA Queensland chapter by the NECA Queensland Council.