

Ladder Association Code of Conduct

All Members undertake to:

1. conduct your business within the requirements of legislation, regulations, health & safety guidance, this Code of Conduct and the Ladder Association Membership Terms & Conditions
2. conduct your business on sound, ethical and professional principles and to trade fairly and honestly and act with integrity at all times
3. implement and uphold suitable and sufficient anti-discriminatory policies
4. implement and uphold suitable and sufficient anti-bribery policies
5. not provide misleading or inaccurate statements in your advertising or promotion
6. implement and uphold appropriate complaints and disputes handling procedures
7. provide appropriate training for your staff to enable them to operate within and give advice in accordance with Ladder Association guidance
8. ensure your staff are conversant with and have access to this Code of Conduct
9. not use our logos and trademarks other than in the manner prescribed in the membership terms and conditions
10. not communicate with the press or other media, including social media and other means of digital communication, on behalf, or purporting to be on behalf, of the Association, without the express written permission of Council
11. follow and comply with any instruction, guidance or advice issued by the Association or provide just cause for failing to do so
12. notify the Association of any matter which might adversely affect the reputation of the industry or the Association
13. as an elected officer to fulfil your duties with objectivity, to the best of your ability, and in the interests of the Association and industry as a whole, without fear or favour
14. contribute fully to committees to which you are elected or appointed and to extend mutual respect to your fellow members
15. disclose any interest you may have in any subject, motion or application under discussion at Council or Committee meetings and to disqualify yourself, or to be disqualified, from such discussion, or voting thereon if the Chair deems this appropriate
16. to co-operate fully with the Council of the Association, its Officers, representatives and Committees and to provide such information as they may reasonably request or provide just cause for refusing to provide such information
17. not bring the industry or the Association into disrepute by your actions or negligence
18. to refrain from anti-competitive or otherwise unlawful behaviour