

## CODE OF CONDUCT

### Professionalism

Exemplify outstanding professionalism, co-operate, and collaborate with FeRFA and FeRFA members convey an unrivalled image of professionalism throughout your organisation, in the services and products you provide and produce. Maintain a level of excellence in all aspects of your professional services acting with integrity and honesty, consistently applying the highest ethical standards. Commit to your clients and customers to maintain a high level of excellence in all aspects of your profession.

Meet the highest demands exceeding your customers' expectations. Uphold and respect human rights with standards of integrity.

### Compliance with the Law

As a member of FeRFA it is imperative that you comply with laws, rules and regulations associated with the industry and wider sectors within your business activities and customer service: You commit to supply FeRFA annual updated technical data, Health & Safety information, and certificates of compliance.

All FeRFA members must commit to training their workforce to Industry Standards and demonstrate compliance with Health & Safety Training Standards.