



Code of Professional Conduct & Ethics

As a member of the **National Wood Flooring Association of Australia**, I agree to uphold the Code of Professional Conduct and Ethics laid down by the Association, including the following conditions:

- ❖ To conduct my business with customers and provide products and services, with honest, integrity, fairness, value and competence.
- ❖ To promote the merits of the products I use and the services I provide without degrading competitors.
- ❖ To ensure that all the products and services I provide are delivered as advertised and that all claims made are genuine.
- ❖ To provide all the facts about the materials I use so that the truth about my products and services may be fully understood.
- ❖ To ensure that the standard of product or service delivered to the customer is provided as promised and in accordance with industry practice and in a manner which shall enhance the reputation of the industry.
- ❖ To abide by all Governmental legislation, regulations, codes, standards and by-laws.
- ❖ To support the NWFAA and its goals and purposes towards advancing the Timber Flooring Industry.
- ❖ To ensure compliance with this code by all other members of my organisation, to the extent that this Code applies to them.
- ❖ To abide by this Code of Professional Conduct and Ethics and recognise the NWFAA as the authority in all matters relating to the interpretation and enforcement of this Code, with prevailing legal limits; and
- ❖ To avoid any action that may bring the **NWFAA** and its members into disrepute.