

The IA Code of Ethics

Insulation Australasia (IA) is a product-agnostic trade association and has been structured to enable it to represent all insulation product-types and services groups.

Membership acceptance is conditional on strict adherence to the IA Code of Ethics, demonstration of 3rd party product certification for manufacturers OR accredited training from a recognised training body for installer organisations.

Insulation Australasia (IA) represents Australian and New Zealand insulation manufacturers, fabricators and installers as a single voice to government, the public and the building and construction industry.

Formed in September 2011, IA's primary objectives are to:

1. Promote the cost effectiveness of insulation-based energy efficiency in Australian and New Zealand buildings in reducing carbon emissions
2. Create a sustainable industry platform to support increased employment opportunities and a profitable environment for investment
3. Promote increased standards through 3rd party insulation product & installation services accreditation

As a member of Insulation Australasia we have a professional and moral obligation to conduct our business and the business of the association honestly, ethically and lawfully. Under the Consumer and Competition Act we are obliged not to interact with one another in a way that may restrain trade or reduce competition in the marketplace.

To whom does this Code apply?

This Code of Ethics applies to members of IA. It is the duty of every member to comply with this Code and to take all reasonable steps to ensure that their associates and employees do not commit any act or make any omission which would be a breach of this Code if committed by the member.

The Aims and Objectives of this Code

This Code applies to dealings by members with fellow members, suppliers, customers and with the public generally.

This Code aims to:

- a) Promote the highest standards of customer service, competence, workmanship and conduct by members in the insulation industry;
- b) Establish a simple and effective complaints handling and disputes resolution procedure, with appropriate sanctions for breaches of this Code;
- c) Through responsible self-regulation, complement and enhance existing laws and codes governing members; and
- d) Strengthen the industry standing of IA members by assuring customers and suppliers that they have the right to expect the highest standards at all times.

Fairness

All members of IA have agreed to be bound by this IA Code of Ethics, under which they shall at all times conduct their business so as to –

- a) Provide products and services with competence, fairness, value, honesty and integrity;
- b) Ensure that all products and services they provide are delivered as advertised, and that all claims made are genuine;
- c) Ensure that standards of workmanship are provided as promised to the customer, in accordance with appropriate industry practice for the class of work concerned, and in a manner which shall enhance the reputation of the industry;
- d) Use their best endeavors to ensure compliance with the Code by all partners, associates, employees and contractors, to the extent that the Code applies to them; and
- e) Avoid any action which might bring IA and its members into disrepute.

Relations between members

Members believe that the individual success of other members benefits IA as an industry body and, in turn, aids each member through their association with IA. Therefore, members shall –

- a) Seek to promote the goals of IA by adhering to the principles in this Code and providing mutual support and assistance to other members bound by this Code; and
- b) At all times conduct their business in free and fair competition, and refrain from making any misleading or untrue statements about other members or their products.

Best Practice

IA may publish for the guidance of its member's details of what it considers to be appropriate standards of conduct, service, workmanship, best practice and ethical dealing in particular areas.

In respect to this IA promotes as best practice, third party product certification and the accreditation of insulation installers.

Complaints

- a) Any consumer, Member or other person who believes they have a complaint against an IA Member in connection with their conduct may ask IA to deal with the complaint under this Code of Ethics.
- b) Unless satisfied that the complaint is not a genuine one, or is trivial or vexatious, IA shall attempt to resolve the complaint informally, including by reference to independent mediation if appropriate.
- c) If IA is unable to resolve such a complaint, it shall refer the complaint to an independent Complaints Committee for decision.
- d) The Complaints Committee shall consider the complaint in a fair and proper manner in accordance with detailed complaints procedures adopted by IA under this Code.
- e) The Complaints Committee, if it finds that a Member is in breach of this Code, may recommend to the Board of IA they take disciplinary action against the Member, including cautioning, reprimanding, suspending or expulsion of the Member.

Code Administration

This Code is administered by the Board of IA, subject to the Constitution of IA. The IA Board shall –

- a) Keep this Code under review to ensure that it is achieving its stated objectives;
- b) If necessary, and after due consultation with interested bodies, implement any changes to this Code which appear desirable;
- c) Report on the performance of this Code, as measured by appropriate indicators developed by the Board;
- d) Provide guidance and assistance to members in developing appropriate internal mechanisms to facilitate the member's continuous compliance with this Code;
- e) May convene a Codes Administration Sub-committee for this purpose.

Consultation

IA shall make every effort to ensure that the benefits and obligations of this Code are known as widely as possible, both among its members and their staff, and with the public generally. IA shall co-operate with other bodies, including the ACCC and Departments of Fair Trading, in dealing with matters arising under this Code.

IA welcomes comment on this Code and its operation. IA is committed to ongoing improvement of and consultation about this Code with interested public and private bodies.

Any correspondence should be sent by mail to:

**Insulation Australasia Secretariat
PO Box 422, Flinders Lane VIC 8009**

or by email to:

info@insulationaustralasia.org