

## NKBA CODE OF ETHICS AND PROFESSIONAL STANDARDS

The purpose of NKBA is to celebrate, facilitate and advocate excellence, while setting industry standards that provide consumers with the utmost confidence when choosing an NKBA designer, manufacturer, retailer, or product supplier.

Our mission is to enhance member success and excellence by promoting professionalism and ethical business practices, and providing leadership, direction and education for the kitchen and bathroom industry.

By joining NKBA and remaining a member, members agree to the following:

1. Compliance
  - To comply with the law
  - To comply with this Code of Ethics and Professional Standards
  - To comply with Regulations, Rules, Codes, Standards, Approved Codes of Practice and best/good practice guidelines as they apply to the kitchen and bathroom industry.
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  - To comply with the policies of NKBA
  - To encourage compliance by others.
2. Responsibility
  - Know what work you are capable of and able to undertake
  - Inform and educate your client on the work to be undertaken
  - Be accountable for all work carried out by you, your subcontractors or someone under your supervision or control
  - Advise clients of any material delays as soon as they become reasonably apparent
  - Generally, you should follow your client's reasonable instructions, unless the instructions are contrary to law, an agreed contract, professional standards or any regulatory consents.
3. Professionalism
  - Conduct your business in a manner that reflects positively upon our Association, our industry and its members
  - Provide a price or the basis of pricing to clients before undertaking any work or any variation of agreed work
  - Treat all clients, NKBA members and employees fairly, and with respect and integrity
  - Seek to resolve any issues and disputes quickly and fairly
  - Act in good faith during dispute resolution
  - Declare any material conflicts of interest appropriately which may include disclosing commissions or other payments that may be received from third parties arising from work for the client
  - Maintain confidentiality of client details unless there is good reason for sharing information such as for the delivery of goods and services
  - Do not involve ourselves in other NKBA member disputes, unless explicitly requested to by NKBA
  - Take reasonable steps to continue relevant professional education and knowledge
  - Adhere to all NKBA rules and policies, including the Code of Conduct
  - Accept and implement within a reasonable period the outcome of any NKBA arranged dispute resolution, between members or with clients.

#### 4. Standard of Service and Costs

- Provide customers with high quality products and honest service
- Minimum standards of high-quality workmanship shall be determined by any standards or codes relevant to your business
- Price work fairly and reasonably and adhere to relevant consumer laws
- Maintain accurate and proper financial records and carry out all business transactions in a professional manner
- Members are required to guarantee their work or product as may be required by law, but a guarantee may include fair and reasonable exclusions for which the member cannot reasonably be held responsible
- Take responsibility for health and safety in the manner required by law.

#### 5. Publicity and Representation

- NKBA membership allows the use of the Association's logo. The logo is the property of the Association and may only be used in accordance with prescribed guidelines (*available [here](#) upon approval of membership*). Improper, inaccurate or unauthorised use may bring the Association into disrepute and may mislead the public in breach of consumer protection laws.
- All claims, descriptions and advertisements as to products, services and Association membership shall be legal, honest and truthful and comply with the codes and standards set by the Advertising Standards Authority and the Broadcasting Standards Authority.
- The Association seeks to ensure that membership status should be enjoyed only by those members who continue to meet its criteria and will act, where necessary, to defend the interests of its members.
- A member shall not make any statement or comment to the media which represents that member as being an agent or spokesperson for the Association without express permission or instruction from the Executive Officer of the Association or its President prior to such comment, statement or representation being made.

#### 6. Active Involvement

- Participating in the furtherance of knowledge and developments taking place in the industry, together with a reasonable level of active involvement in the Association activities, are expected of members.

#### 7. Amendment

- This Code of Ethics and Professional Standards may be altered, added to or amended from time to time by resolution passed by a majority of members of the Executive Committee of the Association.
- Current members shall be advised of any changes to this Code of Ethics and Professional Standards.

It is a condition of continuing membership that member organisations comply with and familiarise themselves and their staff with all the provisions of this Code of Ethics and Professional Standards.