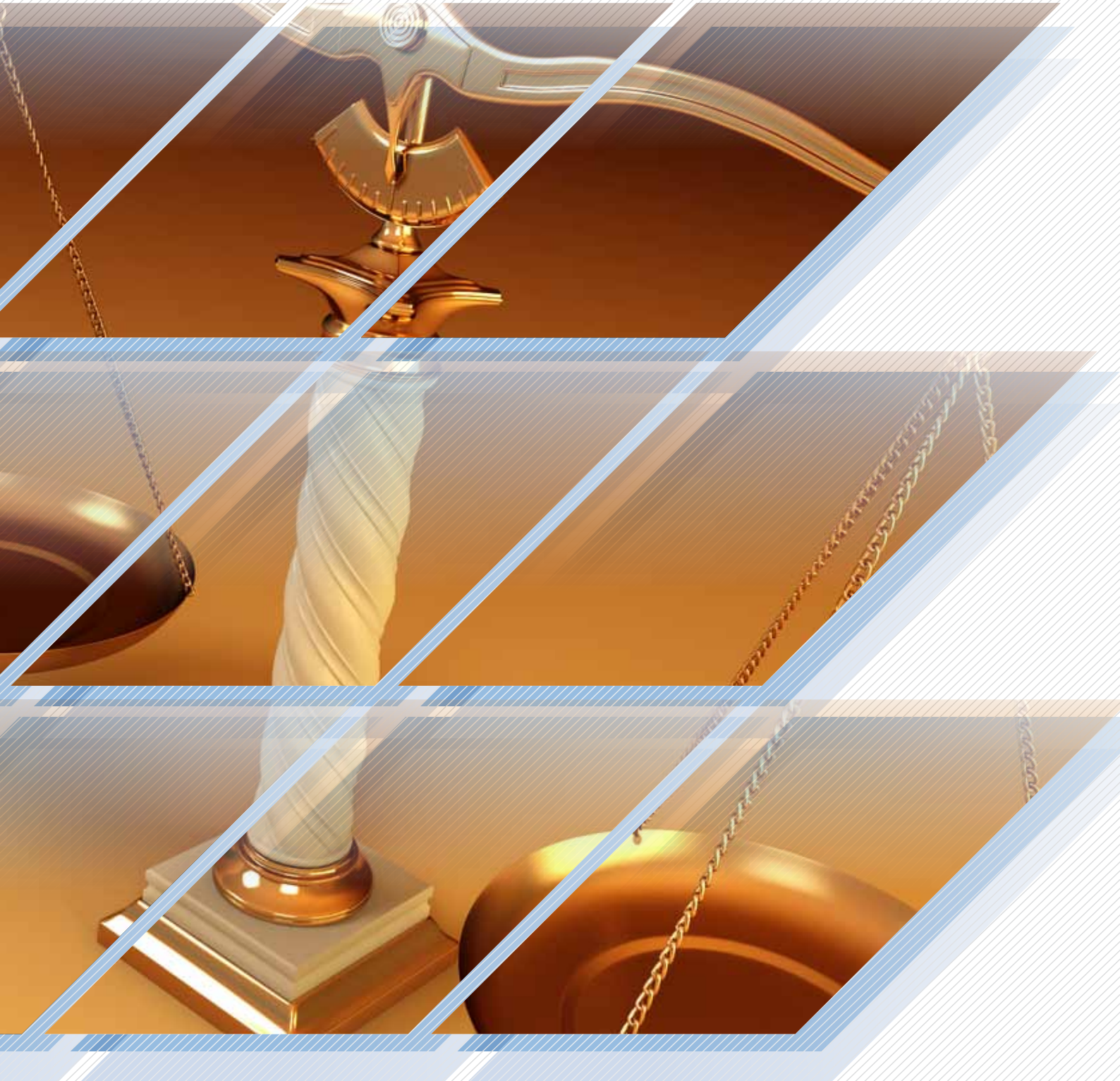


# CODE OF ETHICS



IPCA Ltd.  
Insulated Panel Council  
Australasia Ltd

[www.insulatedpanelcouncil.org](http://www.insulatedpanelcouncil.org)

# The IPCA Code of Ethics

Insulated Panel Council Australasia Ltd (IPCA) is the national industry association representing the manufacturers and distributors of Insulated Panel products across Australia.

IPCA and its members are committed to promoting the highest standards of customer service, workmanship and business conduct, and full compliance with all applicable laws, regulations, codes and standards. In order to do that, IPCA has developed this Code of Ethics, to apply throughout Australasia, to ensure that the same high standards of conducts shall be observed by all its members in their dealings with each other, suppliers, customers and with the public.

*All members of IPCA have agreed to be bound by the Code of Ethics under which they shall at all times conduct their business so as to:*

1

Provide products and services and competence, fairness, value, honesty and integrity.

2

Ensure that all products and services they provide are delivered as advertised, and that all claims made are genuine.

3

Ensure that standards of workmanship are provided as promised to the customer, in accordance with the appropriate industry practice for the class of the work concerned, and in a manner which shall enhance the reputation of the industry.

4

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.

5

Avoid any action which might bring IPCA and its members into disrepute.

## To whom does this Code apply?

This Code of Ethics applies to members of IPCA. 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 IPS 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 IPCA members by assuring customers and suppliers that they have the right to expect the highest standards at all times.

## Fairness

All members of IPCA have agreed to be bound by this IPCA 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 endeavours 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 IPCA and its members into disrepute.

## Relations between members

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

- a) seek to promote the goals of IPCA 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

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

## Complaints

- a) Any consumer, Member or other person who believes they have a complaint against an IPCA Member in connection with their conduct may ask IPCA 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, IPCA shall attempt to resolve the complaint informally, including by reference to independent mediation if appropriate.
  - c) If IPCA 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 IPCA under this Code (Attachment 1).
  - e) The Complaints Committee, if it finds that a Member is in breach of this Code, may recommend to the Board of IPCA they take disciplinary action against the Member, including cautioning, reprimanding, suspending or expulsion of the Member (as set out in the IPCA Constitution).
- c) report on the performance of this Code, as measured by appropriate indicators 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.

## Code Administration

This Code is administered by the Board of IPCA, subject to the Constitution of IPCA. The IPCA 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;



## Consultation

IPCA 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. IPCA shall co-operate with other bodies, including the ACCC and Departments of Fair Trading, in dealing with matters arising under this Code.

IPCA welcomes comment on this Code and its operation. IPCA 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:

**Chief Executive Officer  
Insulated Panel Council Australasia Ltd  
PO Box 1562  
Browns Plains BC QLD 4118**

or by email to:

[ceo@insulatedpanelcouncil.org](mailto:ceo@insulatedpanelcouncil.org)



# Attachment to IPCA Code of Ethics

## IPSA Complaints Procedures and Rules for Member Discipline

- 1** The IPCA Board shall convene a Complaints Committee as required.
- 2** A Complaints Committee will consist of -
  - a) An IPCA Board Member, and
  - b) Two relevant IPCA members, appointed by the IPCA Board.
  - c) Seek and obtain undertakings from the member in relation to future conduct;
  - d) Suspend the membership of the member, on such terms and for such period as it thinks appropriate;
  - e) Terminate the membership of the member.
- 3** The Complaints Committee shall from among the members elect a person to Chair the Committee, who shall appoint a person to be Secretary.
- 4** Where a complaint (other than a complaint which in the opinion of the Chief Executive Officer is not genuine, or is trivial or vexatious) is made against a member, and IPCA has not been able to resolve the complaint informally, the Chief Executive Officer shall refer the matter to the Complaints Committee. The Complaints Committee shall inquire into the substance of any complaint referred to it, with the opportunity for all parties to participate in this process.
- 5** The Complaints Committee, if it finds that a member has acted contrary to the IPCA Code of Ethics, may recommend any of the following to the IPCA Board:-
  - a) Caution the member;
  - b) Reprimand the member;
- 6** Where the Complaints Committee makes a recommendation to the IPCA Board of termination of the member, this matter will be considered at the next meeting of the Board and shall be notified to the member in writing.
- 7** Where the Complaints Committee suspends a member, IPCA will give effect to that suspension in accordance with its terms.
- 8** The Complainant will be advised in writing by the Chief Executive Officer of the outcome of his or her complaint when a decision has been made by the IPCA Board.



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