



FLEXIBLE SPACE ASSOCIATION

CODE OF CONDUCT

THE FLEXIBLE SPACE ASSOCIATION REPRESENTS, INFORMS AND CHAMPIONS THE SECTOR.

Flexible Space Association Members Undertake to:

- 1 Always strive to provide the highest standards of service to all clients
- 2 Promote and maintain ethical standards of conduct, dealing fairly and honestly with clients, suppliers and each other, and honour any contractual arrangements
- 3 Give accurate representation of the facilities and the costs of services offered
- 4 Conduct business in a professional way, and not engage in practices which could damage the image of the industry
- 5 Comply with all necessary legislative and regulatory requirements which are applicable to their business
- 6 Ensure that appropriate arrangements are in place for insurance, financial and legal matters
- 7 Not entice clients or staff in breach of contract from other FlexSA members
- 8 Respect confidential information supplied to them by clients, unless there is a legal requirement to make information available to the authorities
- 9 Ensure reasonable endeavours are made to operate their business in an environmentally friendly manner
- 10 Endeavour to raise the standards of the industry through active involvement in the activities of the Flexible Space Association