

MASTER PLUMBERS, GASFITTERS & DRAINLAYERS NZ INC

CODE OF CONDUCT

The Member acknowledges that observance of the Code of Conduct set out below is a fundamental condition of membership of the Society.

- Members shall be loyal to the Society and active in its work.
- Members shall at all times endeavour to raise and promote the image and profile of the Society and the Industry.
- Members shall always act in accordance with good Industry practices, and in a manner that reflects well on the Society, its members, and the Industry.
- Master Plumber and Employee Members shall demonstrate an adequate or satisfactory knowledge of the Plumbers, Gasfitters & Drainlayers Act and other legislation relating to these rules, all of which must be adhered to at all times.
 - Members shall at all times and in all dealings, endeavour to provide the highest quality of skills, knowledge, honesty and professionalism in their work in the Industry.
 - Members shall at all times comply with all operative relevant codes and standards, and with all operative codes of practice relating to the Industry.
 - Members will maintain their competence in business and trade practices, attending upskilling courses and undertaking further study in accordance with the legal requirements and the Society's policy published from time to time.
- Members shall not publicly criticise fellow members.
- In all matters relating to the interpretation of this Code, members shall recognise the authority of the Society and its constitution.

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CODE OF PRACTICE

Purpose

The purpose of this Code of Practice is to promote good trade and business practices by Master Plumbers and good relationships between Master Plumbers and with their clients by encouraging the highest standards of courtesy and consideration.

Objectives

1. To promote the Master Plumbers brand and image, and improve understanding of the rights and obligations of Master Plumbers, their trade services, the business owners, their employees and their clients.
2. To set high standards of service performance.
3. To establish uniform procedures for handling complaints and disputes.
4. To set standards of conduct for dealings between Master Plumbers and their clients.
5. To set standards of conduct for relationships between Master Plumbers

Principles

1. In dealings with their clients, Master Plumbers will strictly observe relevant law.
2. Information given to consumers will be accurate, appropriate, easy to understand and not intentionally misleading.
3. All work will be done in a timely manner.
4. Complaints and inquiries will be handled promptly, reasonably and with due courtesy to the complainant throughout the process.

Rules

Rules, procedures and standards relating to matters such as discipline and disputes may be issued from time to time by the Society after consultation with its constituent Associations and will be observed by all Master Plumber members.

Standards of presentation

1. Dress –

Members and their employees will dress appropriate to the work on hand whilst presenting a professional image, and to this end are encouraged to adopt a uniform of their own design and colour, preferably displaying the Society's logo.

2. Vehicles –

Members will use practical service type vehicles in good order and condition, kept clean and tidy, and preferably displaying the Society's logo.

3. Stationery –

Members will use stationery printed in a professional manner, preferably displaying the Society's logo.

4. Place of Business –

Members will keep their business premises in a clean, tidy and safe condition portraying a professional image, preferably displaying the Society's logo.

5. Advertising –

Members will not make misleading claims in advertising for their business, and preferably display the Society's logo.

6. Telephone –

Members will ensure that telephone calls are answered in a professional manner, using an answering machine or service when the telephone is unattended.

Standards of customer service

1. Guarantee–

Members will offer their clients the benefits of the Society's Guarantee of their workmanship.

2. Charges for work –

Members shall endeavour as much as possible to fully explain the basis of charges for work which is not subject to a fixed quotation, and obtain the client's approval before the work commences, and before any significant variation in the work.

3. Timeliness –

Members will endeavour to keep appointments and, when unable to do so, will advise the client as soon as possible.

4. Advice on alternatives –

Members, where appropriate, will inform their clients of alternative options available to them including their cost, performance and safety implications.

5. Workmanship –
Members will ensure they and their employees maintain a high standard of workmanship.
6. Materials and fittings –
Members will use materials and fittings suitable for the job.
7. Rectification of faults and defects –
Members will investigate without delay and, where appropriate, promptly rectify any workmanship faults or defective materials or fittings brought to their attention
8. Waste materials –
Members will remove all waste materials from the site and leave it in a clean and tidy order. Members will obtain approval of the owner before removal of materials and fittings that they have replaced.
9. Use of client's property –
Members will not use their client's property without first obtaining their consent.
10. Disputes –
Members will refer any dispute with a client over workmanship that they cannot resolve by negotiation with the client to the Society for resolution in accordance with the Society's disputes procedures, and they shall advise their clients of their right to similarly refer the matter to the Society.

Relationships between Members

1. Where a dispute arises between Members and cannot be resolved by negotiation, the Members will refer the matter to the Board of the Society for resolution.
2. Members will not entice employees of others for transfer from one Member to another.
3. Members will not criticise another's workmanship or pricing policies.
4. Members will not knowingly and deliberately displace another member on any job without discussion.

Maintenance of competence

Members will maintain their competence in business and trade practices, attending upskilling courses and undertaking further study in accordance with the Society's policy published from time to time.