

### **ALEM: Code of Conduct**

This Code of Conduct sets out the principles by which Members of ALEM agree to behave. Members will not knowingly misrepresent facts or mislead any customer or supplier, concerning any aspects of the goods and services they provide. They also agree to market only products and services that conform to specific industry standards relevant to their business.

All members are expected to:

- Conduct their business lawfully, observing all relevant legislation and regulations ensuring fair responsible trade.
- Ensure that all product supplied to the market is compliant with all relevant European and UK legislation, including all requirements to affix a CE/CA mark.
- Ensure that all goods, materials and workmanship shall comply with the relevant statutory requirement and that the appropriate EN, ISO or BSI standard is used during the design and manufacturing of products to be supplied to the market.
- Not participate in price fixing or securing contracts to the disadvantage of the public.
- Behave at all times with responsibility and with integrity in the day-to-day conduct of their business.
- Alert the Secretary of any matter which might adversely affect the reputation of the industry or of ALEM.
- Do not bring into doubt the reputation of another member.
- Agree to deal promptly with any enquiries as to the safety of products and take effective action where appropriate.
- Not discriminate unlawfully or improperly in respect of employment.
- Continually monitor its practices with regard to health and safety issues and do all that is practicable to prevent personal injury by protecting its employees and all others who may be affected by its work from foreseeable hazards which could arise from such work.
- Maintain the reputation, standing and good name of ALEM.
- Promote and develop the general interests of ALEM in their business activities.

In the event of any complaint rising out of an alleged breach of the code of conduct by a member of ALEM, formal written notice of the complaint should be sent to the Secretariat of ALEM who will arrange for the matter to be investigated factually and brought to the attention of the Executive Committee for consideration and appropriate action.

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