

# Jersey Construction Council

## Code of Conduct and Minimum Standards

1. This code has been drawn up to provide the minimum standards to be maintained by all Members.
2. All Members shall observe the Code in so far as it applies to the trade or profession carried out by the member.
3. This code of practice shall not replace Members own industry/professional codes.
4. Members are deemed to have received a copy of this Code of Conduct and agreed to the minimum standards as a condition of Membership.
5. Changes to the Code may be issued by the Board from time to time.

### **Duties and Requirements**

6. All Members shall observe the following duties and requirements:

- i. Compliance with the law.

This requirement involves working in accordance with any relevant statutory requirements, which may apply to the trade or profession undertaken by the Member. In addition conformity with any relevant British Standard Codes of Practice is expected.

- ii. Tendering process

Members are required to uphold the highest levels of integrity when undertaking the tendering process. This area of the construction industry is open to abuse and any dishonest practices will be dealt with using the full weight of the council's disciplinary process.

In particular, whilst it is accepted that those seeking tenders are not obliged to accept the lowest, or any, tender and are free to enter into negotiations with the tenderers in regard to the award of the Works, it is expected that no award will be made to a party not involved in the original tender without the Works being retendered in their entirety to all competing parties.

- iii. Uphold the dignity, standing and reputation of the Jersey Construction Council

To maintain the council's good name and that of the industry generally, Members in the course of their work are expected to act professionally and adopt a form of behaviour and appearance that will not cause offence or embarrassment to others.

- iv. Work in a competent and responsible manner.

Work must be carried out to comply with the Relevant Standards. This involves the Member having the competence and capacity to do the work. The Member shall act in a courteous manner and respect the privacy and property of the Client.

- v. Have particular regard to matters of Health and Safety.

Members must ensure that work is carried out with due skill and care to avoid causing danger and nuisance. Members must take all reasonable care to avoid damaging the environment or creating any danger of death, injury or ill health to any person or damage to property.

- vi. Provide Clients with clear information about services offered.

Clients need to be clear about the nature and extent of the work that will be done. Members must give assurances about the workmanship, materials (which must be fit for purpose) and appearance involved prior to the commencement of any work. This should involve providing the Client with a written Contract. Where appropriate, e.g. large or complex jobs, Members should provide further guidance to Clients about obtaining additional professional advice.

- vii. Provide Clients with clear information of the price for the work to be undertaken and the method of payment.

Clients need clear information on the cost involved in doing the work and whether this represents an estimate or a firm quotation and the scope of works included in the price. Members must agree the price for the job, or how this is to be calculated, and how they are to be paid, e.g. on completion or in stages. Members should provide the Client with a written estimate or quotation and ensure that the Client understands the distinction between the two. Full payment should not normally be requested in advance. However, an agreed deposit may be appropriate.

- viii. Provide Clients with a clear timetable for the works, to include a completion date.

Clients need to know when work will start, the particular implications of any stages of work and when the work will be finished. Members must provide Clients with appropriate information for each job prior to starting any work. Clients will also need to be kept fully aware of any alterations to timetables and explanations for changes should always be given.

- ix. Maintain skills and knowledge.

Members must keep up to date with changes in working practices appropriate to the services they offer. They must continuously endeavour to broaden, improve and maintain their skills, knowledge and professional qualities through Continuing Professional Development and other relevant training activities.

- x. Be responsible for the actions of the Member's own employees, subcontractors, advisers and agents.

Members must accept responsibility for the actions of their employees, subcontractors, advisers and agents.

- xi. Seek to ensure Client satisfaction through the provision of a clear method for handling Client complaints or disputes.

Members must provide a clear method for considering customer complaints and, where appropriate, offering redress. Complaints should be dealt with promptly and within a clearly understood timescale. Members shall inform Clients of their right to seek redress from the Jersey Construction Council Limited via the Councils complaints procedure.

Where a Client decides to make use of the Councils complaints procedure, the Member will, without question, follow the set procedure and comply with its requirements.

- xii. Have appropriate insurance cover

Appropriate Insurance cover means such insurance cover, including without limitation Public Liability Insurance and Professional Indemnity Insurance, covering such risks and up to such levels as would be considered appropriate for the nature of the Members business.

**The effective implementation of the Code of Conduct will depend on the compliance of members and the trust and confidence placed in them whilst membership of the Jersey Construction Council is maintained.**