

NDISDA SDA HOUSING AND DISABILITY CODE OF CONDUCT as of 1 JULY 2023

All NDISDA Member organisations agree to abide by the NDISDA Code of Conduct

The Code sets the standards for relationships between Members, best practice with clients and general good order with respect to business management, including compliance. Acceptance of, and adherence to the Code, is a pre-requisite of Membership.

Each Member is responsible for ensuring their personnel comply with the Code of Conduct approved by the NDISDA SDA Housing and Disability Director.

The purpose of this Code is to encourage productive, ethical, and mutually beneficial commercial relationships across the Membership chain for the benefit of the industry and end-users. This Code details the responsibilities and required conduct for all Members of NDISDA.

Any breach of this Code may lead to a Member being censured, suspended, or expelled from the Network Membership

NDISDA Code of Conduct: Conduct Rules Summary

CONDUCT RULE 1: FAIR BUSINESS DEALINGS

Members shall conduct their activities with the highest standards of professionalism, ethics, and integrity in all their dealings with NDISDA personnel, and with their fellow Members and prospective Members. Members and their personnel will not engage in anti-competitive or corrupt behaviour. NDISDA supports co-operative, professional dealings between Members and encourages Members to conduct business with each other.

CONDUCT RULE 2: HONEST REPRESENTATIONS

Members will make honest representations including, but not limited to, statements about their company, personnel, products, and capabilities.

CONDUCT RULE 3: PROMOTION AND DEVELOPMENT OF THE INDUSTRY

Members shall be committed to the growth and development of the industry and will actively support, promote, and enhance NDISDA policies, membership programmes, and the various activities of NDISDA.

CONDUCT RULE 4: INSURANCE AND LIABILITY COVERAGE

Members are required to carry the correct level of insurance for stock and general liability which comes with the production and supply of products and services relevant to their business circumstances and their responsibilities throughout the supply chain.

CONDUCT RULE 5: RESPECTING PERSONNEL

Members will not directly or indirectly use any form of forced labour, including indentured, prison, bonded, or slave labour and will not use or allow the use of physical or verbal harassment or abuse to discipline Personnel. Members will comply with all minimum age provisions of applicable laws and regulations. Members will not discriminate in hiring and employment practices based on age, nationality, race, religion, social, sexual or ethnic orientation, gender, or disability. Members will comply with all applicable employment laws.

CONDUCT RULE 6: RESPECT FOR FELLOW MEMBERS

Members are expected to act with integrity and professionalism including, but not limited to, avoiding sharing malicious or harmful information about a fellow Member, and respecting the rules of entry to tradeshows and NDISDA / SDA Conferences and Events

The Member must not use the Membership in a manner which defames, harasses, or menaces other members whether it be for financial gain or other, including the sending of threatening or harassing oral, written or e-mail messages or messages containing derogatory remarks.

Members must respect other member's privacy, consent, views always. Any breaches, and misconduct reported to the Director of NDISDA will be taken seriously and NDISDA has full authority to cancel the membership without compensation, refund or part thereof following an investigation.

CONDUCT RULE 7: COMMITMENT TO ADDRESSING COMPLAINTS

It is a condition of Membership that Members commit to the documented dispute resolution process.