



Australian Elevators Association Limited

## **CODE OF PROFESSIONAL CONDUCT**

1. For the purposes of the Australian Elevator Associations (AEA) Code of Professional Conduct (the Code), Members shall include, as applicable, any of their employees and contractors.
2. Members shall conduct their activities in a professional and competent manner with respect for the public interest, maintaining the privacy and confidentiality in their dealings, and shall at all times act with integrity in dealing with clients, employees or sub-contractors, past and present, with their fellow Members and with the general public. The objective of the Code is for Members to adopt best practice industry standards.
3. Members shall not intentionally disseminate false or misleading information, whether written, spoken or implied, nor engage in false, misleading or deceptive conduct or otherwise bring the lift industry into disrepute. Members have a duty to maintain truth, accuracy and good taste in advertising and sales promotion.
4. Members shall not represent conflicting or competing interests except with the express consent of those concerned given only after full disclosure of the facts to all interested parties.
5. Members shall refrain from knowingly associating with any enterprise, which uses improper or illegal methods for obtaining business.
6. Members shall not intentionally injure the professional reputation or practice of another Member.
7. Members shall comply with all applicable State and Federal legislation covering the Lift Industry and in particular statutory obligations, including but not limited to matters relating to consumer laws, occupational health and safety and workplace relations laws.
8. The AEA is to be informed when the Member's attention has been drawn to any breach by that Member of the Code.
9. Members shall help to improve the body of knowledge of the profession by exchanging information and experience with fellow Members, participating in industry related programs designed to raise the level of safety and standard of service delivery, and by applying their special skill and training for the benefit of others.
10. Members shall refrain from using their relationship with the Association in such a manner as to state or imply an official accreditation or approval beyond the scope of membership of the Association and its aims, rules and policies.

11. Members shall cooperate with fellow Members in upholding and enforcing the AEA Code of Professional Conduct.
12. Members shall have in place procedures to deal appropriately and promptly with complaints about the provision of its services and actively engage in the resolution of complaints raised via the AEA's Executive Committee.
13. Members shall maintain appropriate and accurate records in accordance with all relevant statutory requirements.
14. Where an alleged breach of this Code is appropriately brought to the attention of AEA, then the AEA will in the first instance raise this matter in writing with the Member. The AEA will provide the Member with the opportunity to take remedial action, if that is appropriate under the circumstances, or where remedial action should have been but has not been carried out by the Member, then the AEA is to inform the Member that it will take the appropriate disciplinary action by way of a show cause notice why their membership should not now be cancelled.

For further details please contact:

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