



# CODE OF PROFESSIONAL CONDUCT

The Guild of Architectural Ironmongers has agreed a Code of Professional Conduct which is binding on all Member companies operating in the architectural ironmongery industry.

1. Member companies shall at all times conduct themselves in a manner which upholds the reputation of the GAI and the profession.
2. Member companies shall ensure that they perform only those services which are within their competence.
3. Member companies shall ensure their staff maintain the highest level of knowledge and skills throughout their careers and shall provide them facilities to enable them to engage in the Continuing Professional Development programme of the Institute of The Guild of Architectural Ironmongers.
4. Member companies shall not permit misleading statements or inaccurate or incomplete information to be used in promotional activities.
5. Member companies shall at all times act honestly and in such a manner that clients are not misled. This includes product performance claims and certification.
6. Member companies shall not recklessly or maliciously injure the professional reputation, prospects or business of other members.
7. A member company which knowingly causes another person or organisation to act in a manner inconsistent with this code or is a party to such action will be deemed to be in breach of it.
8. Member companies will take all necessary steps to ensure that this Code of Professional Conduct is circulated to all members of its staff and shall ensure, by assessment, that such persons observe the code.
9. A member company, when acting for a client, shall inform his client in writing of any interest they may have which could prejudice the impartiality of their advice or could conflict with their client's interests.
10. Member companies shall report to the GAI any breach of the code that comes to their attention and shall assist the GAI in its enquiries into any breach of the code.

It is the duty of all member companies to assist the GAI in the enforcement of this code. If the GAI, having duly and properly investigated an alleged breach of the code by a member and finds that member company to be in breach of the code, it shall take such disciplinary action as it shall deem appropriate.