



## INSULATION ASSOCIATION OF NEW ZEALAND

# Membership Code of Conduct & Ethics

### Declaration

Each member of the Insulation Association of New Zealand (IAONZ) are dedicated to deliver an agreed standard of Quality for product and installation in accordance with the NZ Building Code and relevant AS/ANZ Standards for residential and commercial insulation.

As such, each member commits themselves to:

- Complying with the IAONZ Constitution and rules of the Association;
- Providing insulation products that meet required standards;
- Install insulation products and systems in accordance with the New Zealand Building Code and relevant standards including NZS 4246:2016 'Energy Efficiency – Installing bulk thermal insulation in residential buildings' (and any amendments);
- Keep abreast of the latest developments and knowledge in the insulation field through training courses, self-development and the like;
- Highlight energy efficient products and methods to clients, thereby seeking to motivate the selection and use of such products and methods;
- Informing clients openly about costs and opportunities for savings;
- Offering a quality assurance process for our customers and a process for redress if the customer is not satisfied;
- Immediately disclose any conflict of interest to the client, where a conflict exists, arises or may potentially arise;
- Act in a professional manner in their dealings with other industry professionals, other members of IAONZ and IAONZ representatives and Executive committee members;
- Deliver their services in a safe manner;
- Not engage in any conduct which is detrimental to the interests or reputation of IAONZ and the wider members.
- Identify themselves as Certified members of the Insulation Association
- Will not speak to media or any assembled group (over-represent themselves) on behalf of IAONZ or the industry at large.

### Statement on Anti competition requirements.

The objectives of the Association:

- To create a body of like-minded insulation manufacturers, retailers, and install companies who are working together to create an agreed standard of Quality for product and installation common to all parties in accordance with the NZ Building Code and AS/NZ Standards.
- To take such measures and to make such representations as it may deem necessary in the best interests of the public, the members, and the industry.
- not act in a manner that will breach New Zealand's Anti-Competition laws, in particular it must not collude on pricing or unfair market controls

## Logos

Members are encouraged to use the IAONZ membership logo on their website, correspondence, vehicles and any other media. The logo will be supplied when confirmed by the Executive committee as a member.

Fully paid-up financial members are entitled to use IAONZ membership logo until their membership registration expires. The entitlement is renewed automatically at the renewal of registration. In the event of a cessation of membership by whatever means, all IAONZ membership logos must be immediately removed from the former member's website, correspondence, vehicles and any other media after the membership expiry date.

## How we describe ourselves

When talking about our industry and the work we do, it is important to get the language right. It is paramount that our messaging is crystal clear. We need to distinguish ourselves as delivering high quality products and installation services; reflecting the benefits of our training, building user health & comfort together with building energy efficiency.

Our guiding standard is NZS 4246:2016. In addition, each member should be able to articulate how that standard applies to each client application, combining with the requirements of other legislative requirements including (but not limited to); the New Zealand Building Code; EECA requirements; territorial authority requirements; central government requirements as they may be applied to insulation and energy efficiency programmes.

## Continuing Professional Development

We expect that members keep up to date with the latest developments in the NZS 4246:2016, the NZ Building Code and can demonstrate training competencies to that effect of team members including the installation of insulation, safe working and general construction standards.

## General Conduct and Ethics

IAONZ is an incorporated society supported by memberships and training revenue. We have a degree of responsibility to the public in ensuring good conduct in our industry.

As such, members must acknowledge a duty of care towards their clients and the public, ensuring delivery of high-quality advice, services and products. Members must also not engage in any conduct which is detrimental to the interests or reputation of IAONZ. We strongly encourage members to share their knowledge with the public, to help advance IAONZ association purposes.

## Disciplinary Process

If complaints regarding the conduct of a member are received by the IAONZ Executive committee, they will be investigated by the Executive committee and considered at the next Executive committee meeting (or by special meeting if circumstances warrant).

The penalties available to the Executive committee (in accordance with clauses 5 and 11 of the IAONZ Rules) are as follows:

- That the member be warned; or
- That the member be censured; or
- That the member's membership be cancelled.