



Code of Business Conduct

Adopted by resolution of the Board under article 6.3 of the Articles of Association on 26th October 2006.

Objective

The Code of Business Conduct is an expression of the spirit and professionalism in which it is expected that ERSA members conduct themselves. It is designed to promote and maintain the benefit of high standards of professional skill, ability and integrity among our membership. The Code is not meant to suppress individuality or stifle creativity but is intended to reflect and support the original objectives of the Association - to provide a representative voice and be a constructive participant in the public policy debate on welfare to work issues.

Values

The Code is based upon a core set of values which we share with partners and seek to disseminate beyond the Association. These include:

- respect for our partners (actual and potential), including the employment of fair contracting and funding arrangements
- integrity in our business practice
- an open and transparent partnership process with actual and potential partners
- prompt and receptive responses to industry issues and challenges

Complaints

Wherever possible ERSA members should endeavour to resolve issues between themselves without recourse to the Association.

If any complaint is made to ERSA by a member against another member about its due regard for the Code the complaint will be considered by a group of 3 members of the Board, to include the Chair or Deputy Chair. This group will not include any member involved in the dispute. Absolute confidentiality will be ensured by all Board members signing a confidentiality agreement (see appendix to this code). The group may decide that the issue cannot be resolved by ERSA, and recommend that it be referred to Arbitration. All decisions will be communicated to the Board in writing. There is no right of appeal – in the event of one or both parties not accepting the decision of the Group the issue would need to go to arbitration. In extremis a decision could result in the expulsion of the defendant from the Association without a reimbursement of fees. The final outcome of a complaint will be communicated in writing to the membership.

Arbitration

Where disputes between members remain unresolved ERSA will recommend intervention by a neutral third party mediation service, the Centre for Effective Dispute Resolution (CEDR). The parties to the dispute will commit to attempt to settle it by mediation in accordance with the CEDR Model Mediation Procedure. Unless otherwise agreed between the parties, the mediator will be nominated by CEDR. This intervention will be at the members' own cost.

The Code of Business Conduct

Members:

1. Will act with integrity in such a way as to bring credit to the industry and to ERSA
2. Will not by any unfair or unprofessional practice injure the industry, reputation or interest of any other member of ERSA
3. Will not knowingly or irresponsibly disseminate any false or misleading information themselves or on the behalf of others
4. Will keep information confidential when requested to do so and for as long as it is legal to do so
5. Will promote and seek business in a professional and legal manner
6. Will not claim to have ERSA's endorsement in connection with an activity unless ERSA's prior written agreement has been obtained
7. Will not knowingly cause or allow any other member to be in breach of this Code
8. Will undertake to ensure that all relevant personnel employed by them will be aware of and will abide by the Code of Business Conduct
9. Will observe the Code as it may be expanded and annotated and published from time to time by the ERSA Board
10. Will sign the ERSA "Code of Business Conduct" to signify agreement with the Code and our values

My Company agrees to abide by the ERSA "Code of Business Conduct"

Name:

Company:

Role within your Company:

Signature:

Date:

**ERSA Code of Business Conduct Appendix
Complaints Procedure – Board Confidentiality Agreement**

In respect of the ERSA Code of Business Conduct adopted on the 26th October 2006 and my role as a board member required to consider member complaints I hereby confirm that all activities undertaken by me in this respect will be entirely confidential.

Name:

Company:

Role within your company:

Signature

Date: