

## Code of Ethics

Swimming Pool & Spa Association of Australia  
30 Kensington Road, Rose Park SA 5067  
TEL: 08 8364 4211 | FAX: 08 8331 0150  
askus@spasa.com.au | www.spasa.com.au

Members shall ensure that they and all employees, subcontractors and related parties under the control of the member shall conduct themselves in accordance with the following Code of Ethics:

- i. To make a positive contribution towards the health, safety and welfare of the public in the support, service, installation, maintenance and operations of the Industry with competency, fairness, professionalism and integrity.
- ii. Ensure that all products and services provided are fit for purpose and that all claims made are genuine and can be substantiated.
- iii. To act in a professional manner when called upon to advise, consult or take any action in relation to products, services or works on behalf of a client.
- iv. To only advertise bona fide prices and not intentionally create ambiguous or misleading marketing that may cause Clients to be confused or misinformed.
- v. Ensure that standards of workmanship are provided as declared to the client in accordance with the applicable standards, codes, regulations or industry best practice for the type of work undertaken.
- vi. Refrain from making false or incorrect statements about other Members, products or service providers.
- vii. Desist from any commentary or action which may prejudice existing contractual arrangements for the construction or supply of goods and services pertaining to the industry.
- viii. Support and attend Company training and other development initiatives, to maintain a high standard of workmanship, professionalism and brand equity.
- ix. To act fairly and properly at all times towards fellow members of the association.
- x. To operate in a manner that will enhance the reputation of the Industry and avoid any action which might bring the Company and its Members into disrepute.



Lindsay McGrath  
**CEO, SPASA Australia**