



## KNX UK CODE OF CONDUCT

### INTRODUCTION

KNX UK has provided a Code of Conduct to lay down, both for its members and for the general public, the standards of professional conduct and ethical behaviour by which its members should abide. The code will apply to all its members, irrespective of their grade, the professional role they fulfil, and the countries in which they practice. The Code contains, first of all, the specific rules to which members must adhere. The rules cover, in plain language, those basic things that members must do.

There is a duty upon members to behave ethically, which is, in effect, the duty to behave honourably; in modern words, 'to do the right thing'. At its most basic, it means that members should be truthful and honest in dealings with clients, colleagues, other professionals, and anyone else they come into contact within the course of their duties. Being a member of KNX UK is a badge of probity and good faith, and members should do nothing that in any way could diminish the high standing of KNX UK. This includes any aspect of a member's personal conduct which could have a negative impact upon KNX UK.

Where we refer to Client or Clients we mean; Client, End User, and/or Employer.

### THE PRINCIPLES OF GOOD CONDUCT

We have set out below a set of general principles that we expect all KNX UK members to abide by, these are:

- All members shall discharge their professional duties with independence and integrity and shall behave appropriately with regards to all conduct bearing upon the standing, reputation and dignity of KNX UK and act at all times in the best interests of their client.
- All members shall only undertake work for which they have adequate resources and that they are competent and qualified to undertake.
- All members shall comply with all Legal and Regulatory obligations and have full regard for the public interest, particularly in relation to matters of health and safety.
- All members shall develop their professional knowledge, skills and competence on a continuing basis and shall give all reasonable assistance to further the education, training and continuing professional development of others.
- All members shall have and maintain adequate public liability insurance, and, where appropriate, a professional indemnity insurance policy with the requisite level of indemnity cover.
- All members shall:
  - a. Promptly notify KNX UK if convicted of a serious criminal offence
  - b. Promptly notify KNX UK upon becoming bankrupt or disqualified as a Company Director;
  - c. Promptly notify KNX UK where the member, in good faith, believes there has been, or is likely to be, a material breach of the Rules of Good Conduct by another member;
- No member may behave in a way that discriminates against persons because of their race, gender, disability, sexual orientation, age, religion or country of origin.



- No member may treat anyone more favourably because of their race, nationality, country of origin, religion, gender, status or because they are related to the member or have family connections with the member.
- All members shall show a high regard for the environment and for the sustainable management of natural resources.

## **THE PRINCIPLES OF BEST PRACTICE**

Whilst it is not for KNX UK to specify how companies should run their business or projects, it is beneficial to all parties to adopt a structured approach that will achieve the best results. Below, therefore, we have set out a schedule of what we believe to be the minimum requirements and fundamental stages:

- Provide a fully detailed Quotation or Estimate for the works to be undertaken, describing all the services and equipment that are to be offered including functional and performance specifications
- Provide a detailed Payment Schedule that relates to the Quotation.
- Provide a detailed Programme or Work Schedule that relates to the Quotation, including dates for the interim release of Drawings and Software.
- Agree and sign a Contract for the Works which should include a Dispute Resolution provision detailing a process for formal Mediation prior to any proceedings.
- Provide a minimum of Monthly Reports indicating the works status, including problems that may exist, delays, or information required.
- Issue formal Request for Information where such is required.
- Issue formal Notification of any Changes to the Works.
- Issue Valuations or Invoices that align with the Payment Schedule or as updated by any Changes to the Works.
- Provide updated assessments of any additional Costs or Delays.
- Before final handover of the works, provide copies of all non-proprietary software and programs as source code, and clearly acknowledge that the client therefore owns a copy of the source code for their project, and has the ability and right to have this modified and updated by a qualified programmer of their choice.
- Before final handover of the works, undertake full client 'Hands On' training and provide an Operation and Maintenance Manual that fully describes the details of each element of the works. Also provide complete 'As Built' drawings, test sheets, operation manuals and service plans. These should be issued in both hard and electronic copy.
- At handover, obtain a 'Sign Off', and Signed Agreements for all the above.



## **DISPUTE RESOLUTION**

In spite of best intentions, it is always possible that a dispute may arise between a KNX UK member and a client and/or their representative. It is in the interest of all parties that such a dispute is resolved as quickly as possible, and whilst KNX UK cannot be actively involved in the dispute, we recommend that the easiest, quickest and least expensive way of dealing with the same is by means of Mediation. This should be provided for in your standard contractual documentation and may be achieved by a reference to a Mediation and Conciliation service provided by the Institute of Civil Engineers or the Centre for Effective Dispute Resolution (CEDR).

Mediation is a consensual process of dispute resolution in which a third-party Mediator, appointed by the parties in dispute, assists in the resolution of the dispute. A date, time and venue for the mediation meeting will be fixed. Prior to the mediation meeting both parties may be invited to produce written statements, together with any documents they wish the Mediator to see.

On the day there will be an initial joint session at which each party in the dispute will present a brief oral summary of their case. Each party will then retire to their separate rooms and the Mediator will talk to each party in turn in private.

The Mediator will continue to have such discussions in an effort to find a settlement to the dispute and when, and if, the Mediator reaches a position at which a settlement has been achieved, they will bring the two parties together in a joint session for a final time and will work with the parties to agree a written binding agreement.

Typically, all the above will occur within a day.

## **COMPLAINTS NOTIFICATIONS AND DISCIPLINARY MATTERS**

Any notification or complaint must be made in writing to the KNX UK Board as soon as reasonably practicable. The KNX UK Board will convene a sub-committee to deal with any such complaint or notification in a timely and fair manner having communicated the process and procedure it will adopt.

In respect of disciplinary matters, a sub-committee of the KNX UK Board shall be convened to investigate any disciplinary matter. They will communicate the process and procedure which they will adopt, and any member who is required by KNX UK to assist in such process will do so.

KNX UK Board will have full discretion to expel any member whose conduct falls short of a standard reasonably required by them, or provide for any other reasonable sanction they deem necessary.

**Made by the KNX UK Executive Board on the 26th of July 2019 to come into effect on the 1st of August 2019.**

**I the undersigned agree to abide by the terms of the KNX UK Code of Conduct**

**Name:**

**Signature:**

**Date:**