



The Fibreoptic Industry Association

[www.fia-online.co.uk](http://www.fia-online.co.uk)

Secretary: Jane Morrison

The Manor House  
BUNTINGFORD  
Hertfordshire SG9 9AB  
United Kingdom

Tel: +44 (0) 1763 273039 Fax: +44 (0) 1763 273255

e-mail: [jane@fiasec.demon.co.uk](mailto:jane@fiasec.demon.co.uk)

## THE CODE of CONDUCT

### Introduction

This Code of Conduct applies to all FIA members, irrelevant of their membership status and activity. Where FIA members choose to use sub-contractors for any aspect of the products or services supplied, the FIA member is expected to ensure that these personnel are made aware of, and respect, this Code of Conduct.

### Business Ethics

FIA members should:

- exercise honesty in dealings with their staff, customers, suppliers, and with all others either directly or indirectly involved in business or official relationships;
- promote high standards in business dealings and in the delivery of products and services;
- comply with all relevant legislation in the most practical and considered manner;
- particular attention should be given to the laws governing employment, health and safety, and the environment;
- demonstrate respect for staff, customers, suppliers, and all others who have contact with their business;
- demonstrate respect for the property of others.

### Technical Ethics

FIA members should:

- ensure that their products and/or services (e.g. designs for products or installations, content of training courses, and plans for consultancy projects) be fit for purpose and reflect the commitment to quality;
- only undertake work for which they are qualified, for which they have adequate resources and that they are able to complete with regard to factors within their control;
- provide adequate documentation for work done, or on products supplied.

With regard to cabling installation activities, including design, planning, implementation, commissioning and documentation, FIA members should:

- comply with the specified requirements;
- where no or only partial requirements are defined FIA members should at least comply with minimum requirements of relevant British standards;
- ensure that their staff and any sub-contractors have had adequate training for the work to be carried out;
- maintain complete training records.

### Environmental Ethics

FIA members should:

- have regard for environmental issues during procurement, delivery (including installation implementation) and waste disposal;
- use their best endeavours to minimise adverse environmental impact in the provision of their products and/or services.

### Health and Safety

FIA members should:

- undertake all work in accordance with relevant health and safety legislation;
- ensure that the notification of reportable incidents is carried out in accordance with relevant health and safety legislation;
- have a health and safety policy which they uphold both in principle and practice;
- keep their health and safety policy under routine review for improvement.