

## Alliance Members Code of conduct

The uPVC Windows Alliance is an initiative of members of the Vinyl Council of Australia. The Alliance aims to share information and resources on uPVC windows so that specifiers, architects, designers and home-owners can make fully-informed decisions about which type of window to install.

The Alliance consists of full ('Ordinary) and Affiliate members of the Vinyl Council, including suppliers of uPVC profiles for windows and doors, hardware, glass and accessories; suppliers of imported whole windows and doors and local fabricators or manufacturers of uPVC windows.

The Vinyl Council expects its member companies and their staff to act ethically and fairly in the conduct of business.

We promote freedom of expression and open communication. However, it is a condition of membership of the Vinyl Council/uPVC Window Alliance that Members comply with this Code and ensure that their staff comply with this Code.

### **Social and Environmental Obligations:**

Members are expected to:

- To implement environmentally responsible policies and practices that encourage sustainability such as product stewardship, responsible sourcing and supply chain transparency
- To minimise the environmental impact of their operations and respect relevant environmental laws
- To maintain a strong focus on occupational health and safety for the protection and well-being of staff, customers and the general public and to comply with relevant State and Federal laws
- To provide a fair and ethical workplace, which upholds high standards of human rights and integrates appropriate labour and human rights policies and practices into its business.
- To maintain and implement a documented consumer complaints procedure to address and resolve issues with a customer.

### **Technical Obligations:**

Members are expected to:

- To provide products and services that comply with / exceed applicable Australian or relevant international Standards, any applicable minimum performance requirements of the National Construction Code and industry Codes of Practice
- To continue to develop specialised knowledge and practical skills and to show support for industry training and development

- To undertake only activities that the company has the competency to perform and, when in doubt, obtain suitable advice and support that will allow these activities to be proficiently undertaken
- To make customers aware of the requirement for uPVC profiles being used in Australia to comply with 'tropical' formulation<sup>1</sup> or to be accredited to the Industry Code of Practice for uPVC Profiles
- To have a procedure to address product defects promptly and effectively
- To maintain adequate, accurate records and information regarding its business activities, labour, health and safety, and environmental practices in accordance with applicable laws, policies and procedures, and to disclose such information when required without falsification or misrepresentation.

### **Behavioural obligations:**

Members are expected to:

- To undertake all engagements with honesty, integrity and responsibility and conduct themselves in a manner that is not derogatory towards others in the value chain and will not bring the industry into disrepute
- To avoid conduct which is prejudicial, harsh or reprehensible
- To comply with all anti-bribery, anti-corruption, anti-money laundering and modern slavery laws
- To avoid engaging in, either directly or indirectly, fraudulent, corrupt or collusive activities
- To respect laws relating to intellectual property, information privacy and copyright
- To promote an effectual, reasonable and ethical building and construction industry
- To promote actively the industry and the strategic intent of the Alliance and to engage constructively with other industry bodies whose activities align with the Alliance's objectives
- To comply not only with the law and relevant Australian standards, but with the standards of conduct prescribed in this Code
- To take accountability for any transgression of the Code

*Note: This Code of Conduct does not provide any remedies (contractual or otherwise) to complainants.*

### **Breaches of Code**

Any complaint against an Alliance member may be considered in the context of this Code. A complaint shall be lodged using the specified Vinyl Council Complaints Form.

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<sup>1</sup> 'Tropical' formulation refers to the PVC compound used to manufacture the profiles being sufficiently UV stabilised by the addition of titanium dioxide and/or other UV stabilisers to resist a minimum of 12GJ/m<sup>2</sup> of radiation, equivalent to 'Severe' climate in EN12608.

If the Council's Board is of the opinion that a Member:

(a) has refused or neglected to comply with a provision of the Council's constitution;  
or

(b) has wilfully acted in a manner prejudicial to the interests of the Council,  
the Board may, by resolution, expel the Member from the Council or suspend the  
Member from membership for a specified period.

#### Process

- If the Alliance Committee considers that the Member has a case to answer, it shall notify the Member in writing of the complaint and its nature and request a response.
- The Alliance Member has 14 days to respond to the complaint or to notify the Vinyl Council that it is resigning its membership.
- The Alliance Committee shall review the response and if necessary, invite the Member to a meeting.
- Complainants do not have a right to attend such hearings, nor to any documents relating to the findings of the Committee.
- After considering the findings, if the Alliance Committee considers that the Member in question has breached the Code, the Alliance Committee shall notify the Vinyl Council Board and make a recommendation as to whether or not membership of the Council shall be suspended or revoked.
- The Vinyl Council Board shall consider the recommendation in accordance with the Council's Constitution sections 135 - 143.
- Termination of membership does not give rise to any obligation on the part of the Vinyl Council to refund the whole or any part of any subscription paid by the organisation ceasing to be a member.

The Vinyl Council makes no warranty as to the accuracy and reliability of information, services, opinions or recommendations provided by its members and takes no responsibility for any direct or indirect loss suffered by any organisation as a result of how this Code of Conduct is managed.

Company Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Print Name: \_\_\_\_\_

Date: \_\_\_\_\_

Please tick box to confirm your acceptance of this code.