

# ICT Association of Fiji CODE OF CONDUCT

Members of the ICT Association of Fiji will conduct their business in a professional way, will maintain ethical standards of conduct and at all times deal fairly and honestly with each other, clients, employees, suppliers and with the public, making the following commitments to them

## Clients

- To act at all times with care, integrity and impartiality, in the best interests of the client.
- To express the terms of commercial agreements clearly, simply and precisely. To provide clients with a written statement of the terms of reference and the scope and objectives of work to be undertaken with a description of the method of charging.
- To fulfil these agreements by:
  - Accepting only work which is within the competence of the organisation and for which suitable resources are available in an acceptable timescale
  - Maintaining effective communication with the client and by supplying appropriate reports and documentation
  - Rendering at all times a high professional standard of work, and
  - Advising the client immediately, in writing, of any material change to the work contracted for.
- To respect and provide proper security for all confidential information which may be disclosed in the conduct of business including clients' records, documents and programs.
- To disclose any interests or circumstances which could be construed as forming a conflict of interest

## Suppliers

- To have a fair procurement process with tenders and contracts managed to the highest standards
- To pay promptly and as agreed

## Employees

To provide good and safe working conditions, scope for job satisfaction and equal opportunities for employment and promotion.

- To work continuously to improve employees' skills and technical competence.
- To impress upon employees the confidential nature of clients' material and information.
- To promote and maintain ethical standards of conduct and a high quality of service.
- To ensure that employees are acquainted with, and adhere to, this code.

## Fellow members

- To refrain from disparagement of other members of the industry recognising that such behaviour is unbusinesslike and damaging to the reputation of the entire industry.
- To refrain from recruiting fellow members' employees ***for the purpose of obtaining trade secrets and contracts.***

## Public

To recognise obligations to the general public and have regard to their interests as well as those of clients

## ADHERENCE TO THIS CODE OF CONDUCT IS A CONDITION OF CONTINUING MEMBERSHIP OF THE ICT ASSOCIATION OF FIJI



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