

# CODE OF ETHICS

## MEMBERS OF THE KITCHEN SPECIALISTS ASSOCIATION AGREE TO:

- ✓ Advertise in an ethical manner, avoiding misleading offers and discounts.
- ✓ Apply the accepted principles of quality and functional design to achieve the highest standards of practical layout and aesthetic appeal.
- ✓ Avoid unfair, unreasonable or unjust pricing structures including price fixing and collusion.
- ✓ Abide by any ruling handed down by the KSA in the event of a dispute.
- ✓ Ensure they are legally compliant with Government requirements for the kitchen industry and a registered business.
- ✓ Provide a safe working environment on their premises, in accordance with Health & Safety standards, for employees and visitors alike.
- ✓ Provide the highest level of service to customers before, during and after the installation.
- ✓ Provide the highest quality of product, ensuring that the best materials are used in the specific area of the market in which they trade.
- ✓ Refrain from attacking competitors by reflecting unfairly on their products, service or business practices, or infringing on their intellectual property.
- ✓ Strive to promote and improve the image of the kitchen, bedroom & bathroom industry through their work and dealings with the consumer.
- ✓ Trade in an ethical manner, according to accepted business practice and the requirements of the Consumer Protection Act.
- ✓ Work for the improvement of standards in the industry, by contributing to research and development and improving training levels.
- ✓ Abide by the KSA's rules and by-laws
- ✓ Ensure they, their staff and representatives abide by the KSA's Code of Conduct.

**ksa**  
The Kitchen Specialists  
**ASSOCIATION**  
**MEMBER**



## **KSA MEMBER CODE OF CONDUCT**

The KSA, as an industry body, strives to ensure that the member's it represents seek at all times to work harmoniously together striving always for the improvement of the South African kitchen industry. As such all members of the association as well as their employees and representatives are expected to conduct themselves in accordance with KSA's member code of conduct.

Members of the KSA agree to always,

- Conduct themselves in a respectful and considerate manner towards customers, the general public, other KSA members and industry players.
- Be mindful of the manner in which they speak and the words they use so as not to be derogatory, slanderous or inflammatory towards others
- operate in an equal opportunity mindset and not entertain sexual or racial discrimination of any kind
- observe personal space and avoid unwanted attention or physical contact – this includes any form of harassment.
- avoid actions that can be perceived as bullying, intimidatory or manipulative in nature
- avoid aggressive, threatening, unseemly or lewd behavior
- avoid drunk and disorderly behavior.
- Refrain from illegal, fraudulent or dishonest behavior – this includes the giving of or receiving of bribes.
- Avoid incitement and the generating of negative sentiment or the spreading of rumors

The KSA has the right of admission to any and all KSA coordinate or organized events. Any member, their staff, representative or guest may be asked to leave the event should their behavior breach the above code of conduct.

This code of conduct applies to all parties both on and off company premises and in and outside of working hours.

Failure to observe this code of conduct can result in the KSA investigating the matter following the KSA's member grievance and disciplinary procedures. The outcome of this procedure can result in sanction as set out in said grievance and disciplinary procedure.

By signing the member application form and paying annual subscriptions the member and their staff agreed to abide by this Code of Conduct. It is the member's responsibility to ensure their staff and representatives observe this code of conduct. The KSA will hold members responsible for the behavior of their staff or representatives.