

Code of Professional Conduct

All corporate members and their employees, and individuals agree to be bound by this Code of Professional Conduct when applying for or renewing South African Facilities Management Association (SAFMA) membership.

1 Introduction

- 1.1 SAFMA is the professional body representing the interests of Facilities Management in Southern Africa. Its function is to promote high standards, to foster professionalism and to emphasise the responsibility of members to society, to their clients and to each other as outlined in this Code of Conduct (the Code).
- 1.2 The Code cannot claim to be comprehensive so where dilemmas arise members are expected to interpret the Code within its overall spirit and seek guidance from the Board through the SAFMA Secretariat.
- 1.3 This Code is issued by SAFMA for compliance by all classes of membership.
- 1.4 As a condition of membership of SAFMA all members undertake to abide by the Code.

2 Compliance

- 2.1 Members should conduct themselves at all times in a manner befitting a professional member of SAFMA, and under no circumstances engage in any act or behaviour that could bring SAFMA or its membership into disrepute.
- 2.2 Members shall refrain from using their membership or the name of SAFMA to endorse their products or services or for any personal gain without the express permission of SAFMA, which should be given in writing.
- 2.4 Members shall undertake to keep abreast of new knowledge and techniques and to share that information wherever and whenever appropriate for the general benefit of their professional colleagues.
- 2.5 Members shall participate whenever possible in the activities of SAFMA and promote and protect the interests of the Association.
- 2.6 Members shall promote the professional development of Facilities Managers wherever practical.
- 2.7 Members shall encourage suitable candidates to apply for membership of SAFMA.
- 2.8 Members should have due regard to the effects of their work on the ecology and environment. They should seek to minimise any direct or indirect harm their work might cause and promote methods of working which are environmentally sustainable.

- 2.9 Members should seek to encourage the conservation of energy and the recycling of used products, packaging and materials.

3 Promotion and Publicity

- 3.1 Members shall not issue public statements on behalf SAFMA without expressed agreement in writing.
- 3.2 Members may not use the title or logo of SAFMA without the expressed written authority of the Board of SAFMA.

4 Professional Conduct

SAFMA members are required to:

- 4.1 To ensure that their professional actions add value and quality through the provision and management of safe and appropriate working environments, which are of benefit to employees and the broader public and are in line with regulatory requirements.
- 4.2 To contribute to civic affairs and economic development of the community through the application of professional skills.
- 4.3 To ensure that in undertaking or commissioning work, that matters of special interest to the community are handled in a full and comprehensive way to enable evaluation of solutions that are consistent with evolving community values.
- 4.4 To give significant consideration to the need to achieve sustainable development.
- 4.5 To ensure that information provided to the public is not misleading, is relevant and in a form that is clearly understood.
- 4.6 Not to undertake or be involved in fraudulent, dishonest or criminal activities.
- 4.7 To create within the community an awareness and appreciation of the value of facilities management to society.

5 Breaches of Code and Disputes

- 5.1 Where there is a potential breach of the Code, a formal written complaint must be submitted to the Board of SAFMA about the member.
- 5.2 Once a written complaint and supporting evidence is received by SAFMA further information may be requested from the complainant.
- 5.3 If there is a breach of the Code and it is investigated, a copy of the complaint and supporting evidence must be sent to the respondent for written response.

- 5.4 Once the respondent's reply is received, it is sent to the complainant with an option to provide a response. Depending on the complainant's response, further clarification may be required from the respondent.
- 5.5 Breaches of the Code will be heard and deliberated upon by a committee made up of at least three members of the SAFMA Board and/or persons they delegate.
- 5.6 Both the complainant and the respondent will have the right speak to the committee. The respondent is entitled to representation, legal or otherwise.
- 5.7 The committee will then deliberate on the case.
- 5.8 If the Committee finds the member is in breach, a penalty may be imposed against the member. The member will also be required to contribute towards the costs and expenses incurred by SAFMA during the complaints process.
- 5.9 The findings and decisions of the Committee may be included on the SAFMA website.

Penalties that the Committee can impose include:

- forfeiture of membership
 - suspension of membership for five years or less
 - a fine
 - various ways of reprimanding the member, including publishing their name
 - cancellation or suspension of any privilege, right or benefit available to the member
- 5.10 Members may appeal the decision of the Committee. This appeal will be heard by the Board. At least 6 Board members will deliberate the appeal.
 - 5.11 The Board may call for clarification and may request the complainant and member to appear before it.
 - 5.12 The decision made by the Board will then be final and no debate whatsoever will be entered into.