

Code of Conduct Policy

1. Purpose

This Code of Conduct outlines the standards of ethical and professional behaviour expected of all individuals certified under Paddeco Third Party Certification. Certified individuals are expected to uphold the integrity, professionalism, and technical competence of the HVAC industry.

2. Scope

This Code applies to all individuals who hold certification under Paddeco Third Party Certification. Adherence to this Code is a condition of certification and is monitored as part of ongoing compliance with scheme requirements.

3. Core Values

Certified individuals shall uphold the following values:

- **Integrity** – Be honest and truthful in all professional and personal dealings.
- **Competence** – Maintain and improve professional knowledge and skills.
- **Accountability** – Accept responsibility for actions and decisions.
- **Respect** – Treat others with dignity and professionalism.
- **Safety** – Promote health and safety in all work environments.

4. Ethical Conduct

Certified individuals shall:

- Perform all duties in accordance with applicable laws, regulations, and industry standards.
- Avoid any behaviour or practice that may discredit themselves, the certification scheme or the HVAC industry.
- Not engage in fraudulent or deceptive activities, including misrepresentation of certification status.
- Report any known or suspected breaches of this Code to the scheme owner.

5. Professional Conduct

Certified individuals shall:

- Maintain competence in HVAC practices through continued professional development.
- Only undertake tasks for which they are qualified, experienced, and certified.
- Cooperate fully with surveillance, audits, and other certification activities.
- Refrain from providing misleading information about the certification scheme or its scope.
- Respect the confidentiality of information acquired through professional practice.

6. Personal Behaviour

Certified individuals shall:

- Conduct themselves in a professional and respectful manner at all times.
- Avoid behaviour that may be considered abusive, discriminatory, or harassing.
- Refrain from substance abuse or any conduct that may impair their ability to perform duties competently and safely.
- Represent their certification honestly, including proper use of logos, marks, and titles granted by the certification body.

7. Conflicts of Interest

Certified individuals shall:

- Disclose any actual or potential conflicts of interest that could affect their impartiality.
- Avoid situations where personal interest might compromise professional judgment.

8. Breaches and Disciplinary Action

Failure to comply with this Code of Conduct may result in:

- Formal investigation by the certification body.
- Suspension or withdrawal of certification.
- Reporting of findings to regulatory or professional bodies, where appropriate.