

CODE OF CONDUCT – SYNC DIRECTORY

Purpose

This Code of Conduct sets out the minimum standards required for all individuals and businesses listed in our directory or operating under our network. Our goal is to maintain safety, professionalism, and high service standards across the industry.

1. Insurance Requirements

All members and directory-listed businesses must:

- Hold valid Public Liability Insurance (minimum cover as required by law).
- Provide proof of insurance upon joining and at each renewal.
- Notify us immediately if insurance lapses, is cancelled, or materially changed.

Failure to maintain valid insurance will result in suspension or removal from the directory.

2. Mandatory Biohazard Training

All members must:

- Successfully complete our approved Biohazard Training programme.
- Maintain up-to-date certification where refresher training is required.
- Follow all legal health & safety and biohazard handling regulations at all times.

No listing or continued membership will be permitted without completed training.

3. Membership or Directory Fee

To remain listed:

- Businesses must either hold active membership status
- OR
- Pay the annual directory listing fee of £299 per year.

Fees must be paid in full and on time to avoid suspension or removal.

4. Professional Standards

All members agree to:

- Conduct themselves in a professional, respectful, and ethical manner.
- Treat clients, partners, and the public with dignity and discretion.
- Provide services honestly and within the scope of their competence.
- Comply with all applicable UK laws and regulations.

Misrepresentation, false claims, or unethical behaviour may result in disciplinary action.

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5. Health & Safety Compliance

Members must:

- Operate in full compliance with Health & Safety legislation.
- Use appropriate PPE and approved equipment.
- Dispose of waste and hazardous materials legally and responsibly.

6. Reputation & Brand Protection

Members must not:

- Engage in conduct that could damage the reputation of the organisation or its members.
- Use branding, logos, or claims of affiliation without current valid status.
- Any misuse of branding may result in immediate removal.

7. Complaints & Breaches

- Complaints may be reviewed and investigated.
- Members must cooperate fully with any reasonable investigation.
- Breaches may result in warnings, suspension, or permanent removal from the directory without refund.

8. Agreement

By joining as a member or paying the directory listing fee, you confirm that:

- You meet all requirements outlined above.
- You agree to comply with this Code of Conduct.
- You understand that failure to comply may result in removal from the network.