



CODE OF CONDUCT

*(Based on the Art. 27-bis, D.lgs. n. 206/2005, "Consumer Code")
(Approved by Assoposa Steering Committee, 2017 October 31st)*

1. The Code of Conduct for ceramic floor and wall tile fixers applies to Assoposa members in the exercise of their profession.
2. Tile fixers must conduct themselves in accordance with principles of integrity and professionalism, avoiding behaviour or situations that may disturb customers or bring the profession into disrepute.
3. Tile fixers must maintain confidentiality and refrain from disclosing facts and circumstances that come to their knowledge through their work.
4. Tile fixers must keep constantly up-to-date with their professional training in order to perform the work entrusted to them to the very best of their abilities.
5. Tile fixers must observe principles of integrity, loyalty and transparency in their relations with customers. They must only accept assignments consistent with their knowledge, skills and competences and must strive to protect the interests of customers in accordance with current regulations. They must also inform customers of their specific qualifications in order to avoid the risk of misunderstandings or confusion with respect to the competences of other professional figures.
6. The Assoposa Technical Committee is the body responsible for implementing the Code of Conduct and offers its services for the amicable resolution of disputes.
7. The Technical Committee oversees the professional conduct of members.
8. The Technical Committee determines the disciplinary measures to be imposed on members for violations of the Code of Conduct.
9. The Code of Conduct is forwarded to Assoposa member tile fixers for their endorsement and compliance. The Technical Committee is responsible for maintaining and updating the Code of Conduct and for informing consumers about compliance on the part of tile fixers.
10. Tile fixers must inform consumers about the existence and content of the Code of Conduct and the fact that they have endorsed it.