

Singapore infocomm Technology Federation

CODE OF CONDUCT

These rules shall apply to all SiTF Members. The purpose of these rules is to ensure that a high standard of professionalism is maintained by Members in their business activities. Adherence to the Code of Conduct is a condition of continuing membership of the SiTF. The Council reserves the right to take appropriate action as provided for under the Constitution. Members shall refer all disputes covering this Code to the SiTF council for their decision.

All Members of SiTF are requested to conform with the letter and the spirit of the Code set out thereunder.

1. RELATIONS WITH CLIENTS

- 1.1 Members shall conduct their business dealings with their clients in an ethical manner making full disclosure beforehand of all relevant and material facts relating to each proposed activity. In their contracts with clients, Members shall express the terms of agreements clearly and precisely and fulfill these agreements in good faith.
- 1.2 All work undertaken by a Member shall be carried out promptly and efficiently in accordance with the contract entered into with their clients. Members shall safeguard their clients' interest and provide proper security to keep all information supplied to them confidential.
- 1.3 By way of example only, the following shall be considered violations of this Code:
 - i) Willful failure to disclose significant items when providing an estimate of costs.
 - ii) Using secret and/or personal gifts or payments as inducements to obtain business.
 - iii) Misrepresenting the capabilities of a specific product or service in order to obtain business.
 - iv) Disclosing confidential client information to unauthorised parties.

2. RELATIONS WITH FELLOW MEMBERS

- 2.1 All dealings with Fellow Members shall be conducted in a positive and professional manner. A Member shall treat his Fellow Members with the utmost courtesy and fairness. A Member shall not adopt or engage in harmful, disparaging or predatory tactics. The property rights, work results, confidential data and vendor / client relations of Fellow Members shall at all times be respected.
- 2.2 By way of example only, the following shall be considered violations of this Code:
 - i) Exaggerated, inaccurate or disparaging statement made about competitors' staff, products, services or reputation.
 - ii) Attempting to entice a specific individual of Fellow Member's staff from their employment.
 - iii) Unauthorised use of other vendors' feasibility studies or proposals in preparing a bid for the same work.
 - iv) Attempting to persuade a client to cancel or reverse the client's formal commitment to install or use a competitor's product or service.

3. RELATIONS WITH PRINCIPALS

- 3.1 Members shall at all times represent their principals in a fair and business-like manner in accordance with the terms of their agency agreement and/or the general business policies of the principal represented. Members shall endeavour at all times to protect the rights of their principals and shall maintain and provide a full and accurate business done on their principal's behalf.
- 3.2 By way of example only, the following shall be considered violations of this Code:-
 - i) Use of deceptive means or statements to obtain an agency from a principal.
 - ii) Willful failure to obtain or enforce licensing or other contractual agreements required by the principal.
 - iii) Deliberate failure to accurately report or account for business activity done.
 - iv) Gross failure or negligence to provide contracted on-going support to clients which results in damage to the reputation of the principal.

4. RELATIONS WITH EMPLOYEES

- 4.1 Members shall at all times strive to employ staff of high caliber and offer fair and equal opportunities for growth and development within the organisation. Members shall try to provide their staff with all necessary training prior to new job assignments in order to ensure that the work undertaken is carried out in a professional manner.
- 4.2 Members shall inform their staff of their obligation to keep all confidential information supplied to them secret. Any unauthorised disclosure of confidential information shall constitute an act of professional misconduct. Members shall endeavour to discipline all employees found guilty of professional misconduct.
- 4.3 Members shall ensure that their employees are acquainted with this Code.
- 4.4 By way of example only, the following shall be considered violations of this Code:
 - i) Assignment of staff to positions of significant responsibility for which they have not had adequate training or developmental experience.
 - ii) Attempts to get staff to disclose information about their former employer or their clients.
 - iii) Failure to enforce client confidentiality rules among staff which leads to serious unauthorised disclosure.
 - iv) Failure to discipline staff who have committed serious acts of professional misconduct.

5. RELATIONS WITH PUBLIC

- 5.1 Members shall promote the effective use of infocomm technology as an instrument for social and economic good.
- 5.2 Members shall pledge their organisations as good corporate citizens, respecting all laws of the Republic of Singapore, including the copyright laws, fulfilling their responsibilities to the communities which they serve as well as the broader community of our society.

Without prejudice to any other provisions in this Code, the SiTF Council may, if it sees fit, make rules in regulating in respect of any matter the professional practice, conduct and discipline of Members.

Established in March 1983

Revised in July 1988 and November 1995, February 1999 and May 2003.