

## Section 1 All INNSA member organisations will:

1. Abide by INNSA's Code of Practice at all times.
2. Be bound by INNSA's Complaints Procedure and Disciplinary Procedure.
3. Pay their Annual Subscription fee on time.
4. Provide services in accordance with current "industry best practice" as laid out in the INNSA Standards.
5. Where undertaking domestic contracts, Members must be part of the INNSA Insurance Backed Guarantee Scheme.

## Section 2 All INNSA members including their agents and subcontractors shall:

1. Act in an honest, diligent and professional manner
2. Provide products and/or services that are suited to the site-specific conditions
3. Maintain compliance with UK legislation, guidance and best practice at all times
4. Not sell sub-standard or inappropriate products or services, or those unsuited to their clients' requirements
5. Avoid damaging the reputation of INNSA by any act (or omission) as relevant
6. Not offer or take any bribes or inducements and to always act in accordance with the UK Bribery Act
7. Not make any defamatory or derogatory comments, either verbally or in writing, about other INNSA members
8. Not disseminate misleading information, or information contrary to INNSA's core guidelines on invasive species.
9. Not make claims about their products or services that cannot be substantiated
10. Only accept work which they are competent to complete to the specified standard
11. Respect the confidentiality of information gained from clients
12. Act in a courteous manner whilst on client's property

**Breach of this Code of Practice may result in membership being revoked.**