

The Code of Conduct and Best Practice creates a clear framework of values and principles that support and underpin the meaning of **bca** membership. Adherence by all applicants to the Code actively demonstrates commitment to professional and ethical conduct.

### General Principles

Members will observe the highest principles of ethics, equity, integrity, professional conduct and fair practice in dealing with others and will conduct their business in a manner designed to enhance the operation, image and reputation of the serviced office and managed space industry and **bca** members. The **bca** will offer guidance and support to members to help achieve these standards.

Ethical conduct is not simply compliance with legal requirements but extends to honesty, respect for and equitable treatment of others, integrity and social responsibility. It is conduct that holds up to disclosure and to public scrutiny.

Members and their staff will act towards other members and non-members, clients and others at all times in good faith. Members should actively seek to support and uphold the mission and values of the **bca**. All applicants are required to adopt this code of practice, through signature, before being accepted as a **bca** member.

### **bca** Mission Statement

**bca** is the industry resource for its members providing a range of member benefits, together with information and education as well as creating public awareness of the sector.

Membership of the Business Centre Association (**bca**) represents support for high standards in the Business Centre and Managed Workspace industry and reporting protection for the industry's Clients through the **bca** Member Client complaints procedure.

All business centre and managed workspace applicants are required to adopt this code of practice, through signature, before being accepted as a **bca** member. Members shall require their directors, employees, representatives and nominees to comply with this code.

### Business Centres and Managed Workspace Members will, at all times:

- 1 Strive to create a beneficial environment for their Clients and the wider business community.
- 2 Promote and maintain ethical standards of conduct, dealing fairly and honestly with their Clients.
- 3 Give accurate representation of the facilities and of the costs of services offered.
- 4 Conduct their business in a professional way and not engage in practices which would damage the image of the Business Centre and Managed Workspace industry.
- 5 Comply with the requirements of Health and Safety, Fire Regulations, Data Protection legislation, Disability Discrimination Act 1995 (DDA) and any other legislative requirements relating to their Centre(s).
- 6 Ensure that their Centre(s) carried out a current fire risk assessment, appropriate to its square footage and number of occupants.
- 7 Ensure that they carry appropriate property and public liability insurances for their Centre(s).
- 8 Not entice clients or staff from other **bca** members or act in a way considered unethical by the majority of **bca** members.
- 9 Endeavour to raise the standards of the industry through active involvement, whenever possible, in the activities of the **bca**.
- 10 Undertake to maintain items of capital equipment, or repair within the shortest reasonable period, minimising any inconvenience to the Client.
- 11 Respect confidential information supplied to them by their Clients, unless there is a legal/statutory requirement.
- 12 Not take improper advantage of membership of the **bca**, nor of any information supplied by the **bca**.
- 13 Endeavour to supply information requested by the **bca**. The information will be treated confidentially and used in the compilation of industry reports where only aggregate information will be published, unless clearly stated in advance.
- 14 Avoid participating in activities that are inconsistent with the **bca** mission statement.
- 15 Not do or participate in anything which would be likely to lower the standing of the Business Centre Association in the estimation of the general public and/or other members of the Association.
- 16 Ensure reasonable endeavours are in place to reduce emissions, conserve energy and generally apply energy efficient best practice.