

## EMA Code of Conduct

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**The purpose of this code of conduct is to define behaviours and actions which the Energy Managers Association membership, registered ESOS lead assessors, subject matter experts and course candidates must commit to maintain, as long as they are members, fellows, associates and affiliates of the Association, the Association's registered ESOS lead assessors, subject matter experts or course candidates.**

**Membership candidates, registered lead assessors, subject matter experts and course candidates of the EMA are required to uphold this code and to seek commitment to it by all the parties they engage with in their professional practice.**

Membership/Lead Assessors/Subject Matter Experts/Course candidates should encourage their organisation or organisations they consult to adopt ethical energy management practices based on the principles of this code and raise any matter of concern relating to business ethics at an appropriate level within their organisation.

Memberships/Lead Assessors/ Subject Matter Experts/Course Candidates' conduct will be judged against this code and any breach may lead to the removal of membership/registration/attendance by our agreed procedures. Membership/Lead Assessors/ Subject Matter Experts/Course Candidates are expected to assist any investigation by the EMA in the event of a complaint being made against them.

**As a Membership/Lead Assessor/ Subject Matter Expert/ Course Candidate of the EMA, I will:**

### Enhance and protect the standing of the profession, by

- never engaging in conduct, either professional or personal, which would bring the profession or the EMA into disrepute
- not accepting inducements or gifts (other than any declared gifts of nominal value which have been sanctioned by my employer)
- not allowing offers of hospitality or those with vested interests to influence, or be perceived to influence, my business decisions
- being aware that my behaviour outside my professional life may have an effect on how I am perceived as a professional.

### Promote the eradication of unethical business practices, by:

- fostering awareness of human dignity, fraud and corruption issues in all my business relationships
- responsibly managing any business relationships where unethical practices may come to light, and taking appropriate action to report and remedy them
- undertaking due diligence on appropriate supplier relationships in relation to forced labour and other human rights abuses, fraud and corruption
- continually developing my knowledge of fraud and corruption issues, and applying this in my professional life.

# ENERGY MANAGERS ASSOCIATION

*Serving Energy Management Professionals*

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## Enhance the proficiency and stature of the profession, by:

- continually developing and applying knowledge to increase my personal skills and those of the organisation I work for
- fostering the highest standards of professional competence amongst those for whom I am responsible
- optimising the responsible use of resources which I have influence over for the benefit of my organisation.

## Maintain the highest standard of integrity in all business relationships, by:

- rejecting any business practice which might reasonably be deemed improper
- never using my authority or position for my own financial gain
- declaring to my line manager any personal interest that might affect, or be seen by others to affect, my impartiality in decision making
- ensuring that the information I give in the course of my work is accurate and not misleading
- never breaching the confidentiality of information I receive in a professional capacity
- striving for genuine, fair and transparent competition
- being truthful about my skills, experience and qualifications.

## Ensure full compliance with laws and regulations, by:

- adhering to those of the jurisdictions in which I practice, and in countries where there is no relevant law in place, I will apply the standards inherent in this Code
- fulfilling agreed contractual obligations.

## Comply with Rules of Engagement at Members' Meetings, by adhering to:

- Networking opportunities and mutually beneficial exchanges of information are among the benefits of EMA membership. However, it is important this relationship is not taken advantage of to the detriment of other EMA activities. It is perceived by the Board and Executive that certain individuals, particularly those supplying products and services to the Energy Management sector, might join the EMA for the sole purpose of sales opportunities. Technology and service providers can make valuable contributions to the collective knowledge base that the EMA seeks to build but this must be the spirit of their membership.

## Complaints Procedure:

1. If anyone wishes to complain (anonymously or otherwise) about the conduct of an EMA membership/Lead Assessor/ Subject Matter Experts/ Course Candidate then they must do so in writing to EMA Membership Services Manager, Edita Krupova . This may be done in writing to the above address or via email to [edita.krupova@theema.org.uk](mailto:edita.krupova@theema.org.uk)
2. The subject of the complaint will be notified of the complaint and given thirty (30) days to respond in writing or by email to the complaint. This response should include any facts relating to the complaints and their preferred channel to be contacted through.
3. Following the thirty (30) day period, the Executive of the EMA will establish a short report of all the facts associated with the complaint and present this to the EMA Board.
4. The Committee will make a decision regarding the complaint and notify the subject of the complaint within ten (10) working days by email, telephone and writing.