



British Parking Association

CODE OF PROFESSIONAL CONDUCT

All leading professional bodies, such as the British Parking Association have a code of conduct to guide the member and raise the level of trust and confidence of the public and all stakeholders in the profession. All members must demonstrate their commitment to the code when they join the BPA and to subsequent changes to the code which may be agreed from time to time. The rules and procedures for dealing with any allegation of infringement against the code are described separately in the BPA Code of Professional Conduct Procedural Rules. This code and rules are available to the public.

1 BPA Mission Statement

- 1.1. Promoting and Sustaining Excellence in Parking for All

2 Purpose of the code

- 2.1. The code of professional conduct sets out the elements of professional standards and considerations which the Association requires from members and shall be binding on all members of the association.
- 2.2. Professionalism relates to proper, acceptable conduct and is demonstrable awareness and application of competences and qualities, including knowledge, and appropriate skills.
- 2.3. In recognition of their obligations to clients, employers, the public at large and to the profession, all members declare that they will comply with the association's code of professional conduct and other requirements and conditions of continuing membership of BPA.

3 Application of the code

- 3.1. In the event of an alleged breach of this code by a member the matter may be referred to the Company Secretary who will appoint an Investigation Panel.
- 3.2. A member may be liable to a range of sanctions, which may include expulsion from the association if it is determined that a member has breached this code.
- 3.3. The provisions of this code shall apply to all members; and all members are expected to follow the spirit, as well as the letter, of it.
- 3.4. This code is made in accordance with, and applied under, the regulations of the BPA.

4 Standards of professional conduct

4.1 Members shall abide by the memorandum and Articles of the Association and Rules and observe the various requirements of this code and with the association's professional standards and codes of practice at all times.

4.1.1. Conduct their business lawfully and comply with all relevant legislation

4.1.2. Manage their affairs professionally so that their operations are conducted efficiently and effectively and in accordance with good business practice including –

- Trading fairly and responsibly and only employing contractors that are competent to the task in hand.
- Undertaking their activities honestly and with integrity and not knowingly misrepresenting themselves or misleading others.
- Ensuring that they operate to the highest possible standards thereby protecting the interests of their shareholders and customers.
- Ensuring that they have knowledge and understanding of relevant legislation, regulations and standards and comply with such requirements.
- Employing staff who are competent and qualified and adopting an approach to staff development that encourages further training.
- Operating from established premises and ensuring that they are adequately insured for all relevant risks.
- Have due regard to public safety and the environment
- Striving to resolve any complaints and disputes quickly and equitably.
- Respond quickly to complaints raised through membership of the BPA.

4.1.3 Support the aims and objectives of the BPA and uphold its reputation.

4.1.4. Only use the BPA's logo in accordance with the rules defined by the BPA Council from time to time.

Note: *In the case of Local Authorities, the parking operation shall ensure that it complies with any Code of Conduct adopted by the Authority, provided the requirements are no less stringent than this Code.*

5 Responsibility to the profession and to the association

5.1. Members have a responsibility to promote the profession in the best possible manner at all times.

Members shall:

5.1.1. conduct themselves in such a way as to uphold and enhance the standing and reputation of the profession;

5.1.2. uphold the values and mission of the Association and behave in a way which enhances the reputation and credibility of themselves, their employer and the association;

- 5.1.3. co-operate fully with the association, and submit promptly any information the Association may reasonably require;
- 5.1.4. refrain from ascribing views to, or speaking on behalf of, the Association unless authorised so to do;
- 5.1.5. encourage and assist the professional development of staff and colleagues;
and
- 5.1.6. report breaches of this code to the Company Secretary of the Association.

December 2010