

CODE OF CONDUCT

All concerned whether businesses, employees, or consultants must ensure that they: -

1. Comply with the guidelines set by The Radon Council and all relevant legislation.
2. Manage their affairs professionally, so that all operations are efficiently and effectively conducted, and in accordance with good business practice. Supply customers with written details of price and clear and concise conditions prior to carrying out services or supplying goods.
3. Inform employees and specialist contractors, or sub-contractors of the obligations of this Code and monitor their compliance with it.
4. Employ only staff and specialist contractors, who are competent to carry out the work assigned to them.
5. Ensure that all detection and building work is in accordance with good practice and current standards and complies with all relevant statutory and contractual requirements.
6. Be adequately insured for all relevant risks.
7. Resolve any complaints equitably and quickly.
8. Neither divulge nor publicise any information of a confidential nature relating to the business activities of clients.
9. Uphold the dignity and independence of The Radon Council to enhance the good reputation of its activities.
10. Where guidance by official bodies is unavailable, the current edition of The Radon Manual should first be consulted. However, Health and Safety Executive (HSE), Building Research Establishment (BRE) and the National Radiological Protection Board (NRPB), World Health Organisation (WHO), Construction Industry Research Information Association (CIRIA) and the UK Health Security Agency (UKHSA) are sources of advice in cases of doubt.