



## About the Code

Like many professional bodies, the **CIPHE** has a code of conduct – the **Code of Professional Standards** - which all individual members agree to abide by on signing up to membership.

One of the primary aims of the **CIPHE** is to raise standards within the industry, and its **Code** is one of the main tools it uses to achieve this aim. It also helps give consumers peace of mind when choosing a **CIPHE** member to work in their home.

The **Code** consists of practices which good, competent, professional plumbing and heating engineers will already be applying in their work.

The **Code** reflects the changing world we live and work in today by reinforcing the need to act professionally, competently and responsibly.

The **Code** applies to all individual members. In the unlikely event of a complaint against a *Trainee, Affiliate or Companion* member, the Investigating committee will take into account that those enrolled are regarded as 'non-qualified'.

### Chartered Institute of Plumbing and Heating Engineering

HEAD OFFICE  
**64 Station Lane**  
**Hornchurch**  
**Essex**  
**RM12 6NB**

Telephone: **+44(0)1708 472 791**  
Fax: **+44(0)1708 448 987**  
Email: **info@ciphe.org.uk**

Facebook: **facebook.com/CIPHE.UK**  
Twitter: **twitter.com/CIPHE**  
Linkedin: **linkedin.com/groups/7467910**



The Code



Commitment  
to Good  
Working  
Practices

## Proud to be a Professional

The Chartered Institute of Plumbing and Heating Engineering.  
A company incorporated by Royal Charter. Registered as a charity number 1124517.  
VAT number GB 927 5276 00

All individual members of the **CIPHE** must abide by the following **Code of Professional Standards**.

## 1 Perform professionally, competently and responsibly

Carry out their own work or supervise the work of others with due regard to technical quality, appropriate insurance cover\* and the interests of employers, employees and clients; communicating and performing to an acceptable standard and with a duty of care to employers, employees and clients.

## 2 Safeguard the environment and public health and safety

Take all reasonable care to avoid damaging the environment or creating any danger of death, injury or ill-health to any person or damage to property.

## 3 Comply with all relevant laws, regulations, standards and codes

Work in accordance with the relevant statutory requirements and conform to the appropriate European and British Standards Codes of Practice. In the case of *Fellows* and *Members* registered with the **Engineering Council**, also conforming to that Council's **Codes of Professional Practice**.

## 4 Broaden, improve and maintain their skills, knowledge and personal qualities

Keep up-to-date with developments in the plumbing mechanical engineering services industry by attending and participating in **Continuing Professional Development** (CPD) and other relevant training activities. **CPD** is now mandatory for those registered with the **Engineering Council** and is strongly recommended for all members and the **Institute** will take such activity into account upon application for membership, when existing members apply for a transfer to a higher category of membership or during a complaints investigation. **CPD** activities include branch technical meetings, Annual Conferences, manufacturers' seminars and courses; approved Code of Practice covering Gas Safety (Installation and Use) Regulations and Water Regulations courses; relevant courses either through attendance at an educational establishment or through distance learning; maintaining a technical library; involvement with other professional bodies or similar organisations. Reading technical journals such as **p&he** also constitutes **CPD**.

## 5 Uphold the dignity, standing and reputation of the Institute and the plumbing mechanical engineering services industry

To maintain the **Institute's** good name and that of the industry generally, members in the course of their work are expected to act professionally and adopt a form of behaviour and appearance that will not cause offence or embarrassment to others.

## 6 Abide by the Code of Professional Standards

Accept responsibilities as a member to comply and co-operate with the Institute in the operation of its disciplinary procedures and any investigation that may occur as a result.

\* Ensure an appropriate insurance policy is in place, with an insurer whose minimum financial stability is BBB+ with S & P (or similar equivalent with either Moody's or Fitch), to comply with the Employers' Liability (Compulsory Insurance) Act 1969 or similar local requirement.

In addition to the above, an appropriate insurance policy, with an insurer whose minimum financial stability meets the above criteria, is to be in force for Public and Products Liability, with a minimum limit of indemnity of GBP2,000,000 (any one claim for Public Liability and in the aggregate for Products Liability).

You can find notes for guidance and definitions of the terms used in the **Code of Professional Standards** online at [www.ciphe.org.uk](http://www.ciphe.org.uk) or you can ask Head Office to send you a hard copy by phoning