



Code of conduct – Engineers

We are working together to offer a service to our members that enables them to confidently trade safely. We have worked with our engineers to develop standards that will eliminate the grey areas, are easy to interpret and create a clear understanding, so that we can transparently raise the industry standard.

To be a NCASS Gas engineer member we would anticipate you conduct your business within the following ways.

1. Availability

It is important to be available to your allocated members, it is understood you cannot always be available. Communicate and be transparent with your availability and if you have made a commitment endeavour to be there. If for a reason you cannot communicate within an appropriate amount of time and reschedule.

2. Courtesy

You must conduct yourself professionally and in a courteous manner. Understand you are the expert and members are looking for guidance.

3. Consistency

Due to the dangers associated with the industry consistency is important in keeping traders safe. It is also key in creating the right impression of your business and forming relationships with our members.

4. Accuracy

You must take care and be accurate within your work. Any clear inaccuracies that cause a danger to a set up will result in immediate removal from the membership. We expect your advice to be accurate and in line with the most up to date codes of practice and our standards set.

5. Responsiveness/Speed

It is important that you ensure you respond to requests within a timely fashion. Manage expectation responsibly keep the line of communication open with members especially in busy periods.

6. Efficiency

Efficiency is essential in managing time and resource. Be organised and plan effectively so that your time is used wisely when dealing with members enquires and onsite.

7. Quality

Quality of work is imperative you must provide quality of service to members. It is our mission to raise the industry standard and you must reflect that in your operations. It demonstrates pride in your business and a desire to offer the best service to members.

8. Honesty

Being truthful underpins the whole relationship between ourselves and our members. When things go wrong admission and then corrective action is required. Honesty in your interactions and how you act is to be expected at all times

9. Transparency

Transparency is key to building the relationship with our members. We expect full transparency from yourselves, our members and you can expect the same from us. We need to be able to trust our members are in safe hands.

10. Are you easy to do business with!

All of the above makes you easier to do business with. Things do not always go to plan but if you communicate effectively and manage your relationships well, trust will be developed and a overall positive impression of how you conduct your business will be made. It is not only about offering quality and good service. It is also about being clean, concise, helpful and upfront.