



ACTOS
ASSOCIATION OF COMPUTER TRAINING ORGANISATIONS
CODE OF ETHICS

General

Members shall at all time act in a manner that will support the aims of ACTOS to promote the industry as a professional body in Sri Lanka, by bringing about closer cooperation among members on conducting their affairs with respect to ACTOS and to each other.

All members of ACTOS are requested to confirm to the letter and spirit of the Code set out hereunder. In this respect, members shall refer all disputes under this Code to ACTOS for reconciliation.

Adherence to the Code of Conduct is a condition of continuing membership of the Association.

Relations with ACTOS

- i) When acting or speaking on behalf of ACTOS, members shall, as possible, serve the common interest of all members in the association in accordance with the aims of ACTOS. If faced with conflict of interest, they shall declare their position.
- ii) Members shall not bring ACTOS into disrepute by their behavior or acts.
- iii) Members shall not misrepresent the views of ACTOS nor represent that the views of a segment or group constitutes the views of ACTOS as a whole.
- iv) Members shall not seek to enhance their positions to the detriment of ACTOS.

Relations with fellow members

- i) Members shall conduct all dealings with fellow members in a professional manner. They should treat fellow members with the utmost courtesy and fairness.
- ii) Members shall not adopt or engage in harmful, disparaging or predatory tactics. The property rights, work results and confidential data of fellow members shall at all times be respected.
- iii) Members shall continually support the policies of ACTOS.

whether explicit, implicit or cultural by declaring their stand on the issue and by making the necessary representation to the respective authorities responsible for the enforcement of trade policies.

Relations with clients

Members shall conduct their business dealings with their clients in an ethical manner making full disclosure beforehand of all relevant and material facts relating to each proposed activity.

In their contracts with clients, Members shall express the terms of agreements in good faith. All work undertaken by a Member shall be carried out promptly and efficiently in accordance with the terms of the agreement. Members shall safeguard their clients' interest and provide proper security to keep all information supplied to them confidential.

Relations with public

Members shall promote the effective use of information technology as an instrument for social and economic good.

Members shall pledge their organisations as good corporate citizens fulfilling their responsibilities to the communities which they serve as well as the broader community of our society.

Without prejudice to any other provisions in this Code, ACTOS may, if they see fit, make rules in regulating in respect of any matter the professional practice, conduct and discipline of Members.

Integrity

- i) Members shall act at all times with integrity.
- ii) Members shall act in a manner based on trust and good faith towards each other and with any body with whom they interact. They shall not make exaggerated statements and claims as to the affairs existing or expected regarding the Information Technology Industry.
- iii) Members shall foster an environment of goodwill and cooperation and assist other members within ACTOS in all ways possible and provide freely any guidance that is necessary and within their ability.
- iv) Members shall establish codes of conduct including standards of service and performance within their own organisations.

Technology Industry and shall promote this principle within and outside Sri Lanka with a view to remove trade barriers of all nature

Confidentiality

- i) Members shall act with complete discretion when entrusted with confidential information.

ii) Members shall not disclose or permit to be disclosed any confidential information brought up for discussion or Information relating to the state of affairs of other members. This is to protect the integrity of information that May be passed to ACTOS members for discussion or for the formulation of policies across national boundaries (like copyright laws).

iii) Members shall ensure that their staff are on guard against possible leaks of confidentiality arising from careless use of data or indiscretions.

Arbitration

Wherever conflicts arise between ACTOS members and/or outside parties (such as customers) and ACTOS members. ACTOS reserves the right to act as arbitrator.

- i) The verdicts and judgments passed by the arbitration panel will be considered as final.
- ii) An arbitration panel will be chosen from the ACTOS general membership and outside parties. This will be on a Rotational basis.

The Executive Committee of ACTOS shall have the powers to waive in writing any breach of this Code in any particular case Or case. Without prejudices to any other provisions in this Code, the executive committee may, if it deems fit, make rules In regulating in respect of any matter, the professional practice, conduct and discipline of members.

M/s.----- do hereby agree to abide by the letter and spirit of this Code of Conduct

(Name)

(Designation)

(Signature)

(Date)