

atfa[®]

Australian timber flooring association

Who Should Work On Your Timber Floor?

Use an **atfa**
member and
be assured
of a job well
done.

Find out why!



www.atfa.com.au

Why Use ATFA Members

When it comes to having your new timber floor installed or your existing floor sanded and polished look for an **ATFA** member first. Whether it's a strip timber floor, floating or engineered timber floor, parquetry or cork floor make sure its installed and/or sanded and finished by a **ATFA** member.

ATFA members are part of a national association which sets bench marks for its members and expects the highest level of quality.



The benefits of using an **ATFA** member business are many and include:

- ❖ **ATFA** members are bound by a professional code of conduct (see the back page);
- ❖ Members are scrutinised prior to their approval as a member of the association;
- ❖ Members have a dedication to the industry and an interest in serving clients well;
- ❖ **ATFA** members are dedicated to training people for the future;
- ❖ **ATFA** members are dedicated to improving business arrangements and recognition as a quality service to the community;

- ❖ Members are supplied with the latest industry guidelines for installation, sanding and finishing;
- ❖ Members participate in a range of training and industry networking activities;
- ❖ Members are able to participate in continuing professional development to increase through levels of expertise;
- ❖ **ATFA** members have access to professional contracts which provide you with peace of mind;
- ❖ Members receive regular industry news and technical advice;
- ❖ You have access to the **ATFA** website to find out about timber floor performance and expectations;
- ❖ Using an **ATFA** business provides you with direct access to the association's professional staff and an informative website;
- ❖ When something goes wrong you have access to **ATFA** accredited floor inspectors;
- ❖ **ATFA** members have access to national hotlines for those tricky issues when advice is necessary; and
- ❖ **ATFA** members benefit directly from ongoing research and development conducted by **ATFA** and its partners.



Code of Professional Conduct and Ethics

- As a member of the Australian Timber Flooring Association, the member agrees to uphold the Code of Professional Conduct and Ethics, including the following conditions:
- Conducts business with customers and provide products and services with honesty, integrity, fairness, value and competence;
- Promotes the merits of the products used and the services provided without degrading competitors;
- Ensures that all the products and services provided are delivered as advertised and that all claims made are genuine;
- Provides all the facts about the materials used so that the truth about products and services may be fully understood;
- Ensures that the standard of product or service delivered to the customer is provided as promised and in accordance with industry practice and in a manner which shall enhance the reputation of the industry;
- Abides by all Governmental legislation, regulations, codes, standards and by-laws;
- Supports the ATFA and its goals and purposes towards advancing the Timber Flooring Industry;
- Ensures compliance with this Code by all other members of the organisation, to the extent that this Code applies to them;
- Abides by this Code of Professional Conduct and Ethics and recognise the ATFA as the authority in all matters relating to the interpretation and enforcement of this Code, within prevailing legal limits; and
- Avoids any action which may bring the ATFA and its members into disrepute.

Australian Timber Flooring Association

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Your ATFA Member
