

NKBA Code of Ethics and Professional Standards

The National Kitchen and Bathroom Association (NKBA) exists to uphold and advance excellence across the kitchen and bathroom industry. The Association establishes and enforces standards that give consumers confidence when engaging NKBA-accredited designers, manufacturers, retailers, and product suppliers.

Our mission is to enhance member success and excellence by promoting professionalism and ethical business practices, and providing leadership, direction and education for the kitchen and bathroom industry.

NKBA's Responsibilities

NKBA is governed by and operates in accordance with the Constitution of the National Kitchen & Bathroom Association (NZ) Incorporated ("NKBA").

NKBA will meet its obligations under sections 80–83 of the Incorporated Societies Act 2022 and comply with the Privacy Act 2020 by ensuring that all personal information is collected, used, stored, and disclosed in accordance with the Act's requirements and the Information Privacy Principles. The Association is responsible for protecting personal information and upholding individuals' rights to access and correct their information. A member may request information held by NKBA at any time.

Member Obligations

Membership in NKBA is conditional upon full compliance with this Code of Ethics and Professional Standards. Member organisations are responsible for ensuring that all staff understand and adhere to these requirements:

1. Compliance
 - Comply with all applicable laws and regulatory requirements.
 - Comply with this Code of Ethics and Professional Standards and all NKBA policies.
 - Comply with relevant industry regulations, rules, codes, standards, and recognised best practice guidelines.
 - Promote and encourage compliance by employees, subcontractors, and industry partners.
2. Responsibility
 - Undertake only work for which they are competent and appropriately qualified.
 - Provide clients with clear, accurate information about the nature and scope of work.
 - Accept accountability for all work performed by themselves, their employees, subcontractors, or any party under their direction.
 - Notify clients promptly of any material delays or issues that may affect delivery.
 - Follow reasonable client instructions unless they conflict with law, contract terms, professional standards, or regulatory requirements.
 - Members are accountable to NKBA for the conduct of all individuals acting on their behalf.
3. Professionalism
 - Conduct business in a manner that upholds the reputation of NKBA and the wider industry.
 - Provide clients with pricing or a clear basis for pricing before commencing work or variations.
 - Treat clients, NKBA members, and employees with fairness, respect, and integrity.

- Seek to resolve disputes promptly, fairly, and in good faith.
- Declare all material conflicts of interest, including commissions or third-party payments.
- Maintain client confidentiality except where disclosure is necessary for service delivery or required by law.
- Refrain from involvement in disputes between other NKBA members unless formally requested by NKBA.
- Maintain ongoing professional development and industry knowledge.
- Adhere to the NKBA Code of Conduct.
- Implement, within a reasonable timeframe, any outcomes or directives arising from NKBA-facilitated dispute resolution. Non-compliance with dispute-resolution outcomes constitutes a breach of membership obligations.

4. Standard of Service and Costs

- Provide high-quality products and honest, transparent service.
- Meet or exceed workmanship standards as defined by relevant codes and industry benchmarks.
- Price work fairly, reasonably, and in accordance with consumer law.
- Maintain accurate financial records and conduct business transactions professionally.
- Provide guarantees as required by law, with only fair and reasonable exclusions.
- Manage health and safety risks in accordance with legal obligations.

5. Publicity and Representation

- Use the NKBA logo only in accordance with authorised guidelines (*available [here](#) upon approval of membership*).
- Ensure all claims, descriptions, and advertising are legal, honest, and not misleading.
- Represent their NKBA membership accurately and refrain from implying endorsement beyond what membership confers.
- Not speak on behalf of NKBA without explicit written authorisation from the Executive Officer or President.

6. Active Involvement

Members are expected to:

- Stay informed about industry developments and emerging best practices.
- Participate reasonably in NKBA activities and contribute to the advancement of the Association's objectives. Active engagement supports NKBA's mandate to maintain industry standards and collective professional development.

7. Amendment

- The NKBA Executive Board may amend this Code by majority resolution.
- Members will be notified of any amendments.
- Continued membership requires compliance with the most current version of this Code. Failure to comply may result in disciplinary action, including suspension or termination of membership, as determined by the NKBA Executive Board.

Related Documents:

- NKBA Code of Conduct & Events Standards
- NKBA Health & Safety Policy
- NKBA Access to Information & Privacy Policy