

## MLSA Code of Ethics

The Master Landscapers of SA (MLSA) operates under a code of ethics and requires its members to:

1. Conduct their business in a fair and honest manner in such a way as to preserve the good name of the landscape industry and provide the public with the best possible workmanship and service at all times.
2. Members should provide mutual support and encouragement to all other members of the Association
3. Business is to be carried out in the spirit of free competition.
4. Members will Comply with all statutory requirements:
  - a. of the Trade Practices Act
  - b. for builders licensing under the auspices of the SA Dept of Consumer & Business Services
  - c. and adhere to the relevant Industrial Award (MA000101 Gardening and Landscaping Services Award 2010) or equivalent.
5. Members will comply with all statutory occupational health and safety requirements under Safework SA
6. Members will hold appropriate statutory insurance cover.
7. Conduct between Members and Clients:
  - a. Prepare all tenders and quotes in a professional and honest manner and notify the client before commencement of the following in writing:
    - i. Period for which the offer is valid
    - ii. The terms in which a deposit will be refunded
    - iii. The cost of all preliminary work
    - iv. A clear program for progress payments (if applicable)
    - v. A practical time frame for commencement
    - vi. A realistic estimate of the construction period
  - b. Sign and date all documents forming part of the agreement.
  - c. Provide a detailed written specification of particulars of work to be carried out.
  - d. Give accurate information to the client; or direct the client to sources of such information (if not within the member's area of expertise).
  - e. Provide unambiguous, truthful and accurate promotional and marketing material.
  - f. Comply with all statutory requirements (e.g. Council approval).
  - g. Provisional allowances (if applicable) are to be listed with the contract and the landscaper will provide a fair and reasonable estimate of the costs.
  - h. Proceed with work only once all statutory requirements have been completed.
  - i. Advise the owner of the necessity of providing access to the site.
  - j. Notify the owner in writing of any variations before carrying them out.
  - k. Notify the owner of delays in the work schedule.