

Oven builder's professional ethics

This code of ethics defines the principles of ethical conduct that a person working as an oven builder must follow in their work.

Within the definition of this code, ethics means, in particular, professionalism, honesty, respect and a sense of responsibility, as well as the expression of these values towards clients and colleagues.

The code of ethics supports the professional activities of an oven builder by enabling them to make the right choices, provides criteria for evaluating their own activities and those of others and informs the public about the expected standards of an oven builder's professional activity.

It is not possible to predict all possible ethical conflicts in the code, but the code defines the principles of ethical conduct and the procedure for dealing with deviations therefrom.

1. Communication with clients

- 1.1 In their professional activities, an oven builder is primarily guided by the needs of the client, while following all valid legislation, standards and fire safety requirements.
- 1.2 They treat their clients with respect.
- 1.3 They take into account the individual differences of clients and work sites.
- 1.4 They are fully responsible for their words and actions.
- 1.5 They respect everyone's right to privacy and to the protection of information regarding it.
- 1.6 They ensure that they have a full understanding of a client's wishes and that they do not commence work until they gain this understanding.
- 1.7 They offer the client contemporary solutions and use appropriate methods and tools in their work.

2. Maintaining and developing professionalism

- 2.1 An oven builder constructs and installs heating systems within the limits of their competence in accordance with valid legal regulations and standards.
- 2.2 They are aware that they may be wrong and are ready to re-evaluate their views.
- 2.3 They are aware of the limits of their competence and refrain from exceeding them.
- 2.4 They are committed to their work and take part in in-service training in accordance with their specialty and in events showcasing their profession that are organised by their professional association.

3. Attitudes towards colleagues and partners

- 3.1 An oven builder treats their colleagues with respect and fairness.
- 3.2 They do not hide from colleagues any information that is necessary for their work.
- 3.3 They draw the attention of colleagues to any incorrect or unethical behaviour that they exhibit.
- 3.4 They do not make derogatory comments or unfounded accusations.
- 3.5 They inform their colleagues when they are going to evaluate their work and provide opportunities for them to give explanations.

4. Copyright

- 4.1 When using intellectual property created by another person, the oven builder asks the copyright holder for their consent and/or provides a reference to the copyright holder.

5. Handling ethical conflicts

- 5.1 In the event of a conflict of ethical principles, wherever possible, the parties shall resolve the conflict in confidence through negotiations, in accordance with this code.
- 5.2 In disputes, the parties may turn to the management board of the NPO Eesti Pottsepad, which shall convene an independent commission to discuss the issues.