

All Members work to the FCS Ethical Code of Business Practice

- Members of the FCS are committed to offering the highest standards of professional and ethical service to their customers
- Members will comply with relevant obligations as set out in the Communications Act 2003 and with Codes of Practice and Standards or Regulations agreed from time to time by the FCS Board of Directors or relevant members' Groups
- Members ensure that staff receive appropriate training, are encouraged to obtain relevant Qualifications and maintain their professional skills.
- Members carry an appropriate level of public liability insurance, the certificate for which will be displayed in all operating premises (notes 1 and 2).
- In cases where the FCS has evidence that the FCS Ethical Code of Practice has been breached by a member, the FCS Board of Directors retains the right to expel the offender from membership of the FCS.

Notes:

- (1) The FCS does not either by this document, or in any other way, underwrite any liability between an FCS member and its customer or undertake any liability to any customer of an FCS member or third party.
- (2) The customer should satisfy himself that such insurance does cover his requirements. The FCS does not check that members maintain such insurance cover and cannot be held liable in any way if a member should fail to take out or maintain such insurance cover.