



Raising Standards in the Computer and IT Industry

Computer and IT Services Trade Organisation

“CITS Registered” Code of Conduct:

“CITS Registered” companies will:

1. Conduct themselves in a manner that upholds the reputation of the CITS Trade Organisation
2. Inform all customers of all costs prior to performing work. In the event of a change in the nature and cost of the work, the customer will be informed of said changes and costs and their impact before such changes are acted upon.
3. Comply with the Data Protection Act 1998 and will not divulge client information to any third party without the permission of the client.
4. Accept full responsibility for any work that is sub contracted to another party.
5. Provide a copy of this Code of Conduct to all prospective clients when providing a quotation.
6. Maintain adequate employers and public liability insurance as required.
7. Have a complaints procedure that ensures any complaints are dealt with in a reasonable time and in a proper manner.
8. Arrive at the agreed time for appointments with the client and to give advance warning of any unavoidable delay.
9. Maintain an excellent financial and legal credit rating that does not fall below our required limits. This ensures that only the most professional and reliable companies are on the CITS register.

CITS Trade Organisation registered companies will not disclose to a third party any confidential or privileged information provided to them by a client.

Use of the “CITS Registered” logo is a privilege entrusted only to registered and qualifying companies. Any alterations to the logo for advertising purposes etc. must be approved by the CITS Trade Organisation before use.