

## MEMBER ENTRY, GUIDANCE AND SUPPORT POLICY

### 1. INTRODUCTION

The Institute for Work at Height is both a Trade Association as well as a SAQA registered non-statutory professional body. Its membership is voluntary for any company, Professional Development Partners or individual involved in the working at height industry.

Member support must be flexible, and member centred. The needs of the employers and members are considered in the development of Good Practice Notes, workshop material and courses for the work at height industry, seminars, round table discussions, guidelines, meetings, etc.

The purpose of the membership is also to ensure that the industry receives a higher level of standard service or product, when an IWH registered member is contracted.

### 2. GUIDANCE AND SUPPORT

The Trade Association Members will be serviced by ensuring they adhere to the latest legislation and standards. They are required to have competent working at height employees, and equipment which complies to the relevant standards. Audits are conducted on a continued basis to establish compliance and opportunity for continual improvement.

#### 2.1.1 Open Access Policy

The IWH is committed to provide open and unlimited access to advice for all members and employees. This commitment applies to all, regardless of age, gender, racial origin, nationality, creed, sexual orientation, marital status, employment status or any disability.

Anybody can join the IWH if they are eligible according to the criteria as per the Constitution and if they are prepared to adhere to the criteria as per the IWH's Code of Ethical Conduct.

#### 2.1.2 Confidentiality Policy

The WH Trade Association and Professional Body believes that it is the inherent right of every member to strictly maintain the confidentiality of his or her personal affairs and the affairs of their fellow members.

No staff members, NEC member or Committee members or any other person involved with the auditing, monitoring or evaluation of any member on behalf of the IWH, shall be allowed to divulge any matter of information acquired and related to the member to any unauthorised person, company or institution and shall not use such knowledge or information outside the course and scope of his or her responsibilities.

To achieve the highest ethical standards of the processes of the IWH, it has an implied commitment and responsibility at all levels to ensure that the requirements of the IWH's processes are complied with throughout the organisation.