



Independent Pharmacies Association (IPA)

Members' Code of Conduct

1. Purpose and scope

This Members' Code of Conduct sets out the standards of behaviour expected of all members of the Independent Pharmacies Association (IPA). Failure to comply with this Code may result in suspension or termination of membership.

This Code applies to all members, regardless of membership category, role, or the jurisdiction in which they live or work. It covers all activities connected to IPA, including meetings, events, communications and use of IPA-branded or IPA-hosted platforms.

2. General responsibilities

All members must:

- Uphold the reputation, values and good standing of IPA at all times.
- Act with **integrity**, honesty and professionalism in all IPA-related activities.
- Treat others with dignity and respect, valuing different perspectives and constructive challenge.
- Comply with all applicable laws, regulations, and professional standards relevant to their practice and membership.
- Avoid any action that could bring IPA, its Board, staff or membership into disrepute.

3. Behaviour and communications

Members must:

- Refrain from using offensive, discriminatory, harassing or inappropriate language or behaviour in any IPA-related context, including meetings, emails, messaging platforms and social media.
- Recognise that IPA operates a zero-tolerance approach to abusive, aggressive, bullying or intimidating behaviour towards IPA staff, Board members, contractors, speakers or other members.
- Engage in debate and discussion in a courteous, professional and evidence-based manner, particularly where views differ.
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- Respect confidentiality where information is shared in confidence and handle any personal or commercially sensitive information appropriately.

4. Conflicts of interest and use of position

Members must:

- Act in the general interest of the sector and IPA's mission and must not use their membership or any IPA role to secure improper or unfair personal, commercial, or political advantage for themselves, their employer, or others.
- Declare any actual or potential conflicts of interest in accordance with IPA's policies when contributing to IPA committees, working groups, consultations or public positions.
- Not present personal views or commercial interests as if they represent IPA's agreed position.

5. Representation of IPA and public statements

Members must:

- Not commit IPA contractually or financially in any way unless formally authorised to do so by the IPA Board or Chief Executive.
- Not make statements on behalf of IPA, or purport to represent IPA, in any public forum (including traditional media, conferences, and digital or social media) unless expressly authorised.
- Make clear, when speaking or posting in public, where they are expressing personal views rather than speaking on behalf of IPA.

6. Financial obligations

Members must:

- Pay membership fees and any other agreed charges promptly and in accordance with IPA's membership terms.
- Recognise that continued membership is conditional upon payment of all applicable fees.

7. Ethical and professional standards



Members must:

- Reject and must not offer, request, accept or facilitate any unethical financial or other inducement in connection with IPA business or their IPA membership.
- Support fair, transparent and lawful business practices in line with relevant competition, anti-bribery, corruption and data protection legislation.
- Maintain appropriate professional standards in their own practice, including safe and legal provision of pharmacy and related services.

8. Use of IPA platforms and resources

When using IPA systems, events and collaboration tools, members must:

- Use IPA-branded and IPA-hosted platforms (including social collaboration tools, webinars and forums) in a professional manner aligned with this Code.
- Not circulate defamatory, discriminatory, misleading or promotional content that conflicts with IPA's objectives or policies.
- Comply with any specific terms of use or moderation rules that apply to particular platforms or events.

9. Oversight, audit and enforcement

- IPA reserves the right to review any membership application at any time and to conduct proportionate checks or audits of members' conformity with this Code and the membership rules set out in the Articles of Association.
- Where concerns are raised about a member's conduct, the Board (or a delegated committee) may investigate, seek information from the member, and consider any relevant evidence.
- If the Board determines that this Code has been breached, it may, at its sole discretion, decide on appropriate action, which may include informal advice, a written warning, conditions on membership, suspension, or termination of membership.

10. Review and amendments

- The IPA Board reserves the right to amend or update this Code of Conduct from time to time to reflect legal, regulatory or organisational changes.



- The current version of the Code will be published on IPA's website or member portal, and continued membership will be taken as agreement to comply with the Code.