



## Article 4 Quality Control and Enforcement

1. The quality of any professional services delivered by European Chartered Engineers shall be controlled according to the relevant technical and formal procedures applied in the ECEC Member States. Any and all conflicts arising should also be resolved according to relevant procedures in national law.

2. The adequate quality of the professional services can be enforced not only by the relevant technical requirements, but also by the economic, social and cultural demands which mainly concern the safety, functionality, durability, sustainability and aesthetics of the engineering works. European Chartered Engineers are obliged to consider all of the above requirements in order to ensure the high quality of their services.

## Article 5 Responsibility and Ethics

1. European Chartered Engineers are personally responsible for the quality of their professional services. They are aware of their important roles, both technical and social.

2. Personal responsibility of the European Chartered Engineers for the quality of services they deliver is governed by the systems of national law in the ECEC Member

States. Each case shall be adjudged individually.

3. European Chartered Engineers are obliged to observe in their professional activity all the ethical principles established in the "Code of Conduct". In particular, this concerns the quality of the technical services they deliver.

## Article 6 Supervision and implementation of the code

1. All ECEC member organizations are obliged to implement this "Code of Quality" in their national systems. They guarantee within their system of national law, including disciplinary systems the supervision of compliance of their members with the above Code.

2. All ECEC member organizations are obliged to mutually cooperate on the implementation of this "Code of Quality" in their respective countries. They are also obliged to render the mutual exchange of information in respect of any serious individual cases of low quality services, as necessary.

## Article 7 Accessibility

The Code is available on the websites of the ECEC and its member organizations.



# Code of Quality for European Chartered Engineers

## Issued by ECEC

(adopted by the GAM in Ljubljana, 20th Nov. 2010)



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## Preamble

“European Chartered Engineers” are Engineers in Europe, who are members of their national Chambers and legally authorized according to their national legislation.

European Chartered Engineers are highly responsible for the standard of life and protection of the public interest of present and future human generations. This results from the nature of engineering activity, which concerns both the technical actions and responsibility for their positive or negative effects on human prosperity, protection of the environment, technical progress and sustainable development.

The responsibility of European Chartered Engineers is formally based on the two Codes issued by ECEC, namely the Code of Conduct adopted on the 3rd of October 2008, and the present Code of Quality adopted by the GAM in Ljubljana, 20th of November 2010.

The former code is of a more ethical character, while the latter one is more technical in nature. Both of them should be considered and observed inseparably by the community of Chartered Engineers in ECEC Member States. Their observation is warranted by the legal authorization and the disciplinary regulations of the national engineering chambers, members of the ECEC.

## Article 1 Introduction

1. According to article 26 of the Services Directive on Services in the Internal Market (2006/123/EC) on the policy of quality in services, the ECEC issues this Code of Quality to harmonize the requirements

concerning the quality of engineering services in the ECEC Member States of the cross-border provisions of the above services. This Code also takes into account the European Commission's Working Paper “Enhancing the Quality of Services in the Internal Market: The Role of European Codes of Conduct”.

2. This Code is intended to ensure the high quality of professional services rendered by European Chartered Engineers. They are obliged to respect the principles of this Code wherever they provide their technical activity, temporarily or permanently.

## Article 2 Quality in the engineering activity

1. Quality in the domain of engineering activity is herein defined as a multi-component term concerning the planning, design, execution, utilization and maintenance of any engineering works and characterizing a grade of excellence of them during the whole period of their lifetime.

2. Quality in the engineering activity can be technically expressed as full compliance with national legislation, official design codes and standards, but can be also characterized by acceptance of the Client's or Consumer's requests or expectations. Therefore, the quality is of both a technical and a social nature.

3. The quality of any type of technical services delivered by the Chartered Engineers shows the level of their professional qualification and professional responsibility. Therefore, the engineers are obliged to permanently improve their technical knowledge and experience as well as to observe the Code of Conduct in their professional activity.

## Article 3

### Basic Principles

1. European Chartered Engineers are obliged to deliver all their technical services according to the good contemporary knowledge in the domain they represent and according to the relevant legislation, design codes and standards. They are responsible for the quality of the design, construction and operations of engineering works as well as for the quality of the repair, restoration, modification or modernization performed throughout the utilization of these works.

2. The quality of the technical services concerns not only the current works or operations, but also the required safety, durability and sustainability of any engineering works throughout the expected period of their utilization. Their adequate safety and durability are one of the measures of the quality of the engineer's services. Therefore, European Chartered Engineers are responsible for ensuring the aforementioned safety and durability.

3. The durability of any engineering works strongly depends of the level of their maintenance and utilization. If the maintenance and/or utilization is inadequate, European Chartered Engineers are not responsible for any decrease in durability, if they are not directly involved in the maintenance and/or utilization of the engineering works.

4. In some cases, the requirements or expectations of the Clients or Consumers can result in an evident decrease in the safety and/or durability of the engineering works. This situation is not in accordance with the high quality of the technical services. In any conflict situation between the Clients or Consumers and European Chartered Engineers, their responsibility for quality expressed as the adequate safety and durability of their engineering works should

be considered as a decisive factor. In general, European Chartered Engineers are obliged to behave towards Clients or Consumers according to article 3 of the “Code of Conduct for European Chartered Engineers”.

5. In some cases, fulfilment of the conditions stipulated by national legislation, design codes or other standards is not enough to ensure the adequate durability and sustainability of the engineering works. Moreover, some situations may exceed the official regulations. In such situations, European Chartered Engineers can take it upon themselves to propose proper solutions which exceed the relevant codes or standards, but to their best of their knowledge permit them to achieve the adequate safety, durability and sustainability of their engineering works.

6. Besides the technical activity, European Chartered Engineers play a very important social role. The high quality of the services they deliver is a very important factor for influencing the standard of life. Higher quality of the technical services leads to a higher standard of human life. Therefore, European Chartered Engineers are obliged to offer high-quality services not only for technical, but also for social reasons.

7. There is a close relationship between the quality of the technical services and their price. In general, this relationship results from the market conditions in the ECEC Member States and varies depending on time and individual cases. Moreover, the relationship is generally the subject of confidential agreement between the Clients or Consumers and the engineers. However, the relationship between service quality and price should be always based on the “Code of Conduct”. Therefore, maximization of commercial profits should not be a decisive factor for the quality of services delivered by European Chartered Engineers.