

CODE OF CONDUCT

Members of Australian Business Events Association Ltd sign a pledge that they will abide by a Voluntary Code of Conduct. This Code helps stakeholders understand that when dealing with a member of Australian Business Events Association that the member has committed to a code that is conducive to good and ethical business practices.

MEMBERS VOLUNTARY CODE OF CONDUCT

- 1 Members of Australian Business Events Association shall abide by all relevant State and Federal laws.
- 2 No member shall offer or promote any service by means of explicit or implicit representation that is likely to deceive or mislead.
- 3 No member shall use a business name that is so like the title of another business that it is likely to deceive or mislead.
- 4 No claims, statistical or otherwise, which cannot be substantiated, shall be made in relation to any business activity.
- 5 Members shall not accept contracts from companies whose legal or ethical status is known to be in doubt.
- 6 Fairness shall characterise dealings between members, their clients, and visitors.
- 7 Members will not, by innuendo or rumour, damage the reputation of another member or disadvantage other members by unfair trading practices.
- 8 Members shall, at all times, be accessible to their clients and visitors.
- 9 Members shall make every effort to resolve complaints and grievances in good faith through reasonable direct communication and negotiation.
- 10 Undertakings or promises made by members in all literature shall be adhered to. In the event of necessary changes, notification will, where possible, be given to actual or potential clients.
- 11 Adequate insurance in respect to public liability shall be carried.
- 12 Wherever possible, viable and practical, members shall use the services provided by other Association members.

SIGNED

DATE



**Australian Business
Events Association**

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