



## **Association of African Exhibition Organisers (AAXO) Code of Conduct**

The AAXO Code of Conduct is a set of rules outlining the principles, values, standards, or rules of behavior that guide the decisions, procedures and systems of the association in a way that (a) contributes to the welfare of its key stakeholders and (b) respect the rights of all organisers affected by its operations.

The purpose of the AAXO Code of Conduct is to foster mutual respect and trust amongst individuals and organisations with regard to business dealings within the exhibition industry.

Members of AAXO agree to abide by all relevant government laws.

All members of AAXO agree to accept, commit and abide by the following principles and values:

### **Honesty, Honor and Harmony**

- Statements made by members with respect to any exhibition will be accurate and correct and will not seek to mislead. Members undertake to communicate honestly at all times and will disclose their true attendance figures.
- In appointing official contractors for an exhibition, members will choose companies who, to the best of their knowledge, have sufficient capacity and experience to perform their duties satisfactorily. They will encourage contractors to adhere to uniform and reasonable charges and will endeavour to protect exhibitors against overcharging or bad service. They will ensure that contractors adhere to the provisions of the Health & Safety at Work Act 1974 and any other statutory rules and regulations applying to Health & Safety.

### **Integrity / Fair Dealing**

- The selling / marketing of another show to exhibitors by sales persons engaging with exhibitors on the floor during a current exhibition will be prohibited.
- The placement of advertising (such as mobile trailers/banners) within 1km of a competing show is prohibited.
- Hiring directly, or indirectly through an agent, a room in the same venue or close to the venue to promote or host a competing event whilst the expo is currently happening is prohibited.
- Statements made by Members with respect to any exhibition will be accurate and correct and will not seek to mislead.

### **Respect/Dignity**

- Suppliers and service providers contribute significantly in terms of knowledge, experience and effort in a genuine wish to ensure success of an event.

- Accordingly, service providers and their teams should be treated with courtesy, consideration and respect

### **Accountability, Reliability and Responsibility**

- Members undertake to record and publish attendance by visitors at exhibitions accurately and to issue attendance figures to exhibitors on request.
- Undertakings or promises made by Members in all literature shall be adhered to. In the event of necessary change, notification will be given to actual or potential exhibitors.
- Members will carry a minimum of R10 million insurance cover in respect of public liability. Any exceptions to this are to be specifically agreed in writing by the AAXO board.
- If a complaint is received against myself or my company I accept that AAXO may decide to mediate
- If the results indicate that I am in breach of AAXO's Code of Conduct, I accept that AAXO has the right to terminate my membership

### **Professional Business Behavior**

- Members agree to hold ethical business behavior in an atmosphere of fair play
- Members will conduct business in accordance with accepted principles of honesty and shall speak truthfully in all business practices to pursue clients legitimate objectives
- Members will provide reasonable times for installation and dismantling of their exhibition, dependent on availability of halls and on the nature of each exhibition. These times will be made known to prospective exhibitors before they enter into an agreement to participate.
- In the event of the cancellation or lengthy deferment of an exhibition through any circumstances within the organiser's control, he will abide by the Association's policy to refund stand rentals received from exhibitors. If the exhibition contains specialised sections which are cancelled the exhibition companies contracted specifically for the sections concerned must be advised immediately and given the option to withdraw from the exhibition without loss of stand rental.
- Negotiate all agreements in good faith respecting the rights of all parties involved
- Refrain from activities that will cause damage or discredit to myself, my organisation or profession

### **Protect, Support and Serve**

- Members will respect patents, copyrights and exclusive trademarks.
- Members will respect required taxes, VAT and insurance certificates for workers at venues.
- In all matters concerning compliance or breach of this Code of Conduct a decision will be dealt with in accordance with AAXO's complaints procedure. Members undertake to furnish any documentation or information, which the AAXO board may require for this purpose within a stipulated period.

### **Participation and Cooperation**

- Approach all meetings in accordance with the highest ethical standards or professional and personal conduct.
- Participate and encourage other to participate in continuing education, endeavors and opportunities related to the Exhibition Industry

Members accept that AAXO may decide to mediate and agree to accept the authority and decisions of AAXO.

Members shall be subject to sanctions by AAXO if they are found to have breached the AAXO Code of Conduct and accept that their membership may be terminated.

### Declaration

I/We, the undersigned, confirm that I/we have read, understood and agree to abide by the terms and conditions of Membership, the Memorandum of Incorporation and Code of Conduct of the Association of African Exhibition Organisers (AAXO).

**Signed** \_\_\_\_\_ **Date** \_\_\_\_\_

**Name** \_\_\_\_\_

**Company** \_\_\_\_\_