



Associate Members Code of Conduct

The AAXO Associate Members 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 associate members/members affected by its operations.

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

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

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

Honesty, Honor and Harmony

- Statements made by associate members with respect to any exhibition dealing will be accurate and correct and will not seek to mislead. Associate members undertake to communicate honestly at all times.
- If appointed the official supplier/venue for an exhibition, the associate members must have sufficient capacity and experience to perform their duties satisfactorily.
- Associate members to adhere to uniform and reasonable charges and will endeavour to protect organisers/exhibitors against overcharging or bad service.
- They will ensure that they 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

- Venues should be prohibited from taking a booking at the same time to promote or host a competing event whilst the expo is currently happening.
- Statements made by Members with respect to any exhibition/supplier/venue 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

- Undertakings or promises made by Associate Members in all literature shall be adhered to. In the event of necessary change, notification will be given to actual or potential clients.
- Members will carry insurance cover in respect of public liability.
- 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 Associate Members Code of Conduct, I accept that AAXO has the right to terminate my membership

Professional Business Behavior

- Associate Members agree to hold ethical business behavior in an atmosphere of fair play
- Associate Members will conduct business in accordance with accepted principles of honesty and shall speak truthfully in all business practices to pursue client's legitimate objectives
- In the event of the cancellation venues/suppliers to revert to cancellation policy on original agreement.
- 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

- Associate Members will respect patents, copyrights and exclusive trademarks.
- Associate 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

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

Associate Members shall be subject to sanctions by AAXO if they are found to have breached the AAXO Associate Members 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.

Signed _____ **Date** _____

Name _____

Company _____