



CODE OF ETHICS

This Code of Ethics establishes the standards of conduct to be observed by all members of the Caravan and Camping Industries Association of South Australia Inc.

Under this Code, all members must:

- ❖ comply with all legislation, regulations and codes of practice that apply to the caravan and camping industry;
- ❖ strive to achieve the best practice standards that apply to the industry;
- ❖ act with integrity;
- ❖ provide goods and services in accordance with any representations made in relation to those goods and services;
- ❖ fulfill all warranties, guarantees and professional obligations in a prompt manner;
- ❖ deal with customer complaints in a timely manner and with a view to resolution;
- ❖ co-operate with other members of the Association with a view to developing the caravan and camping industry;
- ❖ not do anything which is or may be prejudicial to the standing or reputation of any other member of the Association;
- ❖ not divulge any confidential or personal information about any other member of the Association without the express consent of such member; and
- ❖ not hold a promotional event in competition with the Association for a period of fourteen (14) days before or after any promotional event organised by the Association, including but not limited to, a main show, mini show, outside promotion or in-yard event of the Association.

DATED the 24th day of November 2011

BY ORDER OF THE CCIASA EXECUTIVE COMMITTEE