



CODE OF PRACTICE

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1.0 Introduction

1. This Code of Practice (“the Code”) has been prepared and adopted by the Auto Glass Association
2. The Code governs the conduct of all AGA members to whom the Code is expressed to apply.
3. Many of the provisions of the Code are a restatement of principles and practices which have been observed by AGA members for many years.
4. All AGA members recognise that fair and genuine competition is fundamental to the service to which customers are entitled.
5. The Code demonstrates the high standards adopted by AGA members and the advantages and protection a consumer has in using the facilities and services offered by AGA members.
6. The provisions of the Code may be altered from time to time as the occasion demands.
7. The principles set out in the Code are not intended to qualify, supplement or interpret the law of the land, but are to be read subject thereto. In the event of any inconsistency between the Constitution and Rules of the AGA and the Code, the Constitution shall prevail.

2.0 Application of Code

The Code applies to all AGA members whose businesses involve automotive glass products as a Manufacturer, Wholesaler or Supplier/Installer.
All references in the Code to AGA members are to those members only.

3.0 Obligations of AGA Members

1. Every AGA member will:
 - a. *Accept the Code of Practice in its entirety.*
 - b. *Ensure compliance with the Code by all staff members employed.*
 - c. *At all times act in a manner which does not conflict with the best interests of the public, and will conduct his business and carry out his duties in accordance with strict professional courtesy and integrity.*
 - d. *Be well informed regarding the laws applicable to his business and duties, other essential facts and public policies which affect such business and duties and will duly comply with all requirements thereof.*
 - e. *At all times conduct his business and perform his duties in free competition with his fellows and will refrain from unjustly criticising the actions or damaging the reputation of his competitors who are AGA members, whether directly or by implication.*
2. An AGA member will ensure, so far as may be practicable, that a manufacturer, wholesaler or supplier/installer to the auto glass industry will not jeopardise the AGA member’s ability to fulfill his obligations under the Code.
3. An AGA member will, where it is reasonable for him to do so, having regard to the type of business in which he is engaged, ensure his workforce has the applicable skills to provide a high level of service to the customers.

4.0 Code of Ethics

4. An AGA member will use such AGA identification material as is authorised by the AGA and only in the manner authorized by the AGA.
5. Advertisements, editorial or any other published material issued by AGA members must be readily understood by the consumer and be in no way misleading according to current consumer practices.

All AGA members and their employees hereby pledge to:

- ✓ Provide our customers with high quality products and workmanship while building trust and respect for our industry.
- ✓ Conduct business in a fair and ethical manner while maintaining a professional attitude toward the competition.
- ✓ Sell and install products which meet established guidelines for safety, quality and performance as per Australian Standards.
- ✓ Adhere to the laws and standards of communities in which we operate.
- ✓ Represent the Auto Glass Industry as an informed, responsible business association eager to give customer service and satisfaction.
- ✓ Appreciate the free enterprise system and promise to conduct business as a fair competitor while meeting our obligations as an industry member.
- ✓ Treat our customers, employees and competitors with dignity and a cooperative attitude.
- ✓ Educate by sharing knowledge of the benefits of auto glass as a product to all.
- ✓ Support the industry by attending meetings and seminars sponsored by those helping us to become better informed on our products.
- ✓ Contribute our time, talent and financial support in helping this association which is dedicated to protecting our livelihood.

A.1 Appendix 1

No appendices at this time.