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## CODE OF ETHICS & CONDUCT

In achieving the aims and objectives of AIMEX, Superyacht Australia and the Commercial marine group through cooperative effort and combined marketing initiatives, each Member Company, its employees and directors shall agree to subscribe to and fully comply with our Code of Ethics and Conduct.

This agreement is a condition of membership and exhibits the Association's commitment to maintain the highest level of professional standards in the marine industry. All members will strive to work in the spirit of fairness to all clients, their employees, sub-contractors and fellow members of the Association. A strong devotion to high ideals of professional integrity and courtesy is essential.

### ***AIMEX, Superyacht Australia and ACMG shall***

- Strive to achieve a co-operative and positive climate within the industry by demonstrating loyalty towards the members and showing respect to the stakeholders in achieving the purpose of the organisation.

### **Professional Integrity and Courtesy**

#### ***members shall:***

- Uphold at all times the tradition and integrity of the Association, and conduct themselves and their businesses in such a manner that will bring credit to the member, the Association and all fellow members.
- Use the spirit of honesty, excellence, reliability, innovation and customer satisfaction to guide their decisions and commercial focus
- Refrain from associating with or conducting commercial transactions with persons or companies of questionable character.
- Avoid operational practices that may diminish the overall integrity of the industry; especially fraudulent, illegal or discriminatory practices.
- Treat as confidential and privileged any information obtained regarding the business or social affairs, financial position, state of health, technical methodology or processes of all clients, their employees, sub-contractors and fellow members of the Association.



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- Not disclose or use for the benefit of non-members commercial information received from, or in connection with the Association and its members, unless specifically approved by the CEO
- Refrain from using aggressive, improper or questionable methods when advertising or promoting their business or commercial activities.
- Seek no unfair advantage over fellow members.
- Not voluntarily disparage the business, products or services of a fellow member. If an opinion is sought regarding a fellow member, it should be provided with discretion, professional integrity and courtesy.
- Refuse to pay in any manner, direct or indirect, commissions to clients, crew or other employees of possible clients for the purpose of influencing them in his favor.

### **Standards of Products and Services**

#### ***Members shall***

- remedy promptly and equitably any genuine case of dissatisfaction honoring all guarantees and undertakings given as to quality or service
- render their products and services based on the highest standards
- not use the associations logos in such a way to bring discredit to the Association

### **Cooperation and Avoiding Conflict**

#### ***Members shall***

- So conduct their business as to avoid controversies with their fellow members.
- Inform a client or employer of all interests, affiliations, conflicts, or potential conflicts of interest which might influence decisions or the quality of services rendered.



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## **Code of Conduct**

### **1) General**

The present Code of Conduct is intended to set down the particular conditions under which the Association operates and to define some of the customs and practices of the profession. All Members are bound to comply with the rules of practice and conduct set down by the Association

### **2) Membership applications criteria and procedures**

All Membership applications shall be submitted to the Association online via comprehensively completed membership application forms

All successful applicants shall have a clear knowledge and understanding of the Association's Code of Ethics and Conduct as included on all member applications. All successful applicants agree to comply with the Code of Conduct

### **3) Professional Insurance**

All Members are strongly encouraged to carry adequate insurance cover for world-wide Professional Indemnity at a level appropriate to the members operations and exposure.

### ***DISCIPLINARY ACTION AGAINST A MEMBER***

Any Member who has been found by the AIMEX board to have failed to comply with the Code of Conduct or to have acted unethically or unprofessionally may be subject to a membership review, suspension or expulsion from the Association.