

NZ Marine Industry Association

General Code of Ethics

All members of the **New Zealand Marine Industry Association** agree to be bound by the following Code of Ethics:

- 1) **INTEGRITY**
To uphold at all times the tradition and integrity of the marine industry, and conduct themselves and their business in such a manner that will reflect credit to the Association, their fellow members and the industry. To comply with all legal requirements.
- 2) **HIGHEST STANDARDS OF SERVICE**
To deserve the patronage of the public by rendering service based on the highest standards.
- 3) **PUBLIC INTEREST**
To advise the public at all time of their best interests. Under no circumstances will the member allow their name to be intentionally associated with misleading statements or advertisements.
- 4) **PUBLIC SUPPORT**
To value the support and confidence of the public as of paramount importance and not to act in any way which would detrimentally affect or lose this support and confidence.
- 5) **PRICING**
To clearly set out in writing the basis on which and the price at which any goods or services will be supplied, and to give a written copy to the customer before undertaking the sale or service.
- 6) **GUARANTEES**
To remedy promptly and equitably any genuine cause for dissatisfaction, honouring to the fullest, all guarantees or undertakings given as to quality or service.
- 7) **QUOTATIONS, VALUATIONS AND REPORTS**
Not to issue any quotation, valuation, report or opinion bearing the members name unless it is to the best of their knowledge and belief accurate, impartially made, and based on established practice.
- 8) **SAFE HANDLING**
To make information available to customers on safe handling, useage and enjoyment of boating products sold, and draw the customers attention to the legal requirements of safe boating.
- 9) **SALES AND SERVICE STAFF**
To ensure that all sales and service staff understand and are competent to implement this Code of Ethics.
- 10) **STANDARD NZ MARINE FORMS**
To endeavour to use all forms from time to time adopted by NZ Marine as applicable and acceptable to MIA members.
- 11) **COMPLAINTS & MEDIATION PROCESS**
If any complaint is made to a NZ Marine member the member:
 - (a) Will attempt to resolve the complaint through direct discussion with the customer.
 - (b) Will advise the customer of the complaints mediation process provided by NZ Marine and will on request co-operate by participating in this process.

This certificate remains the property of the NZ Marine Industry Association and if the holder for any reason ceases to remain a member, this certificate becomes null and void and must be returned to the Association.

**NZ Marine Industry Association:
(Boating Industries Association of New Zealand Incorporated)**