

## Code of Conduct

### Introduction:

Parking Australia expects its members to integrate ethical concerns into their business practices. PA believes that sustainability management is part of the parking industry's core business. PA actively encourages the pursuit of excellence in providing services to the parking public.

It is important that all PA members conduct business respectfully towards employees, the public, and the environment, in line with the values and principles on which PA itself respects and operates, that are described in this Code of Conduct. The objective of the Code is for members to adopt best practice industry standards.

The Code provides the opportunity to make a positive impact on parking industry by encouraging appropriate behaviour and practices. Implementation of the Code will promote an Australian parking industry that is sustainable and competitive on the world stage.

Members who, in the opinion of PA Executive Committee, don't adhere to and enforce the Code will not be eligible for renewal of their membership of PA, and their existing membership will be discontinued.

### Code of Conduct

Members have a duty to:

1. Conduct their activities in a professional manner with respect for the public interest, and shall at all times act with integrity in dealing with clients, employees or sub-contractors, with their fellow members and with the general public.
2. Ensure that all contracts and terms of business are clear, concise and honoured in full, unless terminated or modified by mutual consent.
3. Not intentionally disseminate false or misleading information. Members shall not engage in false, misleading or deceptive conduct or otherwise bring parking industry into disrepute.
4. Maintain truth, accuracy and good taste in advertising and sales promotion.
5. Accept only such work as they believe they are competent to perform and as necessary obtain expert advice.
6. Comply with all applicable state and federal legislation covering their business and in particular statutory obligations, including but not limited to matters relating to consumer laws, occupational health and safety and workplace relations laws.

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7. Refrain from knowingly associating with any enterprise, which uses improper or illegal methods for obtaining business.
8. Not intentionally injure the professional reputation or practice of another member.
9. Refrain from using their relationship with PA in such a manner as to state or imply an official accreditation or approval beyond the scope of membership of the association and its aims, rules and policies.
10. Have in place procedures to deal appropriately and promptly with complaints about the provision of their services.
11. Strive for standards of excellence in all aspects of industry practice, education, research and promotion.
12. Make every endeavour to conserve the environment, balancing the rights of future generations with current economic needs.

Where an alleged breach of this Code is appropriately brought to the attention of the PA Committee, then PA Committee will in the first instance raise this matter in writing with the member. The PA Committee will then refer to the Constitution if the breach cannot be remedied.

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