



KANGAROO ISLAND TOURISM ALLIANCE CODE OF ETHICS

Each member of KITFWBA shall conduct their business with integrity and in an ethical manner. It is the Association's intent to earn and maintain the confidence of clients, colleagues, employers, employees and the public and for this reason the Association Board has adopted this Code of Ethics.

Aim.

The aim of the Associations Code of Ethics is to provide guidance and set common ethical standards to promote consistency of professional behaviours and relationships with other members of the association, the industry more broadly and the consumer. This protects the reputation of the association, its members and provides a platform for meeting visitor expectations.

Code of Ethics

Each member of Kangaroo Island Tourism Food Wine and Beverage Association (KITFWBA) shall conduct their business with integrity and in an ethical manner to earn and maintain the confidence of clients, colleagues, employers and the public.

1. Members shall pursue and maintain high standards of personal and professional conduct and service, and:

- Comply with the laws of South Australia, Australia and International conventions ratified by Australia, and operate within the spirit of those laws and conventions;
- Ensure that all contracts and/or terms of business are clear, concise and honoured in full unless terminated or modified by mutual agreement;
- Offer and maintain a high standard of customer service, facilities and cleanliness to the public at all times;

2. In contact with others, members shall:

- Protect the safety, health and welfare of employees and the public;
- Not harm or attempt to harm, maliciously or recklessly, directly or indirectly, the professional reputation of others through any communications means; this includes radio, print and digital platforms such as social media.
- Not act to bring the association or members into disrepute;
- Not intentionally convey false or misleading information whether written, spoken or implied, nor conceal any relevant fact in their duty to maintain truth, accuracy and good taste in all advertising and promotion. This includes radio, print and digital platforms such as social media.
- Promote the Island and industry sector in a positive manner.

BREACH OF ETHICS:

- The Kangaroo Island Tourism Food Wine and Beverage Association Board acts as the body to deal with any breach of the Code of Ethics.
- Complaints must be in writing and must be able to be substantiated.
- Complaints are to be forwarded to the Chair of the Association, unless the Chair is the subject of the complaint in which case the complaint should be forwarded to the Deputy Chair.

Members against whom complaints are filed will be given the opportunity to put their case forward either in writing or through a meeting with the Board an appointed subcommittee of the Board. The member may have representation if they chose to.

The Board will deal with such matters in confidence.

If a Board Member is the subject of the complaint they will not participate in any meetings of the board related to the manner and any decisions taken, other than the right to respond to the complaint as highlighted above. A board member will be afforded no additional right of reply or representation than any other member of the Association.

A proven breach may result in a warning to a member, and any further transgression or breach of the Code may result in cancellation of membership and removal of any rights and privileges to which he or she may have been entitled by virtue of membership. It is to be noted that further transgressions will also be subject to the same process of assessment as noted above.

Serious breaches may result in the immediate expulsion of a member with the potential for legal proceedings to be instigated..