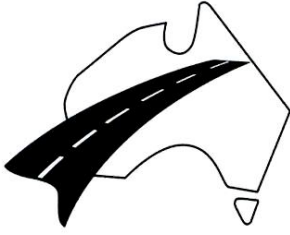


Roadmarking Industry  
Association of Australia Ltd.

Member Code of Conduct



## **Roadmarking Industry Association of Australia Ltd.**

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### **RIAA Members Code of Conduct**

Version 1.0, 5

Subject to the provisions outlined in this document, RIAA members proudly display the RIAA emblem. The emblem identifies organisations which concur with the RIAA's high standards of business practice. It is a symbol of integrity and reliability. It also recognises organisations which have a wide range of technical experience to help their clients achieve their aims.

It is a condition of membership of the RIAA that we agree to adhere to the following Code of Conduct. The Code is arranged in six areas of activities.

#### **1. RIAA Activities.**

- Members will respect the reputation, profile and status of the RIAA and in discussions with non-members will represent the Association accordingly.
- Members will participate in the functions and activities of the Association and where possible lend to such activities their business and professional expertise.
- Members may not purport to represent the RIAA without the express permission of the RIAA Executive

- Whilst representing the RIAA, members must be neatly & professionally attired & shall not engage in any activity which purposes to promote their own business, group or organisation.
- Members will learn and use the knowledge, skills and techniques of the pavement delineation industry at least to the minimum currently accepted standards of the industry and will continually update their knowledge, skills and techniques as new information evolves within the industry.
- Permission must be sought from the Executive of the RIAA prior to the use of the RIAA emblem in any way; no one may use the RIAA emblem in any form of advertising without the express approval of the RIAA Executive.
- Subject to the above clause; In advertising members may use the RIAA emblem in such a way that it does not exceed 10% of the total area or time of the advertisement. The use of the RIAA emblem by anyone other than financial members will be considered to be in breach of copyright and liable to legal action accordingly.

## **2. Client Related Activities**

- In the service of a client members will act honestly and fairly in the client's best interests.
- Members will act with all possible skill and diligence, and with reasonable promptness.
- Members will maintain client confidences and avoid conflicts of interest.
- Members must carry out works in accordance with the relevant specifications and standards.
- Members will honour any quotation given to a prospective client.

- Members will act with honesty and fairness in responding to a prospective client's enquiries and in advertising.
- Members will represent their organisation truthfully and fairly and will not engage in any deceptive statements or practices.

### **3. Competitor Related Activities**

- Members will act with honesty, fairness and courtesy in all dealings with other industry organisations.
- Members will not use untrue or deceptive statements concerning a competitor or supplier, their service or products. In negotiations with clients or prospective clients nothing in this clause shall prevent a member from truthfully stating the non-member status of a competitor.
- Members shall seek resolution of any grievance involving another person or organisation in the linemarking industry through appropriate personal means, through the established procedures of the RIAA or through applicable law.

### **4. Activities Relating to the Public**

- Members will maintain a clean and non-polluting environment in their places of business including depots and work sites.
- Members will operate according to the ordinances, statutes and laws of the various jurisdictions.
- Members will operate so as not to endanger the health, safety or amenity of any member of the public.

## **5. Staff Related Activities**

- Members will require their employees to operate with regard to this Code of Conduct.
- Members acknowledge the mutual interest that they and their employees have in good industrial relations between each other.
- Members will train their employees in safety procedures and in new techniques which evolve within the industry.
- Members will encourage their employees to obtain the qualification of Certificate III in Civil Construction (Road Marking)

## **6. Sanctions**

- The RIAA shall maintain the Code of Conduct and hear complaints from members or others concerning conduct of members and reserves the right to take disciplinary action.
- Members who are deemed by the RIAA to be in serious breach of this Code of Conduct will be removed as members of the RIAA and an announcement stating: "This member has been removed as a member of the RIAA" will be published in the Roadmarker Magazine.