

CODE OF ETHICS

of the

New Zealand Agricultural Aviation Association (NZAAA)

Accepting that competition is a necessary and vital part of the pursuit of individual interests in a free enterprise system, the Association nevertheless believes there is a code of behaviour, along which business should be conducted, to avoid unnecessary hardship to fellow operators, which will help to prevent the downgrading of the agricultural aviation industry as a whole. Such a code will also benefit, in the long term, the interests of our customers assuring them of the best possible job at a reasonable cost.

The code is as follows

In our consideration for our industry, our employees, our fellow operators and our customers we should:

1. Satisfy ourselves as to the truth and fairness of every transaction.
2. Not abuse another's trust. See that our employees uphold the highest possible standards of truth and fairness, avoiding at all times misrepresentation, non-disclosure, overpricing, under-pricing, exploiting practices or otherwise abusing the confidence placed in us.
3. Associate freely with our fellow operators encouraging a high level of trust and goodwill. By our own conduct we should, at all times, promote the idea of good faith and respect between our industry and our customers.
4. Calculate the cost of all work done on a fair and equitable basis, methodically accumulating the costs on all work and generally ensuring that our customers get the best job at a reasonable price.
5. Determine a reasonable return for our efforts and a reasonable return for the capital invested in the business.
6. Ensure that the full quantity of any job is delivered, checking that charges made are in keeping with the service delivered.
7. Refrain from all unethical business practices, including cash or other inducements to gain an order.
8. Work for the general good of our industry, sharing our experiences and our technical knowledge with our fellow operators.
9. Be slow to condemn our competitor's prices and always give them the benefit of any extenuating circumstances.
10. Show care and respect for our staff, always treating others as we would like to be treated ourselves.