

CAR CRAFT CODE OF ETHICS



The Code is intended to promote standards, ethics and co-operative relationships within Car Craft Accident Repair Centre's members and with their customers. The member agrees to abide by the following principles:

1. **Integrity** - members have an obligation to be straight forward, honest and professional in their business and customer relationships.
2. **Visibility** – members display the Car Craft logo wherever possible, including on the building frontage, in the reception area, on corporate uniforms and by flying the Car Craft flag.
3. **Professional Competence** - members are to maintain professional knowledge and skills and participate in training wherever possible in order that Car Craft businesses are seen to be leaders in their field.
4. **Professional Courtesy** - members must:
 - a. Communicate with and assist other Car Craft members wherever possible;
 - b. Not knowingly take work from another Car Craft business;
 - c. Consider advising the other Car Craft member, if one of their staff approach them seeking employment; and
 - d. Communicate and liaise with the other Car Craft member in relation to a dispute or rectification work that may be referred to your business.
5. **Preferred Suppliers** - members should actively support the preferred supplier network and encourage other members to do the same.
6. **Business Presentation** – members must maintain:
 - a. The professional facade and signage of the business; and
 - b. Standards of orderliness and cleanliness that reflect the professionalism of both the member business and Car Craft.
7. **Participation** – Wherever possible members should participate in and contribute to the Car Craft group's events, meetings, training opportunities, etc.