



ASPASA

Code of Ethics

The members of **ASPASA** commit themselves and their organization to the following principles of business ethics.

Obligations to Customers

- To disclose relevant information regarding products and not to mislead customers about the product;
- To charge the agreed price, or where no price was agreed, a fair price;
- To supply products timeously, and keep the customer informed of any delays in supply;
- To maintain standards of quality in accordance with the understanding or any agreement made with the company;
- To supply products in conformity with the South African National Standards SABS 1083, unless agreed otherwise with the customer and to replace substandard product or remedy otherwise to damage caused by substandard products;
- To provide a ready means for the customer to lodge complaints about the quality of the products;
- To not to permit or condone any acts of unethical behavior;
- To ensure the confidentiality of sensitive producer or customer information.

Obligations to Suppliers

- To inform a supplier of any unethical behavior by the supplier's personnel or any of the company's employees;
- To terminate dealings with any supplier displaying unethical behavior;
- To meet the obligations to suppliers or creditors within the time agreed;
- To inform suppliers or creditors timeously of any inability to meet obligations, and to take account of the interests of suppliers or creditors when requesting an extension of payment terms.

Obligations to Employees

- To deal courteously with employees, having regard to cultural sensitivities and individual dignity;
- To give due attention to training and development of employees;
- To provide safe working conditions, including adequate machinery and equipment, protective clothing and competent supervision in terms of applicable legislation;
- To promote without discrimination and provide career opportunities;

- To recognize employees' efforts through fair remuneration and reward;
- To comply with laws governing Labour relations and conditions of employment;
- To deal openly and fairly in collective bargaining with the employees or their representative.
- To ensure participation in the **ASPASA** Health & Safety and Environmental programmes to ensure employees are not negatively affected.

Obligations to Competitors

- To refrain from dishonest allegations regarding a competitor or his products;
- To compete fairly and within the limits set by the law
- To display ethical behavior in the marketplace

Obligations to Society At Large

- To refrain from illegal mining
- To pay due regard to safety, occupational and public health;
- To contribute to the upliftment of the communities in which we operate;
- To strive for excellence in environmental management.



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ASPASA
AT WORK