

# Certificate of Membership

This is to certify that

**XPERIEN**

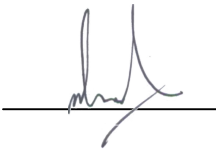
Membership no: **E035**

Is a signatory to the

**e-Waste Association of South Africa's**

**Code of Ethics**

and undertakes to abide by the code in all its aspects always



*20 February, 2017*

**Keith Anderson**

**Date**

**Valid until end of: 28 February 2018**

**Chairman**

The e-Waste Association of SA has as a prime objective the promotion of consistent standards of professionalism and service in the e-waste industry. Specifically, all members of the Association are committed to act in a professional manner in their relationships with their customers, their employees, fellow members and the public. Members of eWASA warrant that they will:

**Customers**

- At all times conduct business professionally and ethically and fulfill all agreements in good faith.
- Accurately represent their experience and capabilities and those of their employees or agents.
- Accept responsibility for assisting customers to effective information technology solutions.
- Offer for sale only goods or services for which they have the trading rights or ability to supply.
- Express clear and precise information in advertisements and statements issued to the media and, in agreements, avoid terms, which may be misleading or misunderstood.
- Disclose to prospective customers any particular interest, which they may have in goods or services, which they recommend.
- Treat as confidential all information learned about the business of a customer and to provide proper security for confidential information, records, documents and programmes.
- Comply with all applicable laws, copyrights, legislation and regulations in South Africa.

**Employees**

- Provide good and safe working conditions, scope for job satisfaction and equal opportunities.
- Provide the opportunity for all employees to improve their skills and technical competence.
- Impress upon and remind employees of the confidential nature of the customers' material and information.
- Insist upon professional behaviour and a high standard of service to customers.
- Ensure that employees are acquainted with this code.

**Fellow Members**

- Recognise that disparagement of other members of the industry is unbusinesslike and damaging to the reputation of the entire industry.
- Refrain from recruiting employees for the purpose of obtaining trade secrets or contracts.