



Information Technology Association of South Africa

ITA CODE OF ETHICS

The Information Technology Association of SA has as a prime objective the promotion of consistent standards of professionalism and service in the information technology 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 the ITA warrant that they will:

CUSTOMERS

- At all times conduct business professionally and ethically and fulfil 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.

**** The Code of Ethics must be signed by the CEO of the company.**

**** Each Branch Manager must sign a copy of the Code of Ethics.**

I/We

hereby confirm that I/we undertake to abide by the ITA Code of Ethics in all respects should we be accepted as members of the Association.

Signature:

Title :

Date :