

## **Code of Ethics**

### **I.**

We guarantee to provide responsible service at all times and to always offer technically faultless devices and products. As a matter of course, we comply with all legal requirements. Particular attention is paid to regulations regarding hygiene, quality freshness and security and safety.

### **II.**

We provide the fastest possible repair of possible disturbances or damages and ensure prompt delivery of spare parts. Customers will receive their own set of clear and unequivocal instructions and information on the type, model, use, capacity and assembly or installation requirements of their machine.

### **III.**

We shall constantly keep ourselves informed on the development of machines and product technology, machine installation requirements, hygiene regulations and current legislation. If necessary, important information will be made available to all members through the association office and an exchange of experience shall be maintained.

### **IV.**

We will not engage in any publicity or business practices that violate the principles of fair competition.

### **V.**

To avoid harming the public image of the industry, we will make use of every possibility for the prevention of a lawsuit against or including other association members. In case of disputes, we shall always appeal to the settlement committee as set up by the executive committee as a first step.

### **VI.**

We hereby accept that the executive committee is entitled to revoke any membership of the association in case of serious violation of the aforementioned principles, the statutes, or of resolutions adopted in general meetings or by the executive committee.