



ASSOCIATE MEMBERSHIP APPLICATION FORM & CODE OF PRACTICE

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ASSOCIATE MEMBERSHIP APPLICATION FORM



Company Name: _____
Primary Contact: _____ Position: _____
Trading/Business Name: _____ No. of years trading: _____
Address: _____
Postcode: _____
Phone: _____ Fax: _____
Email: _____ Website: _____
ABN: _____

I hereby apply for the membership of the Auto Glass Association (AGA). I and my employees agree to abide by the AGA Code of Practice and Code of Ethics.

Name: _____ Position: _____
Signature: _____ Date: _____

Part II AGA Rules Membership Qualifications

The Membership of the Association shall consist of **'Full Members'** and **'Associate Members'**.

A person, firm or company is qualified to be an Associate Member of the Association if he/she/it is an owner or operator of the automotive glass business and has paid his/her/its subscription for the current year. An Associate Member shall be entitled to speak and be heard at all General Meetings of the Association but shall only be entitled to hold an office in the Association or in any Committee or sub-Committee thereof if invited to do so by the Executive Committee.

I wish to apply for annual membership as: **Associate Member (\$275 inc GST)**

AGA members are entitled to a free listing on the AGA online directory, which connects potential customers with service providers and suppliers. The details must be accurate at all times. It is the responsibility of each member to alert info@autoglass.org.au of changes.

Business Name: _____
State/s: _____ Phone: _____
Email: _____ Website: _____
Hours of Operation: _____
Mobile Service: _____

Office use only: Date received: _____ Executive Meeting: _____ Membership No.: _____

Categories Manufacturer Wholesaler Supplier Installer

Services provided: *(please tick)* Chip repair Windscreen replacement Supplier Tools
 Tinting Window replacement Mouldings Reseals
 Window tinting Other

Please tick the region/s below that your business covers.

NSW

<input type="checkbox"/> Blue Mountains	<input type="checkbox"/> The Hunter (Newcastle)	<input type="checkbox"/> Mid North Coast	<input type="checkbox"/> Southern Highlands
<input type="checkbox"/> Central Coast	<input type="checkbox"/> Illawarra (Wollongong)	<input type="checkbox"/> North West Slopes	<input type="checkbox"/> Southern Tablelands
<input type="checkbox"/> Central West	<input type="checkbox"/> Lord Howe Island	<input type="checkbox"/> Northern Rivers	<input type="checkbox"/> South West Slopes
<input type="checkbox"/> Greater Western Sydney	<input type="checkbox"/> New England	<input type="checkbox"/> Riverina	<input type="checkbox"/> Sunraysia
<input type="checkbox"/> Far South West	<input type="checkbox"/> Murray	<input type="checkbox"/> Sapphire Coast	<input type="checkbox"/> Sydney
<input type="checkbox"/> Far West			

VIC

<input type="checkbox"/> Melbourne	<input type="checkbox"/> Yarra Valley	<input type="checkbox"/> Phillip Island	<input type="checkbox"/> Grampians
<input type="checkbox"/> Daylesford/Macedon Ranges	<input type="checkbox"/> Dandenong	<input type="checkbox"/> Great Ocean Road	<input type="checkbox"/> High Country
<input type="checkbox"/> Gippsland	<input type="checkbox"/> Mornington Peninsula	<input type="checkbox"/> Goldfields	<input type="checkbox"/> The Murray

QLD

<input type="checkbox"/> Brisbane	<input type="checkbox"/> Gladstone	<input type="checkbox"/> Southern Downs	<input type="checkbox"/> Torres Strait Islands
<input type="checkbox"/> Bundaberg	<input type="checkbox"/> Gold Coast	<input type="checkbox"/> Sunshine Coast	<input type="checkbox"/> Townsville
<input type="checkbox"/> Capricorn	<input type="checkbox"/> Mackay	<input type="checkbox"/> Toowoomba/Darling Downs	<input type="checkbox"/> Far North Queensland
<input type="checkbox"/> Wide Bay/Burnett	<input type="checkbox"/> Outback Queensland		<input type="checkbox"/> Whitsunday
<input type="checkbox"/> South East Queensland			

SA

<input type="checkbox"/> Adelaide Plains	<input type="checkbox"/> Far North	<input type="checkbox"/> Limestone Coast	<input type="checkbox"/> Riverlands
<input type="checkbox"/> Adelaide Hills	<input type="checkbox"/> Fleurieu Peninsula	<input type="checkbox"/> Sunshine Coast	<input type="checkbox"/> York Peninsula
<input type="checkbox"/> Barossa Valley	<input type="checkbox"/> Flinders Ranges	<input type="checkbox"/> Mid North	<input type="checkbox"/> Whitsunday
<input type="checkbox"/> Copper Triangle	<input type="checkbox"/> Kangaroo Island	<input type="checkbox"/> Murraylands	<input type="checkbox"/> Mount Lofty Ranges
<input type="checkbox"/> Eyre Peninsula			

WA

<input type="checkbox"/> Gascoyne	<input type="checkbox"/> Kimberley	<input type="checkbox"/> Peel	<input type="checkbox"/> Wheat Belt
<input type="checkbox"/> Goldfields/Esperance	<input type="checkbox"/> Mid-West	<input type="checkbox"/> Pilbara	<input type="checkbox"/> Christmas Island
<input type="checkbox"/> Great Southern	<input type="checkbox"/> Perth	<input type="checkbox"/> South West	<input type="checkbox"/> Cocos/Keeling Island

TAS

<input type="checkbox"/> Hobart & Surrounds	<input type="checkbox"/> North West Coast
<input type="checkbox"/> Launceston & Surrounds	<input type="checkbox"/> West Coast
<input type="checkbox"/> East Coast	<input type="checkbox"/> North East

NT

<input type="checkbox"/> Arnhem Land	<input type="checkbox"/> Darwin
<input type="checkbox"/> Barkly Tableland	<input type="checkbox"/> Katherine Region
<input type="checkbox"/> Central Australia	<input type="checkbox"/> Top End

ACT

<input type="checkbox"/> Canberra & Surrounds	<input type="checkbox"/> Canberra
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ALL REGIONS

CODE OF PRACTICE

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1.0 Introduction

1. This Code of Practice (“the Code”) has been prepared and adopted by the Auto Glass Association
2. The Code governs the conduct of all AGA members to whom the Code is expressed to apply.
3. Many of the provisions of the Code are a restatement of principles and practices which have been observed by AGA members for many years.
4. All AGA members recognise that fair and genuine competition is fundamental to the service to which customers are entitled.
5. The Code demonstrates the high standards adopted by AGA members and the advantages and protection a consumer has in using the facilities and services offered by AGA members.
6. The provisions of the Code may be altered from time to time as the occasion demands.
7. The principles set out in the Code are not intended to qualify, supplement or interpret the law of the land, but are to be read subject thereto. In the event of any inconsistency between the Constitution and Rules of the AGA and the Code, the Constitution shall prevail.

2.0 Application of Code

The Code applies to all AGA members whose businesses involve automotive glass products as a Manufacturer, Wholesaler or Supplier/Installer.
All references in the Code to AGA members are to those members only.

3.0 Obligations of AGA Members

1. Every AGA member will:
 - a. *Accept the Code of Practice in its entirety.*
 - b. *Ensure compliance with the Code by all staff members employed.*
 - c. *At all times act in a manner which does not conflict with the best interests of the public, and will conduct his business and carry out his duties in accordance with strict professional courtesy and integrity.*
 - d. *Be well informed regarding the laws applicable to his business and duties, other essential facts and public policies which affect such business and duties and will duly comply with all requirements thereof.*
 - e. *At all times conduct his business and perform his duties in free competition with his fellows and will refrain from unjustly criticising the actions or damaging the reputation of his competitors who are AGA members, whether directly or by implication.*
2. An AGA member will ensure, so far as may be practicable, that a manufacturer, wholesaler or supplier/installer to the auto glass industry will not jeopardise the AGA member’s ability to fulfill his obligations under the Code.
3. An AGA member will, where it is reasonable for him to do so, having regard to the type of business in which he is engaged, ensure his workforce has the applicable skills to provide a high level of service to the customers.

4. An AGA member will use such AGA identification material as is authorised by the AGA and only in the manner authorized by the AGA.
5. Advertisements, editorial or any other published material issued by AGA members must be readily understood by the consumer and be in no way misleading according to current consumer practices.

3.0 Code of Ethics

All AGA members and their employees hereby pledge to:

- ✓ Provide our customers with high quality products and workmanship while building trust and respect for our industry.
- ✓ Conduct business in a fair and ethical manner while maintaining a professional attitude toward the competition.
- ✓ Sell and install products which meet established guidelines for safety, quality and performance.
- ✓ Adhere to the laws and standards of communities in which we operate.
- ✓ Represent the Auto Glass Industry as an informed, responsible business association eager to give customer service and satisfaction.
- ✓ Appreciate the free enterprise system and promise to conduct business as a fair competitor while meeting our obligations as an industry member.
- ✓ Treat our customers, employees and competitors with dignity and a cooperative attitude.
- ✓ Educate by sharing knowledge of the benefits of auto glass as a product to all.
- ✓ Support the industry by attending meetings and seminars sponsored by those helping us to become better informed on our products.
- ✓ Contribute our time, talent and financial support in helping this association which is dedicated to protecting our livelihood.

4.0 Appendix 1

No appendices at this time.