

# Membership Certificate

## 2010



Commitment to the Motor Industry

## Code of Ethics

Recognising the responsibility of every organisation/company to maintain high standards of business ethics and integrity, as members in good standing of

### The Society of the Irish Motor Industry

We subscribe to the following principles and pledge to:

- Operate our business in accordance with the highest standards of ethical conduct.
  - Meet our customers' needs in a professional manner.
  - Advertise our products in a positive, factual and informative manner.
- Provide knowledgeable and trained personnel to ensure efficient quality customer service.
- Upon request, provide written estimates of and details of service to be performed.
  - Resolve misunderstandings in a prompt and courteous manner, through, if appropriate, the SIMI Standards Tribunal.

We accept these principles and pledge this organisation to abide by them.

Certificate Number \_\_\_\_\_