



DRAFT CODE OF PRACTICE FOR MEMBERS OF THE C4EE :: 16 February 2009

Compliance with the spirit and instruments of this code of practice is mandatory for membership of the Centre for Excellence in Events. All members of the Centre for Excellence in Events (C4EE) shall:

1. Commit to fulfilling all prevailing statutory, legal and regulatory obligations both National and European or in such country or jurisdiction in which an event is controlled in whole or in part by a member of the C4EE and which include but are not limited to, employment laws, data protection, fiscal, insurance, auditing and directorial responsibilities as a matter of course.
2. Commit to conducting all business ethically and within both the spirit and the letter of the law and to always act in the best interests of their clients or customers.
3. Implement a fair and reasonable pricing structure that rewards the member and their corporate body (if such exists) for their time and expertise in an adequate fashion and not to excess.
4. Clearly define and publish all terms of business and conditions of engagement, and ensure that all clients are aware of same prior to contract execution.
5. Behave in a manner that respects the rights of each individual and corporate body to fair and equal treatment even when that individual or corporate body is a competitor or in a competitive situation.
6. Ensure that all financial transactions are carried out in an appropriate manner in accordance with legal requirements and appropriate best practice.
7. Demonstrate a high level of business ethics and integrity in all interactions with staff, colleagues, clients and suppliers.
8. Deliver on the highest level of customer service at all times, engaging with customers, clients and partners in an open and transparent fashion.
9. Commit to adhering to the principles of fair trading with suppliers, especially relating to the payment for goods and services contractually agreed.
10. Operate in a manner that upholds the aims of the C4EE and reflects in a professional light on all members.

The Centre for Excellence in Events Ltd

No 1 Rogans Court, Patrick Street, Dun Laoghaire, Co Dublin, Ireland
Telephone : 01 2304500 - Email : info@centreforexcellenceinevents.ie

The Centre for Excellence in Events is a company registered in Ireland. Registration No: 449001
Directors: C. Carroll, S. Carroll, D. Doris, L. Horan, E. O'Connor



Complaints Procedure

In the event that a client or supplier or another member considers that a Member of the C4EE has acted in violation of the C4EE Code of Practice, they have the right to make formal representation to the C4EE. A committee will be convened upon receipt of a complaint, and will comprise prominent individuals from the events industry whose business activities do not represent a conflict of interest with any party involved in the dispute.

This committee will report to the board of the C4EE. The Board has the power to determine the appropriate course of action which may include termination of membership in the event of a material violation.

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