



euromic Members Code of Conduct

euromic is a non-profit association founded in 1973. Each member company is an independent and experienced Destination Management Company which has met stringent euromic qualifications in order to be granted membership of the association. They are guided in all their activities by truth, fairness, and the highest integrity.

euromic members:

- Shall abide by and honour the values of the association:

Respect - We respect the planet and everyone on it. Simple.

Honesty - Integrity is at the heart of what we do.

Real / Genuine - We never profess to be something we are not.

We believe there is always a **better way**.

Pride in who we are and what we do.

- Shall honour contracts and will make every effort to fulfil all commitments related to them both written and verbal as may be legally required.
- Will not make false or misleading statements to a potential client about their destination, expertise or ability to deliver the client's programme successfully and professionally.
- Recognize that they have the responsibility to constantly strive to improve their products and services to make them the best possible service provider in their destination.
- Will protect the confidentiality of all our business arrangements.
- Shall never knowingly make false or misleading statements about fellow-members, competitors, clients, or suppliers.
- Will always strive to offer the best value for the clients with win-win conditions.
- Maintain complete loyalty to the association and their fellow members. Will actively work to enhance the public image and objectives of euromic and always protect its reputation.
- Will comply with requests from the association's board of directors to provide transparent and relevant information should there ever be a dispute relating to a client complaint or concern regarding the service delivery of a member.
- Shall agree to and abide by the Association's policies relating to Anti Bribery & Corruption, Child Labour and Diversity Inclusion.