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## **LAUNDRY ASSOCIATION AUSTRALIA (Ltd) MEMBERSHIP AGREEMENT**

### **RATIONALE**

The LAA represents companies operating in the rental of textiles and/or commercial laundering and re-distribution of textile products; critical suppliers supporting the sector including laundry equipment manufacturers and distributors, and consumable and chemical suppliers specific to the Industry; who service a range of sectors including health; public and private hospitals; restaurants and general food service; hotels and other accommodation; industries and/or other sectors requiring commercial laundering of textile products; and their supply chain.

### **GENERAL TERMS**

1. All Members agree to comply with this Agreement.
2. The terms of the Agreement are valid for the period of membership.
3. Paying the subscription fee and signing this Agreement constitute agreement with the terms and conditions of membership of the LAA.

### **CODE OF PRACTICE**

1. Members shall at all times, act with integrity in dealing with customers; employees; fellow association members; and the public.
2. Members shall conduct their professional activities with respect; fairness; honesty; openness; and dignity.
3. Members shall not intentionally disseminate false or misleading information; explicitly or implicitly; nor conceal any relevant fact. Members have a duty to maintain truth and accuracy.
4. Members shall not represent conflicting or competing interests except with the express consent of those concerned given only after full disclosure of the facts to all interested parties.
5. Members shall not intentionally injure the professional reputation or business of another member.
6. Members will comply with ethical business practices; and not employ anti-competitive behaviours.

7. If a member has evidence that another member has been guilty of unethical practices; it shall be their duty to inform the Association.
8. Members shall help to improve the body of knowledge of the industry by exchanging information and experience with fellow members.
9. Members shall refrain from using their relationship with the Association in such a manner as to state or imply an official accreditation or approval beyond the scope of membership of the Association and its aims, rules and policies.
10. Members shall cooperate with fellow members in upholding and enforcing the code.
11. Confidential, sensitive and commercial in confidence information which may be available to members on an irregular basis is to be retained as confidential and not be divulged to third parties.
12. Members agree to operate with integrity in the marketplace, including complying with relevant laws, regulations and standards.
13. Members are prohibited from unconscionable conduct which involves serious misconduct that is significantly unfair or unreasonable—that is, when a business shows no regard for conscience.

Members must respect the integrity of existing contracts and always act in good faith.

Breaching contract conditions including early termination is a legal matter, and members should seek legal advice.

## **GRIEVANCE PROCEDURE AND DISCIPLINARY ACTION**

1. The LAA may take disciplinary action against a member if in the opinion of the Board the member has failed to:
  - rectify a breach; or
  - has failed to comply with these Rules; or
  - refuses to support the purposes of the LAA; or
  - has engaged in conduct prejudicial to the LAA.

Action may include the cancellation, suspension or expulsion of membership.

2. Issues and resolutions will be discussed and documented at meetings and issued to Members through meeting minutes.
3. The Member has the right to appeal against a suspension or expulsion. Members can access the grievance procedure where disciplinary action has not been taken. A grievance procedure is between: a Member and another member; a Member and the Committee; a Member and the CAAA. The parties to a dispute must attempt to resolve the dispute between themselves within 14 days of the dispute coming to the attention of each party. Where the parties are unable to settle the dispute, a mediator can be appointed to resolve the issue.

## **CONFIRMATION**

I agree to comply with the terms of the LAA Membership Agreement for the year \_\_\_\_\_ - \_\_\_\_\_.

Name .....

Position .....

Company .....

Signature .....

Date .....