

CODE OF ETHICS



The EPR Waste Association of South Africa has as a prime objective the promotion of consistent standards of professionalism and service in the e-waste industry. Specifically, all members of the Association are committed to acting in a professional manner in their relationships with their customers, their employees, fellow members and the public. Members of eWASA warrant that they will:

Customers

- At all times conduct business professionally and ethically and fulfil all agreements in good faith.
- Accurately represent their experience and capabilities and those of their employees or agents.
- Accept responsibility for assisting customers to effective information technology solutions.
- Offer for sale only goods or services for which they have the trading rights or ability to supply.
- Express clear and precise information in advertisements and statements issued to the media and, in agreements, avoid terms, which may be misleading or misunderstood.
- Disclose to prospective customers any particular interest, which they may have in goods or services, which they recommend.
- Treat as confidential all information learned about the business of a customer and to provide proper security for confidential information, records, documents and programmes.
- Comply with all applicable laws, copyrights, legislation and regulations in South Africa.

Employees

- Provide good and safe working conditions, scope for job satisfaction and equal opportunities.
- Provide the opportunity for all employees to improve their skills and technical competence.
- Impress upon and remind employees of the confidential nature of the customers' material and information.
- Insist upon professional behaviour and a high standard of service to customers.
- Ensure that employees are acquainted with this code.

Fellow Members

- Recognise that disparagement of other members of the industry is unbusinesslike and damaging to the reputation of the entire industry.
- Refrain from recruiting employees for the purpose of obtaining trade secrets or contracts.

**Cellphone Express T/A
KM Ewaste**

Member

08 February 2024

Date



e W A S A

EPR Waste Association
of South Africa

Registered with SAWIC in all 3 sectors: **PACKAGING:** 19/7/5/P/PRO/20211123/022 | **EEE:** 19/7/6/E/PRO/20210512/001 | **LIGHTING:** 19/7/7/L/PRO/20211123/004

This certificate is only valid if issued under the official seal of eWASA accreditation and can be withdrawn in the event of non-compliance

Certificate valid until: **31 December 2024**