



NEW ZEALAND CONVENTION ASSOCIATION INCORPORATED
BY-LAWS GOVERNING ENTRY
TO
PROFESSIONAL CONFERENCE ORGANISERS GROUP
AND
CODE OF ETHICS, RULES AND RESPONSIBILITIES

1. The basis and level of charging by a PCO (“Professional Conference Organiser”) must be disclosed to the client at the time a quote is given or a relationship entered into.

To ensure that professional standards are maintained it is important that the client is not misled as to the basis of charging. The provisions of Sections 3, 4, 5 & 8 of the Secret Commissions Act 1910 are set out in the Schedule.

2. A PCO must keep a separate bank account or ledger for each client’s funds. This is to be operated on a trust account basis so that each client’s funds can be clearly identified and acknowledged as being the property of that client.

If the funds held are not in the client’s name then the PCO must have a letter from their Bank acknowledging that funds held in their bank account are held for the client under a constructive Trust and will not be utilised by the Bank for any of the PCO’s liabilities.

3. A PCO member is required to enter into a written contract with its clients covering:

- 16.1 Services to be provided including any accounting service
- 16.2 Fees and disbursements to be charged
- 16.3 A dispute resolution procedure
- 16.4 A clear outline of PCO’s and client’s responsibilities.

4. If a PCO has a conflict of interest on any issue involving the client it should be disclosed to the client and the member should not continue to work for the client where impartiality or loyalty to the client will be adversely affected by the conflict of interest.

If you have an interest in any business such as a lodge or a transport company with which your client is going to make a contract this should be disclosed to your client. If you have two clients with conflicting interests then it should be disclosed to both clients so that they are aware of the conflict and you do not compromise their position or yours. The Secret Commissions Act is also relevant to this rule.

5. Any business information given by the client should be held in confidence and should not be disclosed to any other party without the consent of the client unless it is necessary to further the clients’ purpose or there is a legal obligation to disclose it.

There must be full communication between the parties but information should not be disclosed to another client or supplier unless necessary.

6. No PCO shall knowingly make false or misleading statements in the course of business and particularly:

- (a) About competitors;
- (b) To obtain confidential information;
- (c) About the member's own ability or expertise to meet a potential client's needs; or
- (d) About any supplier or the cost of supplies.

PCOs must adhere to the highest standards of honesty and integrity if we are to be recognised as a profession.

7. If a client terminates instructions or a PCO has to terminate the relationship then it shall be terminated with dignity and with a minimum of disruption to the client's affairs.

A member is, of course, entitled to exercise all their legal rights.

8. No PCO shall knowingly approach a client of another PCO specifically in order to obtain business already contracted by such other PCO.

This shall not prohibit a member from quoting for the business if the client has made the first approach.

9. A PCO shall always deal fairly with suppliers and not solicit a proposal from the supplier when the supplier has no chance of obtaining the business. Similarly a member shall always be frank and honest with the supplier when seeking complimentary services and shall not under any circumstances mislead the supplier about present or future business in order to obtain such complimentary services. (This shall not prohibit the obtaining of quotes from suppliers where the client requires them to be obtained.)

10. A PCO shall always act in a professional manner and exhibit the knowledge, skills and capabilities to properly service a client's needs and should not take on a project without realistically holding the view that they are either competent to handle it or able to become competent without delay, risk or expense to the client.

11. A PCO shall at all times behave in a professional manner and do nothing to bring the profession or the New Zealand Convention Association or any affiliated organisation into disrepute.

12. All PCO members must commit to attending at least one New Zealand PCO Group meeting each calendar year. The company representative attending must be duly authorised (if necessary) to cast a vote on the company's behalf. Should a member company not attend they may be removed from the group.

13. To apply for membership of the PCO Group you must provide proof that a significant part of your organisation's (Association/Entity) business and revenue source is Conference Management and that you can offer the service levels detailed in the PCO Group's 'Minimum Service Level' document.

'To be considered a conference' for the purposes of this Rule it must involve at least 50 persons attending the conference for two or more days.

14. All PCOs must have appropriate public liability and negligence insurance cover appropriate to the venues and clients with whom they work.

15. All PCOs belonging to the Group agree that from time to time they may be subject to audit to ensure compliance with these terms. Any such auditing shall always be reasonable and shall be done by an authorised representative of CINZ.

Any complaint received by CINZ, from a client, which prima facie discloses a breach of these Code or Rules will be investigated.

16. All PCO members agree to be bound by this Code of Ethics, Rules and Responsibilities and agree that if upon investigation they are found to be in serious breach of these Rules they may have their membership of the PCO terminated by either the PCO Group or the Board of New Zealand Convention Association Incorporated.

I AGREE TO BE BOUND BY THE ABOVE CODE

Name:

Position:

Company:

Signature:

Date:
