



CODE OF ETHICS

AS ADOPTED BY THE EXECUTIVE COMMITTEE MEETING OF 24 APRIL 2006

AATOSA is an Association of leading professional companies and individuals committed to the highest standards of commercial aviation training. Foremost is the strict code, by which these members live and conduct business.

AATOSA MEMBERS

Shall conduct all business with honesty, integrity and respect.

Shall serve, promote, watch over, advance and mutually protect the interests of persons engaged in commercial aviation training in South Africa.

Shall provide a level of courteous, efficient and competent service in keeping with the highest standards of business and professionalism.

Shall make truthful representations to the public and communicate to the best of their knowledge accurate information regarding the contents and standard of course material, suitability and condition of training equipment and standard of training.

Shall design and present the training courses to meet or exceed the standards set by the South African Civil Aviation Authority or other relevant bodies.

Shall have clarified with each party to a transaction all liability aspects in respect of a ground training course or the operation of an aircraft.

Shall make full disclosure of charges and costs associated with any course or training phase.

Shall exert every effort to anticipate their financial obligations and to meet them promptly when due.

CUSTOMERS

Shall have the right to report to AATOSA any breach of this Code of Ethics by any AATOSA member.

AATOSA

Shall, through mediation, make all reasonable attempts to address any complaints against any of its members.

Undertakes to revoke the membership of any person who knowingly and repeatedly violates the Association's Code of Ethics

Affiliated to the Commercial Aviation Association of Southern Africa (CAASA)