



ASOCIJACIJA POTROŠAČA SRBIJE

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December, 18th 2004. in Novi Sad.

APOS's Code Of Ethics

With the intention of keeping its independence and consistency in practical usage of European standards, in times when the state has not yet regulated the basic issues concerning work and activities of consumers NGOs, APOS came up with its own Ethical Code. Respecting the rules of that very Code is the obligation of all APOS members and one of the terms needed to be fulfilled when applying for APOS membership.

Organization and individual members of the Association:

- a) Will act entirely to the benefit of consumers' rights and interest.
- b) Will not accept finance nor obtain personal profit or other privileges (office workspace, technical equipment) from:
 - suppliers of commodities and services, from their associations and chambers
 - political parties and their foundations
 - government administration, without public competition and in cases when it compromises the independence of consumers' organization or individuals
 - private international foundations that are upholding CI regulations
- c) Publish their own financial reports, as well as sources of funding for their activities.
- d) Publicize sources of funds used to test the quality of commodities and services. Due to the possibility of abuse and grave damage to the general consumers' interests, membership fees cannot be used for these purposes, except when proved to be of unarguable validity. Test results must be forwarded to all organizations of consumers, in order to create a collective database.
- e) Will not publicize, advertise or promote any other interests (including personal) but

the interests of consumers.

f) Will develop a spirit of cooperation and information exchange with all consumers' organizations in the local community, in the Province and in the Republic. This also means that a collective database is to be created.

g) Will avoid mutual rivalry and public confrontation. Every dispute is to be resolved through discussion at the respective bodies or through mediation, but never through the media.

h) Will work on self-education and qualification for the protection of consumers' interests in practice and in accordance with European standards.

i) Will rejuvenate the membership of consumers' organizations, especially the management structure and when it comes to employment. Every individual is obligated to retire from the management when turning 65 years of age and continue all activities according to their personal affinities and in agreement with the organization.

j) Each individual is obligated to inform the organization in case of being elected for the position that is in conflict with the work in consumers' organizations or in case of being a subject of a court case.

k) Will accept the litigation procedure defined by the Article 3 of the Statute of APOS.

l) Will uphold all these principles and promote them in cooperation with others, as well as in the process of creation of united organization of consumers in Serbia.

The Code of Ethic of the Consumers Association of Serbia was adopted at the Annual Assembly, held on December 18th in Novi Sad.

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