

Wisconsin Amusement and Music Operators (WAMO)
Code of Ethics
Revised in 2016

While we compete with each other, we come together as WAMO members for the greater good and reputation of our industry. We put that cause above our own individual concerns and profitability as the reputation of WAMO has significant impact on the laws which will govern us and what we are able to provide for our customers in the long run. As such, we pledge our full support to the following Code of Ethics. Each member is to be judged on whether its business practices add or subtract from the reputation of WAMO and each member understands that its membership in WAMO is a privilege, not an entitlement.

1. **Customers:** We shall always deal fairly and ethically with customers, whether the customer is ours or the customer of another operator. We recognize that, in addition to our direct clients, the patrons of our clients are also our customers. We shall handle all complaints courteously, admit errors or mistakes, and make adjustments cheerfully and promptly. We will not condone nor participate in customer practices which are against the law and / or tend to discredit the industry or injure its public relations.

2. **Local, State and Federal Law:** We shall cooperate with all public officials and government agencies and shall comply with all laws and regulations pertaining to our business, including tax and contract laws. We will make every effort to understand and comply with any opinion or ruling by the Wisconsin Department of Revenue or similar bodies in other states in which we operate. We will seek out the advice of professional advisors if we are unsure of our actions and will remedy any situation brought to our attention with all due haste.

3. **Right to Compete:** We recognize the right to compete as the way to assure the greatest possible service to the public. We shall use only lawful methods and practices in our efforts to compete.

4. **Supplier Respect and Patronage:** We shall always be mindful of the services that the ethical suppliers of our industry provide and shall treat them and their employees with respect, dignity and courtesy. We shall meet all financial obligations promptly and in accordance with recognized and established credit practices. We will not do business with suppliers that knowingly break local, state or federal laws as that is a reflection on our own practices.

5. **Employees:** We shall employ people of good reputation and skill and shall compensate them fairly and adequately. We will educate ourselves as to the laws governing employer / employee relationships and follow those laws in every instance. We shall provide time for training programs, opportunities for advancement, and safeguards for the prevention of injuries and accidents. We shall hold the happiness of our employees in the same regard we hold our own.

6. **Special Events and Tournaments:** We will support WAMO sponsored events and tournaments and comply with all policies and rules regarding such events. We understand admittance into these events is a privilege and not an entitlement of WAMO membership.

On behalf of WAMO member _____, I have read and agreed to this Code of Ethics, which is a requirement of WAMO membership.

Signed: _____ Date: _____ WAMO Rep: _____