

## **ASPI DEONTOLOGICAL CODE**

The Code of Conduct constitutes the set of principles, and behavioral rules that each professional associated with ASPI undertakes to respect.  
Membership of the association entails full and unconditional acceptance of the rules set out in the Articles of Association, in the Regulations and in this Code of Conduct.

### **"GENERAL PRINCIPLES" The Deontological Code:**

- 1) is based on principles of behavior and moral principles: its validity and its application guarantee the quality of the ASPI Sommelier profession, transparency, justice, honor and fairness;
- 2) ensures the correct development and the spirit of cooperation and work among members, ASPI Management, sponsors, partners and customers.  
The Commission of Deontology or the Board of Arbitrators, where constituted, supervises compliance with the rules, evaluates the situation indicated by the member and will report to the Board with the most appropriate action to be taken.
- 3) The ASPI Sommelier is a professional worker within the meaning of law 4/2013 and practices his profession in compliance with and within the limits of the aforementioned law;
- 4) The ASPI's member carries out meetings and relationships with clients professionally using only techniques that belong to the profession without ever trespassing in the sphere of activities and professions of which he does not hold skills nor titles.
- 5) The ASPI's member has the duty to provide the customer / user with a clear picture of himself/herself and the profession. In particular, he/she is prohibited from giving information and from making any type of deceptive advertising that would create a misleading expectation in the user.
- 6) The ASPI member avoids the use of terminology that create confusion or can lead the user to misunderstandings.
- 7) The ASPI Sommelier has the duty to fulfill the training and professional yearly update provided for by the rules of the Articles of Association and the Regulations.
- 8) It is forbidden to ASPI's members to publish and share information and news about ASPI's competitors on social networks; it is also forbidden to wear logos and uniforms of ASPI's competitors..



## **"RELATIONS WITH CUSTOMERS"**

- 1) The ASPI Sommelier qualifies his / her activity, in every document and written relationship with customers, with the express reference to Law 4/2013. Failure to do so amounts to unfair commercial practices between professionals and consumers, referred to in Title III of part II of the consumer code, pursuant to Legislative Decree 6 September 2005, n. 206, and is sanctioned under the same code.
- 2) The ASPI Sommelier is required to plan and represent in advance of the performance, with simplicity and clarity, the methodology, effectiveness and purpose of the work in order to avoid misunderstandings with users and clients;
- 3) The ASPI Sommelier Agrees compensation with the customer before the start of the service, clearly representing the methods of payment.
- 4) In the free exercise of his profession, he can refuse his/her services if he/she finds the possibility that this constitutes a violation of the law or deontological rules;
- 5) He is bound to professional confidentiality, on facts regarding customers.  
The ASPI Sommelier Respects the customer's privacy, as provided by the current legislation, and he/she will not disclose any information he/she has become aware of as a consequence of the professional relationship, neither directly nor through third parties, except in cases where disclosure is required by law.
- 6) As part of its work, he/she observes and respects the National and Regional Laws and the European Directives.

## **"RELATIONS WITH COLLEAGUES"**

- 1) The ASPI Sommelier operates with the utmost correctness, transparency and professional solidarity towards colleagues and collaborators, adopting a behavior aimed at availability and collaboration;
- 2) If A customer is already assisted by a collaborator or colleague, the ASPI Sommelier can accept to perform the service only when requested or if the existing relationships between the aforementioned parties have been defined for all purposes.
- 3) The ASPI Sommelier Promotes and enhances exchanges and collaboration between different associations and schools, with the goal to improve himself/herself, or the profession.



## "DISCIPLINARY MEASURES"

- 1) Each member accepts and complies with the rules contained in the Code of Conduct.
- 2) Any member who becomes aware of a behaviors that constitutes a violation of the rules set out in the Statute, Regulations and this Code or which is considered in detrimental to the interests of the association, must promptly report it to Association following the provided reporting rules.
- 3) Verified failure to comply with the rules will be subject disciplinary proceedings in accordance with the provisions of art. 14 of the Regulation;
- 4) The disciplinary sanctions that can be imposed on a member, taking into account the seriousness of the ascertained violation and according to a grading principle are:
  - warning: the contestation of the lack of professional decorum or professional dignity for modest infringements, carried out more for lightness than for deliberate purpose.
  - censorship: a formal reprimand for the lack or abuse committed
  - suspension from the association: when a serious violation by the member is ascertained which, however, does not lead to expulsion; it can be imposed for a maximum period of one year.
  - the expulsion from the association: when a violation that has been ascertained has seriously compromised the interests, and purposes of the association, which no longer allows the member to remain within the association.The expelled member. has no right to reimbursement of the associations' fees.
- 5) The rules of the Code of Conduct are approved and / or modified by the Board of Directors and ratified by the Members Meeting by simple majority of those present.

