

## Code of Professional Conduct



**NANA**  
*Since 1891*

# Code of Professional Conduct

## For NANA Member Newsagents

This Code of Professional Conduct is endorsed by affiliated organisations and the Newsagents Association of NSW and ACT Limited, and the major publishers and distributors of newspapers and magazines throughout Australia.

### THE CUSTOMER

At all times, the customer is the most important person in the Newsagency, the customer is our business. Our attention will be devoted to servicing the customer's needs and ensuring a shopping experience which is worthy of a return business to the newsagency.

### THE INDUSTRY

We commit to fully supporting the Australian Newsagency system incorporating our territorial responsibility, in both letter and spirit. We recognise the benefits provided by our newsagency agreements, and thus the responsibilities we have to the publishers and distributors of newspapers and magazines as the core products of the Newsagency.

### OUR BUSINESS

Our business will be run with integrity and professionalism in accordance with the law of the land and with commitment to acceptable standards of business practice.

### OUR STAFF

We will invest in our staff through relevant training to enhance their skills and reward them fairly in return for the contribution they make to our business.

**Contact NANA on 1300 113 044 or by email to  
[nana@nana.com.au](mailto:nana@nana.com.au)**