



CODE OF ETHICS

OBJECTIVES

This Code has been adopted by the Australian Association of National Advertisers (AANA) as part of advertising and marketing self regulation. Its object is to ensure that advertisements and other forms of marketing communications are legal, decent, honest and truthful and that they have been prepared with a sense of obligation to the consumer and society and a sense of fairness and responsibility to competitors.

This Code is accompanied by a Practice Note which has been developed by the AANA. The Practice note provides guidance to advertisers and complainants, and must be applied by the Ad Standards Community Panel in making its determinations. In the event of any ambiguity the provisions of the Code prevail.

DEFINITIONS AND INTERPRETATION

In this Code, unless the context otherwise requires:

Advertising or Marketing Communication means:

a. any material which is published or broadcast using any Medium or any activity which is undertaken by, or on behalf of an advertiser or marketer,

- over which the advertiser or marketer has a reasonable degree of control, and
- that draws the attention of the public in a manner calculated to promote or oppose directly or indirectly a product, service, person, organisation or line of conduct,

b. but does not include

- labels or packaging for products
- corporate reports including corporate public affairs messages in press releases and other media statements, annual reports, statements on matters of public policy and the like
- in the case of broadcast media, any material which promotes a program or programs to be broadcast on that same channel or station.

Advertising or Marketing Communications to Children

means Advertising or Marketing Communications which, having regard to the theme, visuals and language used, are directed primarily to Children and are for Product. "Product" is defined in the Code for Advertising & Marketing Communications to Children as follows: **Product** means goods, services and/or facilities which are targeted toward and have principal appeal to Children.

Community Panel means the panel appointed by Ad Standards from time to time, the members of which are representative of the community, to administer a public complaints system in relation to Advertising or Marketing Communication.

Medium means any medium whatsoever including without limitation cinema, internet, outdoor media, print, radio, telecommunications, television or other direct-to-consumer media including new and emerging technologies.

Minor means a person under 18 years of age.

Prevailing Community Standards means the community standards determined by the Ad Standards Community Panel as those prevailing at the relevant time in relation to Advertising or Marketing Communications. Prevailing Community Standards apply to clauses 2.1–2.6 below. The determination by the Community Panel shall have regard to Practice Notes published by AANA and any research conducted by Ad Standards.

SECTION 1 COMPETITOR COMPLAINTS¹

- 1.1 Advertising or Marketing Communication shall comply with Commonwealth law and the law of the relevant State or Territory.
- 1.2 Advertising or Marketing Communication shall not be misleading or deceptive or be likely to mislead or deceive.
- 1.3 Advertising or Marketing Communication shall not contain a misrepresentation, which is likely to cause damage to the business or goodwill of a competitor.
- 1.4 Advertising or Marketing Communication shall not exploit community concerns in relation to protecting the environment by presenting or portraying distinctions in products or services advertised in a misleading way or in a way which implies a benefit to the environment which the product or services do not have.
- 1.5 Advertising or Marketing Communication shall not make claims about the Australian origin or content of products advertised in a manner which is misleading.

¹ Complaints under Section 1 are made to the Ad Standards Industry Jury, <https://adstandards.com.au/about/claims-board/claims-board-process>

SECTION 2 CONSUMER COMPLAINTS²

- 2.1 Advertising or Marketing Communication shall not portray people or depict material in a way which discriminates against or vilifies a person or section of the community on account of race, ethnicity, nationality, gender, age, sexual preference, religion, disability, mental illness or political belief.
- 2.2 Advertising or Marketing Communication shall not employ sexual appeal:
 - (a) where images of Minors, or people who appear to be Minors, are used; or
 - (b) in a manner which is exploitative or degrading of any individual or group of people.
- 2.3 Advertising or Marketing Communication shall not present or portray violence unless it is justifiable in the context of the product or service advertised.
- 2.4 Advertising or Marketing Communication shall treat sex, sexuality and nudity with sensitivity to the relevant audience.
- 2.5 Advertising or Marketing Communication shall only use language which is appropriate in the circumstances (including appropriate for the relevant audience and medium). Strong or obscene language shall be avoided.
- 2.6 Advertising or Marketing Communication shall not depict material contrary to Prevailing Community Standards on health and safety.
- 2.7 Advertising or Marketing Communication shall be clearly distinguishable as such to the relevant audience.

SECTION 3 OTHER CODES

- 3.1 Advertising or Marketing Communication to Children shall comply with the AANA's Code of Advertising & Marketing Communications to Children and section 2.6 of this Code shall not apply to advertisements to which AANA's Code of Advertising & Marketing Communications to Children applies.
- 3.2 Advertising or Marketing Communication for motor vehicles shall comply with the Federal Chamber of Automotive Industries Code of Practice relating to Advertising for Motor Vehicles.
- 3.3 Advertising or Marketing Communication for food or beverage products shall comply with the AANA Food & Beverages Advertising & Marketing Communications Code as well as to the provisions of this Code.

This section does not form part of the Code of Ethics and is provided here for information only.

COMPLAINTS UNDER THE AANA SELF REGULATORY SYSTEM

Complaints about the content of an advertisement or marketing communication can be made under this Code and the other AANA Codes to Ad Standards³.

You can make a complaint by:

- Lodging a complaint online at:
<http://www.adstandards.com.au>
- Writing a letter (and sending via post or fax) to:
Ad Standards
Level 2
97 Northbourne Avenue
TURNER ACT 2612
Fax: (02) 6262 9833

Once Ad Standards has received your complaint, it then assesses the complaint to determine whether it is eligible for consideration by the Ad Standards Community Panel. The Community Panel is the body established to consider complaints. If accepted the advertiser/marketer is notified and a response is requested. The complaint is then considered by the Community Panel and the advertiser and complainant are advised of the determination. A case report is then published.

The original complainant or advertiser/marketer can also ask for a review of the determination.

² Complaints under Section 2 are heard by the Ad Standards Community Panel <https://adstandards.com.au/about/advertising-complaints-process>

³ If your complaint is about a program (not an advertisement) on television or radio, please contact the relevant industry body.