

1. MEMBER CODE OF CONDUCT

Draft Version: Aug 20, 2020 | First Approved: Sep 23, 2020 | Revised: n/a

1.1. Professionalism, Accountability, Integrity, and Commitment

Membership of the Lanesboro Area Chamber of Commerce (LACC) is a benefit that brings with it the responsibility that all members should understand and commit to the principles of the LACC Code of Conduct (COC).

The LACC COC serves as a suggested framework for ethical decision making within our membership. The COC is our collection of the principles, values, member expectations, behavior requirements, and relationships that our membership considers significant, and fundamental to be a successful operation. The COC will also serve as a communication tool that should inform internal and external stakeholders about what is valued by the LACC.

1.2. INTEGRITY & EQUALITY

Members should, without limitation:

- Act with fairness, honesty, integrity and openness; respect the opinions of others and treat all members with equality and dignity without regard to gender, race, color, creed, ancestry, place of origin, political beliefs, economic status, religion, marital status, disability, age, or sexual orientation;
- Conduct business and professional activities in a reputable manner so as to reflect honorably upon the business community and fellow Chamber members;
- Observe the highest standards of ethics in rendering services and/or offering products for sale, based on the members' own knowledge and expertise;
- Refrain from engaging in any practices prohibited by law or seeking unfair advantage over fellow members and conform to all laws established by Municipal, State and Federal governments for the control of said business, where applicable;
- Present a true presentation in all advertising. Goods and services shall be advertised in accordance with all Municipal, State and Federal legislation;

Members should take all due action to ensure that the integrity of the LACC, and its role in stewardship of the public trust, is perceived.



1.3. HARASSMENT

Every member should be treated with respect and dignity. No member should be subject to any physical, sexual, psychological, verbal harassment or abuse. Members should refrain from any act of sexual harassment, including inappropriate remarks, insults, jokes, insinuations or comments on a person's dress, physique, age, family situation, etc.; a condescending or paternalistic attitude with sexual implications undermining dignity; any unwelcome invitation or request, implicit or explicit. Members should refrain from publicly disparaging the business practices of fellow members and refrain from condoning or engaging in misrepresentation or unethical practices.

1.4. COMMITMENT & ACCOUNTABILITY

Members should:

- Make a good faith effort to attend LACC meetings, events, and programs;
- Adhere to the Bylaws of the LACC;
- Support the decisions and directions of the Board of Directors;
- Promote the mission and objectives of the LACC in all dealings with the public on behalf of our membership in a professional manner;

1.5. COMMUNICATIONS

In all matters relevant to LACC business, members should make every effort to achieve complete, accurate, and timely communications, responding promptly and courteously to all proper requests for information and/or complaints. Members shall respect the reputation, profile and status of the Lanesboro Area Chamber of Commerce and represent the Chamber accordingly; understand, support and promote the Vision and Mission of the LACC and cooperate with fellow members in the application of this Code of Conduct.

1.6. PRIVACY OF INFORMATION

LACC respects the general rights to privacy of all its members regarding personal data. Members agree to maintain the confidentiality of privileged information. Members recognize that LACC board meetings, events, and/or any other LACC activities are times for networking and development. Members should refrain from disclosing any confidential information concerning property, personal data, finances, negotiations, or other sensitive matters of the LACC Board of Directors and fellow members to which they may have become privy, nor shall such information be used to advance the financial, business, or private interests of any members, unless such



disclosure has been authorized by the LACC Board of Directors, or given consent by the fellow member.

1.7. SOCIAL MEDIA, WEBSITE, EMAILS

The simple rules of thumb are to keep on-topic and be respectful of others. Our website(s), intranet(s) and social account(s) are designed to help people learn more about the LACC and we want people to have a good experience when they visit our sites.

By using LACC social media platforms, you agree that you will not post, publish or submit any of the following material:

- Material that infringes the copyright of another person (plagiarism, or passing off other people material as your own) or copyright material not referenced or acknowledged;
- Personal information (names, address, phone number, email etc.) of other users, unless authorized;
- Material that contains vulgar, obscene or indecent language or images;
- Statements that are bigoted, hateful or racially offensive;
- Material that advocates illegal activity or discusses illegal activities with the intent to commit them;
- Material which defames, abuses or threatens others (tech cyberbullying: trolling);
- Hostile debate that involves profanity, obscenity, and insults (tech. cyberbullying: flaming);

Posts or other material which is deemed inappropriate by the site administrators or appropriate team managers will be deleted upon discovery.

