



VALLEY VIEW AREA CHAMBER OF COMMERCE

MEMBER CODE OF CONDUCT

Last updated 8/29/23

I. INTRODUCTION

The Valley View Area Chamber of Commerce is an organization growing with local businesses committed to making our hometown a better place. Our Chamber has been active in the growth of local commercial development since 1997.

The Chamber's diverse membership is the backbone of this community and supports its thriving business ecosystem. Any person, business, or organization who directly supports the objects of the Chamber is eligible to become a member.

This Code of Conduct may be amended by the Chamber's Board of Directors from time to time. Any amendments to this Code of Conduct will be placed on the Chamber's website and Members will be advised of such amendments electronically.

As a Member of the Valley View Area Chamber of Commerce, I/we recognize that membership is a privilege, and that membership brings with it the responsibility to assure that all members understand and commit to the following code of conduct. The code of conduct shall, without limitation, require members and all participants of Chamber-sponsored programs to:

II. GENERAL CONDUCT

- a. Be familiar with and abide by the bylaws of the Valley View Area Chamber of Commerce and this member code of conduct. The Bylaws serve as the governing document for all programs and will supersede all other documents.
- b. Respect the reputation, profile and status of the Valley View Area Chamber of Commerce, both past and present, and represent the Chamber accordingly.
- c. Respect the role of the Chamber Board of Directors. As a member, failure to adhere to the professional and personal obligations of the Valley View

Area Chamber of Commerce, as outlined above, can result in the termination of your membership.

- d. Refrain from publicly disparaging the business practices of fellow members and refrain from condoning or engaging in misrepresentation or unethical practices.
- e. Conduct business and professional activities in a reputable manner to reflect honorably upon the business community and fellow Chamber members.
- f. Understand, support and promote the Mission of the Valley View Area Chamber of Commerce and cooperate with fellow members in the application of this Code of Conduct.
- g. Whenever reasonably possible, participate in the functions and activities of the Chamber, and promote the enhancement of business growth within Valley View and the surrounding area.
- h. Observe the highest standards of ethics in rendering services and/or offering products for sale, based on the members' own knowledge and expertise.
- i. 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.
- j. Present a true presentation in all advertising. Goods and services shall be advertised in accordance with all Municipal, State and Federal legislation.
- k. The Chamber does not tolerate unlawful harassment of any of its staff members. Any form of harassment which violates federal, state or local law, including, but not limited to harassment related to an individual's race, religion, color, sex, sexual orientation, national origin, ancestry, citizenship status, marital status, pregnancy, age, medical condition, or physical or mental disability is a violation of this policy. For these purposes the term "harassment," includes slurs and any other offensive remarks, jokes, other verbal, graphic, or physical conduct.

Choose your words carefully. Always conduct yourself professionally. Be kind to others. Do not insult or put down others. Harassment and exclusionary behavior aren't acceptable. This includes, but is not limited to:

- Threats of violence.

- Discriminatory jokes and language.
- Sharing sexually explicit or violent material via electronic devices or other means.
- Personal insults, especially those using racist or sexist terms.
- Unwelcome sexual attention.
- Advocating for, or encouraging, any of the above behavior.

III. CONFIDENTIALITY

A Member of the Chamber may, from time to time, have access to information about the Chamber, its employees, staff, or volunteers, other Members, or the public, that is not otherwise generally available to the public (“Confidential Information”). A Chamber Member must:

1. Use Confidential Information only for the purpose for which it was provided.
2. Not disclose Confidential Information to any third party or person, unless required to do so by law or in furtherance of the purpose for which it was provided.
3. Not permit any person to use, examine, and/or make copies of any Confidential Information without the prior written consent of the person/entity to which it relates.
4. Not affirm or deny statements made by others, either directly or indirectly or through electronic means, if such affirmation or denial would result in the disclosure of Confidential Information.

Any matter that is the subject of any Board meeting shall constitute Confidential Information and cannot be disclosed by a member until determined otherwise by the Board.

The contact and business information (including photographs) provided by a member to the Chamber will not constitute Confidential Information and may be placed on the Chamber’s website and in a variety of media platforms. By providing such information and photographs to the Chamber, the member consents to the Chamber’s use, disclosure, reproduction, and publication of the information and photographs in furtherance of the Chamber’s mission. The Chamber respects the privacy of its members. A member can withdraw their consent at any time by contacting the Chamber.

IV. CESSATION OF MEMBERSHIP

Every member is entitled to resign from Membership by providing written notice to the Board of Directors. Any monies paid will not be refunded.

Every member is governed by the by-laws and Codes of Conduct of the Chamber (collectively, the "Policies"). If an individual suspects that a member has failed to comply with the Policies, such individual must provide a written submission to the Board of Directors. The identity of the individual who provided the written submission shall, to the furthest extent possible, be kept confidential by the Board of Directors of the Chamber. The Chamber shall

acknowledge receipt of every submission but shall not be required to inform any complainant about the decision made by the Chamber relating to the submission.

If, by phone, e-mail, or written submission, a complainant contacts the Chamber about the actions of a Chamber member, but such actions do not directly involve the Chamber or another Chamber Member, the Chamber will direct the complainant to the appropriate third party (for example, the Better Business Bureau). If, however, a written submission indicates a potential violation of this Code of Conduct, the President of the Board shall provide written notice to the member in question of the submission. The member will have ten (10) days to provide a written response to the Board. The Board shall, at its next meeting, consider any written response in arriving at a final decision and shall notify the member whether the member has been expelled or suspended from Membership, or whether the member's Membership shall remain in place, within three business days of the date of the Board meeting. If the complaint is against the President, the complaint should be directed to the Vice President.

The Board's decision shall be final and binding on the member for the remainder of the member's applicable annual term, without any further right of appeal.

Policy Name	Date Approval by Board of Directors	Date Approval of Amendments
Code of Conduct		