

# PROFESSIONAL CODE OF CONDUCT

## Chamber Members, Associates, Individuals, Companies, Event Participants, Sponsors, and Partners engaged with East Lancashire Chamber of Commerce & Industry

### INTRODUCTION

East Lancashire Chamber of Commerce & Industry Ltd (the 'Chamber') aims to provide a safe and professional environment for Members, non-members, and Chamber staff to enjoy.

### COMPLIANCE WITH THIS CODE

As a professional business organisation, the Chamber expects everyone who engages with it to observe and abide by this Code, and to uphold the values, professionalism, and integrity of the Chamber.

Participation in events, meetings and all other activities of the Chamber is subject to the terms and conditions set out in this Code and to such other terms and conditions as may be prescribed by the Chamber from time to time. The Chamber has a zero-tolerance policy towards discrimination, harassment, disrespectful or threatening behaviour—including sexual harassment—between or towards any Member, non-member, individual, or organisation, or members of staff engaged by or associated with the Chamber.

The Chamber does not tolerate discrimination, disrespectful or threatening behaviour of any type between or towards any Member, non-member, individual or organisation or members of staff engaged by or associated with the Chamber.

In the event of any breach of or non-compliance by anyone engaged with the Chamber with any of the terms of this Code, the Chamber reserves the right to take appropriate action against the individual or organisation involved, including, but not limited to, exclusion from Chamber events, removal from Chamber media, and suspension of membership and membership benefits.

The Chamber reserves the right to terminate the membership of the defaulting Member, without liability to refund to such defaulting Member any amount of membership fees paid in advance, whether in full or pro rata.

The Chamber reserves the right to terminate any contractor or training agreement, without liability to refund such defaulting contractor or trainer any amount of fees paid in advance, whether in full or pro rata.

### **By engaging with the Chamber, you agree to the following:**

As someone who engages with the East Lancashire Chamber of Commerce & Industry, I understand and acknowledge the importance of upholding the values and principles of

professionalism, integrity, and collaboration. In order to promote a positive and productive business environment, I agree to abide by the following code of conduct:

1. **Respect for Others:** I will treat all Chamber members, staff, and guests with respect, courtesy, and professionalism at all times. I will respect the rights of Chamber staff, members, and non-member participants to a safe environment free from harassment, abuse, discrimination, and in particular, sexual harassment. I will not engage in threatening or harassing behaviour towards any Chamber staff, member, invitee, guest, or other non-member participant.
2. **Honesty and Integrity:** I will conduct my business affairs with honesty, transparency, and integrity, and will not engage in any deceptive or unethical practices.
3. **Compliance with Laws and Regulations:** I will comply with all applicable laws, regulations, and codes of conduct in my business operations, including those concerning workplace harassment, sexual harassment, and safety.
4. **Collaboration and Support for the Chamber:** I will support the Chamber's mission, vision, and goals. I will actively participate in Chamber activities, events, and initiatives, and will work collaboratively with other members to promote the economic growth and prosperity of our community.
5. **Confidentiality:** I will respect the confidentiality of Chamber discussions, information, and member data, and will not disclose any privileged information without proper authorisation.
6. **Professionalism:** I will maintain a high standard of professionalism in my interactions with Chamber members, clients, and stakeholders, and will represent myself and my business in a positive and respectful manner.
7. **Diversity and Inclusion:** I will embrace diversity and promote inclusivity within the Chamber and the broader business community and will not discriminate against any individual or group based on race, gender, religion, or other characteristics.
8. **Communication and Publicity:** I will not publicly speak or comment on behalf of the Chamber (or to hold myself out as having authority to do so) unless specifically requested or instructed or otherwise having obtained prior written consent to do so from the Chief Executive or from the Board. I will not issue or publish – whether via email, phone, SMS/messaging, social media or similar platform – any malicious, inflammatory, defamatory, abusive or threatening messages or statements in relation to the Chamber or its Members, invitees or guests.
9. **Co-operation:** I will respect and comply with reasonable requests or directions given by Chamber staff, or third parties – for example, at Chamber events hosted at the Chamber

offices or at external venues – and not to act in such a way at any Chamber event or activity, that would be likely to cause injury or harm to self or to others

10. I will not take recordings or photographs when participating in Chamber events (whether online or in person), where photography and videography has been prohibited. I will not take recordings or photographs when participating in other Chamber activities (eg round tables, training or meetings) run or coordinated by the Chamber without the express consent of the Chamber and, where such consent is provided, to use or disclose such material only in the manner agreed with the Chamber.
11. I will not take or share recordings or photographs when participating in Chamber events (or in other activities run or coordinated by the Chamber) whether online or in person, which would be deemed inappropriate to the individual, the Chamber, it's Members invitees or guests.
12. Conflict Resolution: In the event of a dispute or conflict with another member, I will seek resolution through open communication, mutual respect, and cooperation, and will refrain from engaging in any behaviour that is inflammatory or disruptive.
13. Third Party: I will ensure that any guests of our company attending Chamber events or meetings will also adhere to this code.
14. Compliance and Enforcement: I understand that failure to comply with this code of conduct may result in disciplinary action, including suspension or termination of my Chamber membership and/or retention by the Chamber as a supplier or sub-contractor.
15. I understand that sexual harassment—including unwelcome sexual advances, requests for sexual favours, or other verbal or physical conduct of a sexual nature—is strictly prohibited. I commit to fostering an environment that respects personal boundaries and does not tolerate any form of harassment.

By adhering to this code of conduct, I demonstrate my commitment to upholding the reputation and credibility of the Chamber of Commerce and contributing to the success and growth of our business community.

The Chamber commits to reciprocal adherence and upholding of similar standards of conduct in respect of anyone who engages with the Chamber, its staff, and the general public.