

Valley Chamber of Commerce Code of Conduct

The Valley Chamber of Commerce (VCC) proudly represents Fortitude Valley, Bowen Hills, Newstead, Teneriffe, New Farm, CBD and Spring Hill businesses, promoting a welcoming environment that embraces a variety of backgrounds and perspectives.

Core Values

- **Inclusivity:** Embracing diversity and fostering a welcoming environment for all businesses.
- **Collaboration:** Building strong partnerships within the business community.
- **Innovation:** Driving progress and embracing new ideas.
- **Integrity:** Acting with honesty, transparency, and ethical conduct.
- **Member Focus:** Prioritising the needs and success of our members.

Mission Statement

To empower businesses, strengthen our community, and drive economic growth through collaboration, advocacy, and exceptional member services.

VCC Member Conduct

Respect for the Chamber and its Members

- Members shall conduct themselves in a manner that upholds the chamber's reputation and values.
- Respectful interactions with fellow members, staff, and the public are essential.

Professionalism

- Members agree to conduct business affairs in accordance with high ethical standards and in compliance with all applicable laws and regulations.

Ethical Conduct

- Members must disclose any potential conflicts of interest that may arise and avoid actions that could compromise the chamber's interests.
- Members are expected to compete fairly and ethically, avoiding actions that could harm other members' businesses.
- Members shall maintain the confidentiality of chamber information and avoid disclosing sensitive information to unauthorised parties.

Event Conduct

- Members and attendees are expected to treat event venues and staff with courtesy and respect.
- Members are encouraged to actively participate in chamber events and activities in a professional and respectful manner.
- Conduct at chamber events should align with the chamber's overall mission and values. The VCC fosters a respectful and inclusive environment.

Unacceptable behaviour includes:

- Engaging in any form of harassment or discrimination based on attributes such as gender, age, race, disability, sexual orientation, or religion.
- Displaying behaviour that creates a hostile, intimidating, or offensive environment for others.
- Engaging in physical violence, threats, or verbal abuse towards any individual.
- Exhibiting behaviour that is unprofessional or detrimental to the chamber's reputation.
- Appearing under the influence of alcohol or drugs to the point of impairing judgment or behaviour.

Adherence to this Code of Conduct is a requirement for all members and attendees at Events.

Social Media Conduct

- Members and directors should use social media platforms in a manner that reflects positively on the chamber.
- Avoid making derogatory or discriminatory comments about other members, the chamber, or the community.
- Refrain from sharing confidential chamber information on social media.

Reporting a Breach of Conduct

Members who believe they have witnessed or experienced unacceptable behaviour should report it to the VCC Secretary at secretary@valleychamber.com.au. All grievances will be treated seriously, confidentially, and addressed according to the VCC's established procedures.

Consequences of Breaches

The VCC reserves the right to take appropriate action in response to breaches of this Code of Conduct, including but not limited to:

- Verbal and written warnings
- Removal from events
- Suspension or termination of membership

The severity of the action will be determined based on the nature of the breach.

VCC Board of Director Conduct

Valley Chamber of Commerce Board members have a legal and ethical obligation to act in the best interests of the chamber.

- Board members must disclose any potential conflicts of interest and avoid actions that could benefit themselves at the expense of the chamber.
- Regular attendance at board meetings and active participation in chamber activities are expected.
- Board members must maintain confidentiality regarding chamber business and member information.
- Board members must conduct themselves in a professional and ethical manner, upholding the highest standards of integrity.

Social Media Conduct

- VCC directors should use social media platforms in a manner that reflects positively on the chamber.
- Avoid making derogatory or discriminatory comments about other members, the chamber, or the community.
- Refrain from sharing confidential chamber information on social media.

Event Conduct

- VCC Directors are expected to treat event venues and staff with courtesy and respect.
- Conduct by VCC Directors at chamber and non-chamber events should align with the chamber's overall mission and values.

Data Privacy

The chamber is committed to protecting the privacy of its members and stakeholders. Member information will be handled in accordance with applicable data protection laws and regulations.