



CODE OF CONDUCT AND BUSINESS ETHICS 2024

Effective 1/7/2024

Cranbourne Chamber of Commerce

1. Introduction

This Code sets out the standard which the Committee, Members and contractors of the Chamber are expected to comply with when dealing with each other, the Chamber's members and stakeholders, government and regulatory parties, and the broader community in general.

References to the Chamber's responsibilities and obligations in this Code include any act undertaken by or through its Committee, Members or contractors and any other representatives.

2. Commitment of the Committee to the Code

The Committee approves and endorses this Code.

The Committee encourages all Members to consider the principles of the Code and use them as a guide to determine how to respond when acting on behalf of the Chamber, particularly having regard to the core values established and adopted by the Chamber.

3. Responsibilities to Members and the Financial Community Generally

The Chamber aims to:

- Act in accordance with its core values;
- Increase member value within an appropriate framework which safeguards the rights and interests of the Chamber's members and the wider business community.
- Comply with all disclosure and financial reporting requirements to ensure timely, accurate and transparent reporting to regulators, members, and the broader community.
- Comply with systems of control and accountability which the Chamber has in place as part of its corporate governance; and
- Ensure that, at all times, it treats its members ethically, and with honesty, integrity, respect and fairness to all parties.

4. Responsibilities to Clients, Customers and Consumers

The Chamber and its Members are to comply with all legislative and common law requirements which affect its business. Any transgression from the applicable legal rules is to be reported to the President as soon as a person becomes aware of such a transgression.

5. Business Practices

The Chamber will aim to employ best practices in all business dealings, and Members are reminded of their duty to always carry out all business and inter-personal relationships in a professional manner.

The Chamber will ensure a safe workplace and maintain proper occupational health and safety practices commensurate with the nature of the Chamber's business and activities.

The Chamber will not tolerate bullying, harassment or any other force of disrespect, discrimination or intimidation within its workforce, and the President/Committee will act to discipline or dismiss any party found guilty of same, in accordance with its legal obligations, policies and practices.

6. Responsibility to the Community and the Environment

The Chamber will recognise, consider and respect legal requirements impacting upon its operations and comply with all applicable legal requirements in the communities and natural environments in which it operates.

The Chamber will act ethically, and with honesty, integrity, respect and fairness in all dealings with the community. The Chamber will conduct its operations in a responsible and safe manner for the protection and well-being of its own Members and contractors, and for the safety of the community and the environment in which it operates.

The Chamber will ensure compliance with all applicable environmental laws and regulations governing its operations and the environment(s) in which they occur. The Chamber encourages the open and honest reporting of environmental incidents to the President.

7. Responsibility to the Individual

The Chamber recognises and respects the rights of individuals and to the best of its ability will comply with the applicable legal rules regarding privacy, privileges, private and confidential information. The Chamber will maintain information pertinent to the Chamber, its members, customers and suppliers confidentiality unless required to be disclosed by law.

8. Obligations Relative to Fair Trading and Dealing

The Chamber will deal with others in a way that is ethical and fair, and will not engage in deceptive practices.

The Chamber will not tolerate any of its Members or contractors taking advantage of any property or information of its suppliers, customers or other third parties doing business with the Chamber for personal gain or to the detriment of the supplier, customer or third party.

9. Conflicts of Interest

The Chamber's Committee, Members and contractors must not involve themselves in situations where there is a real or apparent conflict of interest between them as individuals and the interest of the Chamber (excluding those matters which may be subject to legal professional privilege). Where a real or apparent conflict of interest arises, the matter should be brought to the attention of the President.

10. Compliance with the Code

Any breach of compliance with this Code is to be reported directly to the Chairperson, Chief Executive Officer or Chamber Secretary, as appropriate.

11. General Code of Conduct for Members

The Committee shall ensure that the above principles are implemented and adopted by Members of the Chamber by importing the following principles into the terms of such engagements:

- To actively promote the highest standards of ethics and integrity in carrying out their duties for the Chamber;
- Disclose any actual or perceived conflicts of interest of a direct or indirect nature of which they become aware, and which they believe could compromise in any way the reputation or performance of the Chamber;
- Respect the confidentiality and commercial sensitivity of all information of a confidential nature which is acquired in the course of the Chamber's business, and not disclose or make improper use of such confidential information to any person unless specific authorisation is given for disclosure, or disclosure is legally mandated;
- Deal with the Chamber's members, stakeholders, customers, suppliers, competitors and each other with the highest level of honesty, fairness, respect and integrity, and to observe the rule and spirit of the legal and regulatory environment in which the Chamber operates;
- Protect the assets of the Chamber to ensure availability for legitimate business purposes and ensure all corporate opportunities are enjoyed by the Chamber and that no property, information or position belonging to the Chamber or opportunity arising from these are used for personal gain or to compete with the Chamber;
- The Chamber is committed to the ideal of equality in every respect and to providing a environment that is free of harassment and discrimination. To this end the Chamber will observe the rule and spirit of the legal and regulatory environment in which the Chamber operates;
- Report any breach of this code of conduct to the Committee, who will treat reports made in good faith of such violations with respect and in confidence.

