

# **Pasadena Chamber of Commerce Code of Conduct**

## **Purpose**

The Pasadena Chamber of Commerce ("the Chamber") is committed to fostering a welcoming, respectful, ethical, and inclusive environment that supports its mission of strengthening the local business community and enhancing the economic vitality of Pasadena.

This Code of Conduct establishes the standards of behavior expected of all individuals participating in Chamber activities, including:

- Board of Directors
- Chamber staff
- Chamber members
- Committee members
- Ambassadors
- Volunteers
- Event attendees
- Sponsors
- Vendors
- Speakers
- Guests

This Code applies during all Chamber-sponsored or Chamber-related activities, including board meetings, committee meetings, networking events, educational programs, conferences, social events, online forums, email communications, social media interactions conducted on behalf of the Chamber, and any other official Chamber business.

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## **Core Values**

Everyone representing or participating in the Chamber is expected to uphold the following values:

- Integrity
- Respect
- Professionalism
- Collaboration
- Inclusion
- Accountability
- Service
- Community Leadership

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## **Standards of Conduct**

# 1. Respect Others

Treat every individual with dignity, courtesy, and professionalism.

Participants are expected to:

- Listen respectfully to differing viewpoints.
- Speak courteously and constructively.
- Encourage civil dialogue.
- Value diverse backgrounds, experiences, and perspectives.
- Avoid personal attacks or inflammatory language.

Disagreement is acceptable. Disrespect is not.

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## 2. Promote an Inclusive Environment

The Chamber welcomes participation from businesses and individuals of all backgrounds.

Everyone should contribute to an environment free from discrimination, intimidation, or exclusion.

The Chamber expects participants to demonstrate fairness and respect regardless of:

- Race
  - Color
  - Religion
  - National origin
  - Ancestry
  - Sex
  - Gender identity or expression
  - Sexual orientation
  - Age
  - Disability
  - Veteran status
  - Marital status
  - Political viewpoint
  - Business size or industry
  - Any other characteristic protected by applicable law
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### **3. Professional Conduct**

Represent the Chamber professionally.

Participants should:

- Arrive prepared.
  - Be punctual.
  - Honor commitments.
  - Dress appropriately for the occasion.
  - Conduct themselves in a manner that reflects positively on the Chamber.
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### **4. Ethical Business Practices**

Members and leaders should:

- Conduct business honestly.
- Avoid deceptive practices.
- Compete fairly.
- Honor contracts and commitments.
- Respect confidential information.
- Comply with applicable laws and regulations.

The Chamber does not endorse unethical business conduct.

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### **5. Anti-Harassment**

Harassment of any kind will not be tolerated.

Prohibited conduct includes, but is not limited to:

- Verbal abuse
- Threats
- Bullying
- Intimidation
- Sexual harassment
- Unwelcome physical contact
- Offensive jokes
- Derogatory comments
- Stalking
- Deliberate disruption of meetings or events

Harassment may occur in person, electronically, by telephone, through email, or on social media.

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## **6. Violence-Free Environment**

The Chamber maintains a zero-tolerance policy regarding:

- Violence
- Threats of violence
- Physical intimidation
- Destruction of property
- Aggressive behavior

Anyone engaging in such conduct may be removed immediately from Chamber activities.

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## **7. Responsible Communications**

Participants should communicate honestly and respectfully.

Do not:

- Spread false information.
- Defame others.
- Misrepresent Chamber positions.
- Speak on behalf of the Chamber without authorization.

When expressing personal opinions, avoid implying they represent the official position of the Chamber.

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## **8. Appropriate Use of Chamber Resources**

Chamber property, funds, equipment, branding, mailing lists, and digital resources shall be used only for authorized Chamber purposes.

Unauthorized commercial use or personal gain is prohibited.

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## **9. Confidentiality**

Board members, staff, committee members, and volunteers may have access to confidential information.

Confidential information includes:

- Personnel matters
- Financial information

- Legal matters
- Membership information not intended for public release
- Executive session discussions
- Proprietary business information entrusted to the Chamber

Confidential information shall not be disclosed unless authorized or legally required.

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## **Additional Expectations for Board Members**

Board members serve as ambassadors for the Chamber and are expected to model exemplary conduct.

Board members shall:

- Act in the best interests of the Chamber.
- Fulfill fiduciary responsibilities of care, loyalty, and compliance with by-laws.
- Prepare for meetings.
- Attend meetings regularly.
- Participate respectfully.
- Support board decisions once made.
- Avoid conduct that damages the Chamber's reputation.

Board members should distinguish between governance and operational responsibilities.

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## **Conflict of Interest**

Board members, committee members, and staff shall disclose actual, potential, or perceived conflicts of interest.

Individuals with conflicts should:

- Promptly disclose the conflict.
- Refrain from influencing decisions where appropriate.
- Abstain from voting when required.

The Chamber's Conflict of Interest Policy shall govern all applicable situations.

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# Respectful Meetings

All Chamber meetings should be conducted with professionalism.

Participants are expected to:

- Allow others to finish speaking.
  - Keep discussions relevant.
  - Follow meeting procedures.
  - Respect time limits.
  - Avoid interruptions and side conversations.
  - Accept decisions reached through proper governance processes.
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## Event Conduct

During Chamber events:

Participants shall:

- Follow venue rules.
- Treat staff, volunteers, vendors, and attendees respectfully.
- Consume alcohol responsibly, where served.
- Respect event schedules.
- Follow safety instructions.

Disruptive behavior may result in removal without refund, where applicable.

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## Social Media and Online Conduct

When engaging online in connection with the Chamber:

Participants should:

- Be respectful.
- Avoid harassment.
- Avoid discriminatory remarks.
- Avoid sharing confidential information.
- Verify facts before posting.
- Protect the Chamber's reputation.

Constructive dialogue is encouraged.

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## **Political Activities**

The Chamber may advocate on business and public policy issues consistent with its mission.

Individuals may express personal political opinions but should not imply that personal views represent official Chamber positions unless authorized.

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## **Compliance with Laws**

All participants are expected to comply with:

- Federal laws
  - California laws
  - Local ordinances
  - Chamber bylaws
  - Chamber policies
  - Venue requirements
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## **Reporting Concerns**

Anyone who experiences or observes conduct inconsistent with this Code is encouraged to report concerns promptly.

Reports may be made to:

- Chamber President & CEO
- Board Chair
- Another designated Chamber representative

Reports will be handled as confidentially as practical while allowing for appropriate review and response.

Retaliation against anyone who raises a concern in good faith or participates in an investigation is strictly prohibited.

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# Review Process

The Chamber will review reported concerns fairly and impartially.

Depending on the circumstances, the Chamber may:

- Speak with involved parties.
  - Gather relevant information.
  - Consult legal counsel if appropriate.
  - Determine appropriate corrective action.
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## Corrective Actions

Failure to comply with this Code may result in actions including:

- Verbal reminder
- Written warning
- Removal from a meeting or event
- Suspension of committee participation
- Removal from volunteer roles
- Removal from board leadership positions, consistent with the bylaws
- Suspension or termination of Chamber membership, where permitted
- Referral to law enforcement when appropriate

Corrective action will be determined based on the nature and severity of the conduct.

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## Non-Retaliation

The Chamber prohibits retaliation against any individual who:

- Reports a concern in good faith
- Cooperates in an investigation
- Requests guidance regarding this Code

Knowingly false or malicious complaints may themselves constitute a violation of this Code.

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# **Commitment**

Every individual participating in Chamber activities shares responsibility for maintaining a culture of professionalism, respect, ethical leadership, and collaboration.

By participating in Chamber activities, members, directors, staff, volunteers, sponsors, vendors, speakers, and guests acknowledge their responsibility to conduct themselves in a manner consistent with this Code of Conduct and the values of the Pasadena Chamber of Commerce.

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