



## **MEMBER CODE OF CONDUCT**

The Anthem Area Chamber of Commerce Board of Directors seeks to maintain the highest standards of professionalism among our membership. The code of conduct shall, without limitation, require members and all participants of Chamber-sponsored programs to:

1. Abide by the Bylaws of the Anthem Area Chamber of Commerce and rules of operation for any applicable programs of the Chamber. The Bylaws serve as the governing document for all programs and will supersede all other documents.
2. Refrain from publicly disparaging the business practices of fellow members, their representatives, employees and associates, Chamber staff, and the Board of Directors, and refrain from condoning or engaging in misrepresentation or unethical practices in any manner. This includes, but is not limited to, in-person communication, electronic communication, and online interactions of any nature.
3. Conduct business and professional activities in a reputable manner so as to reflect honorably upon the business community and fellow Chamber members.
4. Respect the reputation, profile and status of the Anthem Area Chamber of Commerce and represent the Chamber accordingly.
5. Understand, support and promote the Vision and Mission of the Anthem Area Chamber of Commerce and cooperate with fellow members in the application of this Code of Conduct.
6. Whenever reasonably possible, participate in the functions and activities of the Chamber, and promote the enhancement of business growth within the greater Anthem area.
7. Observe the highest standards of ethics in rendering services and/or offering products for sale, based on the members' own knowledge and expertise.
8. 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.
9. Present a true presentation in all advertising. Goods and services shall be advertised in accordance with all Municipal, State and Federal legislation.
10. Respect the role of the Chamber Board of Directors, Officers and staff.



## **MEMBER COMMITMENT**

As a Member of the Anthem Area Chamber of Commerce, I/we recognize that membership is a privilege and that membership brings with it the responsibility to assure that members, and member representatives, employees and associates understand and commit to the following code of conduct.

I/we also understand that with my online membership application and/or payment of membership dues, I/ we are bound by this Code of Conduct and that the failure to adhere to the professional and personal obligations of the Anthem Area Chamber of Commerce, as outlined above, and defined in the Chamber Bylaws, can result in the termination of my/our membership.

I/we also understand that this Code of Conduct is designed to demonstrate our shared values and ethics in action and is not intended to be all-inclusive. It contains general guidance about the members' expectations. Any member may be expelled by a two-thirds vote of the Board of Directors for conduct unbecoming a member or prejudicial to the aims or repute of the Chamber. The Code is a living document and will be amended as required.

## **MEMBER GRIEVANCE**

Should any member, or member representative, employee and/or associate believe that another member, member representative, employee and/or associate, or the Chamber staff or Board of Directors has violated this code of conduct, the primary voting member representative should submit a formal written grievance to the Executive Director stating the facts of the alleged violation and include any documentation or witnesses thereof. Written grievances can be submitted by first-class mail or in-person delivery to the chamber office or by email to the Executive Director. Written grievances will be reviewed within 7-10 business days of receipt.

Mail or Delivery:  
Anthem Area Chamber of Commerce  
42101 N 41<sup>st</sup> Drive, Suite C-152  
Anthem, AZ 85086

Email:  
[hmaxwell@anthemareachamber.org](mailto:hmaxwell@anthemareachamber.org)



**THE MISSION** of the Anthem Area Chamber of Commerce is to be a member-driven chamber of influence, providing effective connections that enhance advocacy, business development and community investment in the Anthem area and the surrounding region.

**THE VISION** of the Anthem Area Chamber of Commerce is to be the premier “voice of business” acting as a catalyst for economic prosperity and to be the developer of tomorrow’s business and community leaders.

**OUR VALUES** The Anthem Area Chamber of Commerce believes that our image in the community with our stakeholders—our members, future members and partners - is paramount to the success of the organization. With this in mind, we will incorporate our values into our messages and actions. We will adhere to these values as a means to establish trust and ensure a positive reputation as an organization that is working to help our members and the community we serve to be successful.

**MEMBER DRIVEN:** We appreciate and value that our members are our core existence. We will strive to provide an environment that contributes to our members’ success.

**EXCELLENCE:** We will always strive for excellence in all we say and do.

**INTEGRITY:** We will ensure alignment between our actions and our beliefs, engage in honest self-scrutiny, and do what is right for the broader good. We will be consistent and keep our commitments.

**COLLABORATION:** We will welcome all opportunities for cooperation and inclusion in meeting the needs of our members and our community. We will work towards a common vision.

**LEADERSHIP:** We will be true to our role as the business leader in our region and be a model to others in our community. We will offer our talent and expertise for the betterment of our community. We will properly use our influence and exhibit the skills of leaders to ensure the success of our organization and our region.

## **2018 BOARD OF DIRECTORS**

David Newham, Past President

Sam Crump

Carrie Clark-Keller, President

Scott Zychowski

Nanette Miller, Vice - President

Barbara Chatzkel

Eric Twohey, Secretary

Sawana Grimmatt

Krista Solomon, Treasurer

Bonnie Smith

## **STAFF**

Heather Maxwell, Executive Director