



Branch Officials Code of Conduct June 2007

1. General Conduct

- a. Branch Officials need to be aware of the rules of the Association and the roles and responsibilities of their positions.
- b. Employees, consultants and branch officials working at the BCA are expected to comply with this OHS Policy.
- c. The BCA expects its branch officials to conduct themselves in a professional manner. Branch officials must not engage in harassment or conduct themselves in a way that could be construed as such, for example, by using inappropriate language, keeping or posting inappropriate material in the work area, or accessing inappropriate materials on their computer.

2. Conflicts of Interest

- a. The BCA expects its branch officials to perform their duties conscientiously, honestly and in accordance with the best interests of the Association. Branch officials must not use their position or any knowledge gained as a result of their position for private or personal advantage. If a branch official has engaged in or is contemplating activities that may involve them in a conflict of interest with the BCA they shall immediately communicate the facts of the matter to the Executive Director.

3. Outside Activities

- a. Each branch official shares a responsibility for the BCA's public image. Outside interests should not impinge upon the branch official's ability to undertake their role at the BCA. If in doubt the branch official will approach the Executive Director for advice.

4. Gifts, Entertainment and Favors

- a. Branch officials must not accept preferential treatment because of their position with the BCA, which might impose or be perceived to impose an obligation in return for the preferential treatment.

5. BCA's Records and Communications

- a. Accurate and reliable records are necessary to meet the BCA's legal and financial obligations and to manage the affairs of the Association. The BCA's books and records must reflect all business transactions in an accurate and timely manner. Branch officials must not make or engage in a false record, communication of any kind whether internal or external.

6. Dealing with External Persons and Organizations

- a. Branch officials must not use BCA identification, stationery supplies or equipment for personal or political matters.
- b. When communicating publicly on matters involving BCA business, branch officials must not presume to speak for the BCA on any topic unless they are certain that the views expressed are those of the BCA and that it is the BCA's desire that such views be publicly disseminated.
- c. When dealing with anyone outside the BCA including public officials, branch officials must take care not to compromise the integrity or damage the reputation of the BCA or any outside individual, business or government body.

7. Prompt Communications

- a. In all matters relevant to members, suppliers, the public and other organizations, branch officials must make every effort to achieve complete, accurate and timely communication, responding promptly and courteously to all complaints and proper requests for information.
- b. Complaints against the BCA or its branch officials should be reported to the Executive Director as soon as they are known.

8. Privacy and Confidentiality

- a. When handling information about members, branch officials must be aware of BCA's Privacy Policy, and observe the principles contained therein.

Approved by BCA Board of Management