

# Micro Business Forum Inc

## Code of Conduct and Ethics

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### Abbreviations

Micro Business Forum (MBF)

Code of Conduct and Ethics (CCE)

## 1. Introduction

- i. The Micro Business Forum (MBF) is a not-for-profit business network providing education, support, and networking opportunities to start-ups and established micro business owners and their staff.
- ii. Standards of behaviour are outlined in this document and MBF's 2017 Constitution.
- iii. The Code of Conduct and Ethics (CCE) are agreed standards that indicate the manner in which members and visitors to MBF are to conduct themselves in relation to others, and the general community. This code guides members, visitors and the Management Committee on how to uphold the integrity and good name of MBF within the business and general community. The CCE does not replace any provision of any Act or Regulation (State or Federal).
- iv. On application for membership, members sign that they agree to and abide by the CCE. Visitors and guests of MBF are also expected to abide by the CCE when attending the activities of MBF including forums, meetings, and other events or functions.

## 2. Micro Business Forum Objectives

MBF Members agree to support MBF's objectives as described in MBF's 2017 Constitution and also:

- i. encourage and support the growth of MBF as a business network
- ii. enhance personal and professional growth of business owners through a positive environment for operators of micro businesses in Port Macquarie, Hastings, and surrounding area
- iii. provide networking opportunities and assist members to build a network of contacts in a supportive, inclusive non-competitive environment

- iv. provide educational opportunities for micro business operators for the purpose of building business knowledge, confidence and to facilitate a business environment of continuous improvement
- v. support, encourage, and challenge one another to achieve success as business operators
- vi. establish and improve connections with other businesses by encouraging the sharing of information and ideas
- vii. support strategic partnerships and alliances as it might benefit its members
- viii. offer support, information, and encouragement to other micro business owners both in the start-up phase and as they continue to grow their businesses.

### **3. Micro Business Forum Members' Responsibilities**

- i. MBF members agree to abide by the standards of conduct and ethics stipulated in this document.
- ii. Members are responsible for updating and amending their contact details and relevant business information they provide to MBF to ensure the integrity of their information.
- iii. Members are required to maintain respect, dignity, and fairness when dealing with each other; particularly being mindful of cultural sensitivities and acceptance of individual differences.
- iv. Members will not harass, discriminate, or support those who harass and discriminate against others 'on any ground' whatsoever. 'Any ground' includes, but is not limited to gender, age, race, religious belief, disability, sexual and marital status or the type of business with which they are engaged to the extent that they are protected by law.

- v. If a member becomes aware of an unsafe or insecure environment, they need to bring such hazards and associated risks to the attention of the Management Committee for immediate rectification.
- vi. If a member has a complaint or grievance that is MBF related, and which they are unable to resolve with another member, they are encouraged to bring that matter to the attention of the Management Committee, who will endeavour to assist the parties to resolve the matter.
- vii. If a member has an unresolved complaint or grievance with the Management Committee, that member can seek mediation to resolve the issue through an established mediation service, as mutually agreed between the committee and themselves.
- viii. In both cases, if matters are not resolved, to refer to paragraph 10, Resolution of Disputes, of the MBF's 2017 Constitution.
- ix. Breaches of the CCE may lead to the Management Committee requesting a member resign from MBF and to absent themselves from future MBF activities.

#### **4. Micro Business Forum Management Committee Responsibilities**

- i. Due diligence will be applied to protecting the privacy of members and the members' personal information details in accordance with MBF's Privacy Policy found on MBF's [website](#).
- ii. MBF Management Committee and Members will not use, sell, or disclose the personal information of members for unethical or unlawful purposes.

- iii. Every Management Committee Member is expected to be active in their roles to help manage, support and grow the Micro Business Forum. Committee members agree to make themselves available to attend member and committee meetings and play an active role in the decision making to benefit members. If they are absent to offer an apology.
- iv. MBF Management Committee will not take advantage of their positions on the committee to promote their own business where other members are not afforded that same opportunity.

## 5. Communication

- i. From time to time, MBF will communicate information about meetings, activities, news, updates and other information deemed to be of interest to micro business and small business owners via electronic email, social media, blogs, websites and other means as appropriate for the event or occasion.
- ii. Members may opt-out of email communication at any time by unsubscribing.
- iii. Members may engage MBF on their online channels:
  - a. Facebook business page - <https://www.facebook.com/microbusinessforum/>
  - b. Facebook members group - <https://www.facebook.com/groups/MicroBusinessForum/>
  - c. Website - <https://www.microbusinessforum.org.au>

## 6. Promotion

- i. MBF may record members' likeness and/or voice on a video, audio, photographic, digital, electronic or any other medium during any event.

- ii. MBF may use members' names and biographical material in connection with such recordings.
- iii. MBF may use, reproduce, exhibit, and/or distribute members' names, biographical material, and such recordings in any medium (e.g. print publications, electronic, video, internet, etc.) for promotional, advertising, educational, and/or other lawful purposes.
- iv. MBF members release and waive any claims or rights of compensation or ownership regarding such uses and understand that all such recordings shall remain the property of MBF.
- v. A member who wishes to opt out of any marketing and communications promotions can do so at time of application.

## **7. MBF Meetings and Activities**

- i. MBF members agree to support MBF meetings and activities.
- ii. At MBF meetings, opportunities will be made available to discuss MBF's business and determine any proposed future directions for MBF.
- iii. The Secretary maintains a record of any such discussion and decisions.
- iv. A member can request items to be placed on the agenda for future meetings or management committee meetings.
- v. MBF may appoint subject matter experts to present at events who may also provide notes. It is at the discretion of MBF members and visitors to use and apply this information appropriately in their businesses.

## **8. MBF Financial Management**

MBF members are to comply with the following financial management arrangements.

- i. Payment of annual fees is required to keep membership current.
- ii. Payment to attend a MBF meeting or activity is to be paid at the time of RSVP, unless a special arrangement has been made with the Treasurer for payment on the day.
- iii. To cover catering costs, no reimbursement can be given if an apology is not received 48 hours prior to the start of the meeting or activity.
- iv. The source of MBF's funds is derived from membership joining fees, annual membership fees, attendance fees, meeting activities, donations, sale of raffle tickets, event entry and sponsorship.
- v. To subsidise MBF activities, the Management Committee may apply for grant monies or other project funding.
- vi. Invoice and/or receipts are to be issued to MBF members and other participants for all fees charged.
- vii. Reimbursement of any expenses incurred on behalf of MBF can be obtained provided that they are pre-approved by any one of MBF's Executive Committee. A receipt must be submitted to the Treasurer for reimbursement.