



**FOWLER CHAMBER OF COMMERCE
BUSINESS CODE OF CONDUCT**

Connect. Promote. Advocate. Grow.

STANDARDS OF CONDUCT

Fowler Chamber members agree to:

1. TREAT OTHER BUSINESSES WITH RESPECT

Members shall treat fellow business owners, employees, customers, vendors, Chamber staff, volunteers, and community partners with courtesy and professionalism.

Disagreements, competition, or differences in opinion should be handled respectfully and privately whenever possible.

2. SUPPORT A POSITIVE BUSINESS COMMUNITY

Members are encouraged to promote, refer, recommend, collaborate with, and support other Chamber members when appropriate.

Healthy competition is welcomed, but negative behavior that damages the reputation of another business or the Chamber is not consistent with the values of membership.

3. AVOID PUBLIC BASHING OR NEGATIVE SOCIAL MEDIA BEHAVIOR

Members shall not use social media, online reviews, public forums, community pages, or other public platforms to attack, insult, harass, shame, or intentionally damage another local business, business owner, employee, or Chamber member.

This includes, but is not limited to:

- Posting negative personal attacks about another business or owner
- Encouraging others to boycott, harass, or target another member business
- Sharing rumors, gossip, or unverified claims
- Making defamatory, misleading, or intentionally harmful statements
- Using Chamber-related spaces, events, or platforms to create division among members
- Members are encouraged to resolve concerns directly, professionally, and privately before taking matters public.

4. COMMUNICATE PROFESSIONALLY

Members shall communicate in a manner that is respectful, constructive, and solution-focused.

When conflicts arise, members are encouraged to seek clarification, have a direct conversation, or request Chamber guidance when appropriate.

5. COMPETE FAIRLY

Members shall compete in the marketplace honestly and ethically.

Members should promote their own products, services, and strengths without tearing down another business, spreading misinformation, or making unfair comparisons.

6. PROTECT THE REPUTATION OF THE CHAMBER

Members shall not represent personal opinions, disputes, or business conflicts as official positions of the Chamber.

Members should not use the Chamber name, logo, events, email lists, or online platforms in a way that creates conflict, misleads the public, or harms the Chamber's reputation.

7. PROMOTE INCLUSION AND PROFESSIONALISM

Members are expected to create a welcoming and respectful environment at Chamber events, meetings, committees, and online spaces.

Discrimination, harassment, intimidation, bullying, or hostile behavior toward any person or business will not be tolerated.

8. HANDLE CONCERNS RESPONSIBLY

When a member has a concern about another business, the Chamber encourages the following steps:

1. Address the concern directly and respectfully with the business involved.
2. Avoid posting publicly while emotions are high or facts are incomplete.
3. Seek mediation, clarification, or guidance when needed.
4. Focus on solutions rather than public criticism.

The Chamber is not responsible for settling private business disputes, but it may step in when conduct affects the Chamber, its members, or the business community as a whole.

SOCIAL MEDIA AND PUBLIC COMMUNICATION STATEMENT

Chamber members are expected to use social media responsibly and professionally.

The Chamber encourages members to celebrate each other's successes, share positive news, recommend fellow members, and contribute to a culture of encouragement.

Before posting about another business, members should ask:

Is it true?

Is it necessary?

Is it respectful?

Does it help our business community?

If the answer is no, members are encouraged to pause, reconsider, and address the matter privately.

MEMBER ACCOUNTABILITY

Violation of this Code of Conduct may result in review by Chamber leadership or the Board of Directors.

Depending on the nature and severity of the conduct, the Chamber may take one or more of the following actions:

- Private conversation or written reminder
- Request to remove or correct harmful public statements
- Mediation or conflict resolution meeting
- Suspension from Chamber events, committees, or promotional opportunities
- Non-renewal or termination of membership

The Chamber reserves the right to take action when a member's conduct harms the Chamber, another member, or the reputation of the local business community.

GOOD STANDING REQUIREMENT

To remain a member in good standing, members must uphold this Code of Conduct, pay dues as required, and maintain professional behavior in Chamber-related activities and public interactions involving fellow members.

Membership in the Chamber is a privilege built on trust, respect, and shared commitment to the success of our community.

CLOSING STATEMENT

The Chamber believes that a strong business community is built through respect, collaboration, and mutual support.

We ask every member to be a positive example, to speak well of others whenever possible, to resolve concerns professionally, and to help create a business environment where everyone has the opportunity to succeed.