



Members'

CODE OF CONDUCT



The Chamber means BUSINESS

COLUMBUS CIRCLE, WESTMOORINGS
P.O. BOX 499
PORT OF SPAIN, TRINIDAD, W.I.
PHONE: (868) 637-6966
FAX: (868) 637-7425
E-MAIL: chamber@chamber.org.tt
WEBSITE: <http://www.chamber.org.tt>

December xx, 2006

Dear Valued Member:

Subject: Members' Code of Conduct & Business Principles

President Mandela once said "We are born to make manifest the glory of God that is within us. It's not just in some of us, it's in everyone. And as we let our own light shine, we unconsciously give other people permission to do the same." We must therefore always reaffirm the supremacy of ethics in our business sector, if this approach is to be reflected in every significant aspect of our national character.

There is nothing like "business ethics", there is just "ethics". All of us know what is the right thing to do, when we face conflicting choices. As business leaders, we have an obligation to use every effort to ensure that the highest ethical standards are adhered to in our respective enterprises.

The creation and maintenance of public confidence and the public trust, are fundamental to the proper functioning of our democracy and, should be high on the agenda of every leader, in every sphere of national life.

By implementing and adhering to this Code of Conduct, we members of the business sector have accepted our historical and moral obligation, to create a nation of which we, and future generations, can be justifiably proud.

The Chamber has every confidence in the depth and integrity of its membership and our collective capacity to do the right thing. There really is no other choice.

Yours truly,
I. E. Welch
President
Trinidad & Tobago Chamber of Industry & Commerce



TABLE OF CONTENTS

Introduction	1
Principle 1 – Legislation & the Government	2
Principle 2 – Employees	3
Principle 3 – Customers	4
Principle 4 – Suppliers	5
Principle 5 – Owners and Investors	6
Principle 6 – Competition	7
Principle 7 – Communities	8
Principle 8 – Environment	9
Enforcement	10
Certificates	11



INTRODUCTION



INTRODUCTION

Mission Statement

To be recognised by our members and the Government and the people of Trinidad and Tobago as the most vibrant, influential and authoritative business organisation in Trinidad and Tobago and the leader in the support of globalisation as a means of wealth creation.

Outline of the Members' Code of Conduct & Business Principles

This Code was developed with valuable contributions from the general membership of the Chamber as well as research conducted into codes that are used by other business associations, chambers of commerce and companies around the world.

The Code is designed around eight main principles namely:

- Legislation & the Government,
- Employees,
- Customers,
- Suppliers,
- Owners & Investors,
- Competition,
- Communities, and
- Environment.

The purpose of the Code is to provide our members with guiding principles of good and acceptable expected behaviour in all their business transactions and with all of their stakeholders.

The Chamber recognises that some members already have codes of conduct that are specific to their organisations and to which their employees must abide. The Chamber views that its Code is aligned to those company-specific codes that already exist, and encourages its other members to undertake the initiative of establishing codes of conduct for their own workplace.

LEGISLATION & THE GOVERNMENT



Principle 1 – Legislation & the Government

We the members of the Chamber shall:

- at all times obey the laws of the Republic of Trinidad and Tobago both in letter and spirit and those of the countries in which we conduct business;
- never knowingly assist any third party in violating any law;
- procure ethical behaviour in all business transactions, reject and actively discourage corrupt behaviour and bribery by means of the exchange of cash, gifts or information;
- not provide or attempt to provide and procure commercial advantage by improper inducements, favours or benefits directly or indirectly so as to influence Government officials and/or public servants;
- not knowingly mislead any Government investigator or other regulatory official and at all times provide truthful and accurate information about our performance to any Government regulatory agency inquiry or investigation;
- abide by the By-laws of the Trinidad and Tobago Chamber of Industry and Commerce, enhance its reputation, profile and status and faithfully represent and support the Chamber in delivering on its Mission and Goals to the business community and wider public.

EMPLOYEES



Principle 2 – Employees

We the members of the Chamber shall:

- foster and provide a respectful, non-discriminatory, safe and harassment-free workplace as required by law;
- aspire to create a work environment of mutual trust and respect in which diversity and inclusion are valued;
- recognise and seek to competitively reward employees for their performance based on merit and assist employees to maximise their full potential within the means afforded by our company;
- recruit and select employees based on merit, qualifications, demonstrated skills and achievements;
- ensure that our employment practices and policies comply with all labour laws and are consistent with good industrial relations practices;
- refrain from using forced or child labour;
- respect the right of employees to freedom of association and engage in bona fide negotiations when conflicts arise within the appropriate legal framework;
- respect the confidentiality of all information relating to our employees;
- refrain from making judgments based on race, religion, gender, marital status or disability;
- be honest and open in communications with employees sharing information of common interest limited only by legal and competitive restraints and matters of confidentiality;
- respect the practice of good industrial relations.

CUSTOMERS



Principle 3 – Customers

We the members of the Chamber have a responsibility to:

- treat all customers fairly in all aspects of our business transactions and respect the integrity and diversity of the cultures of our customers;
- provide all customers with quality goods and services for use in accordance with the directions of the manufacturer;
- provide all of our customers with appropriate remedies for addressing customer dissatisfaction, and observe and uphold the provisions of any Consumer Protection legislation in force in Trinidad and Tobago for addressing such complaints;
- maintain the standards for advertising as determined by the Advertising Standards Authority; and
- preserve the confidentiality and trustworthiness of business relationships, divulging only such information as may be required by law or authorised by the customer.

SUPPLIERS



Principle 4 – Suppliers

We the members of the Chamber share the common principle that our suppliers are our business partners, and play a critical role in our ability to operate and provide goods and services to our customers. We therefore have a responsibility to:

- be fair in all business activities;
- ensure that business activities are free from coercion, vexatious or frivolous litigation, thus promoting fair competition;
- foster long-term stability in the supplier relationship and respect the sanctity of contracts and business relations in return for value, quality and reliability;
- share information with each other subject to legal and competitive constraints, and integrate suppliers into our planning processes in order to achieve stable relationships;
- respect the confidentiality of business relationships, divulging only such information as required by law or authorised by the supplier and careful not to give one supplier's confidential business information to another; and
- seek, encourage and conduct business with suppliers who act in a manner consistent with our Code of Conduct and Business Principles.

OWNERS & INVESTORS



Principle 5 – Owners & Investors

We the members of the Chamber believe in honouring the trust our investors and shareholders place in us, and therefore have a responsibility to:

- apply professional and diligent management in order to secure a fair and competitive return on investment;
- conserve, protect and enhance shareholders' assets;
- disclose all relevant information to investors and shareholders in a timely manner; and
- address all requests, suggestions, complaints and formal resolutions made by investors and shareholders.

COMPETITION



Principle 6 – Competition

We the members of the Chamber agree that free and fair competition is critical for a well-functioning open market economy and contributes to increasing the wealth of the country and its citizenry. We therefore shall:

- engage in fair trade and competition within the realms of the law;
- subscribe to the standards for advertising according to law;
- not knowingly make payments, offer inducements or grant favours in exchange for competitive advantages; and
- respect both material and intellectual property rights.

COMMUNITIES



Principle 7 – Communities

We the members of the Chamber have responsibilities to the communities in which we do business and therefore shall:

- strive to be a trusted corporate citizen, play an active role in the community and demonstrate corporate social responsibility;
- support any public policies and practices that promote harmony between business and other segments of society;
- promote and stimulate sustainable development;
- support measures that promote peace, security and diversity in the community; and
- embrace measures that promote the advancement of the community through educational, cultural environmental and other similar initiatives.

ENVIRONMENT



Principle 8 – Environment

We the members of the Chamber shall:

- minimise any damage to the environment arising from our activities;
- reduce the environmental and health impact of our operations through the responsible use of natural resources, our conservation practices and the reduction of waste and emissions;
- ensure that in the production of our goods and services that we meet lawful environmental standards related to our industry;
- arrange for the safe handling, transport and disposal of raw materials, products and waste according to law; and
- work in partnership with others to promote environmental care, increase the understanding of environmental issues and disseminate good practice.

ENFORCEMENT



Enforcement

All members would be requested to sign the certificate found at the back of this booklet as evidence of reading the Code of Conduct and Business Principles and of undertaking to comply with them. The certificates will be retained at the Chamber's offices. New members would be given the booklet and would also be required to sign the certificate upon admission to the Chamber's membership. In the event that the Chamber receives any formal complaints or allegations about any member with respect to the compliance of the Code, the Chamber would endeavor to investigate the complaint or allegation in a thorough manner and would attempt to have these resolved.

Failure to comply with the professional and personal obligations of the Chamber, as outlined in the By-Laws of the Trinidad & Tobago Chamber of Industry & Commerce, may result in termination of membership.

CERTIFICATES



Certificates

(Please sign, place your company's stamp and return to the Chamber's office at Columbus Circle, Westmoorings, P.O. Box 499, Port of Spain.)

**To: The President
The Trinidad & Tobago Chamber of Industry & Commerce**

_____ certifies that
(please print the name of your company)

- i. Its Board of Directors and Executive Management have read the Members' Code of Conduct and Business Principles;
- ii. It undertakes to inform all employees of the company of its existence;
- iii. It undertakes to comply with the Members' Code of Conduct and Business Principles; and
- iv. It understands that failure to comply with the professional and personal obligations of the Chamber, as outlined in the By-Laws of the Trinidad & Tobago Chamber of Industry & Commerce, may result in termination of membership.

Dated

(PLACE COMPANY STAMP HERE)

Signature of Managing Director/Chief Executive Officer

CHAMBER'S COPY

Certificates

(Please sign, place your company's stamp and retain at your office.)

**To: The President
The Trinidad & Tobago Chamber of Industry & Commerce**

_____ certifies that
(please print the name of your company)

- i. Its Board of Directors and Executive Management have read the Members' Code of Conduct and Business Principles;
- ii. It undertakes to inform all employees of the company of its existence;
- iii. It undertakes to comply with the Members' Code of Conduct and Business Principles; and
- iv. It understands that failure to comply with the professional and personal obligations of the Chamber, as outlined in the By-Laws of the Trinidad & Tobago Chamber of Industry & Commerce, may result in termination of membership.

Dated

(PLACE COMPANY STAMP HERE)

Signature of Managing Director/Chief Executive Officer

MEMBER'S COPY