

Members Code of Conduct

To whom the Code extends

FSB recognises that the majority of members join FSB solely to avail themselves of the excellent services and benefits available to them as business owners. However, FSB is also fortunate to have a community of members who become actively involved in activity at a national and local level as volunteers. Having built FSB to be a brand trusted by business owners and politicians alike, it is imperative that FSB protects its brand from damage. In order to achieve this end, FSB asks that members and volunteers adhere to a Code of Conduct.

This code is intended to direct the conduct of members in relation to their interaction with other FSB members, employees and any third party where the member is perceived to be acting in the name of FSB or where they or their business purports to be in some way associated with FSB in addition to being a member.

The code does not extend to the interaction between FSB members and their customers/clients or any other third party where the FSB member is not acting in the name/as a representative of, FSB.

The Code

FSB asks that members:

Act and present themselves at all times in a professional and courteous manner to all members, employees and external contacts of FSB

Only use the FSB member logo to signify their membership and not in any way to suggest or imply that the logo represents any trade or professional qualification or standard

Where it is not true, do not represent themselves as:

- being approved or endorsed by FSB in connection with their business activity
- having a trading relationship with or being an approved supplier to FSB

Do not:

- Claim to represent FSB in any capacity without having first obtained explicit written consent from the Regional Group or appropriate Policy Portfolio Chair
- Proactively market their own business when representing FSB
- In the case of volunteers, comply with all statutory requirements and FSB policy and procedure
- Maintain confidentiality when required to do so and comply with the provisions of the prevailing FSB data policies
- Act towards any employee or member in a manner which may give rise to any claim against FSB
- Discriminate against any person because of a protected characteristic e.g. age, disability, gender reassignment, marriage and civil partnership,

pregnancy and maternity, race (including colour, nationality and ethnic or national origins), religion or belief, sex or sexual orientation

- Use threatening or abusive behaviour or language
- Make verbal or written statements which are contrary to the aims and objectives of FSB including Policy objectives
- Use FSB property, resources, equipment or records for any purpose other than the purpose for which they are intended
- Make any undeclared profit, benefit or advantage from being a member or elected officer of FSB
- Do anything or omit to do anything which is prejudicial to the interests of FSB or could bring FSB into disrepute