



CODE OF ETHICS POLICY - PTMA

This policy issues a formal statement about promoting ethical conduct among the Board of Directors and Members of PTMA.

We, as board members, committee members and members of The Professional Teleservice Management Association - PTMA) dedicate ourselves to carrying out the mission of this organization.

We will also adhere to the following:

1. Recognize that the chief function of PTMA at all times is to serve the best interests of our membership.
2. Avoid using meetings and events as sales opportunities unless specifically asked about our products and services supporting the true spirit of networking. As a professional organization we foster an environment of non solicitation.
3. Accept as a personal duty the responsibility to keep up-to-date on emerging issues and to conduct ourselves with professional competence, fairness, impartiality, efficiency, and effectiveness.
4. Respect the structure and responsibilities of the board, provide them with facts and advice as a basis for their making policy decisions, and uphold and implement policies adopted by the board.
5. Keep the community informed about issues affecting it.
6. Conduct our organizational and operational duties with positive leadership exemplified by open communication, creativity, dedication, and compassion.
7. Serve with respect, concern, courtesy, and responsiveness in carrying out the organization's mission.
8. Demonstrate the highest standards of personal integrity, truthfulness, honesty, and fortitude in all our activities in order to inspire confidence and trust in our activities.
9. Avoid any interest or activity that is in conflict with the conduct of our official duties.
10. Respect and protect privileged information to which we have access.

Signature _____

Date _____

Approved September 25, 2008