

Organization Code of Ethics

1. **Quality Service:** Our clients deserve a quality of service that is courteous, timely, equitable, efficient, and effective.
2. **Pursuit of Excellence:** It is the responsibility of every board member and staff person to perform to the best of their ability, both as an individual and as a member of the organization.
3. **Integrity:** In order to maintain the community's trust, it is the responsibility of the board and staff to resolve conflicts between their personal and private interests and their official duties in favour of the community's interest.
4. **Impartiality:** Policies and programs will be implemented equitably and objectively with all clients and stakeholders receiving fair treatment.
5. **Accountability:** The Community Futures Board and staff are answerable for their performance of assigned duties.
6. **Individual Responsibility:** All board and staff have a personal duty to consider the information relevant to, and the consequences of, their decisions before acting.

Individual Director's Code of Ethics

The following ethics are considered essential for individuals participating as board members:

1. Believe in, support and speak well of the organization.
2. Attend and take part in all meetings.
3. Know enough about the organization to make helpful decisions.
4. Be able to work with the other directors as a team.
5. Not take any special favours for one's self, family or friends which are offered because of being in the position of board member.
6. Keep confidential all matters of the organization.
7. Participate with suggestions that will assist the organization in reaching its goals.
8. Know the operational, financial management, planning and organizational practices of the organization.
9. Develop leadership qualities by speaking to community members and bringing community needs to the attention of the board.