

The Algonquin Gateway Business Association

Code of Conduct - 2014

As a community based business association, we encourage our membership to apply the following principles when conducting business:

Pride in the AGBA & Community

- To build partnerships locally between tourism operators, retailers, service companies, trades people and contractors; and promote and support AGBA member businesses whereby individual members may avail themselves of the power of a combined effort through their AGBA membership.
- To respect local values by promoting local traditions, culture and practices.

Commitment to Customer Service

- To conduct our services honestly and honourably, and expect our clients and suppliers to do the same.
- To always try to meet all of our contractual obligations.
- To suggest an alternative local business if we are unable to satisfy a customer's timeline or other requirement.
- To provide opportunities for feedback on client experiences.
- To inform clients of local events and where to purchase local goods and services.

Necessary Credentials, Coverage(s) and Conduct to Operate our Businesses

- To conform to relevant law and to hold the proper licenses and insurance to conduct our businesses.
- To promote professional standards in our businesses.

Commitment to Local Employment, Culture and Economic Development

- To promote education and apprenticeship programs and employ local people where appropriate and available.
- To buy locally produced goods, equipment and services wherever possible.

Willingness to Charge Competitive Rates

- To set fees that are competitive for what we provide, which are high quality, tailored and specialized services so that our businesses may make a competitive profit.

Support and Protect our Environment

- Encourage environmentally responsible practices and contribute to the ongoing integrity of our valuable natural resources and cultural places.