



American Chamber of Commerce in Croatia *Američka gospodarska komora u Hrvatskoj*

## **CODE OF BUSINESS CONDUCT**

The American Chamber of Commerce in Croatia (AmCham) is an independent, non-profit, non-governmental organization founded to be the leading business association contributing to a strong and competitive business environment in Croatia and growing transatlantic cooperation.

Included among the goals of AmCham is supporting business that is conducted in an ethical and proper way, with the highest regard for all laws and regulations. AmCham, its directors and its members hold business ethics as a matter of primary importance.

To this end, AmCham has prepared this code of good business principles and practices. The code is to be utilized by AmCham's members in every aspect of their operations. It serves as an example of ethical business practices for AmCham members to follow.



## **CODE OF BUSINESS CONDUCT**

### **I. GENERAL PRINCIPLES**

AmCham aims to develop and promote cooperation between its member companies and public and private entities, as well as support and protect its members' interests.

AmCham requires its members to comply with all applicable laws and regulations, and to follow industry standards and best practices.

AmCham members shall engage only in fair business practices and neither offer nor accept any form of bribery or improper influence for the purpose of obtaining or retaining business.

AmCham members are required to follow the principles of transparency, reliability and integrity in their everyday activities, by refraining from providing false or misleading information, honestly representing themselves in negotiations and fulfilling their contractual obligations.

### **II. MEMBERS**

AmCham promotes transparency and communication between members, in compliance with both local and international laws and regulations. The interests of all members are promoted and protected by rejecting any individual interest in favor of mutual interest of its members.

For that purpose, AmCham encourages regular participation in AmCham activities by the member representatives, in compliance with the right of each member for clarification, expressing his opinion and making suggestions.

### **III. CUSTOMERS and THIRD PARTIES**

AmCham members shall promote impartiality and non-discrimination principles in their relationships with customers, by responding promptly to customer requests and inquiries, delivering products services and payments in a timely fashion, while avoiding any illicit or unfair conduct of any kind or nature.



AmCham members shall select suppliers or other third party contractors based on principles of lawfulness, transparency and fairness while taking into account objective criteria for business cooperation such as quality of services and goods, customer support, innovation etc.

#### IV. GOVERNMENT

Relationships of AmCham members with Government institutions, officials and employees should adhere to highest legal and ethical standards of anti-corruption and transparency.

Any kind of offer, promise, gift or authorization of anything of value in order to improperly influence any government institution, organization, official or employee is strictly forbidden, unless explicitly allowed by applicable laws and regulations.

#### V. EMPLOYEES

AmCham members shall provide their employees with safe and healthy working environment.

Such environment includes, but is not limited to: fair treatment of all employees based on performance, regardless of race, gender, religion, nationality and sexual or political orientation; zero tolerance for any kind of harassment and discrimination; employee education, training, career planning and development.

#### VI. COMMUNITY

AmCham members should act responsibly and make positive contribution to communities in which they conduct their business.

Contribution to communities can be reflected through promotion and support of education, health, culture, sport, charity or other non-profitable activities as well encouraging volunteer work of member employees on such projects.

