

AmCham Macedonia Code of Ethics

The American Chamber of Commerce in Macedonia represents and promotes business in and for Macedonia. As a representative of the private sector, the Chamber recognizes the need for the creation and maintenance of a fair and ethical business environment that ensures the healthy development of commerce in the region. To this end, the AmCham has adopted a code of better business principles and practices. The code is to be utilized by the AmCham and its members in every aspect of their operations and serves as an example of ethical business practices for its members to follow.

Organization to Customer Conduct

Members shall apply the same high standards in its relations with all customers:

- Respond promptly and fully to customer requests in inquires
- Deliver products, services and payments as promised and in a timely fashion
- Represent collective customer interests when deemed appropriate
- Reject and actively discourage any form of bribery or favoritism in the conduct of business

Organization to Business Conduct

Members shall engage in fair business practices:

- Refrain from providing false or misleading information
- Honestly represent itself in negotiations
- Uphold the spirit as well as the letter of the law in developing and fulfilling all contract arrangements
- Neither accept nor offer any form of bribery or improper use of personal relations in conducting its business

Organization to Government Contact

Members shall respect local laws and guidelines in government relations:

- Respect and adhere to rules of law of the Republic of Macedonia
- Refrain from attempting to influence any interest through the exchange of gifts, money, or information; or from engaging in any other activity that may be construed as corrupt or in violation of the letter and/or spirit of Macedonian law, or the law of the country in which the business is registered
- Recognize the scope and boundaries distinguishing the public and private sectors by remaining privately funded, clearly defining AmCham positions and transparently conducting activities supporting these positions, and refraining from asking for special treatment based on improper use of personal relations while conducting professional activities

Organization to Employee Conduct

Members shall provide a safe and harmonious working environment:

- Guarantee fair treatment of all employees based on performance, regardless of race, color, nationality, gender, creed, sexual orientation or political viewpoint
- Provide a safe and health environment in the workplace, including reasonable protection from physical as well as from any behavior which may qualify as harassment
- Inform and regularly update employees on company policies and procedures
- Educate, train, or certify employees as needed, in skills specific to the duties and responsibilities of the position
- Assist in career planning as development
- Tolerate no management or employee embezzlement or profiteering

Employee to Employee Conduct

Members shall treat all co-workers with respect:

- Foster a healthy working environment by working co-operatively with other employees and abiding by company policies and guidelines
- Refrain from engaging in behavior or activities that may unfairly compromise the reputation of another employee with the company
- Conduct himself/herself in such a way that brings honor and respect to the organization

Organization to Community Conduct

Members shall play an active role in the community:

- Act responsibly and demonstrate a commitment to the advancement of the community through the promotion of education, health, cultural and other activities
- Encourage employees to give back to the community through volunteering their time or resources