



Event Vendors Association of Ghana

(E V A G)

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Code of Conduct

Each member of EVAG shall agree to adhere to the following:

- Promote and encourage the highest level of ethics/standards within the profession of the events industry while maintaining the highest standards of professional conduct.
- Strive for excellence in all aspects of our profession by performing consistently at or above acceptable industry standards.
- Use only appropriate legal and ethical methods in resolving issues, negotiations and activities.
- To have their company legally registered to operate within the industry.
- Protect the public against fraud and unfair practices and promote all practices which bring respect and credibility to the industry.
- To the best of the service provider's knowledge they must provide truthful and accurate information with respect to the performance of duties. Use a written contract clearly stating all charges, services, products, performance expectations and other essential information.
- Commit to increase in professional growth and knowledge, to attend educational programs and to personally contribute expertise to meetings, workshops, training, talks, journals, magazines etc when called upon.
- Cooperate with colleagues, suppliers, employees, employers and all persons supervised, to provide the highest quality service at every level.
- Honor and respect agreements with customers, clients, suppliers and services as agreed upon with them.
- Respect client confidentiality abide by all covenants agreed upon with clients and never give client details to any third party unless for the sole purpose of the event being undertaken.
- Respect copyright of all planners, coordinators and related suppliers and protect the confidentiality of information gained through working with other members.
- Subscribe to the EVAG Principles of Professional Conduct and Ethics and abide by the EVAG Bylaws and policies.

Rules

- A member of EVAG cannot join another **event** association in Ghana. This is to encourage full commitment from all members and avoid any conflict of interest.
- Every member is mandated to pay Dues (which will be decided and reviewed by the governing counsel)
- No adverts or soliciting of vendors should be performed on the official EVAG page; everything posted should be related to the growth of the organization and should be approved by the governing counsel through the Admin.
- There shall be meetings held 3 times in a year at an agreed location and once every month on the EVAG platform. Everyone is mandated to try as much as possible to make time and actively participate.
- EVAG members are subject to discipline for any conduct that is deemed unacceptable. This conduct includes (a) conviction of a serious crime (with clients or fellow vendors); (b) conviction of gross insubordination; (c) being guilty of engaging in unethical conduct while executing your professional service as an event service provider; etc.
- The discipline available under this Policy includes: (a) a confidential letter of admonition, (b) a public letter of censure, (c) suspension of EVAG membership, or (d) revocation from EVAG. The Complaints Committee may attach conditions to these disciplinary actions, such as the writing of a letter of apology, the correction of a false statement or statements, the refunding/payment of money, or any other conditions deemed appropriate of the conduct in question.
- All members are expected to adhere to high level of confidentiality with information concerning other members of EVAG to other associations.
- Give credit where credit is due; and do not plagiarize another's work.
- Recognize individual boundaries of competence and be forthcoming and truthful about professional experience and qualifications.
- Exercise the utmost integrity, put the client's interest first and foremost.
- Show respect and consideration for other professionals by extending the utmost level of compassion, cooperation; and honor all agreements you have with other vendors.
- Treat employees with esteem and fairness, advocating conditions of employment that will safeguard their rights as employees and welfare.
- Respect all people regardless of race, religion, ethnicity, nationality, sexual orientation, gender, or age.
- Adopt the highest Standards of Performance of the association which will result in consistently meeting expectations of clients, collaborators and referral sources.

Rules

- EVAG members will take responsibility for their conduct and strive to continually advance the mission, vision and values of the association.
- EVAG members will not use association positions or platforms to put forward personal views that are not aligned with the mission, vision and values of the association.
- We will not engage in or condone any form of harassment or discrimination
- We will extend cooperation and respect to all colleagues, clients and industry partners equally, treating them with fairness and courtesy.
- We will not exploit professional relationships for personal gain.
- Membership shall not be denied to anyone otherwise qualified because of race, creed, gender, disabilities, religion, sexual orientation, or national origin.
- A member will have to make an upfront payment of Gh 1,000 (one thousand Ghana cedi) for registration; A member who has not paid dues within the thirty (30)-day grace period of the member's anniversary date shall be considered to have relinquished their membership and shall be automatically dropped from the rolls and have their membership terminated. A member terminated under these conditions may reinstate membership rights upon payment of all outstanding dues and reinstatement fees.
- Any member who wishes to resign at any time may do so by filing a written resignation with the President (governing counsel), after which a period of 3 months grace period will be required for the governing council to review the resignation and respond; Such termination conditions as described shall not relieve the member of the obligation to pay any dues or other charges accrued and unpaid, with the exception of membership termination by death, in which case all debts of the member to EVAG shall be voided.
- Notice of meetings shall be provided to all members at least thirty (30) days before the time appointed for such meeting. Notice shall state the place, date, and hour of the meeting and, unless it is an Annual Meeting, indicate that the notice is being issued by or at the discretion of the person or persons calling the meeting. Members shall have fifteen (15) days from date of said notice to request additions to the agenda. In the event of an emergency affecting the Annual Meeting, and not of a personal nature, the President or the Board of Directors may adjourn such meeting to another time or place. Notices can be communicated by mail, email, or fax.
- When in doubt, following these guidelines will empower EVAG Members to make effective decisions with greater confidence.