

Code of Conduct Policy

As a member of the Catalina Island Chamber Commerce & Visitors Bureau, Inc., DBA Catalina Island Tourism Authority (“CITA”), I will recognize that membership is a privilege and that a membership brings with it the responsibility to ensure that all members understand and commit to the following Code of Conduct.

1. Members will abide by the Bylaws of CITA. The Bylaws serve as the governing document for all programs and will supersede all other documents.
2. Members will refrain from publicly disparaging the business practices of fellow CITA members.
3. Members will respect fellow CITA members and will refrain from defaming, harassing, bullying, hazing, and unlawful discrimination of any kind.
4. Members will conduct business and professional activities in a reputable manner so as to reflect honorably upon the business community and fellow CITA members.
5. Members will manage conflicts with other CITA members respectfully and a professional manner.
6. Members will respect and strive to uphold the reputation, profile, and status of the CITA.
7. Members will embrace the diversity of fellow members and strive to be inclusive and continually foster an environment that respects all perspectives, backgrounds, and experiences, promoting open dialogue and collaborative interactions.
8. CITA will treat members fairly and ensure discipline is prompt, fair, and uniform.
9. CITA and members will not discriminate against, nor tolerate discrimination against, any person based on any characteristic protected by applicable federal, state, or local law.
10. CITA and members will provide an environment where everyone is treated with honesty, integrity, respect and dignity.
11. Members shall promote a safe environment and CITA shall not tolerate any type of violent behavior committed by or against a member. The CITA maintains a weapons-free environment.
12. When participating in social media in a personal and business capacity, CITA members must not:
 - a. Use CITA’s logos or branding on any social media platform without prior approval from Jim Luttjohann, President & CEO.

- b. Represent or communicate on behalf of CITA in public domain without prior approval from the President & CEO.
 - c. Post any material that would directly or indirectly defame, harass, discriminate against or bully CITA staff and/or any CITA member.
 - d. Engage in any form of unlawful social media communications while identifying or representing themselves as a CITA member, or when their association with CITA may be inferred.
13. CITA members must manage alcohol and other substances responsibly and in a professional manner. CITA strictly prohibits any inappropriate behavior or improper conduct arising from substance consumption. Any member found visibly impaired due to alcohol or other substances may be found in violation of this Code of Conduct, and may lead to removal from the event or meeting, and/or reported to local authorities.
14. Members must follow all applicable federal, state and local laws and regulations and CITA policies.
15. Every CITA member is expected to:
- a. Read, understand and comply with all portions of this Code of Conduct, in addition to all other applicable CITA policies.
 - b. Act with integrity and cooperate with any internal investigations into reports of unethical behavior.
 - c. Proactively voice your concerns if you become aware of possible violations of this Code of Conduct.