

DUTIES AND OBLIGATIONS OF KBA MEMBERS

The Karangahape Road Business Association (KBA)

Issued 12 April 2011

The **Duties and Obligations of Members** expresses the Association's recognition of its responsibility to its members, its employees and its committee members. It guides members in the performance of their responsibilities and expresses the basic tenets of professional conduct. The Duties and Obligations of Members calls for an unwavering commitment to honourable behaviour in the discharge of their responsibilities with integrity, objectivity, due professional care, and a genuine interest in serving the business community of K Road.

BEHAVIOUR

During their membership of the K Road Business Association Members commit themselves to;

- Professional behaviour and attitude in all dealings with all employees, members and committee members.
- Use their best endeavours to promote, develop and extend the K Road Precinct's interests and reputation and do nothing to its detriment.
- Members should be straightforward, honest and sincere in their approach to their work.
- Members should conduct themselves in a manner consistent with the good reputation of the Association and refrain from any conduct that might bring discredit to the Association.

COMPLAINT PROCEDURES

In the event where there exists any dissatisfaction in a member(s), committee member(s) or employee(s) performance of their duties, the Member will adhere to the following procedure;

- Present the matter, in writing, to the President.
- The President will submit it to the Executive Committee for investigation and, where necessary, remedial action will be taken. The outcome of this process will be reported back to the complainant.
- In the event that the complainant is unhappy with the outcome of the investigation, that member may appeal to the City Council Mainstreet Officer (currently Annie Inwood) or the Waitemata Local Board Representative (currently Jessie Chalmers). In dealing with any matters raised against employees, the Members and the Executive Committee will conduct themselves in accordance with the terms of the appropriate Employment Contract.

REASONABLE COMMUNICATION

- It is reasonable to communicate with the KBA Executive Committee/and/or the President once a month unless they are working on a specific project with the member.
- It is reasonable to communicate with the KBA staff once a month unless they are working on a specific project with the member.
- The staff cannot circulate advertising and promotions for members unless it coincides with the timing of a newsletter.
- No promotions may be posted on the KBA Facebook for Adult or Alcohol promotions as Facebook is an open age forum.
- The correct channel as per the Rules "To make arrangements with the Government, local authorities, the Council and/or persons, corporations or associations for the improvement of streets, reserves, playing areas and park areas, and for lighting, surfacing, and cleaning in the business area of the Karangahape Road Precinct." is through the KBA