



# **IMA - International Management Assistants**

## **CODE OF CONDUCT**

October 2013

adjusted to new name and statutes as per the decision  
of the AGM 2016 Copenhagen

February 2017



# CODE OF CONDUCT

## INTRODUCTION

IMA - International Management Assistants is an international network of management support professionals who focus on their personal development and on the future of their profession.

Every organization whether a company, a club or a fraternal order, has expectations of how its members should act with each other and those outside the organization. In addition, professionals are expected to conduct business honestly and with integrity. The set of principles which outline the mission and values of the organization that govern these expectations is referred to as a **Code of Conduct**.

Management Assistants (our members) possess personal and business attributes. They strive to safeguard their professionalism in terms of ethical behavior and appropriate business practices including confidentiality, loyalty and office etiquette.

The ethics of Management Assistants are moral principles relating to the position that they will be bound by. These ethics include confidentiality, honesty, reliability, mutual respect, cooperativeness, flexibility etc.

## OUR RESPONSIBILITIES

IMA - International Management Assistants is committed to acting in an honest and ethical way. This means that we all must accept our individual responsibility to promote integrity and ethical conduct in all of our activities. The Code of Conduct applies to all members of IMA - International Management Assistants. We must:

- Read the Code and uphold its standards
- Comply with both the letter and spirit of the laws in all countries in which we operate
- Note that local law may establish requirements that differ from this Code. If there is a conflict between local law and this Code, we must comply with the local law
- Avoid activities that may question the integrity of IMA - International Managements Assistants
- Be aware that the proper course of conduct is not always obvious. The key is to exercise good judgment but, if unsure of the appropriate course of action, one should contact the Executive Committee
- Remember that any retaliation against a person who raises an honest concern, or participants of an investigation, is a violation of the Code
- Ask for guidance as soon as possible if unsure of the appropriate course of action
- Speak up if violations of the law or the Code are observed

## CODE OF CONDUCT

### General Guidelines

- MA professionals are guided by the general principles of professional ethics: protecting human rights, responsibility, objectivity, diligence, sincerity, honesty and confidentiality.
- Prevent any discrimination based on nationality, language, gender, race, age, sexual orientation, social class, ideology or any other difference, as well as practices that can lead to unfair discrimination.
- Each member acknowledges and agrees to honor ethical and legal obligations to all members and business partners. Members are expected to treat each other fairly and with dignity with personal accountability.



## CODE OF CONDUCT

### Conflicts of Interest

- When acting in the course of our voluntary work for IMA - International Management Assistants, we advance IMA - International Management Assistants' best interests.
- Avoid any situation in which our personal interests conflict, or even appear to conflict with those of IMA - International Management Assistants or our ability to make decisions on behalf of IMA - International Management Assistants
- Conflicts of interest can take many forms. The Code cannot address every potential conflict of interest situation, so we must use good judgment and seek guidance when unsure.

### Confidential Information

- We protect IMA - International Management Assistants' confidential information from unauthorized use or disclosure.

### Online Public Forums and Social Media

- If we use social media, we do so in a personal capacity – unless we have the authority from our National Committee or Executive Committee - and not in a way that might harm IMA - International Management Assistants, our members, or our business partners.

## ADMINISTRATION OF THE CODE

### Responsibility

- Administration of the Code is the responsibility of the Executive Committee and the Code will be reviewed on a yearly basis in accordance with legislative developments and in order to adhere to good practice.
- All members can submit to the Executive Committee their suggestions for alterations of the Code.

### Access to the Code

- The Code is posted on the website of IMA - International Management Assistants [www.ima-network.org](http://www.ima-network.org). It is mandatory that National Committees provide new members with a hard copy of the Code of Conduct.

### Investigation

- The Executive Committee takes all reports of potential Code violations seriously and will investigate the issue.

### Decisions and Discipline

- The Executive Committee will determine whether a person has violated the Code, and the appropriate discipline. Any violation of applicable law or the Code will result in disciplinary action, up to and including termination of membership. The Executive Committee has the right to consult and/or appoint a neutral member to act as arbitrator for a specific case.