

PROPOSED CODE OF CONDUCT FOR CHCA

I. GENERAL OBLIGATIONS

A. Duties of Care, Loyalty and Obedience

The Chestnut Hill Community Association (“Association”) is committed to maintaining the highest standards of dignity, fairness and personal and professional ethics as we implement the CHCA’s mission. The actions of all who work on behalf of the Association, be they directors, committee members, or paid staff (“Covered Individuals”), should at all times aim to strengthen confidence in the integrity of the Association and trust that those who act on its behalf are doing so in the best interests of the community, regardless of their personal interests.

B. Covered Individuals will:

1. Serve the Association with honesty, integrity and respect for all others, be well-informed as required of their roles, and use sound judgment and good faith to make the best possible decisions, taking into consideration all available information, circumstances and resources; not engage in harassment and intimidation, personal attacks, or any other impropriety or appearance of impropriety.
2. Afford residents and other interested parties the opportunity to express their views on decisions facing the Association, and listen respectfully when there are differences of opinion.
3. Uphold confidentially by not sharing with a third party non-public information, such as:
 - a. Discussions, comments, or decisions made at any Association meeting properly closed to the public or held in executive session; or
 - b. Other forms of confidential information covered in “Part IIB,” below.
4. Confront Covered Individuals privately or publicly if they fail to uphold these standards (using parliamentary procedure) and/or, in the case of egregious behavior or serious violations of the COI or the COC policies, alert others for follow up action in accordance with the following chain of command: Committee Chair, Vice President, President, member of Executive Board. Each of these individuals should loop in the ED as appropriate.
5. Protect confidential information obtained, directly or indirectly, in the performance of their Association responsibilities.
6. Refrain from using their positions or decision-making authority for personal gain or advantage.
7. Act within the boundaries of their authority, as defined by the governing documents of the Association.
8. Be transparent with their own committee members about any contacts with individuals who may be lobbying them about issues before their committee.
9. Abide by any current applicable regulations of the City of Philadelphia RCO Standards of Conduct.
10. Not undermine the integrity of the Association or take legal action against the Association for policies or decisions made by the Board.
11. Not use or spend unauthorized Association resources, including funds, for their own personal use or benefit.

II. SPECIFIC CONDUCT GUIDELINES

A. Community Communications

Facilitating the free flow of information to, and maintaining the integrity of relationships with, members of the community is critical to the success of the Association. All Covered Individuals shall provide accurate information in all communications and act promptly to correct erroneous communications for which they are responsible. To that end:

1. Directors, officers, employees and committee members are obligated to be as informed as possible on the issues before them. It is in the best interests of the community that directors, officers, employees and committee members listen to and consider the input from all community members and transparently share the input with co-committee members. Attending neighborhood gatherings formed to discuss issues that will be before the Association is beneficial. Directors are encouraged to attend several Physical Division meetings annually to hear all perspectives.
2. When persons with a specific interest or position – including, but not limited to, development applicants, architects, design or legal professionals – arrange to meet with committees or subcommittees in advance of their Board or committee presentation, it is recommended that one or two staff members of the Association also be present. The fact and content of any such meetings should be disclosed to the full committees.
3. From time to time, grass roots advocacy initiatives arise in the community around matters before the Association, e.g., land use and development issues or Association elections. It is permissible for Covered Individuals to participate in such groups and contribute to the hiring of a professional advisor (e.g., lawyer, architect, etc.) to offer guidance on such initiatives. However, at Association meetings where such matters are under discussion, disclosure of a Covered Individual's involvement and support of a particular group is required to promote full transparency in such deliberations.

B. Social Media

The Association is committed to promoting a welcoming and informative online experience for the members of its community and all individuals who interact with the Association, both internally and externally. Covered Individuals should give careful consideration to the content they share on social media about Association business and whether the contents would reflect well on the Association. If a Covered Individual is aware of a violation of standards as enumerated above in anything having to do with the Association's online presence or a Covered Individual's social media presence, it is the duty of the Covered Individual to disclose the issue to the Executive Director or the President of the Association. All content must be accurate and appropriate for dissemination. Association staff should monitor posts, content and comments and remove content containing any of the following on any of the Association's social media as soon as possible:

1. Personal attacks, profane, defamatory, offensive or violent language, content or images.
2. "Trolling" or posting deliberately disruptive comments meant to harass, threaten or abuse an individual or business.
3. Spam, link or clickbaiting, or files containing viruses that could damage the operation of other people's computers or mobile devices.

4. Content that promotes, fosters, or perpetuates discrimination on the basis of race, national origin, religion, sex (including gender identity, sexual orientation and pregnancy), age, marital status, physical disability, genetic information or any other form of discrimination.
5. Conduct or encouragement of illegal, harmful or offensive activity, as well as any inappropriate sexual content or links to such sexual content.
6. Acknowledgement of intent to stalk an individual or business, or collect private information without disclosure.
7. Content that relates to confidential or proprietary business information.
8. Content that violates a legal ownership interest or proprietary business information of any other party, which includes violation of copyrights or intellectual property rights.
9. Content determined to be inappropriate, in poor taste, or otherwise contrary to the purposes of the Association, in the sole discretion of the Association.

C. Gifts

The offer of a gift can be seen as an attempt to influence a decision of the Association. Covered Individuals should not solicit or accept any gifts or hospitality based on any understanding that their vote, official action, or judgment relating to any matter that is likely to come before the Association would be influenced thereby; or that is from a person or company that is seeking a business or financial relationship with the Association. Nor should they accept an honorarium relating to their roles with the Association, except a token of de minimis economic value. However, as a practical matter, there are situations where the prohibition on the solicitation and acceptance of gifts shall not apply. Examples:

1. Gifts from immediate family members, or other close relatives, friends or business associates when there is a major life event (e.g., birthday, engagement, marriage, birth of a child, retirement);
2. Plaques or mementos of a de minimis economic value offered as a token of esteem or appreciation on the occasion of a public appearance in their official capacity representing the Association;
3. Commercially reasonable loans made in the ordinary course of business;
4. Food, beverages or entertainment provided at social gatherings hosted by a Covered Individual at their home or place of business, e.g., a party, dinner, or holiday reception; and
5. Payment or reimbursement of a Covered Individual's reasonable expenses for admission, travel, lodging, food and beverage related to attendance at any event that will benefit the Association and is reasonably related to the Covered Individual's official duties for the Association.

D. Confidentiality

No Covered Individual may use or disseminate the Association's confidential information for the benefit of themselves or their relatives. Unless otherwise publicly available or specifically authorized for dissemination, confidential information includes, but is not limited to:

1. Private or personal information about Covered Individuals or any community member;
2. Personnel matters, including performance reviews and discussions of employee compensation;
3. Financial audits, except for audits that have been publicly released or which have been filed with the Association's filings with the IRS.

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4. Disciplinary action against Covered Individuals, as outlined in the Enforcement Procedures;
5. Negotiation and formation of contracts with contractors, vendors or service providers;
6. Legal matters in which the Association is or may be involved;
7. Information protected by attorney-client privilege; and
8. Board, Executive Committee and other Association records.

E. Duty to Report Potential Violations

Covered Individuals have a responsibility to report any potential violations of the COC and COI policies to the President or Executive Director for investigation. Refer to the Association’s Reporting and Enforcement Policy.