

**BRANSON/LAKES AREA TOURISM  
COMMUNITY ENHANCEMENT DISTRICT  
(TCED or Tourism District)**

**CODE OF CONDUCT POLICY**

*Adopted for the Tourism District by the Board of Directors on May 27, 2010*

Appointment to the Branson/Lakes Area TCED Board of Directors is a privilege and an honor. Volunteer Directors and others asked to serve the Tourism District in any capacity shall understand the importance of their position and the impact the TCED makes on our region. The strength of the TCED is tied directly to the strength of our volunteer leadership and professional staff.

The TCED endeavors to conduct all business in a manner that withstands the closest possible public scrutiny. All business conduct should be well above the minimum standards required by law. Volunteers and employees are expected to abide by the Tourism District's by-laws, its enabling legislation and all pertinent laws of the State of Missouri and the United States of America. TCED volunteers or employees uncertain about the application or interpretation of any legal requirements should refer the matter to the Board of Directors, which, if necessary, will seek the advice of legal counsel.

The TCED expects its volunteers and employees to conduct themselves in a businesslike manner. Unprofessional activities such as fighting, swearing, sexual harassment, and inappropriate language, materials and communications are strictly prohibited while conducting Tourism District business.

Tourism District Directors are expected to be accessible for sharing areas of expertise and personal ideas for District betterment. Directors and employees are expected to be supportive of District actions and decisions and to represent the District positively in all public venues.

Volunteer leadership is expected to attend at least 75% of the meetings required in their position. This rate ensures leaders are aware of and informed on current issues and able to contribute to the efficient and effective work of the board, committee or council on which they serve. Occasional assistance with special task force work and attendance at additional related meetings is also important to fully understand and contribute to the work of the TCED.

In all matters relevant to Tourism District constituents, vendors, suppliers, government authorities, the general public and other Tourism District stakeholders, volunteers and employees must make every effort to achieve complete, accurate and timely communications – responding promptly and courteously to all proper requests for information and to all complaints, concerns and ideas for improvement.

The TCED expects volunteers and employees to perform their duties conscientiously, honestly and in accordance with the best interests of the Tourism District and its constituents. Personal agendas are not appropriate. Status, influence or knowledge gained as a result of a position with the TCED should not be used for private or personal advantage. Outside business activity that competes, conflicts or otherwise interferes with the interests of the TCED should be avoided and must be disclosed if unavoidable. Volunteer leadership and employees must disclose any personal or business interests or affiliations which are, or might be, construed as, conflicts of interest by completing a Conflict of Interest Policy and a Confidentiality Agreement with the TCED, renewed annually and updated as often as necessary. Volunteer leadership is required to leave the room to avoid participating in or influencing discussions impacting a decision, and to refrain from voting on, any matters in which such conflicts arise.

Volunteer leadership and employees are expected to safeguard Tourism District assets using prudence and reasonable judgment and to have a knowledge and understanding of the TCED Fraud Prevention Policy currently in place.

Volunteers and employees must take care to separate their personal roles from their TCED positions when communicating on matters directly or indirectly related to Tourism District business, interests or activities. Neither volunteers nor employees should presume to speak for the TCED unless they have been designated to do so by the Board of Directors.

Activity that violates this Code of Conduct Policy, the Conflict of Interest Policy, the Fraud Prevention Policy or the Confidentiality Agreement or that is potentially illegal or fraudulent, should be reported to the Board of Directors, which will determine the appropriate course of action, including conducting any investigations of the matter and/or recommending appropriate remedies or disciplinary action.

Acknowledged and agreed to by: \_\_\_\_\_  
*Print first and last name above*

Who is serving the TCED in the following manner: \_\_\_\_\_  
*Note Board, Committee or employment status*

X \_\_\_\_\_  
*TCED Volunteer or Employee Signature* *Date*