

Member Code of Conduct



Purpose

TRMA Canada fosters a professional, collaborative environment that advances risk management in Canada's telecommunications industry.

Members must comply with this Code to ensure ethical conduct and adherence to Canadian competition and antitrust laws.

Expected Behaviour

Members will:

- Act with professionalism, respect, and integrity
- Engage constructively in TRMA Canada activities
- Share knowledge that contributes to industry advancement
- Safeguard confidential information
- Comply with all applicable laws and this Code

Competitive & Antitrust Compliance

Members must avoid conduct that could constitute or appear to constitute anti-competitive behaviour, including:

- Price fixing or coordination of rates or fees
- Market or customer allocation
- Coordinated customer or vendor boycotts
- Conspiracy to restrict access to products, services, or markets
- Sharing competitively sensitive strategies, pricing, or plans

Members must not use TRMA Canada as a forum for coordination of commercial strategy.

Information Sharing

- TRMA Canada encourages the sharing of best practices, trends, research, and lessons learned.

Members must NOT disclose:

- Proprietary strategies or trade secrets
- Pricing, margins, costs, or financial models
- Non-public performance data, unless anonymized and aggregated through TRMA-approved processes
- Confidential customer or personal data

Conduct at Meetings

Members must:

- Contribute positively
- Avoid harassment, discrimination, or abusive behaviour
- Respect intellectual property rights
- Avoid misrepresenting TRMA Canada positions externally

Conflicts of Interest

Members will disclose actual or potential conflicts that may impact their participation or the interests of the association.

Confidentiality

Members will maintain the confidentiality of TRMA Canada discussions, documents, and data unless the information is publicly released or expressly approved for distribution.

Reporting Concerns

Members are encouraged to report potential violations or concerns to association leadership. TRMA Canada will take reasonable steps to investigate and resolve issues.

Enforcement

Violations may result in:

- Warning or reprimand
- Suspension of privileges
- Termination of individual or organizational membership without refund
- Exclusion from events or committees
- Legal referral where required
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Decisions regarding disciplinary action are made by the TRMA Canada Board of Directors and are final.

Member Responsibility

By participating in TRMA Canada, members agree to:

- Understand and comply with this Code
- Support the association's mission
- Represent themselves and their organization professionally

Acknowledgement

Membership in TRMA Canada, or participation in its meetings, events, or committees, constitutes acceptance of this Code of Conduct.