

# 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.