



## ***Code of Ethics:***

STEP members shall act with honesty, integrity, and professionalism. He/she shall operate his/her business and conduct his/her personal life in a way that will honor and not bring shame or reproach to the name of STEP. He/she shall adhere to all applicable laws and regulations, embodying high ethical standards in the choices they make.

STEP members will adhere to the following Ethical Values:

### **Ethical Values**

**Honesty**—to be truthful and forthright in our dealings with customers and employees.

- We will tell the truth in all situations and at all times.
- We will offer entertainment of value that does what we claim in our communications.
- We will honor our explicit and implicit commitments and promises.
- We will accurately represent his/her qualifications and experience in both oral and written communications.
- We will not engage in plagiarism and shall avoid using materials originated by others, either orally or in writing, without seeking permission of the originator.

**Responsibility**—to accept the consequences of our business decisions and strategies.

- We will make strenuous efforts to properly serve the needs of our customers.
- We will maintain and respect the confidentiality of business and/or personal affairs of fellow members.
- We will honor our obligations to customers and other STEP members.

**Fairness**—to try to balance justly the needs of the buyer with the interests of the seller.

- We will represent our service in a clear way in selling, advertising and other forms of communication; this includes the avoidance of false, misleading and deceptive promotion.
- We will charge a fair and standard commission for our services

**Respect**—to acknowledge the basic human dignity of all customers and associates.

- We will listen to the needs of our customers and make all reasonable efforts to monitor and improve their satisfaction on an ongoing basis.
- We will appropriately acknowledge the contributions of others, such as consultants, employees and coworkers, to our business endeavors.
- We will treat others with professional courtesy, dignity, and respect.

**Openness**—to create transparency in our business operations.

- We will strive to communicate clearly with all our constituencies.
- We will accept constructive criticism from our customers and other STEP members.

Understanding that the Society of Talent and Entertainment Professionals exists for the purpose of mutual edification, education, networking and support, all STEP members shall subscribe to the following pledge:

- STEP members who have complaints or concerns about the organization will contact STEP Leadership directly to express those concerns to those who can help find resolutions.
- STEP members will comply with and uphold the standards of the Society of Talent and Entertainment Professionals set forth in the STEP Code of Ethics...