



CODE OF CONDUCT

VISION

ALL lives enriched through arts and crafts experiences where creativity, creation, and expression by ALL are valued, encouraged, and respected

MISSION

Enriching lives through art and craft

GUIDING PRINCIPLES

Our Values are Influenced by our Guiding Principles:

Respect

Perseverance

Inclusivity

Aspiration with Courage

Accountability with Transparency

VALUES

At Arrowmont, we Value:

Aesthetic appreciation and self-expression developed and fostered through practical hands-on experiences in a variety of media, classes, conferences, seminars, and other activities

Quality educational opportunities for all individuals of all abilities, ages, race, color, creed, national or ethnic origin, orientation, practical backgrounds, and educational attainment in an environment conducive to creative thinking and expression

Continuous gallery exhibitions and programs to enrich educational sessions and provide visual stimulation to a broad public audience

Recognition as a contributing organization in the cultural life of national, regional, and local communities

STANDARDS OF CONDUCT

LAWFUL AND ETHICAL BUSINESS PRACTICES

Arrowmont School of Arts and Crafts (hereinafter referred to as Arrowmont) is committed to conducting our business with honesty, fairness, and integrity, in compliance with the laws and regulations that apply to us. We depend on our employees and those who do business with us to help us fulfill this commitment.

WE SHARE IN COMPLIANCE RESPONSIBILITIES

This Code of Conduct applies to team members (employees, artists-in-residence, interns), trustees (board members), volunteers, faculty, students, and all business associates. The first step is to be knowledgeable about this code; the second is to understand and comply with reporting requirements should anyone suspect fraud, fiscal mismanagement, or violation of confidentiality.

This Code does not replace or supersede any Arrowmont policies or procedures as defined in writing. Anyone who acts outside this Code or any Arrowmont policies and procedures will be held accountable.

It is also the personal responsibility of each team member to bring violations or suspected violations of this Code to the attention of your supervisor, the Chief Officer of People and Culture and/or the Chief Executive Officer.

Whether you report your concerns by telephone or in writing, you should provide as much detail as possible, including names, dates, times, location, and the specific conduct you feel may violate the law or Arrowmont policy. Concerns are best documented in writing by either letter or email.

NON-RETALIATION FOR REPORTING

No Arrowmont supervisor, manager, executive officer, or team member is permitted to engage, or threaten to engage, in retaliation or any form of harassment against another team member who reports a concern or who cooperates in an investigation or legal proceeding involving a suspected violation. Any supervisor, manager, executive officer, or team member who engages, or threatens to engage, in retaliation or harassment is subject to disciplinary action up to and including termination on first offense.

This does not mean a team member will be excused from the consequences of improper behavior or inadequate performance by reporting their own conduct. It does mean the consequences will not be made more severe because the team member has engaged in self-reporting.

DISCIPLINARY ACTIONS

The requirements of the Code apply to team members at all levels of responsibility at Arrowmont, including senior management. Arrowmont will take disciplinary action, including

termination of employment, for negligent or intentional violation of any federal, state or local laws that regulate our services, as well as for violation of the Code of Conduct. This includes disciplinary action for failure to report another team member's conduct that violates any law, regulation, or the Code, as well as knowingly making a false report of a possible violation for the purpose of harming another individual.

SPECIAL RESPONSIBILITIES OF THE BOARD OF GOVERNORS

Arrowmont is committed to upholding high standards of corporate governance. Those we serve, our various publics, as well as federal authorities expect the Board of Governors to fulfill oversight responsibility for Arrowmont's compliance efforts. We expect our Board to be knowledgeable of the Code, about how the agency handles compliance issues, and to ensure the agency complies with the principles in the Code as well as with all applicable laws and regulations.

The Board of Governors in turn expects the Chief Executive Officer to report directly to the Board regarding its compliance efforts and any violations of regulatory matters.

OUR WORK ENVIRONMENT

QUALIFICATIONS OF OUR TEAM MEMBERS

Arrowmont is committed to creating an anti-racist, diverse, inclusive, and accessible workforce and work environment and is proud to be an equal opportunity employer. Arrowmont strongly encourages people of color, women, LGBTQ+ individuals, people with disabilities, members of ethnic minorities, and veterans to apply. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, veteran status, or other applicable legally protected characteristics. Arrowmont is committed to compliance with all fair employment practices regarding citizenship and immigration status.

TEAM MEMBER CONDUCT

All team members are expected to act and perform their duties at the highest levels of ethical and professional standards. All team members have a responsibility to treat others with dignity and respect. All team members are expected to exhibit conduct that reflects inclusion during work, at work functions on or off the work site, and at all other company-sponsored and participative events. All team members are also required to attend and complete annual diversity/equity/inclusion/accessibility awareness training to enhance their knowledge to fulfill this responsibility.

It is expected that a team member consult with their supervisor about any issue in their personal or professional life that could potentially prevent them from adequately performing their job responsibilities or positively representing the agency in the community.

The following infractions are meant to be illustrative, not exhaustive, and may result in immediate termination or other disciplinary action. These shall be used as a guide to ensure uniformity in the application of disciplinary action by supervisors:

1. Failing to report known examples of misconduct.
2. Threat of physical abuse or actual physical or verbal abuse of a guest or another team member.
3. Physical fighting with guests or team members.
4. Theft or destruction of agency, employee, or guests' property.
5. Falsification of reports or records, including the team member's own.
6. Unauthorized dissemination of confidential information about Arrowmont, including information about its team and/or team members.
7. Using or being under the influence of alcohol or drugs while on duty.
8. Insubordination, which includes failure or refusal to follow guidelines or instructions and the use of threatening or abusive language toward supervision.
9. Negligent use of Arrowmont property resulting in loss or damage or risk of loss or damage.
10. Unauthorized use of agency tools, equipment, or vehicles.
11. Substandard job performance.
12. Failure to report an accident, i.e., vehicular, injury on the job, etc. or failure to report after witnessing an accident.
13. Excessive lateness or absences and excessive extension of breaks and lunch hours that interferes with job duties and performance.
14. Unethical or immoral conduct.
15. Making derogatory statements, malicious gossiping, or other remarks that could damage the reputation of either Arrowmont or other team members.
16. Possession of firearms or other dangerous weapons during working hours or on agency property at any time.
17. Provoking a fight, personal harassment, or unprovoked attack on agency property.
18. Failure to obey Arrowmont policies and procedures.
19. Any conduct or depiction in personal or professional life which may include information on the internet or in the community that is in conflict with the values of the agency.
20. Misrepresenting intentionally or unintentionally information that could harm guests, Arrowmont, or team members.
21. Dishonest or inaccurate communications.

FAIR TREATMENT OF TEAM MEMBERS AND GUESTS

All team members are responsible for creating a respectful and professional workplace that is in keeping with Arrowmont's Vision, Mission, Guiding Principles, Values, and policies.

WORKPLACE SAFETY, SECURITY AND HEALTH

Because of our commitment to our team members and stakeholders, we shall assure that our campus offices foster privacy, security, and comfort. Our facilities must comply with all policies, procedures, laws and regulations, standards and reporting requirements. Our facilities are inspected on a regular basis by licensing, health and fire safety officials. No team member, volunteer, or Board member may possess or transport firearms or other weapons while on Arrowmont property (including in parked personal vehicles).

All other personnel policies and operational procedures must be followed to ensure an appropriate safety of environment.

CONFLICT OF INTEREST

High standards of ethical conduct are maintained in both governance and operation of the agency to assure that no member of the Arrowmont Board of Governors, its team members, volunteers, or any consultant holds a position which is in conflict of interest, or which would appear to be in conflict of interest, or which would compromise their relationship to Arrowmont for personal gain.

A conflict of interest may exist if:

- You have a significant financial interest in an organization or outside contractor that has a business relationship with Arrowmont.
- You have a significant investment in another business that competes directly with Arrowmont.
- You have an employment or consulting agreement with an organization that has business relationships with or competes with Arrowmont.
- You are in direct or indirect competition with Arrowmont in the purchase or sale of property, property rights or interests in property.
- You offer or accept gifts or business courtesies that are inappropriate or outside the limits of Arrowmont policy or the law.
- As a Arrowmont executive, senior officer, manager, or supervisor, you participate in the hiring or supervision of a family member.
- You are in a position to make or influence an Arrowmont decision in favor of a company which you or a family member own or are employed by.
- You or a member of your family receives preferential consideration in applying for and/or receiving services from Arrowmont.

CONFLICT OF INTEREST DISCLOSURE

At any time during your relationship(s) with Arrowmont, if you believe a conflict of interest exists, you must disclose it to your supervisor, who in turn must discuss it with the Chief Officer of People and Culture and Chief Executive Officer. Failure to disclose an actual or potential conflict of interest may result in disciplinary action, including termination of the Arrowmont relationship.

Members of Arrowmont's Board of Governors must disclose to the full Board any area of actual or possible conflict of interest while serving on the board. In addition to disclosing said conflict of interest, they must refrain from participating in any vote taken with regard to the matter before the board.

ACKNOWLEDGEMENT OF 2023 CODE OF CONDUCT

My signature on this form acknowledges that I have received and read the Arrowmont School of Arts and Crafts Code of Conduct.

I agree to comply fully with the expectations and policies contained in this Code. I understand that compliance with this Code is a condition of my continued employment or association with Arrowmont. I understand that Arrowmont reserves the right to occasionally amend, modify, and update the Code of Conduct and that these will be communicated to me when changed.

I also acknowledge that the Code of Conduct is only a statement of principles for individual and business conduct and does not in any way constitute an employment contract. I also understand that I am responsible for adhering to the agency's written policies and procedures. I understand that, if at any time I have questions related to compliance with this Code, I should seek clarification from my department's chief officer, Chief Officer of People and Culture, or Chief Executive Officer.

Name (please print)

Signature

Date

Department