TOP NETWORKING

TOP Networking Code of Conduct

Promoting Trust, Growth, and Community

1. Purpose of This Code

At TOP Networking, we believe that business success is built on trust, contribution, and community. This Code of Conduct exists to protect that ethos—for every member, visitor, speaker, and club leader—at every meeting and event.

By joining or visiting a TOP Networking club, you agree to support our mission of creating authentic, local business communities rooted in *trust, empathy, logic,* and *professionalism*.

2. Our Core Principles

As inspired by Frances Frei's *Begin with Trust* model and our own **TOP DNA**, our culture is based on:

- **Authenticity** – Be your real, professional self.
- **Logic** – Communicate clearly and with reason.
- **Empathy** – Show care for others and their success.
- **Systems, Brand, Culture** – Align with high-quality processes, strong representation, and supportive environments.

We are also guided by the IDEAL models, which promote empowered, adult behaviour without micromanagement.

3. Conduct Expected of All Members and Visitors

Whether attending your first visit or your fiftieth meeting:

A. Be Respectful and Inclusive

- Treat everyone with courtesy and dignity.
- Welcome people from all backgrounds, businesses, and experiences.
- Listen without interrupting. Avoid sarcasm, discrimination, or judgemental comments.
- Follow all meeting guidelines without disrupting the flow.

B. Be Professional and Prepared

- Arrive 5–15 minutes early and stay for informal networking.
- Attend regularly and use the TOP Portal to notify of absences.

- Come with your 60-second pitch prepared.

- Represent your business with integrity. Speak truthfully and deliver reliably.

- Follow up on commitments (referrals, introductions, meetings).

C. Stay Within Your Category

- Respect exclusivity. Only promote services within your agreed category.

- Avoid cross-selling, unless explicitly invited or outside club hours.

- Visitors must check for potential category conflicts in advance.

D. Be Unquestionably Helpful

- Ask how you can support others.

- Invite quality visitors who fit the IDEAL Visitor model.

- Offer introductions, support charity partners, and uplift fellow members.

E. Communicate Positively

- Avoid gossip, negative remarks, or undermining others.

- Raise concerns professionally and discreetly with your Club Chair or Regional Director.

- Celebrate successes—yours and others.

4. Conduct in Meetings and Events

Structure & Participation

- Respect the time limits and formats—e.g. 60-seconds, 10-minute showcases.

- Engage fully in any activities or breakout sessions.

- Give others space to speak and contribute.

Visitors & Guests

- Visitors should be briefed and booked in advance.

- Members are encouraged to help guests feel welcome, explain the format, and introduce them.

Online & Hybrid Meetings

- Mute when not speaking.

- Keep video on where possible.

- Use respectful digital etiquette.

Netwalking, Events, and Evenings

- Behaviour expectations apply equally: professional, respectful, and community-minded.

5. Behaviour That Will Not Be Tolerated

To protect club harmony, the following is considered unacceptable:

- Harassment, bullying, or discrimination of any kind.

- Consistent lateness or repeated absence without notice.

- Selling aggressively or interrupting structured pitches.

- Using meetings to recruit for other networking organisations.

- Promoting services outside your agreed category.

- Negative public comments about other members, TOP Networking, or its leadership (online or offline).

Breaches will be addressed through fair but firm conversations with your Regional Director. Serious or repeated violations may result in suspension or termination.

6. Dispute Handling and Reporting

If you experience or witness inappropriate behaviour:

- Report it privately to your Club Chair or Regional Director.

- Reports will be handled confidentially, respectfully, and with due process.

- All actions will prioritise the wellbeing of the group and fairness for all involved.

7. A Note on Attendance & Contribution

- Consistent attendance builds trust and results.

- Members must aim to attend at least 70% of meetings and notify absences in advance via the TOP Portal.

- Substitutes are encouraged to keep your business represented.

- If attendance or engagement falls below expectations, membership may be reviewed.

8. Final Words – The TOP Way

We don't use targets, traffic lights, or micromanagement. Instead, we expect adults to lead themselves with integrity, kindness, and consistency. This Code of Conduct is here to guide, not restrict.

You are not just a participant in TOP Networking—you are part of a business movement that thrives when each of us takes ownership of our community.

Let's keep being helpful. Let's keep being kind.
Let's grow together.

#TOPNetworking #TOPClubs #BusinessWithTrust #NetworkingDoneRight